

Tip Sheet: What to Consider When Choosing and Monitoring a Service Provider

Steps to consider by a person their Network in finding and maintaining supports and services.

Exploration Phase

1. Make a list of what is important to you in terms of values, environment, location, staffing and programming. If you have a Person Directed Plan, it should be easy.
2. Go online and learn about the agencies and options that might be suitable.
3. Request a list of options to explore from your DSO. The final options presented to you may be limited, based on availability and your needs. If there are additional options that you have discovered and were not yet explored, discuss these opportunities with a trusted person.
4. Be aware that the risks involved with a placement varies based on the type of agency. Specifically, a transfer payment agency is funded and accountable to the Ministry and a private agency is not.

Decision Making Phase

1. Visit each of the locations that may be available and suitable, based on your needs. Share your Vision.
2. Ask about accountability, accreditation, staff training, policies and procedures, references, Individual Rights, etc.
3. Ask for a copy of their annual report, accreditation, licenses, insurance, etc.
4. Be aware that the decision about engaging with the service agency lies with the individual and their supportive decision maker(s) and/or the Fund Administrator.

Agreement Phase

1. A service agreement is required and should clarify the expectations, responsibilities, and roles of all parties directly involved in the placement.
2. Review and ask questions regarding the Service Agreement between the individual and the agency.
3. Ensure you are comfortable with the Individual Rights and Responsibilities and the agency responsibilities.
4. Ensure the Complaint Procedure is clear and supports the development of collaborative approaches and a focus towards resolution.
5. Ensure there is clarity in terms of rationale and timelines for both voluntary and involuntary discharge.

Monitoring Phase

1. It is the responsibility of the individual and their supportive decision maker(s) and/ fund administrator to monitor the agreed upon services within the service agreement.
2. The risks will vary dependant upon the type of agency. Transfer Payment Agencies are accountable to the Ministry. Private agencies are not directly accountable to the Ministry.
3. There are Quality Assurance Measures available to standardize the quality of supports and services provided by Ministry funded agencies. You can use these guidelines to help you monitor their service, as well as suggest expectations with a private provider.
4. If issues arise, it is important to communicate your concerns directly to the service provider and begin working towards a resolution. A complaint procedure is available within all agencies, and is meant to support these discussions.

The above describes some of the roles and responsibilities of the person, their supportive decision maker(s) and/or the fund administrator in regards to choosing and entering into an agreement with a Service Provider.