



IPSC Mentorship Program

Program Guidelines

Disability Support Program

November 2025

High-Level Objective:

This document is a reference guide for IPSC Team Leads (and Subject Matter Experts) to understand how to access and engage with the IPSC Mentorship Program. It outlines the program’s purpose, expectations, support areas, key responsibilities, booking logistics, and privacy considerations.

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Purpose

The IPSC Mentorship Program is designed to build the internal capacity and confidence of IPSC Team Leads (TLs). Through structured virtual meetings with disability Subject Matter Experts (SMEs), TLs will be better equipped to guide and support IPSCs in delivering high-quality support planning to DSP participants.

This mentorship model helps ensure that IPSCs receive the guidance they need to support individuals in planning for and living their idea of a good life in the community.

Mentorship Expectations

The IPSC Mentorship Program is a professional development opportunity designed to support learning, not supervision. To ensure the sessions are meaningful and sustainable, both TLs and SMEs have shared responsibilities that support a respectful and productive use of time.

Team Leads are expected to:

- Take ownership of their learning and professional growth. The mentorship is not intended to function as a “homework check.”
- Come prepared to each session with specific questions, challenges, or themes they want to explore.
- Make a reasonable effort to work through issues independently before bringing them to the session. Use the SME time for deeper reflection, problem-solving, or validation.
- Engage actively in discussion, reflect on feedback, and apply new insights in their work with IPSCs.
- Attend monthly group sessions and contribute to shared learning where appropriate.
- Follow privacy and information-sharing protocols when bringing documents or case examples to the session.

SMEs are expected to:

- Offer guidance, critical thinking support, and knowledge grounded in experience.
- Prepare in advance, where possible, based on the topics identified in booking requests.
- Focus on capacity-building by helping TLs grow their ability to guide and support IPSCs independently over time.
- Identify and address common themes across sessions to support group learning during monthly sessions.

How to Approach Mentorship

Mentorship is most effective when it is approached with intention, curiosity, and willingness to learn and grow. The goal of this program is to build the confidence of IPSC TLs over time, not to provide all the answers, but to help develop the judgment and skills to find them.

Here are some guiding principles for how to approach mentorship sessions from a TL perspective:

- **Be purposeful:** Come to each session with a specific question, theme, or challenge in mind. The more focused the session, the more valuable the conversation will be.
- **Reflect first:** Before bringing a question to a SME, take time to think it through and explore possible approaches. The session is an opportunity to test thinking, not replace it.
- **Use real examples:** bring forward real scenarios or planning challenges that are being faced. This helps ground the discussion and makes it more applicable to day-to-day work.
- **Focus on learning, not answers:** These sessions are not about getting a quick fix. They are a space to think critically, challenge assumptions, and build a personal approach.
- **Stay engaged:** Take notes, reflect on the session afterward, and apply what you learn in your work with IPSCs. Mentorship is a cycle – growth comes through trying, adjusting, and learning again.
- **Respect SME time:** Be mindful that SMEs have limited hours. Use your time well by preparing and showing up ready to engage in meaningful conversation.

Areas of Support

The mentorship program focuses on key areas where TLs can seek guidance in their support planning role. These areas have been identified through conversations with SMEs and are grounded in what IPSCs and TLs encounter in practice. While these categories guide the structure of the mentorship, SMEs are also available to support challenges that fall outside of these topics.

Area of Support: Planning & Development

Support in turning ideas or proposals into strong, human-centred support plans:

- Developing clear, actionable steps from an initial proposal to a clear plan
- Identifying early priorities or “quick wins” to build momentum and relationships
- Defining the core needs, goals, and vision for a plan
- Using a principled, values-based approach to assess planning options
- Deciding when and how to involve local service agencies

Area of Support: Implementation & Action

Support in moving plans from paper into practice in a way that benefits the person:

- Getting started with implementation (i.e., first steps and common barriers)
- Adjusting or refining the support plan concepts as needed
- Taking small, incremental actions that build progress over time
- Supports without hiring or coordinating direct supports when resources are limited
- Ensuring actions lead to real, meaningful outcomes for the person

Area of Support: Relationships & Networks

Support in building strong, trusting relationships and strengthening natural support networks:

- Approaches for building the right relationship with the individual and their family
- Spending time to deeply understand who the person is, what matters to them, and how they want to live
- Helping connect and mobilize people in an individual’s life to support the plan
- Engaging in meaningful conversations that go beyond the surface

Mentorship Schedule

The mentorship program includes both individual sessions and monthly group sessions with SMEs. These sessions are designed to be regular, structured opportunities for TLs to access guidance, reflect on challenges, and build confidence in their role in supporting IPSCs.

