



# Integrated Plan of Care process

## Quick Reference Guide

### Identification

Referring Service Provider to consider the following:

- Is the client between 6 and 18 years of age?
- Is the client currently accessing two or more services from across sectors or has the client in the past received services from multiple service providers?
- Is the client experiencing minimal success with current services and the rationale for lack of progress or improvement is unclear and worrisome?
- Is the client presenting behaviours that, if left unattended, place them, their family and/or community at serious risk?

If *yes* can be answered to all of these questions:

- Is the client at serious risk of harm to self and/or others, exhibiting behaviors such as cutting, suicidal ideation, serious physical assault of another, etc.
- Is the client experiencing multiple intersecting complex needs that are severe and broad that lead to major challenges for the client to participate meaningfully in society.
- Is a collaborative response required to respond to the needs of the client.

Draft IPC-CANS to determine strengths, level of risk and complexity of needs.

Connect with your **Agency Implementation Lead** to discuss potential client for IPC process.

Discuss IPC process with client and/or family.

Ask First Nations, Inuit & Métis and Francophone identifying questions.

If client and/or family are interested in the IPC process confirm signed consent forms, obtain any missing consents and discuss potential **Integrated Care Team members**. If the client self-identifies, make appropriate referrals.

Contact potential Integrated Care Team members **through AILs** to determine whether the client would benefit from the IPC process, inform the IPC-CANS and identify potential **Integrated Plan of Care Leads**.

Complete the IPC-CANS and review with the client and/or family for input.

Review information with AIL to determine whether or not to proceed with Coordinated Access application.

### What are the Aboriginal identifying questions to ask?

Please indicate which cultural group best represents your identity, or portion of your identity:

Aboriginal (please select all that apply):

First Nations - Community:

- Cree
- Algonquin
- Mohawk
- Mi'kmaq
- Ojibway
- Other (please specify):

Métis - Community:

Inuit: Region/Community:

Other (please specify):

### What are the Francophone identifying questions to ask?

1. Quelle est votre langue maternelle?
2. Si votre langue maternelle n'est ni le français, ni l'anglais, dans quelle langue officielle du Canada êtes-vous le plus à l'aise?

1. What is your mother tongue?
2. If your mother tongue is neither French nor English, in which of Canada's official languages are you more comfortable?

### Identifying Potential IPC Leads:

An Integrated Care Team member who:

- Has a productive relationship with, and has ready access to the client, family and/or supporters
- Has the confidence of the client, family and/or supporters
- Can facilitate group collaboration and guide resolution of conflicting priorities

If the client is identified as First Nations, Inuit or Métis, the Lead should be decided in the following order, unless the client explicitly expresses this not be the case: Aboriginal agency, Aboriginal program, Aboriginal staff.

If the client is identified as Francophone, the Lead should be decided in the following order, unless the client explicitly expresses this not be the case: Francophone agency, Francophone program, Francophone staff.

## Selection and Criteria Approval

- Complete and Submit IPC-CANS & Coordinated Access application form to Coordinated Access.
- Support and encourage client and/or family to actively participate and attend Coordinated Access presentation.
- Presentation is made by Referring Service provider and client and/or family (decision is made within **5 business days**).
- Inform client and/or family of recommendation within **2 business days** of decision.
- Discuss potential IPC Leads with youth and/or family and a decision is made by youth and/or family.
- Contact the IPC Lead within **2 business days** of decision by youth and inform Coordinated Access of the IPC Lead.

## Orientation Meeting

**IPC Lead** to contact the client and their family and/or supporters within **2 business days** of being identified as the lead to schedule an orientation meeting within the **next 5 business days** to:

- Have client sign IPC process consent form.
- Have initial discussions with client about the strengths and needs of the client and their family/supporters.
- Support the client in developing and documenting an initial vision statement(s).
- Discuss potential dates for the first IPC Initial Planning Meeting.
- Discuss purpose of the IPC Initial Planning Meetings and the option of attending first portion of first one. Client and/or family/supporters decide whether or not they are going to attend.

COMPLETE →

FIDELITY CHECKLIST

## Integrated Plan of Care Initial Planning Meetings

Within **2 business days** of the Orientation Meeting, the **IPC Lead** sets up the Integrated Plan of Care Initial Planning Meeting with the client and/or family and the Integrated Care Team to be held within **2 weeks**.

Request Service Summaries from each Integrated Care Team members and distribute to team, including client and/or family.

Facilitate the meeting to:

- Conduct introductions, discuss/clarify agency roles with client and family/supporters and review team roles
- Review recommendations from Coordinated Access
- Develop a comprehensive Integrated Plan of Care
- Develop a crisis management strategy
- Establish frequency of meetings (**once a month for the first six months**, at a minimum), regular communications and progress checks

## Integrated Plan of Care Ongoing Meetings

**IPC Lead** facilitates the meeting to review the following and take necessary action as a team:

- Are the client's needs being met and their strengths being built through the actioning of the Integrated Plan of Care?
- Have the client needs, goals and/or vision changed?
- Are any changes to the Integrated Plan of Care needed?
- Is there a need to consider alterations or additions to the Integrated Care Team?
- Is there a need to find a new Integrated Plan of Care Lead?
- Is the Integrated Plan of Care still required?

Attend progress check meetings at Coordinated Access. If the IPC process is no longer required, develop a transition plan.

