



950 Kerry Street, Prince George, BC.

Home Sharing Handbook



**Home Sharing Services Team
Prince George Association for Community Living**

MANUAL INTRODUCTION

Please read this Handbook thoroughly as it is specifically for Home Sharing Providers. It is yours to keep as a reference guide, and it is a requirement of your contract that you read and understand all of the guidelines within. If you require further clarification regarding your role as a Home Sharing Provider, the Home Sharing Program, or any of the information contained in this Handbook, please contact the AiMHi Home Sharing Program Coordinator.

The primary goal of this Handbook is to identify how we will be working together to assist people and their families to have good lives in their community and achieve goals that have been identified. Teamwork is a fundamental means in supporting people well; and it begins with the planning and the selection of your home by someone looking for this type of support.

The Home Sharing Provider's role is supported and guided by AiMHi, governmental regulations, CLBC policies and other regulatory bodies including but not limited to Community Care and Assisted Living Act (Adult or Child Care regulations), Accreditation standards applicable to this model, Freedom of Information and Protection of Privacy Act. Your role is also guided by caring, compassion, and common sense. In this Handbook, we have tried to use plain everyday language. We refer to both the Home Sharing Providers and their families, because we recognize that all family members contribute to Home Sharing being a positive and successful experience for everyone involved. We hope that you find this Handbook useful in your role as a Home Sharing Provider.

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AiMHi Prince George Association for Community Living

Mission and Philosophy

AiMHi supports children who have special needs, adults who have developmental disAbilities and their families. Through the provision of advocacy, services, supports and education, AiMHi fosters a community where people are celebrated for their gifts, abilities and contributions.

Philosophy and Objectives

It is the philosophy of AiMHi that people who have a developmental disability have the same rights, needs, and feelings as everyone else.

We endeavor to promote physical, intellectual, social, and emotional growth for all. We avoid establishing limitations on people, and instead provide individuals with opportunities to develop their individual strengths because we believe there is always potential for growth and development.

At AiMHi we strive to deliver these services in the least restrictive, most culturally normative setting as we can. Consequently, the people we support live and work in culturally valued settings. It is the responsibility of AiMHi and its employees to facilitate normal physical and social integration with the community by utilizing community recreational and cultural resources.

We believe that people who have disabilities have the same rights and privileges as other citizens. To this end, AiMHi will assist individuals to understand what is involved in exercising their rights and actively promote them. These rights include freedom from discrimination, the right to register to vote, freedom from abuse and neglect, the right to privacy, the right to communicate, the right to be informed and to give consent – only to name a few.

History

AiMHi, Prince George Association for Community Living, was formed by a group of concerned parents in 1957 who envisioned “Community Living” for their children. This vision included a desire to have their children taught within a public school system, a facility that provides respite services for their children, having

their family members returned from institutions to neighbourhoods in their family's community, daytime activities for their adult children to ensure they felt like valued and contributing members of society and finally, services that provide safe and knowledgeable care. During the last several decades, AiMHi has aspired to meet these visions. We have grown and developed into what we are today.

AiMHi is a non-profit association funded primarily by Community Living British Columbia. AiMHi provides a wide range of services to children, youth, adults, and families. These services include supported living options, employment services, family support services, life skills teaching programs, and a variety of community programs.

SECTION 1—Welcome to Home Sharing

Welcome! As an independent contractor providing residential services to a child with special needs or an adult with a developmental disability through AiMHi's Home Sharing Program, you are part of a new and important service offered by our Association.

Home Sharing Providers offer people accessing services and their families a unique living experience where you open your home and your life to the person receiving support. They will be an integral part of the home dynamics and your family.

While the Home Sharing program is more recently being expanded in the north, similar programs have been in existence throughout the lower mainland since 1989. Communities in southern BC have seen similar programs start out relatively small only to grow and reach out further into the community meeting the needs of many of its members. We look forward to watching this program grow and succeed with your assistance.

AiMHi contracts with Home Sharing Providers for the following two support services within the Home Sharing program.

1.1 HOME SHARING (HS) – FULL-TIME RESIDENTIAL CARE

This requires Home Sharing Providers to make a long-term commitment to provide for residential support for someone either within their own home, or in the home of the person receiving support.