Weekly Individual Sessions

- Each SME (e.g., Lorna Sullivan, Janet Klees) will offer up to two hours per week for one-on-one mentorship.
- These will be booked as 1-hour virtual meetings via Calendly.
- TLs can book sessions as needed, specifying the area of focus or key question at the time of booking to help SMEs prepare.

Monthly Group Sessions

- A 2-hour group mentorship session will be held once per month.
- All IPSC TLs are encouraged to attend.
- These sessions will focus on a particular theme or area of support based on patterns the SMEs have observed in recent one-on-one conversations.
- DSP specialists will also have the opportunity to attend or contribute to group discussions for broader capacity-building.

Session Timing

- Mentorship sessions will take place between **5:00–7:00 PM AST**, accommodating participants across multiple time zones (Nova Scotia, Ontario, and New Zealand).
- Each SME will hold recurring weekly availability during this time window:
 - **Janet Klees:** Available on **Tuesdays**, with capacity for up to **two 1-hour individual sessions per week** during the 5:00–7:00 PM window.
 - **Lorna Sullivan:** Available on **Thursdays**, with capacity for up to **two 1-hour individual sessions per week** during the 5:00–7:00 PM window.
- Specific availability for each SME will be visible in the online booking tool.

How to Book Meetings via Calendly

Team Leads will book (one-on-one) mentorship sessions directly through the Calendly platform, which has been set up to allow easy scheduling with either Lorna Sullivan or Janet Klees. The booking process is designed to ensure that SMEs have time to prepare and that sessions are focused and productive.

Note: You do not need a Calendly account as a Team Lead to book a mentorship session. The booking form will collect all the required information for the session.

Step-by-Step Booking Process:

Step 1: Access the Booking Page for the SME You Want to Meet With:

- Use <https://calendly.com/d/cwnd-gr3-pyb/ipsc-mentorship-with-janet-klees> to access the IPSC Mentorship booking page for **Janet Klees**.
- Use <https://calendly.com/d/cwhk-wsm-ykq/ipsc-mentorship-with-lorna-sullivan> to access the IPSC Mentorship booking page for **Lorna Sullivan**.

Step 2: Select an Available Meeting Date and Time

Janet Klees

Mentorship Meeting with Janet Klees

1 hr

Web conferencing details provided upon confirmation.

Book a one-hour mentorship session with Janet Klees to receive guidance and support in your role as an IPSC Team Lead. These sessions are an opportunity to reflect on challenges, strengthen your skills, and build confidence in guiding IPSCs.

When booking, please:

- Select the **area of support** you'd like to focus on (Planning & Development, Implementation & Action, or Relationships & Networks).
- Provide **background context** about the situation, questions, or themes you want to discuss. The more detail you share, the better prepared Janet can be to support

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Troubleshoot

September 2025

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Time zone

Atlantic Time (10:59am)

Janet Klees

Mentorship Meeting with Janet Klees

1 hr

Web conferencing details provided upon confirmation.

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When booking, please:

- Select the **area of support** you'd like to focus on (Planning & Development, Implementation & Action, or Relationships & Networks).
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Select a Date & Time

< September 2025 >

Thursday, September 18

times you're available

5:00pm

5:30pm

6:00pm

Time zone
Atlantic Time (11:06am) ▼

[Troubleshoot](#) ⓘ

Select an available time slot for that date

Janet Klees

Mentorship Meeting with Janet Klees

1 hr

Web conferencing details provided upon confirmation.

Book a one-hour mentorship session with Janet Klees to receive guidance and support in your role as an IPSC Team Lead. These sessions are an opportunity to reflect on challenges, strengthen your skills, and build confidence in guiding IPSCs.

When booking, please:

- Select the **area of support** you'd like to focus on (Planning & Development, Implementation & Action, or Relationships & Networks).
- Provide **background context** about the situation, questions, or themes you want to discuss. The more detail you share, the better prepared Janet can be

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Select a Date & Time

< September 2025 >

Thursday, September 18

times you're available

5:00pm

Next

5:30pm

6:00pm

Time zone
Atlantic Time (11:08am) ▼

[Troubleshoot](#) ⓘ

Select **Next** to confirm that time and date

Step 3: Enter Your Details

Enter Details

First Name * Last Name *

TL First Name TL Last Name

Email *

team.lead@novascotia.ca

[Add Guests](#)

Which Area of Support is this session for? *

Planning & Development

Please provide background context about the situation, questions, or themes you want to discuss:

Type here.....

