



**A**ccess

**C**lient-centred

**T**eam

**I**mpact

**O**ptions

**N**eeds-based

**S**upports

# Keys to Decision Making

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# Responding to a Need

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Inconsistent services across the province

Mixed messages to parents and partners

Lack of support to staff

Need to ensure best practice

# How this tool came about...



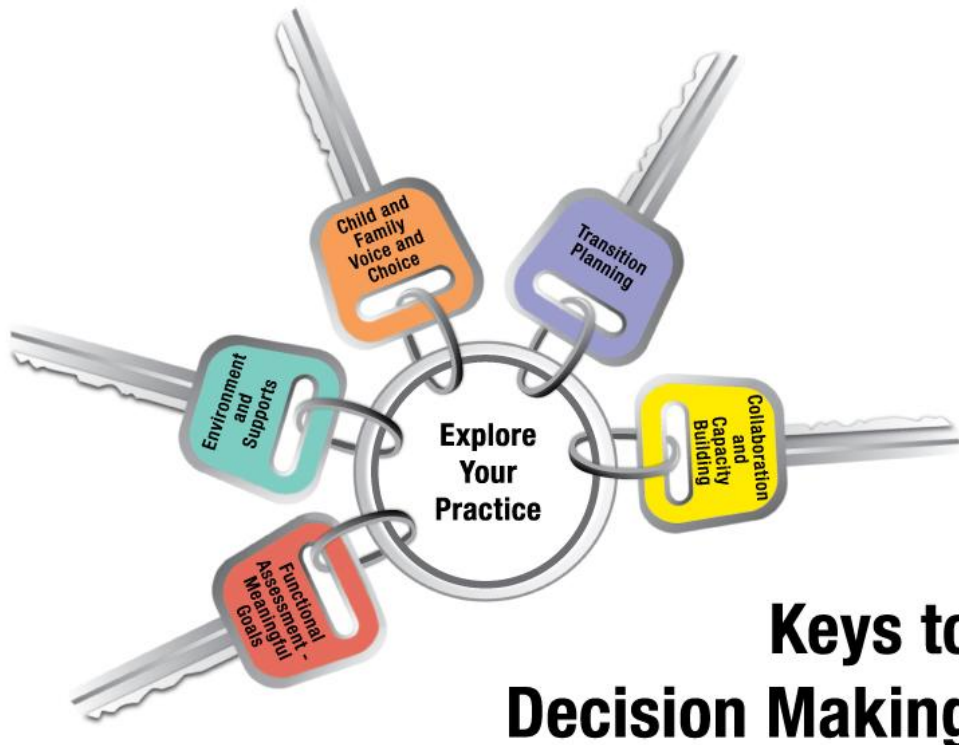
**Passionate & dedicated people from across the province...**



- Interviews and surveys
- Literature review
- Advisory committee
- Focus groups & pilot projects
- Communications
- Evaluation planning

# What are *The Keys* all about?

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Decisions  
based on  
principles and  
evidence

# What are *The Keys* all about?

Child & Family  
Voice & Choice



Functional Assessment;  
Meaningful Goals



Explore Your  
Practice



Discharge Planning

Collaboration &  
Capacity Building



Environment  
& Supports

# Child & Family Voice and Choice

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- connecting with families as the first step
- listening to stories, perspectives and priorities of children & families
- fully involving families in decision making & service delivery
- clarifying roles & involving key supporters

# Functional Assessment – Meaningful Goals

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- focusing on purpose
- defining success
- improving participation in relationships and activities

# Environment & Supports

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- Influencing factors around the child
- building on strengths, natural supports and resources

# Environment and Supports

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- creating environments that support success for all children



# Collaboration and Capacity Building

- strengthening relationships & partnerships
- working toward shared goals
- families and teams learn from one another



# Transition & Discharge

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- planning for success from the start
- discussing team roles
- supporting children, families and partners to be involved, informed and ready to face challenges

# Resources embedded in *the Keys*...

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- Self Check
- Background Information
- Supporting Evidence
- Application to Practice  
“how to”
- Addressing Challenges
- Additional Resources
- References



## Appendices included:

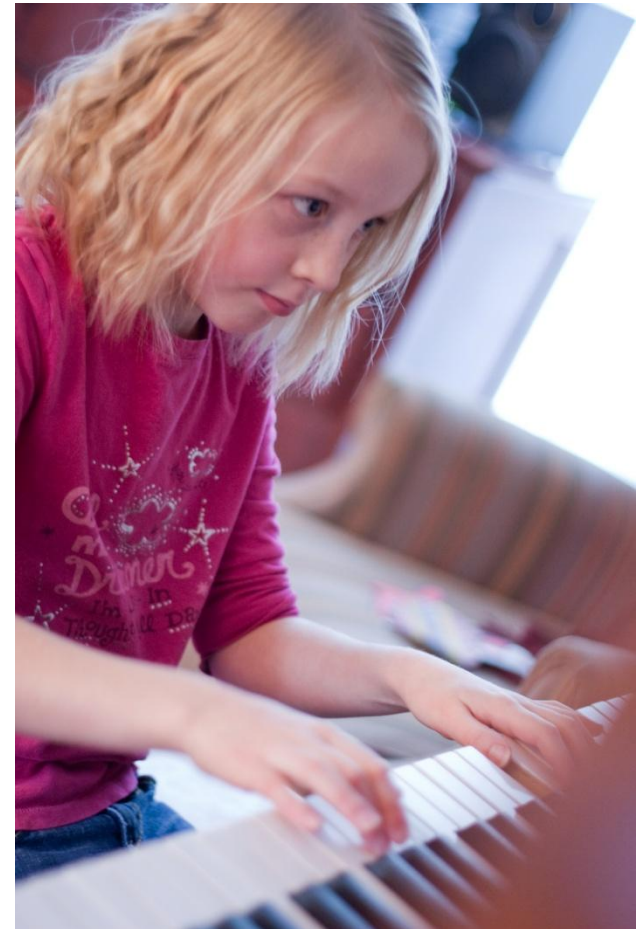
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- Purpose, Beliefs and Principles
- Literature Summary
- Family Perspective
- Professional Perspective
- Educator Perspective
- International Classification of Functioning Disability and Health
- Levels of Service Delivery

# How will *The Keys* be implemented?

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- Engagement along the way
- Internal launch was Sept. 22
- Keys Knowledge Transfer Community
- Encourage local discussions
- Resources for staff to sharing with parents, teachers and other partners,
- Future learning opportunities



# How teams are using *The Keys*?

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Revising processes to increase emphasis on *The Keys*:

- revising report templates
- 1<sup>st</sup> meetings face to face
- creating and sharing resources based on the strategies
- revising processes to support informed consent and increased family involvement



# How teams are using *The Keys*?

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Thinking about practice improvement:

- regarding specific clients or groups
- in self reflection
- in team planning

Using *The Keys* as a discussion opener:

- with parents, teachers & other partners
- at regular team meetings
- with operational leaders



# How can we support staff together?

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- Common principles
- Consistent language
- Shared learning opportunities
- Support and understanding on the front-line

# What does success look like?



# Where will we go from here?

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- Further discussion with partners
- *Keys* – Knowledge Transfer Community
- Consider *Keys* in communication planning & services
- On-going evaluation



# Comments and Questions?

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# Contact Information

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