1.2 RESPITE

PERIODIC CARE TO PROVIDE HOME SHARING PROVIDERS WITH AN OPPORTUNITY TO TAKE TIME AWAY FROM THIS WORK

This is often the first step that people experience when they are interested in becoming Home Sharing full time Home Sharing Providers. Respite is intended to provide primary Home Sharing Providers with a temporary break from their role as primary Home Sharing Provider. Respite support can be as brief as a few hours, an overnight stay, to as long as a few weeks. It may be on a regular basis or just occasionally. It enables families to have time to take care of themselves, and also facilitates the ability to maintain and improve their capacity to care for the person

long term. Our goal is to find homes for people with highly qualified Home Sharing Providers who have similar interests, and enjoy similar activities.

It is important that both Home Sharing and Respite Home Sharing Providers have a thorough understanding and acceptance of the Association's Mission Statement and Philosophy, as well as the values upon which these are based. It is important that those people contracted to provide Home Sharing and Respite services have a strong set of values, are principle-driven and their lifestyle and achievements demonstrate this. Part of the screening process includes a detailed home study which asks questions about a person's (family) lifestyle, community mindedness, conflict management, personal support systems, and family dynamics.

The philosophy behind this model is that people are happiest when they are a valued and integral member of a family unit, and their community. This is the cornerstone of the program. The people supported through the Home Sharing Program have made it clear to us that this is very important to them and is the reason they have chosen this particular type of living arrangement.

As a member of the Home Sharing team of independent contractors, you will have access to support, guidance, and information regarding community services and resources. The Home Sharing Program Coordinator and Association representatives will assist you to connect with other professionals in the community who can help you in meeting the needs of the people that you support.

1.3 Emergency Contact Information

Call 911 in the event of an emergency requiring Emergency Medical Services assistance. In the event that you have a Non - Emergency, but require assistance (Monday to Friday) please contact the Home Sharing Coordinator. The phone number can be located on the **AiMHi Home Sharing Phone List** provided in Section One of this Manual. The Home Sharing Coordinator is available to take calls Monday starting at 0700 until Friday at 1700. If there is an Emergency on the weekend (Friday after 1700 through Monday 0700), please contact one of the Weekend Coverage numbers listed on the bottom of the AiMHi Home Sharing Phone List and speak to the Manager for further assistance.

See Section One – AiMHi Home Sharing Phone List

SECTION 2—Home Sharing

2.1 Principles of Home Sharing

All Home Sharing Providers who are contracted with AiMHi's Home Sharing Services are responsible for ensuring that the people they support are treated with respect, dignity and as equals. Below you will find examples of how we are able to ensure this occurs.

1. To ensure all adults and children are treated as equals with dignity and respect. They expect to be treated and supported:

- In a fair way
- With respect (not being teased, called names or hurt in other ways)
- To have friends
- To go out and have fun
- To have someone to love and to be loved
- To get married and have a family of their own if they choose
- To take care of their own money
- To have input and make decisions in their own home
- To have control in their lives and with the decisions they make

The following are examples of laws which protect the rights of all people. (See Human Rights Act for further details).

Rights (like those described in the Human Rights Act) as seen by someone who has a developmental disability:

People have the Right to:

- Make decisions and choices based on feelings, beliefs and what is important to them
- Be given enough information to help make decisions (make informed choices)
- Take chances (risks) once they know what might happen
- Decide what to do with their time
- Decide what to do with their own things
- Decide how to plan for the future (what goals are set, what they want and who they want to discuss their plan with)

- Choose to live on their own, or with others
- Decide who comes into their home
- Choose the services that are needed or desired.

