Program Description

Eastend Haven provides **24-hour, person-centred residential supports** to adults with developmental disabilities in a **safe, supportive, and home-like environment**. The program is designed to support individuals to live with dignity, choice, and independence while receiving the assistance required to meet their assessed needs.

Services are individualized and guided by each person's **Individual Support Plan (ISP)**, which is developed with the individual and, where applicable, their **Substitute Decision-Maker (SDM)**. Supports are flexible and responsive, recognizing that needs, goals, and preferences may change over time.

The program focuses on promoting **health and well-being**, **personal development**, **community inclusion**, and **safety**, while ensuring respect for individual rights and the use of **least intrusive supports**. Individuals are supported to participate in daily household routines, develop life skills, maintain relationships, and engage in meaningful community activities based on their interests and abilities.

Staff provide assistance with daily living activities, health and medication supports, nutrition, behaviour supports (where required), and risk management. All supports are delivered in accordance with **QAM CLEAR**, Service Coordination (SCS), MCCSS policy directives, and agency policies and procedures. Staff are trained and supervised to ensure consistent, safe, and respectful service delivery.

The Adult Group Home Program emphasizes **collaboration**, **accountability**, and **continuous quality improvement**. Services are monitored and reviewed regularly to ensure outcomes align with what is important to and for each individual, and to support ongoing improvement in service quality.

1. Program Purpose

Eastend haven Adult Group Home Programs provide **24-hour, person-centred residential supports** that promote **health, safety, independence, dignity, and community inclusion**, in accordance with the **Quality Assurance Measures (QAM CLEAR)** and the individual's **Individual Support Plan (ISP)**.

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2. Program Philosophy

The program:

- Is **person-directed** and respects individual choice
- Promotes **least intrusive supports**
- Supports **rights, dignity, and autonomy**
- Encourages independence while ensuring safety

The purpose of the Adult Group Home Program is to provide **safe, stable, and person-directed residential supports** for adults with developmental disabilities, enabling them to live meaningful lives within their communities while receiving the level of assistance required to meet their individual needs.

The program is designed to:

- Support individuals to live in a **home-like environment** that promotes dignity, privacy, and personal choice
- Deliver **24-hour supports** that are responsive to assessed needs, strengths, and preferences
- Promote **health, well-being, and safety** through proactive planning, supervision, and risk management
- Encourage **independence and skill development** while providing appropriate assistance
- Facilitate **community inclusion and participation** in social, recreational, cultural, and vocational activities
- Ensure supports are provided in a manner that is **least intrusive**, respectful, and consistent with individual rights
- Involve individuals and, where applicable, their **Substitute Decision-Makers (SDMs)** in planning, decision-making, and review of supports
- Ensure services are delivered in accordance with the individual's **Individual Support Plan (ISP)** and reviewed regularly to reflect changing needs
- Comply with all applicable SCS / **MCCSS policies, QAM CLEAR requirements, and legislative obligations**

Eastend Haven Programs recognizes that each individual has unique abilities, goals, and support needs. Services are therefore **tailored, flexible, and continuously evaluated** to ensure outcomes align with what is important to and for each person, while maintaining a safe and supportive living environment.

3. Eligibility

Services are provided to adults:

- Eligible for developmental services in Ontario
- Approved through **Developmental Services Ontario (DSO)**
- With assessed needs requiring **supported residential care**

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4. Core Program Components

4.1 Daily Living & Personal Care Supports

(Health & Well-Being)

Supports may include:

- Personal hygiene and grooming (as required)
- Dressing and laundry support
- Meal preparation and nutrition
- Household routines and participation

All supports are delivered according to the individual's **ISP** and level of independence.

The program provides individualized assistance with activities of daily living based on each person's abilities, preferences, and assessed needs. Supports may include:

- Personal hygiene (bathing, grooming, oral care)
- Dressing and clothing selection
- Toileting and continence supports
- Laundry and housekeeping tasks
- Meal preparation and household routines

Staff support individuals to participate in daily tasks to the **greatest extent possible**, promoting independence, dignity, and choice. Assistance levels are clearly outlined in the **Individual Support Plan (ISP)**.

4.2 Health & Medication Supports

The program supports:

- Medication administration and monitoring
- Coordination of health appointments (annual physical, dental, eye exams)
- Monitoring of health changes
- Dietary and wellness supports

The program ensures proactive health monitoring and access to required medical supports, including:

- Medication administration and documentation in accordance with policy
- Coordination of annual physical examinations
- Scheduling and tracking of dental and vision appointments
- Monitoring of chronic health conditions
- Support with medical appointments and follow-up care
- Health promotion and wellness activities

Health-related supports are documented and reviewed regularly, and any changes in health status are communicated and acted upon promptly.

