

**DEPARTMENT OF FAMILIES CIRCULAR**

**Date:** June 25, 2019

**CIRCULAR NUMBER:** CLDS #2019-13

**Alternate Program(s):**

---

**To:** Program Managers/Regional Directors/Community Area Directors

**Subject:** Community Living disABILITY Services Support Plan Policy

**Reference:**

---

**Type:** ☒ Policy  
☒ Procedure  
☐ Rate  
☐ Information Only

**Effective Date:** Immediately

---

**Purpose**

This circular introduces the Community Living disABILITY Services (CLDS) Support Plan Policy with corresponding guide and template.

A support plan is defined as a plan developed, utilized and maintained by a service provider that identifies how supports are to be provided day-to-day. This policy establishes a set of guidelines and standards for service providers to follow when developing and maintaining support plans for CLDS participants. This will ensure that all plans have the information and/or protocols necessary to encourage and maintain the health and safety of an individual, mitigate risk and ensure assessed needs of an individual are being met.

This policy also clarifies the types of planning requirements that may be required throughout an individual's involvement with CLDS.

**Role of the Community Service Worker**

Community Service Workers (CSWs) have historically incorporated support planning in Person-Centred Planning discussions and this remains the expectation. CSWs are responsible to ensure service providers are aware of these standards and provide guidance where necessary. In situations where a CSW has concerns regarding the quality of a service provider's support plans, they should consult with their Program Managers.

Program Managers may choose to also consult with the CLDS Leading Program and Practice Specialists. Please note that while a support plan should be consistent with and inform the person-centred plan, it does not take the place of a person-centred plan.

### **Implementation**

CLDS recognizes that many service providers already have support plan templates and procedures that meet the guidelines and standards outlined in this policy. Other service providers may require revisions to their procedures, as well as existing support plans developed prior to the introduction of these guidelines.

The guidelines and standards outlined in this policy must be applied to the development and revision of support plans effective immediately. However, it is understood that it may take time to update those existing support plans that do not meet these standards. CLDS will request that service providers update all existing support plans over the next year, i.e., by June 30, 2020. Service providers should prioritize updating support plans for participants with the highest support needs first. This policy, template and guide will be shared with all service providers in a separate communication.

---

Lisa Lacroix  
A/Director  
Adult Disability Programs

---

Elaine Hawkins  
Director  
CLDS Strategic Projects & Agency Relations

---

Brian Malkowich  
A/Executive Director  
Winnipeg Services

---

Dan Knight  
A/Executive Director  
Rural and Northern Services

---

Sandra Dorbolo  
Director  
Centralized Services and Resources

Attachments: CLDS Support Plan Policy Jun-25-19  
A Guide to Completing My Support Plan Jun-25-19  
CLDS My Support Plan TEMPLATE Jun-25-19

Distribution List