

# SERVICE STANDARDS

FOR PEOPLE IN  
SUPPORTED LIVING HOMES

JANUARY 2005

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# 1. INTRODUCTION

The ***Service Standards for People in Supported Living Homes*** have been developed through a consultative and collaborative effort involving key stakeholders in the Northwest Territories. The Standards are also built on a comprehensive review of best practices and supportive housing standards across North America.

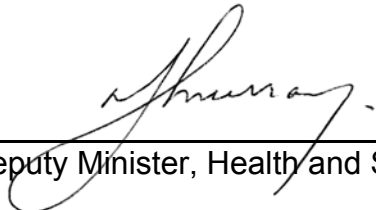
The **Service Standards** serve as a companion document to the ***Service Guidelines for People in Supportive Living Homes*** (2004) and identify the minimum standards for the operation of supported housing programs as required by the “Service Guidelines.” These two documents replace the “Program Standards for Adult Group Homes” (2000).

The **Service Standards** are presented in a format designed for use as a review tool. It has two purposes: (1) to help potential supported housing service providers prepare for the **pre-certification process** and (2) to assist Authorities in reviewing service providers for **certification**. Each Standard has a series of indicators and a corresponding rating chart, denoting status: MET (M), NOT MET (NM), UNKNOWN (UK), or NOT APPLICABLE (NA).

The **Service Standards** support the government’s vision of providing a range of housing options to enable persons with disabilities to reside in a safe and secure living environment that supports independence and is conducive to the achievement of personal goals.

For more information on the Service Guidelines or Service Standards, contact the Mental Health Consultant at (867) 873-7926.

Approved by:



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Deputy Minister, Health and Social Services

## **2. PROGRAM AUTHORITY**

The Government of the Northwest Territories (GNWT) has determined policy which establishes the authority of the Department of Health and Social Services (DHSS) and the mandate of the Department and Minister of Health and Social Services to develop and carry out programs and services in the Department.

The mandate of the Minister is to promote, maintain, enhance and evaluate the health and well being of individuals and families in the Northwest Territories (NWT). The Minister shall have charge of and be responsible for promoting and supporting the independence of aged, disabled, chronically ill and mentally handicapped persons (Establishment Policy 5(2)-k).

In directing the Department to carry out its mandate, the Minister will adhere to the following principles (from Department Strategic Plan, 1998):

1. All residents of the NWT should have access to the services they need and be treated fairly and with respect in the health and social services system;
2. Individuals and families should have personal responsibilities to address their health and social needs;
3. Publicly-funded programs and services should address basic health and social needs when these needs cannot be met by an individual or family;
4. The health and social services system should operate in a way that does not threaten its ability to meet basic health and social needs over the long term;
5. Programs and services should fit together as seamlessly as possible and be integrated with other GNWT services wherever possible;
6. All activities of the health and social services system should support the maintenance of physical, social and mental health, in addition to the treatment of illness and injury; and
7. All activities of the health and social services system should support an approach that places the needs of people first.

It is within this framework that the Department has developed service standards for those who require support to live in the community.

## **3. DEFINITION OF TERMS**

### **Acquired Brain Injury**

Impairment of brain function caused by trauma, toxicity or disease and associated with impaired function.

### **Assessment**

An appraisal or valuation of a person or service, made by an authorized person, for the purpose of determining capacity and/or performance.

### **Developmental Disability**

Developmental brain condition characterized by limitations in intellectual function and adaptive behaviors as expressed in conceptual, social and adaptive skills.

### **Disability**

The loss or reduction of functional ability and activity due to any disturbance of, or interference with, the normal structure and functioning of the body, including the systems of mental function.

### **Dispensing**

The act of preparing and delivering medication. Supervising the taking of medication prepared and packaged by a qualified pharmacist or nurse does not constitute dispensing.

### **Evaluation**

A systematic process by which treatment or program outcomes are assessed in light of identified goals and objectives.

### **Family Living Homes (FLH)**

Private homes that provide a family atmosphere and personal supports for a fee paid by the individual or by a funding agency. No municipal licensing is required and placement is not considered transitional. Ideally one to three guests reside in the home. Support elements are provided by families and a Service Coordinator (Case Manager).

