

# WATERFORD INTELLECTUAL DISABILITY ASSOCIATION

## Procedures Manual

### Provision of Information to Service Users

PC-14

#### 1.0 Scope

- 1.1 To provide adequate information to service users about the service they are entitled to receive.

#### 2.0 Aims and Values

- 2.1 To ensure all service users are aware of the service W.I.D.A. will provide, and their rights relating to that service.
- 2.2 To ensure service users are informed and updated of any changes in the service provided.

#### 3.0 Contents

- 6.0 Responsibilities.
- 7.0 Service User's Guide.
- 8.0 Communication with W.I.D.A. and Service Users.

#### 4.0 Referenced Documents

- QP-45 Statement of Purpose  
Residents Guide (Residential and Respite)
- W-095/95A Service Provision Agreement.
- MA-24 Management of Complaints.
- SD-19 Visitors to the Service
- PC-11 Communication with Service Users.
- HR-20 Communication Policy and Procedure.

#### 5.0 Responsibilities

- 5.1 The manager or designated person.

This is the procedure to be followed

#### 5.0 Responsibilities

- 5.1 Person in Charge and all staff.

#### 6.0 Service User Guide

- 6.1 A Statement of Purpose is available to all W.I.D.A. service users.
- 6.2 The guide will contain the following information:

# **WATERFORD INTELLECTUAL DISABILITY ASSOCIATION**

## **Procedures Manual**

### **Provision of Information to Service Users**

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- C4-095/95A Service Provision Agreement (including the service to be provided)
  - MA-24A Management of Complaints - easy read
  - SD-19 Visitors to the Service
- 6.3 The Person in Charge will include any other information they consider necessary relating to the specific service that is being offered to the service user.
- 6.4 Where possible the information in the Service User Guide will be in an easily accessible format.
- 6.5 Additional information will be made available on the W.I.D.A. website. [www.wida.ie](http://www.wida.ie)

### **7.0 Communication with W.I.D.A. and Service Users.**

- 7.1 W.I.D.A. Board of Directors and management are committed to the effective communication between the people accessing W.I.D.A. services and those who are responsible for maintaining and developing those services.
- 7.2 The Communication Policy, HR-20 and Procedure details how service users will be involved in decisions affecting them within the organisation and how communication within individual services, such as house meetings should be recorded.