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| Manual: BV Operational Policies | Section: Programs |
| Approver: Arthur Mathews | Original Date: November 1, 2001 |
| Date Last Approved: January 3, 2018 | Next Review Date: January 3, 2019 |

# POLICY STATEMENT

Broadview Village is committed to providing an optimal team, which provides support for each resident/participant in care. Families/Guardians and Personal Advocates are considered part of this team and have responsibilities as a team member.

# PROCEDURE

The Residential Program

All families/guardians/personal advocates have the following responsibilities:

* to be involved with completing necessary documentation (i.e. admissions records, consents)
* to attend and participate in Agency meetings and events as able
* to be involved in the resident Individual Program Plan
* to maintain ongoing contact with the resident through visits, phone calls and mail
* to arrange all visits with residents in conjunction with a site staff member and with adequate/advanced notice

In addition, family/guardian/personal advocates may wish to support/contribute in other areas such as:

* health/dental care costs beyond ODSP benefit coverage
* additional funds for clothing, personal items, camps or community activities
	+ volunteer time/skills to the site i.e. gardening, painting, minor repairs The Day Program (BVEP and Booth) - Funded and

Fee for Service

All family/guardians/personal advocates are expected to follow the terms outlined in the Service Agreement.

For those participants that are on a Fee for Service, they are responsible for the following:

* to personally make arrangements for transportation to and from the day program(s).
* to provide alternate arrangements on days when the Day Program is closed (PA day, Statutory holidays, closures, and in case of emergency/evacuation)
* to be financially responsible and pay monthly fees at the beginning of each month (1st of the

month) as outlined in the letter of placement offer/agreement

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* To participate in the Individual Program Planning process as applicable (funded/fee for service terms)
* To provide Agency with 30 days’ notice if you decide you no longer require service
* To promptly inform the Agency of any changing needs or circumstances affecting or anticipated to affect quality service