### **Funding Agencies**

Funding for supported housing may be from the Department, through Health and Social Services Authority (HSSA), and the Department of Education, Culture and Employment. Other sources of funding may include Department of Justice or other Jurisdictions.

### **Governing Body**

A person, group of elected and/or appointed people who govern the administration and operation of a program (for example, President, Chief, Council and Advisory Board or Board of Directors).

### **Group Living Homes**

Houses managed by for-profit or not-for-profit organizations that provide transitional or continuing accommodation and supports for up to five persons, for a fee paid by the resident and/or a granting agency. Municipal licensing is required. Support elements are usually provided by live-in staff and a Service Coordinator.

### **Guardian**

The Supreme Court of the NWT appoints a guardian for persons who are unable to understand the consequences of their own decisions about personal or health care.

- A *Private Guardian* is usually a family member or close friend who has known the person for a long time. The guardian is familiar with the person's spiritual and cultural background and knows their opinions, values, likes and dislikes.
- A *Public Guardian* is appointed when no family or friend is willing or able to be a guardian. The *Public Guardian* is appointed by the government to manage the Office of the Public Guardian and the Guardianship Program.

### **Health and Social Services Authority**

An Authority established under the Hospital Insurance and Health and Social Services Administration Act.

### **Home Care**

An array of services that enables individuals, both incapacitated in whole or in part, to live at home, often with the effect of preventing, delaying, or substituting for long-term care or acute care alternatives.

### **Independent Living Homes (ILH)**

Homes, generally apartments, rented independently by residents or by for-profit or not-for-profit organizations that ideally provide continuing accommodation for one or two persons. Costs are paid by the resident and/or a granting agency and municipal licensing is not required. Service elements, generally minimal, are provided by off-site staff and/or a Service Coordinator.

### **Individual**

A person (sometimes referred to as a patient), client, consumer or survivor, who is receiving supported housing services.

### **Outcome**

The results of the service with regard to the benefits to the participants.

### **Outputs**

The products of the service such as the numbers of people served or the hours contributed

**Policy**

A statement that guides and governs the activities, procedures and operations of a program.

**Procedure**

A series of activities designed to implement program goals or policy.

**Psychiatric Illness**

Health conditions characterized by alterations in thinking, mood and behaviour (or some combination thereof), and associated with distress and/or impaired function.

**Public Trustee**

Handles the financial affairs of a person deemed incapable by a doctor under the *Mental Health Act*, or by the Supreme Court under the *Guardianship and Trusteeship Act*.

**Quality Assurance**

An assessment of the procedures or practices designed to ensure that service and service plan goals are met.

**Referral**

The direction of an individual to another person/program for help, information and/or service.

**Region**

A distinct geographic area of the Northwest Territories established for the administration and coordination of services.

**Respite Care**

A planned program of short-term relief for the care recipient and/or the caregiver. Respite can be relief in the home or placement of the individual in another facility.

**Service Coordination (Case Management)**

Following assessment, the process of providing coordination, follow-up and evaluation of the care and services in the home; in conjunction with the individual and family and/or caregiver(s). The Service Coordinator is responsible for facilitating the ongoing provision of the service plan, ensuring that the necessary consultation occurs and/or the necessary assessments and actions are taken.

**Service Plan**

The individual care/treatment plans for delivery, management, and evaluation of services to individuals. Where possible, service planning is engaged in by the individual and the family members of the primary support system to the individual. The service plan is measurable and time limited, and allows for evaluation or reassessment. The service plan also identifies the Service Coordinator.

**Service Provider**

An individual or organization providing supported housing services under contract to an Authority.

**Standard**

A measure of quality to which service providers are expected to conform or exceed.

**Supported Living Homes (SLH)**

Homes, generally apartments, managed by for-profit or not-for-profit organizations that provide continuing accommodation ideally for one or two persons. Fees are paid by the resident and/or a granting agency and municipal licensing is not required. Service elements are provided by on-site staff and a Service Coordinator.