We have a responsibility to ensure the people we support remember:

- That they should not do things that take away other people's rights
- That they treat people the way they want to be treated.
- That they need to be responsible and accountable for their actions
- That they know they can make mistakes and it is ok
- That they can change their minds

People have the right to Privacy:

- To be independent and only assisted when needed
- To choose who can access or use their personal items
- To have conversations without people listening in
- To Doctor Patient Confidentiality
- To be asked for permission before entering their personal space, home, rooms, etc

We must ensure people are safe and secure:

- In their community
- In their home
- When they are in vehicles (appropriate seating arrangements)
- In any situation that arises where safety is a concern

We must ensure people receive excellent service. We have a responsibility to ensure that people are:

- Connected with service providers they can count on
- Receiving assistance when out in the community
- Having the same opportunities as everyone else
- Given the same information as everyone else in a format they can understand
- Given opportunities for paid employment
- Given the opportunity for a quality education which meets their personal needs or desires

We can ensure people's rights are upheld by:

- Getting them help when they need it
- Informing others of their rights
- Giving them the necessary information for them to make informed decisions
- Learning about who they are by getting to know them and reviewing their plans with them
- Advocating for and with them

People have the Right to Freedom of Speech:

- The right to speak their mind, give opinions and have people listen
- Talk about their rights
- Show and talk about their feelings

To be actively involved in their community:

- Participate in and access community services
- Accessible transportation
- Support to find new opportunities and access them in the community

We will assist people and their families in obtaining information about their rights, including being informed about, and assisted with having access to other relevant professionals and services as required, including but not limited to:

- CLBC Facilitator or Analyst
- Health Services for Community Living (HSCL)
- Child, Youth and Family Advocate
- Service Quality Advocate
- Ombudsman
- Information and Privacy Commissioner
- Local licensing officer
- Emergency numbers
- Help Line for Children

See sample forms – Your Rights

2.2 Home Sharing – Opportunities and Growth

People supported through the Home Sharing Program will be provided with opportunities to experience growth in all areas of their life.

They will:

1. Be afforded dignity, respect, and the risk of choice by:

- Enjoying personal fulfilment through a lifestyle which includes being an integral member of an extended family.
- Enjoying experiences that foster self-worth.
- Being valued for their gifts and contributions.
- Having the opportunity to plan, participate in, and voice their dreams, aspirations, goals and choices associated with their social, recreational, employment and educational activities in their home and in their community.

2. Enjoy support strategies that:

- Maximize opportunities that are consistent with their preferred personal lifestyle.
- Are effective, as measured by the degree to which they satisfy the desires and needs of the person as identified through their Person Centred Plan.
- Reflect the person's individual strengths and preferences in respect to:
 - a) Their capacity to live independently
 - b) Their individuality
 - c) Their values and perspectives of the community in which they live

3. Become active members of their community by:

- Being welcomed and recognized in their community.
- Linkages with family ties, community groups and individual members of the community.
- Having creative strategies within the home which are innovative and effective at community building.
- Developing and maintaining a collaborative relationship with their personal support network, based on interdependency and respect.

4. **Enjoy regularly scheduled personal evaluations in the context of these goals:**

- Planning and participating in regular updating and review of their Person Centred Plan.
- Ongoing evaluations of the results achieved through monitoring and regular communication between their friends, family, and those who are in their support network; as the people who care most for them know them well.
- They will have the option to talk to the Home Sharing Program Coordinator if and when they choose.
- The opportunity to initiate a review of their Person Centred Plan at any time, if it is deemed no longer to be consistent with their expectations.

2.3 **Respect for Rights and Responsibilities**

It is an important aspect of the Home Sharing Provider's role to support people to understand and exercise their rights. Below you will find a list of some Rights that we review on a regular basis with people we support, our employees as well as other service providers.

- The **RIGHT to be informed**. The right to receive information in words that one can understand and the right to always know what one is signing.
- The **RIGHT to choose**. The right to make informed choices about all things that effect one's life and the right to take the time needed to decide what one really wants.
- The **RIGHT to make mistakes**. The right to use information resulting from the choices one has made.
- The **RIGHT to disagree** with something, someone, and/or a service that one does not like.
- The **RIGHT to be heard**. The right to assistance and the right to access generic community support, for example, legal aid, police, etc.

