



About these Standards

These standards are about

- the individuals' opportunities to make decisions in "everyday" matters, such as
 - what to wear
 - what and when to eat
 - how to spend their free time
 - what traditions or cultural or religious activities they want to participate in
 - whether to work or volunteer
- the support given to individuals to make everyday decisions.

Individuals who are not able to express their likes, dislikes, needs and wishes verbally can usually express them in other ways, such as through their facial expressions, gestures or other behaviour.

Service providers can assist individuals to develop decision-making skills and experience success by providing

- meaningful options to choose from
- clear, concrete and balanced information about each option, whether they are daily options or occasional options
- emotional support, education and advice
- opportunities to apply, develop or exercise their decision-making skills in various aspects of daily living
- opportunities to directly experience their preferred options
- opportunities to pursue choices that may involve an element of risk
- discretion for, direction on, advice around and, possibly, alternative suggestions for decisions that could jeopardize the health and safety of the individuals or others

For example, individuals who wish to use public transportation need to know which bus to take and the route's schedule. Individuals will also need support if things go wrong.

Standard 2: *Individuals make decisions about everyday matters*

Quality of Life Level 1 Indicators

1. The individual makes known her wants, needs, likes and dislikes in regard to everyday matters
2. The individual chooses what activities and events to participate in on a day-by-day basis
3. The individual receives balanced information about the possible outcomes (i.e., positive or negative impact) of her options so she can make informed decisions about everyday matters
4. The individual makes decisions about everyday matters
5. The individual experiences the outcomes of daily decisions
6. The individual
 - a. chooses and uses the possessions she needs on a day-by-day basis
 - b. has control over her day-by-day spending

Standard 14: *Individuals are supported to make decisions about everyday matters*

Quality of Service Level 1 Indicators

1. Staff take into consideration the individual's wants, needs, likes and dislikes as they relate to everyday matters
2. Staff assist the individual to choose activities and events she wants to participate in on a day-by-day basis
3. Staff give the individual balanced information about various options with the goal of helping her make informed decisions about everyday matters
4. Staff assist the individual to make decisions about everyday matters
5. Staff assist the individual to experience the outcomes of daily decisions
6. Staff assist the individual to
 - a. choose and use the possessions she needs on a day-by-day basis
 - b. maintain control over her day-by-day spending