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

[Schedule Event](#)

Enter your full name

Enter your work email
Note: This will be the email you will receive the Teams calendar invite to, so ensure it is your work email.

Step

4: Select the Area of Support

Enter Details

First Name * Last Name *

TL First Name TL Last Name

Email *

team.lead@novascotia.ca

[Add Guests](#)

Which Area of Support is this session for? *

Planning & Development

Planning & Development

Implementation & Action

Relationships & Networks

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

[Schedule Event](#)

Select the area of support you are booking the session for from the dropdown

Step 5: Provide Context

Janet Klees
Mentorship Meeting with Janet Klees

1 hr
 Web conferencing details provided upon confirmation.
 5:00pm - 6:00pm, Thursday, September 18, 2025
 Atlantic Time

Book a one-hour mentorship session with Janet Klees to receive guidance and support in your role as an IPSC Team Lead. These sessions are an opportunity to reflect on challenges, strengthen your skills, and build confidence in guiding IPSCs.

When booking, please:

- Select the **area of support** you'd like to focus on (Planning & Development,

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Enter Details

First Name * TL First Name

Last Name * TL Last Name

Email * team.lead@novascotia.ca

[Add Guests](#)

Which Area of Support is this session for? *

Planning & Development

Please provide background context about the situation, questions, or themes you want to discuss:

Type here.....

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

[Schedule Event](#)

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Provide context on why you're booking the meeting. Be as specific and detailed as you can without sharing any confidential information.

Note:

Please refer to the Privacy Considerations section of the document on what can and cannot be discussed during these meetings. This will apply to providing meeting context as well.

Step 6: Review and Confirm Booking

Janet Klees
Mentorship Meeting with Janet Klees

1 hr
 Web conferencing details provided upon confirmation.
 5:00pm - 6:00pm, Thursday, September 18, 2025
 Atlantic Time

Book a one-hour mentorship session with Janet Klees to receive guidance and support in your role as an IPSC Team Lead. These sessions are an opportunity to reflect on challenges, strengthen your skills, and build confidence in guiding IPSCs.

When booking, please:

- Select the **area of support** you'd like to focus on (Planning & Development,

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Enter Details

First Name * TL First Name

Last Name * TL Last Name

Email * team.lead@novascotia.ca

[Add Guests](#)

Which Area of Support is this session for? *

Planning & Development

Please provide background context about the situation, questions, or themes you want to discuss:

Type here.....

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

[Schedule Event](#)

powered by Calendly

Review the selections and information you have entered and hit **Schedule Event** to confirm the session

Once your booking is complete, you'll see a confirmation page and receive an email with the session details, including a Microsoft Teams link to join the meeting at the scheduled time.

Mentorship Privacy Considerations

The IPSC Mentorship Program is committed to ensuring that all discussions and materials respect privacy and confidentiality requirements. **The following guidelines, developed in consultation with OSD Privacy**, set the parameters for what can and cannot be shared during mentorship sessions. These guidelines apply to both TLs and SMEs.

What Can Be Discussed:

- **Experiences and Themes:** TLs may share general challenges, experiences, and observations without including identifiable information about individuals.
- **Supporting Team Growth:** Conversations may include successes and challenges in the team management and leadership, and strategies for supporting IPSC teams as they expand their caseloads across DSP regions.
- **System Challenges:** Broader system or regional challenges may be discussed in general terms, along with ideas and opportunities for new or iterative solutions.

What Cannot Be Done:

- **No Recording:** Mentorship sessions must not be recorded in any form (audio, video, or written transcript).
- **No Case File or Confidential Document Sharing:** Individual case files, client records, or personal files must not be shared through email or during mentorship sessions.
- **No Personal Information:** Personal details protected under the Freedom of Information and Protection of Privacy Act (FOIPOP) cannot be shared. This includes, but is not limited to:
 - Race, national/ethnic origin, or religious/political beliefs
 - Age, sex, sexual orientation, marital/family status
 - Individual health-care history, physical or mental disabilities