**Temporary Shelter Homes (TSH)**

Short term accommodation in a home or apartment managed by a for-profit or not-for-profit organization in order to provide urgently needed housing or respite care ideally for one to three persons. Costs are paid by a granting agency on a standby basis and service elements are not individualized for funding purposes. Municipal licensing may be required.



## 4. ORGANIZATIONAL STANDARDS

**LEGEND:**    **Met – M**                                      **Unknown – UK**  
                   **Not met – NM**                                   **Not applicable – NA**

**4.1 Standard:** The service provider has a statement of mission, purpose and values.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. There is an appropriate written statement of vision, mission and values.				

**4.2 Standard:** The service provider has a governance structure and process for decision-making.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The organization is legally incorporated (not applicable to Private Care Homes).				
2. The organizational structure is detailed and roles are clearly delineated.				

**4.3 Standard:** The service provider has a planning process.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. There is a strategic or business plan to show how results will be achieved. The plan will include: <ul style="list-style-type: none"> <li>• A statement of vision, mission and goals</li> <li>• A description of the services provided</li> <li>• Goals and objectives</li> <li>• Operating budgets and financial plans</li> <li>• Capital plans, if any</li> <li>• Building and equipment resource management</li> <li>• Evaluation plans</li> </ul>				
2. The plan sets out specific objectives, activities and expected outputs and outcomes for the next year of operation.				
3. Staff and individuals participate in the planning process.				
4. The plan is based in part on the findings of the annual service review and accreditation.				
5. The plan is reviewed and approved by the most senior members of the organization.				

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**4.4 Standard:** The service provider has administrative practices to ensure fiscal accountability.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Accounting practices follow accepted fiscal principles and meet the requirements of the funder.				
2. Where required, an audited statement or review engagement report is provided.				
3. Where required, appropriate records are maintained, safeguards put in place and the individuals are satisfied with the method of handling funds for them.				
4. The individual/organization has adequate property and liability insurance (along with professional insurance, where applicable).				

**4.5 Standard:** The service provider demonstrates compliance with all applicable federal, territorial and municipal laws.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Policies ensure compliance with laws and regulations, including: <ul style="list-style-type: none"> <li>• Charter of Rights and Freedoms</li> <li>• Mental Health Act</li> <li>• Guardianship Orders</li> <li>• Municipal regulations, including zoning, business licensing and garbage removal</li> <li>• Health and sanitation regulations</li> <li>• No smoking laws</li> <li>• Fire code</li> </ul>				
2. Practices relating to applicable laws and regulations can be described.				

**4.6 Standard:** The service provider maintains and follows written personnel policies and procedures.

Indicator(s):	M	NM	UK	NA
1. A current manual of personnel policies and procedures exists, including details regarding: <ul style="list-style-type: none"> <li>• Recruitment and orientation</li> <li>• Probationary period</li> <li>• Job descriptions</li> <li>• Employee benefits</li> <li>• Oath of confidentiality</li> <li>• Hours of work</li> <li>• Training and development</li> <li>• Grievances</li> <li>• Discipline</li> <li>• Suspensions</li> <li>• Termination</li> <li>• Compensation and salary administration</li> <li>• Performance appraisals</li> <li>• Staff supervision</li> <li>• Criminal records check</li> <li>• Immunization requirements, and</li> <li>• Rules of staff conduct</li> </ul>				
2. The policies and procedures are consistent with, and make reference to, federal and territorial employment standards and human rights legislation.				

**4.7 Standard:** The service provider ensures that the current number of staff is consistent with the services plan.

Indicator(s):	M	NM	UK	NA
1. The number of management and program staff are consistent with the needs of the individual service plans and contract.				

**4.8 Standard:** The service provider facilitates professional and personal growth and development.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. There are written policies and procedures for staff training and development.				
2. Staff training and development occurs.				
3. Staff are satisfied with the type, quality and level of staff training and development activities.				

**4.9 Standard:** The service provider ensures that all new employees are given an orientation.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. New staff orientation is provided.				
2. Staff are satisfied with the type, level and quality of new staff orientation.				

**4.10 Standard:** The service provider ensures that all employees receive direct, regular supervision.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Staff supervision occurs.				
2. Staff are satisfied with the amount and quality of supervision they receive.				

