

Reflection Activity:

Agency Best Practice	A Lot	A Little	Not at all
Our agency has a comprehensive intake process that gives us a full picture of the new client while giving the individual a chance to share their goals and concerns.			
Our agency has clear policies around abuse and neglect reporting and how staff should respond when something is disclosed to them.			
Our agency has staff training on abuse and neglect and on protecting participants rights.			
Our agency has a human rights committee that includes individuals from outside the agency and regularly reviews rights restrictions as well as agency policies to ensure the least amount of infringement of rights.			
Our agency uses person centered planning tools that allow the participant to choose and direct their services.			
Agency staff regularly revisits the person centered plan of participants to ensure that it reflects what their goals and support needs are.			
Our agency regularly assesses policies and procedures through a self-assessment and participant feedback.			
Our agency provides opportunities for participants to learn about rights, recognizing and stopping abuse and neglect, and self-advocacy. These learning opportunities are created by and taught by people with lived experience.			
Our agency provides materials to participants in plain language and in a format they prefer.			

Agency Blueprint for Improvement:

Priority Areas for Improvement	Action Step(s): What Tools Can I Use & Who Should We Involve