

Agency Service Coordination Manual

1.2 Definitions Glossary

Abuse – mistreatment, whether physical, sexual, mental, emotional, financial or a combination thereof, that is reasonably likely to cause death, or that causes or is reasonably likely to cause serious physical or psychological harm to a vulnerable person, or a significant loss to their property.

Age of Majority – the age at which an individual reaches adulthood and transitions to adult services where eligible.

Agency Designate – the agency staff responsible for case management functions as part of the Service Coordination Pilot Project.

Agency Discharge – a process that occurs when an agency will no longer provide case management on an individual's file, and CLDS staff will resume case management.

Allegation Review Report – a report intended to support the gathering of information received from a reporter and any additional information needed to determine whether the incident or concern is a valid allegation of possible abuse or neglect of a vulnerable person. The form documents the decision point of the review as to whether a formal investigation is required.

CLDS – the Community Living disABILITY Services program.

Community Service Worker (CSW) – a case manager delivering the CLDS program. For the Service Coordination Pilot Project, a CSW will be assigned to individuals who have the Public Guardian and Trustee (PGT) appointed as their Substitute Decision Maker (SDM). The CSW will be responsible for areas of decision making that have been delegated to CLDS by the PGT.

File Transfer – a process that occurs when an individual moves to a new region of Manitoba, and where case management will remain with the current managing agency.

Incident – the occurrence of an action, situation, circumstance or event whether deliberate or unintentional, or change in behaviour, which causes loss, injury, or adversely affects the health, life, safety or well-being of a CLDS participant.

Individual Plan or Person-Centred Plan – a plan for a vulnerable person under Section 11 of The Vulnerable Persons Living with a Mental Disability Act. A Person-Centred Plan may take any format, from formal to informal, and identifies an individual's personal strengths, needs current interests and aspirations, makes choices, sets goals and identifies actions to achieve these goals.

Individualized Support Plan – a plan that outlines the level of independence and support required when an individual is requesting increased independence or remains at home without supervision in a licensed or approved facility. These plans may also be referred to as home alone plans.

Managing Agency or Pilot Agency – the agency responsible for case management as part of the Service Coordination Pilot Project.

Neglect – an act or omission whether intentional or unintentional that is reasonably likely to cause death or that causes or is reasonably likely to cause serious physical or psychological harm to a vulnerable person, or significant loss to their property.

Partner Agency – a service provider that delivers support services (e.g., day services) to participants receiving case management from a pilot agency.

Protection Investigation Report – a report completed when the decision is made to proceed with a formal protection investigation which involves the collection of information/evidence to determine whether abuse or neglect has occurred based on the definitions in The Vulnerable Persons Living with a Mental Disability Act.

Person-Centred Planning – a process, directed by the individual served and their support network, intended to identify the strengths, capacities, preferences, needs and desired outcomes of the individual. Person-centred philosophies drive all individual planning activities for development of all types of plans an individual may require.

Public Guardian and Trustee (PGT) – the Manitoba Government Special Operating Agency that manages and protects the affairs of Manitobans who are unable to do so themselves and have no one else willing or able to act. The PGT may be appointed as Substitute Decision Maker for a vulnerable person in accordance with The Vulnerable Persons Living with a Mental Disability Act.

Residential Care Facility – a place of residence that has been issued a license or letter of approval under The Social Services Administration Act and includes shift-staffed homes and home shares.

Residential Care Licensing or Licensing Authority – the unit within CLDS that has been granted the authority under The Social Services Administration Act to license or approve facilities that provide residential services to adults with: a mental disability as defined under The Vulnerable Persons Living with a Mental Disability Act, a mental disorder as defined by The Mental Health Act, or frailty or cognitive impairment related to aging.

Secure Email Transfer Service (SETS) – the Manitoba government's email encryption service that allows external organizations to securely send emails with sensitive attachments to a Manitoba government email box that has been registered with SETS.

Serious Injury or Health Issue – an injury that results in a CLDS participant experiencing:

- unconsciousness;
- a fracture to their skull, spine, pelvis, arm, leg, hand or foot;
- amputation of any body part;
- third degree burns or any burn requiring medical treatment at a hospital, urgent care facility or by a medical professional;
- a cut or laceration that requires medical treatment at a hospital, urgent care facility or by a medical professional;
- permanent or temporary loss of sight or hearing;
- asphyxiation or poisoning;
- overdose of prescription medication or other drugs or substances; and/or
- a seizure that has not previously been observed or not managed according to the CLDS participant's plan.

Service and Support Navigator (SSN) – the CLDS staff responsible for support, consultation, quality assurance and capacity building as part of the Service Coordination Pilot Project.

Service Provider – any agency, organization, transportation service provider, contractor or operator delivering services to CLDS participants.

Situation-Specific Plans or Protocols – plans that are only required when they are applicable to an individual's personal circumstances. These plans are completed by various members of an individual's support network dependent on the content of the plan and are updated as an individual's support or care needs change. Examples include, but are not limited to, personal financial plans, behaviour support plans, health care plans or protocols and individualized support plans.

Substitute Decision Maker (SDM) – a substitute decision maker (SDM) for property and/or personal care appointed in accordance with The Vulnerable Persons Living with a Mental Disability Act. An SDM may be appointed for a vulnerable person who needs decisions made but is incapable of making those decisions by themselves or with the assistance of their support network.

Support Network – family, friends and/or community members who provide personal support, advocacy and/or help with monitoring services and who have reciprocal relationships with individuals.

Support Plan – a plan developed, utilized and maintained by a service provider, that identifies how supports are to be provided day-to-day. A support plan is used to maintain the health and safety of an individual, mitigate risk and ensures that assessed needs of an individual are being met.

Supports Intensity Scale (SIS) – a reliable, valid, standardized assessment designed to measure the pattern and intensity of supports required for persons with intellectual disability to be successful in community settings.

The Vulnerable Persons Living with a Mental Disability Act (VPA) – the legislation in Manitoba that promotes and protects the rights of adults living with a mental disability who need assistance to meet their basic needs. The legislation recognizes these Manitobans as vulnerable persons.

Vulnerable Person – an adult living with a mental disability who is need of assistance to meet their basic needs with regard to personal care or management of their property.