**4.11 Standard:** The service provider has a written job description for each position.

<b>Indicator(s):</b>	<b>M</b>	<b>N M</b>	<b>U K</b>	<b>N A</b>
1. The job description specifies the experience and qualifications required for the position.				
2. The experience and qualifications of all staff are consistent with the requirements specified in the job descriptions.				
3. The job description specifies the reporting relationship, responsibilities and duties for the position.				
4. Staff have read and understood their respective job descriptions.				

**4.12 Standard:** The service provider ensures all that all staff receive regular performance appraisals.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Performance results are communicated to staff on a regular basis.				
2. Performance appraisals are conducted annually in accordance with the methods specified in the policies and procedures.				
3. Performance appraisals are written, reviewed, discussed and signed by both the supervisor and the employee.				

**4.13 Standard:** The service provider holds regular staff meetings.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Staff meetings are held for the purpose of planning, supervision, goal setting, problem solving, progress reports, evaluation, and staff motivation and support.				
2. Staff meetings are recorded and filed.				

**4.14 Standard:** The service provider has policies and procedures governing the actions required for the management of incidents, including complaints, accidents and deaths.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. All incidents are documented at the time of occurrence and are brought to the immediate attention of the most senior employee.				
2. All incidents are investigated and the results are documented in an incident report. Incidents presenting danger to Individuals or others; requiring physical or chemical restraint; having the potential for public controversy; and/or as specified by the Authority, are immediately reported to the Authority.				
3. Deaths are immediately reported to RCMP and the Authority.				

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<b>4.15 Standard:</b> The service provider maintains a personnel record for each staff member.
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<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The personnel record contains, at a minimum: <ul style="list-style-type: none"> <li>• Oath of confidentiality</li> <li>• Job application forms</li> <li>• Resume</li> <li>• Written references</li> <li>• Criminal records check</li> <li>• Offer and conditions of employment</li> <li>• Job description</li> <li>• Records of commendation and discipline</li> <li>• Record of immunization and TB screening</li> <li>• Performance appraisals for each year of the individual's employment</li> </ul>				

## 5. QUALITY OF CARE STANDARDS

**5.1 Standard:** The service provider has an equitable and fair process for accepting individuals into service.

Indicator(s):	M	NM	UK	NA
1. Eligibility criteria for individuals entering the program are explicit.				
2. Placement procedures include a careful review of the individual's assessment and the recommendation of the placement Authority.				
3. Individuals have been informed of the nature of the service and a description of the home, including information on its philosophy, values, rules and expectations.				
4. Individuals are provided with an orientation to the home, including a pre-placement visit where feasible, and an introduction to staff (and other residents).				
5. Individuals have given informed, written consent to the release of confidential information.				

**5.2 Standard:** The service provider ensures that each individual receives a written, individualized service plan.

Indicator(s):	M	NM	UK	NA
1. A written service plan exists and is based on the individual's needs and <i>preferences</i> as determined during the assessment.				
2. The plan was developed in collaboration with individuals – and with their consent – with family and/or friends, with a “coordinator,” and with a clinical service provider where appropriate.				
3. The plan coordinates with other services currently being accessed by the individual and draws on an understanding of any successes and failures from any previous experiences.				
4. The plan considers specific responses to psychological and medical needs, i.e. diabetes, addictions.				
5. The plan is reviewed as change occurs, or minimally at least once a year.				

**5.3 Standard:** The service provider maintains a file on all individuals.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Individual files exist, are maintained, and include: <ul style="list-style-type: none"> <li>• Referral source</li> <li>• Basic information on the individual, including emergency call numbers and family contacts</li> <li>• Name of physician and other medical resources</li> <li>• Signed consent forms</li> <li>• Signed information release forms as appropriate</li> <li>• Individual assessment</li> <li>• Individual service plan</li> <li>• Progress reports on the attainment of program objectives</li> <li>• Medical reports</li> <li>• Medications and allergies</li> <li>• Incidence reports</li> </ul>				
2. A written policy exists regarding the ownership of records along with a process for closing, storing and destroying individual files and that policy is in compliance with the regulatory and policy requirements of the Health and Social Services Authority.				

