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11.0 INDIVIDUAL SUPPORT AGREEMENT

- 11.1 The Individual Support Agreement (ISA) is a financial contract between the individual and/or their family and the Department. (Refer to Appendix B-7, *Forms, Individual Support Agreement*). It sets out, by agreement, the dollar amount of the supports for which the Department will pay and the individual's and/or family's responsibility with respect to the support plan.
- 11.2 Prior to entering into the ISA, the following steps must be taken:
 - a) a support plan must be developed, including costs;
 - b) the client contribution must be calculated;
 - c) the support plan and costs must be approved (this may be done by the Disability Support Worker, depending on signing authority and the costs of the plan).
- 11.3 The ISA must be completed in its entirety.
- 11.4 If necessary, an agent may be designated at this stage to sign the ISA on behalf of a participant. The Disability Support Worker must document on the Agreement of Agent the reason that the individual and/or family is not capable of managing their disability supports. The agent stands in place of the applicant and shall fulfill the same roles and responsibilities of the individual and/or family defined in Section 2.6.
- 11.5 The ISA must be signed by the Disability Support Worker and the individual or their guardian or agent.
- 11.6 An ISA is not valid (and will not be processed) unless it is signed and has a current support plan attached. If there is a support that is already approved in the support plan wherein there is an increase or decrease in supports before the next review, this change may be made providing a letter is forwarded to the individual and/or family advising them of the change.
- 11.7 A copy of the ISA must then be provided to the individual, parent(s), guardian(s) and/or agent with the support plan attached.
- 11.8 The payment process should be explained to the individual, parent(s), guardian(s) and/or agent, including an explanation of the break down of expenses, the payment amount, frequency of payments and end date.

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11.9 Record of Supports Used

11.9.1 A *Record of Supports Used* shall be provided to the client to facilitate record keeping. (Refer to Appendix B-9, *Forms, Record of Supports Used*) The *Record of Supports Used* describes the services, service provider(s) and the costs. It is the responsibility of the Disability Support Worker to explain the Record of Support Used, as well as the functions and processes for reimbursement. Records of supports, along with supporting documents, and receipts must be submitted to disability support workers as per the support plan. It is the responsibility of the client to keep the Record of Supports Used up-to-date in order to receive the specified funding. Failure to do so may result in suspension of funding until such records are provided..

11.9.2 A Disability Support Worker shall review the *Record of Supports Used* form and documentation. Refer to Section 13.1 (c) & 13.4 (a).