



Personal Service Plans

The Assisted Living Regulation requires operators to develop a short-term service plan and a personal service plan for all assisted living residents. These plans guide staff in protecting and promoting residents' health and safety.



What is a short-term service plan?

A short-term service plan is a simple plan that gives staff enough information to keep a resident safe and support their health and well-being while their more detailed personal service plan is being developed. It gives the operator and staff some time to get to know the resident, their needs and their capabilities before they develop the personal service plan. Staff must develop the short-term service plan as soon as the resident moves in.

What is a personal service plan?

A personal service plan is the detailed plan for the services a resident will receive and how the operator will deliver the services. It has enough information about the resident's needs, capabilities, and preferences for staff to understand their responsibilities and how they can best support this person.

The personal service plan includes a detailed description of the type of hospitality and assisted living services that a resident requires. For example, a personal service plan may include:

- A description of the supports the resident needs to take their medication safely;
- Any diet adjustments they need because of nutritional needs, allergies, intolerances, or religious, cultural or personal preferences; and
- A plan to help residents with activities of daily living, such as bathing, dressing, or mobility.

When developing the personal service plan with the resident, try to answer these questions:

- **Which** services does the resident need?
- **What** adjustments need to be made to meet the resident's needs, capabilities and preferences?
- **Who** provides these services?
- **How** are these services provided?
- **When** are the services provided?
- **When** will staff review the plan, so the services can be modified, if needed?

Residents in different classes of assisted living may need help with different things, and these need to be included in their personal service plan. For example, in the supportive recovery class, the personal service plan should include steps the resident can take to protect and promote their own health and safety if their residency ends unexpectedly, including:

- Accessing housing supports, professional health and social services; and
- The name and contact information of the persons staff must notify, if appropriate.

Who needs to be involved in developing the personal service plan?

The resident, staff of the residence, their case/care manager (if any), and a member of their family may all be involved in the development of the personal service plan.

What are the time limits for developing and reviewing a personal service plan?

The Assisted Living Regulation outlines time limits according to the class of residence.

A personal service plan must be developed:

- Within 7 days of moving in for residents in the supportive recovery class; and
- Within 30 days of moving in for residents in the seniors and persons with disabilities, and mental health classes.

The personal service plan must be reviewed:

- Monthly for residents in the supportive recovery class;
- At least annually, for residents in the seniors and persons with disabilities class or the mental health class;
- When the resident's needs change; and
- On the resident's request.

When does the plan need to be revised?

The operator is responsible for monitoring a resident's health and safety. The personal service plan needs to be revised when the resident's needs or capabilities change or when there is a change in the hospitality or assisted living services the operator provides. If any changes are made to a resident's personal service plan, the resident needs to receive a signed copy of the new plan.

See the Assisted Living Regulation

- **Sections 32-35** and **Schedule D**.