**5.4 Standard:** The service provider ensures that individuals address personal safety factors in their lives.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The safety needs of individuals are known, i.e. confusion, wandering, and allergies.				
2. The physical environment is appropriate to the safety risk.				
3. Individuals are taught preventive strategies and safety skills.				
4. Staff are trained and know how to respond in emergencies.				



**5.5 Standard:** The individual feels safe and the service provider has processes to prevent, investigate and report allegations of abuse.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Information is provided to individuals about abuse and how to report it.				
2. Staff have received training on prevention and reporting of abuse.				
3. All allegations have been investigated and remedies put into place, with appropriate information provided to HSSA.				
4. The individual knows where to go if they do not feel safe.				
5. The individual, verbally or through conduct, expresses that they feel safe.				

**5.6 Standard:** The service provider ensures that the taking of medication by individuals is done in a safe manner.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Written medication management policies and procedures governing the storage, dispensing and administration of individuals' medication are in accordance with applicable Federal and Territorial regulations.				
2. Policies contain information on the following: <ul style="list-style-type: none"> <li>• Procedures for preparing and delivering medication</li> <li>• Procedures for dealing with adverse reaction to medications</li> <li>• Reference materials on common medications</li> <li>• Authority for prescribing (physician) and dispensing (nurse) medications</li> <li>• Procedures for safe storage and controlling access to drugs where required</li> <li>• Procedures to deal with errors or overdoses</li> </ul>				
3. A qualified professional provides staff training.				
4. There is a mechanism to monitor non-prescription and prescription drug use and their contradictions.				

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**5.7 Standard:** The service provider ensures that individuals are knowledgeable about food preparation including the consideration of appropriate health and safety standards and regulations.

Indicator(s):	M	NM	UK	NA
1. The existing policies and procedures include: <ul style="list-style-type: none"> <li>• Information about health and safety standards governing the purchase, storage and preparation of food</li> <li>• Information about any special dietary needs of individuals</li> <li>• Information about the nutritional advice contained in <i>Canada's Food Guide to Healthy Eating</i>; and/or the <i>NWT Food Guide</i></li> </ul>				
2. There is freedom to choose foods including traditional foods.				
3. Knowledge exists about allergies and medical conditions, i.e. diabetes.				
4. Individuals are generally satisfied with the quality and quantity of food.				

**5.8 Standard:** The service provider maintains, analyses and reports on statistics for individuals as may be required by a funding Authority.

Indicator(s):	M	NM	UK	NA
1. Completed standardized reporting forms are submitted to funding authorities on a timely basis as may be required by contract.				

**5.9 Standard:** The service provider offers supportive housing accommodation consistent with community norms and standards.

Indicator(s):	M	NM	UK	NA
1. The home provides for: <ul style="list-style-type: none"> <li>• Adequate living space</li> <li>• Bedrooms with privacy and space for personal effects</li> <li>• Reasonable access to public transportation</li> <li>• Air temperatures are maintained at comfortable levels</li> <li>• Adequate lighting</li> <li>• Access to laundry</li> <li>• Access to radio, television and newspaper</li> <li>• Reasonable access to, or ownership of, pets</li> </ul>				
2. Individuals express satisfaction with their home.				

**5.10 Standard:** The service provider maintains buildings and equipment for comfort, security and safety.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The building and equipment are in good repair, including: <ul style="list-style-type: none"> <li>• Mechanisms for early detectors of smoke and fire are in place (smoke detectors, carbon monoxide detectors and fire extinguisher)</li> <li>• Flammable, combustible and toxic materials are stored safely</li> <li>• Adequate basic furnishings including a bed, dresser, closet space and lamp</li> <li>• Access to sheets, blankets, towels and other products necessary for comfort and cleanliness</li> <li>• Firearms are stored safely and according to RCMP requirements</li> <li>• Furnaces are clean and maintained</li> <li>• Clean and hot and cold water is available</li> <li>• Storage space is available for personal effects</li> <li>• When required, small appliances are made available</li> <li>• Doors and locks (where appropriate) exist on bathrooms and bedrooms</li> <li>• Beds and furniture are comfortable</li> <li>• When required, bedding is supplied, clean and in good repair</li> <li>• Ventilation is adequate</li> <li>• Maintenance of sanitation standards, including freedom from vermin</li> </ul>				
2. Appropriate accommodation/renovations are made to address medical conditions and physical disabilities.				
3. No smoking policies are applied equally to all individuals in the home, and in compliance with appropriate smoking bylaws.				
4. Individuals express general satisfaction with their home.				