4.2.1 Nutrition & Meal Supports

(Health & Well-Being)

The program provides nutritious meals and snacks that are:

- Consistent with **Canada's Food Guide**
- Responsive to dietary needs, allergies, and medical requirements
- Culturally appropriate and respectful of preferences

Individuals are encouraged to participate in meal planning, grocery shopping, and food preparation according to their abilities and interests

4.3 Safety & Risk Management

Supports include:

- Safe home environment
- Emergency preparedness and fire safety
- Water temperature monitoring
- Supervision levels based on assessed risk
- Incident prevention and response

The program maintains a safe living environment through:

- Regular environmental safety checks
- Fire safety and emergency preparedness planning
- Water temperature monitoring and scald prevention

- Safe storage of hazardous materials
- Individualized supervision plans based on assessed risk

Risks are identified, documented, and managed using proactive strategies outlined in the ISP and agency policies.

4.4 Behaviour Support & Crisis Prevention

Supports include:

- Positive behaviour supports
- **Less intrusive interventions**
- Behaviour Support Plans developed by qualified professionals (if required)
- Crisis response aligned with agency policy

Where required, the program provides behaviour supports that are:

- **Positive and proactive**
- Focused on prevention and skill building
- Based on **less intrusive interventions**

Behaviour Support Plans are developed by qualified professionals when needed and include:

- Identified triggers and early warning signs
- Approved support strategies
- Crisis response procedures
- Monitoring and review schedules

Any restrictive practices are used only as a last resort and in accordance with policy and legislation.

4.5 Community Participation & Social Inclusion

The program supports:

- Participation in community activities
- Recreation and leisure
- Social relationships
- Cultural and faith-based activities (as chosen by the individual)

The program supports individuals to engage meaningfully in their communities, including:

- Social and recreational activities
- Cultural, spiritual, and faith-based activities
- Community events and outings
- Relationship-building opportunities

Participation is based on individual interests and preferences and supported in a manner that promotes inclusion and belonging.

4.6 Skill Development & Independence

Supports focus on:

- Daily living skills
- Money management
- Communication and self-advocacy
- Decision-making skills

Personal Development

The program promotes ongoing learning and independence through:

- Life skills development (cooking, budgeting, transportation)
- Communication and self-advocacy skills
- Decision-making and problem-solving
- Personal goal achievement

Skill development goals are documented in the ISP and reviewed regularly.

4.7 Rights, Choice & Decision-Making

The program ensures:

- Informed consent
- Support with decision-making
- Privacy and confidentiality
- Respect for personal property

Dignity & Respect

The program ensures that individuals:

- Are informed of their rights

- Are supported to make choices and decisions
- Provide informed consent where applicable
- Have their privacy, dignity, and personal property respected

Support is provided in a manner that recognizes autonomy while ensuring safety and legal compliance.

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9. Emergency Preparedness & Response

The program ensures readiness to respond to emergencies through:

- Individualized emergency plans
- Fire drills and evacuation procedures
- Staff training in emergency response
- Access to emergency contacts and supports

Emergency procedures are reviewed regularly and incorporated into individual planning.

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5. Staffing & Supervision

- Staff are trained, qualified, and supervised
- Staffing levels reflect individual needs
- Ongoing training includes:
    - Health & safety
    - Behaviour supports
    - Emergency procedures
    - Mandatory reporting

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6. Individual Support Plan (ISP) Integration

- Each individual has a current **ISP**
- Staff implement supports according to the ISP
- Plans are reviewed **at least annually** or as needs change

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7. Documentation & Reporting

The program maintains:

- Daily documentation
- Health and medication records
- Serious Occurrence Reports (SOR)
- Mandatory reporting (ReportON)
- ISP reviews and updates

Accountability

The program maintains accurate and timely documentation, including:

- Daily records
- Health and medication records
- Behaviour monitoring
- Serious Occurrence Reports (SOR)
- ISP reviews and updates

Program effectiveness is monitored, and services are adjusted based on outcomes, feedback, and changing needs.

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8. Quality Monitoring & Review

- Program quality is reviewed regularly
- Feedback from individuals and SDMs is considered
- Corrective actions are documented
- Records are available for **inspections**