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MCS Client Supports Planning Framework and Process

MirkaCare Services develops and manages individual client services and care plans with each client or their guardian in a distinct and caring manner always observing their importance to us as unique, valuable and worthwhile people who have the right and the managed capacity to make choices and decisions concerning their lives.

As in any quality process the principles of continuous improvement are also applied acknowledging the dynamic and progressive nature by which people change, develop and evolve over time.

Client services and care plan reviews typically are triggered by the following events:

- Annual services and funding review and approvals.
- Significant changes in medical or care and support services requirements.
- Significant changes in life style requirements or needs driven by capabilities, purpose of life direction / activates / desires and accommodations, for instance where and who an individual chooses to live with.
- Significant changes in developmental requirements.
- Changes to services due to significant changes in behaviors.
- At the request of the client / individual or their guardian.
- At the request of MirkaCare Services.

MirkaCare Services endeavors to review, update and develop client services and care plans through a process of participation, consultation and review with the client and their primary care giving and life influencing stakeholders who may include the client care or services coordinators, caregivers, doctors, counselors, trainers, teachers, therapists, family members, legal guardians and any other people that have significant influences in the client's life.

The client/individual and/or their guardian are at the center and focus of the driving of this process.

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“Leaders Serving People ... Nurturing, supporting and promoting the ongoing mental, emotional, physical, spiritual and developmental well being of all people we serve.”



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CLIENT OR INDIVIDUAL SERVICES AND CARE PLAN CONTENT – ELEMENTS / ATTRIBUTES

The detail and content of each plan is developed with consideration of the specific needs of each individual / client and the service and care plan can and may include:

- Primary family, care giving, spiritual, learning and social stakeholders and contacts and support network or chain
- The individuals vision for themselves
- Their parents or guardians vision for the individual
- Other contributors to the vision
- Current physical and medical diagnosis including pains and discomforts
- Allergies related to food, medicine, animal, nature or other
- Current psychiatric and / or psychological diagnosis including acute symptoms, relapse symptoms and cognitive status, attention and concentration
- Self-help and personal care and hygiene capability, patterns and habits
- Therapeutic interventions
- Client **personal care and supports services requirements** and **data** including:
 - ✓ language skills, writing skills, other communication skills,
 - ✓ vision, hearing, dental,
 - ✓ medications including the medication record with the administration plan and the medical appointment record,
 - ✓ nutrition / eating / hydration as well as special diet and likes / dislikes,
 - ✓ elimination, morning care requirements, afternoon care requirements, evening care requirements,
 - ✓ bathing, rest / sleep habits / patterns / requirements,
 - ✓ work or employment and volunteer desires and capabilities opportunities that meet the Codes and Regulations established by Alberta Employment Standards,
 - ✓ education and / or vocational training and development capabilities and desires,
 - ✓ socialization / recreation / leisure patterns / activates / requirements,
 - ✓ mobility including movement constraints and restrictions and transfer requirements,
 - ✓ other physical abilities and / or constraints or restrictions
 - ✓ AT-EI's required and used,
 - ✓ aids to daily living and support equipment requirements
 - ✓ supportive living and care giving supports required,

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- ✓ transportation modes and requirements,
 - ✓ financial and money management requirements,
 - ✓ managed risk assessment,
 - ✓ specialized and / or delegated treatments including physical therapy, occupational therapy, psychological counseling, learning and developmental therapy.
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- General life review including significant family of origin issues, place of birth, cultural background, childhood, family life (marriage and other relationships), social events / achievements / losses / significant changes, strengths / weaknesses other significant and memorable affairs etc.
 - Vocational and educational background, history, progress, interests and aspirations
 - Spirituality background, history, patterns and interests
 - Planning and developmental goals and aspirations with any of the above manageable attributes that can be developed and worked on with the client including each goals ranking and prioritization within the time frames assigned.
 - Personality and behavioral characteristics including moods and how the client responds other residents, care givers and other counseling and support providers
 - Situational behavioral tendencies including habits
 - Behavioral caution indicators
 - Risk and Safety Assessment and Mitigation Strategy
 - Motivational assessments
 - General / initial and / or comprehensive functional assessments
 - Psychiatric / psychological assessments
 - Neurological assessments
 - Behavioral management plans
 - Monitoring process including data collection methods, frequency, reporting methods, setting review of achievement targets, milestone and dates, level of involvement in the entire monitoring process and the client counselor and care review sessions.

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