- The **RIGHT to self-determination**. The right to give input into planning processes that affect one's life. The right to receive the support necessary to achieve one's dreams.
- The **RIGHT to the least restrictive and most effective** teaching models and settings based on one's individual skills and needs.
- The **Right to required medical services**. The right to choose one's own doctor/specialists and the right to understand medical treatment plans.
- The **Right to emotional and psychological supports** (formal and informal). The right to privacy when receiving such support.
- The **Right to attend religious services** of one's own choosing.
- The **Right to optimal independence** in health, hygiene and grooming practices.
- The **Right** to receive and prepare three nutritionally balanced meals daily, based on personal and cultural preferences.
- The **Right to choose one's friends** and the times one wishes to socialize with them. The right to have friends in one's home and to have private time when meeting with them (including telephone conversations).
- The **Right to a personal living area** that is comfortable and safe. The right to decorate one's own living space.
- The **Right** to responsible use of **personal possessions** such as books, radios, toiletries, jewellery, cigarettes, alcohol, etc. and the right to control access to those possessions.
- The **Right to privacy**.
- The **Right** to send and receive **mail**.
- The **Right** to **earn money** and to receive **eligible allowances** that one is entitled to.

- The **Right to choose where one wants to live**. The right to live in the community of one's choice and to be given the support needed within that environment.
- The **Right to vote**. All Canadian citizens have the right to vote. Part of the Home Sharing Provider's role is to assist the person you are supporting to understand the voting process, and to exercise their right to vote if they so choose. They should be encouraged to make an informed decision, based on what matters to them. You may also need to assist them to register and to go to the polling station, if necessary. (For further information please call Elections BC 1-800-661-8683)

In reviewing the importance of people understanding their **rights** and having the ability to exercise them; people also need to understand that with their personal rights they also have **responsibilities**. It is more difficult to outline general responsibilities as each person's level of understanding is different. Therefore, each situation must be looked at on an individualized basis to determine the level of responsibility they are able to take on. There should always be ongoing discussion and teaching of new skills to increase understanding of responsibilities.

Respecting people's rights and responsibilities is an area that is not always black and white. Often there are grey areas which can be determined by learning about a person in all areas of their life. We rely greatly on every Home Sharing Provider's ability to exercise good judgment when faced with situations that may be "grey". If you feel uncomfortable with a situation that arises, it is always prudent and may be helpful to consult with your Home Sharing Program Coordinator. Remember that it is important to not make assumptions regarding a person's abilities.

See Appendix – What if you never got to make a mistake?

SECTION 3—Caregiver and Service Providers

3.1 Roles

Home Sharing Providers are an independent contractor and may work together with others in a team approach to provide the best possible services to people receiving support. We recognize that the role of caring for another person can often be difficult, challenging, and isolating; however, this is why the Home Sharing Coordinator role is important with this program. The following information is provided to give Home Sharing Providers a clear picture of their role and the role of the Home Sharing Coordinator. If you require immediate assistance for an urgent matter and the Home Sharing Coordinator is not available, a designate will assist you.

Home Sharing Program Coordinator

The primary role of the Home Sharing Program Coordinator is to provide support to the Home Sharing Providers. This includes, but is not limited to:

- Providing referrals to other community agencies
- Assisting Home Sharing Providers to access community resources
- Supporting and guiding Home Sharing Providers to facilitate service plans
- Monitoring the quality of care provided in the home
- Assisting with developing a plan to coordinate Respite Services
- Regular contact with Home Sharing Provider and person receiving support
- Conducting regular reviews of each Home Sharing home

Community Living British Columbia

Home Sharing Services are funded primarily through Community Living British Columbia (CLBC). Each person receiving support will have a facilitator assigned to them through CLBC. The facilitator's responsibilities include facilitating planning with the person receiving service, their family, and providing referrals to other professional support for Community Living (HSCL), behavioural support, and other services as required. The facilitator may be a member of the person's support network; they may work with AiMHi and the Home Sharing Provider to assist with planning and ensuring consistent quality of service for each person receiving support.

The facilitator also works with the Home Sharing Program to ensure that there are appropriate supports in the Home Sharing Home specific to the person's needs. CLBC receives reporting information as required from AiMHi that is prepared by and collected from the Home Sharing Provider. A copy of each Critical Incident report will be received by CLBC within 24 hours of each incident.