**5.11 Standard:** The service provider has written procedures governing an emergency measures plan.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Written procedures address fire and other emergency responses.				
2. There are regular practice drills.				

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3. Staff and individuals are aware of the procedures and trained in the use of equipment.				
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**5.12 Standard:** The service provider has planned responses to behavioural concerns.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual's history of behavioural problems is known.				
2. A risk assessment has been obtained.				
3. Staff are trained by professionals regarding appropriate responses.				
4. The individual is involved and, if appropriate, has been asked for informed consent to the planned response.				

**5.13 Standard:** The service provider maintains a Quality Assurance program.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Quality Assurance analysis has identified strengths and weaknesses in the service.				
2. Staff participates in the Quality Assurance program.				
3. Written results of assessments are reported during accreditation processes.				

## 6. QUALITY OF LIFE STANDARDS

**6.1 Standard:** The service provider actively supports and promotes the rights of individuals

Indicator(s):	M	NM	UK	NA
1. The service provider is knowledgeable regarding the Rights of individuals, including: <ul style="list-style-type: none"> <li>• Freedom from discrimination on the basis of race, Creed, gender, ethnicity, marital status and sexual Orientation</li> <li>• Freedom from abuse</li> <li>• Freedom of written and oral communication</li> <li>• Freedom of association with others</li> <li>• Confidentiality of records</li> <li>• Privacy</li> <li>• Choice and decision making</li> </ul>				
2. The individual is knowledgeable about their rights and satisfied with their experiences or with remedies to their complaints.				

**6.2 Standard** : The service provider encourages and supports individuals to make personal life decisions.

Indicator(s):	M	NM	UK	NA
1. Staff are knowledgeable about individual needs and preferences.				
2. Individuals are encouraged to express themselves, make decisions and do things for themselves.				

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**6.3 Standard:** The service provider demonstrates respect for the traditions, cultures and individual values of the individuals.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. Services are provided in the individual's language, where possible.				
2. Service providers demonstrate sensitivity to traditional and cultural issues.				
3. Programs and services integrate cultural values and practices.				
4. Trips back to home communities are facilitated where feasible, appropriate and as the individual's financial resources allow.				

**6.4 Standard:** The service provider supports individuals in developing positive personal relationships.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual identifies activities and events involving family and friends.				
2. The individual chooses whom and where they spend social time.				
3. The individual expresses satisfaction with the number and type of personal relationships.				

**6.5 Standard:** The service provider treats individuals with dignity and respect.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual reports being treated with dignity and respect.				
2. The individual feels fairly treated in conflict situations.				
3. The individual is included in organizational activities.				
4. The individual has personal and private space.				

**6.6 Standard:** The service provider encourages and supports individuals to improve education and find employment.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual is informed, assisted and supported in their efforts to locate work opportunities.				
2. The individual receives fair pay for all work performed (Labour Standards), and work provides opportunities for the learning of new skills.				

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**6.7 Standard:** The service provider encourages individuals to participate in activities that are fun, enjoyable and stimulating.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual is not regularly bored.				
2. The individual is satisfied with their participation in community activities.				

**6.8 Standard:** The service provider encourages individuals to care for their overall health.

<b>Indicator(s):</b>	<b>M</b>	<b>NM</b>	<b>UK</b>	<b>NA</b>
1. The individual visits health care professionals, including medical, dental, public health, therapeutic specialists and others as required.				
2. The individual understands the value of and is encouraged to undertake regular exercise.				
3. The individual understands the value of finding alternatives to the consumption of toxins i.e. tobacco products.				
4. The individual understands the value of complying with prescribed medication(s).				

<b>RESULTS</b>	
<b>Standards Met</b>	
<b>Standards Not Met</b>	
<b>Certification Status</b>	

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