See CLBC Policies – Reporting of Critical Incidents (Schedule F of Manual)

Home Sharing Provider

Home Sharing Providers are independent contractors who are responsible for the safety, care, support, and general well being of the people in their care. Services they provide must be congruent with the Association's Mission Statement and Philosophy. They must maintain and provide nutritious meals for the people in their care, while respecting cultural factors, health and dietary needs and personal choice. They should present positive adult role modelling, and create an atmosphere which fosters independence and personal growth while ensuring that people remain safe.

Home Sharing Providers are financially accountable for the funds of the people in their care. This includes supporting people in developing, tracking and maintaining a budget while keeping proper records of their financial affairs.

They must ensure that people in their care are provided with appropriate medical and dental care, and follow routines prescribed by medical professionals. They will assist people to develop, maintain, and nurture their personal support networks while ensuring that they are provided opportunities to explore and experience new things with the Home Sharing Provider as well as independently. Home Sharing Providers will follow all guidelines outlined within this manual and their contract for service agreement and ensure that people are treated with respect and dignity at all times. The core responsibilities of the Home Sharing Provider are described in detail in their Home Sharing Contract for Service Agreement.

Personal support networks are an important part of the Home Sharing Provider's role within the Home Sharing program. When someone moves into your home it is critical that people be aware that Home Sharing is meant to be a natural environment free from stagnant environments. In a successful home share, people quickly become an important member of the home. For the family providing Home Sharing care, it is a lifestyle rather than a job. They do not go to it every day, and then come home to their own lives. This is their life. It requires total

commitment of all family members, and, for some, a significant change in their lifestyles. As natural, or “home grown” members of families develop relationships that are distinct within their own family dynamics, so do the people that Home Sharing Providers commit to when welcoming them into their home. Home Sharing Providers should be aware that they play a significant role themselves within the person’s support network and lives as well.

Personal Support Network

A Personal Support Network is comprised of people who are involved in the life of another person, people who care for that person and support them in a variety of ways in their life when they require support. These people may be a friend, family member, spouse, a present or past support person, a teacher, sibling or anyone that the person wishes to have in their life and assist them with things when they need some help.

When a decision is made by someone receiving support to choose the Home Sharing Program, it is AiMHi’s role to seek out the best living situation possible. The person’s personal support network may be involved in the selection of a suitable family and home. They are provided with the opportunity to meet with the potential family, gather information they feel they need to enable them to support the person in making an informed decision. Once a Home Sharing Provider’s home is selected and the person has moved in, families and other members of their personal support network are encouraged to connect with the Home Sharing Provider on a regular basis. When issues or concerns arise, we encourage families to work collaboratively with the Home Sharing Providers to resolve concerns, and if needed with the Home Sharing Coordinator’s assistance.

The Home Sharing Coordinator will facilitate, nurture and encourage all parties to work together collaboratively to ensure the best possible support for people receiving services.

Family

A portion of your responsibility as a Home Sharing Provider is to nurture the relationships between the person you are supporting and their families. We encourage Home Sharing Providers to assume a leading role in developing positive relationships with the family by clearly establishing open, positive communication and a spirit of inclusion. Families are important members of each person’s support network. Whenever possible if desired by the person, include their family

members in social events, planning meetings and other important occasions in their life. The Home Sharing Coordinator is available to assist you with any concerns or questions you might have regarding working with families. If a family member has any issues or concerns which you feel may not be appropriate for you as a Home Sharing Provider to address, please encourage the person to contact the Program Coordinator. It is your responsibility to keep the Program Coordinator apprised of any unresolved issues or concerns regarding the person you are supporting or their family.

Home Sharing Provider's Relationship with Family

As a Home Sharing Provider, an important part of your role is to develop and maintain a positive relationship with the family of the person you support. Families of the people we support are not only an extremely important resource to us, they are also important to the people we work with. They can provide a wealth of knowledge and information to us about their family member which enables us to develop more accurate plans while meeting that person's needs. Most families want to be involved in the life of their family member, and we encourage them to do this. The importance of one's family in each person's life is a principle that AiMHi wholeheartedly believes and encourages. Our expectation is that every Home Sharing Provider reflects this principle in the support and care they provide.

3.2 Rights of the Home Sharing Provider

Home Sharing Providers will:

- Be treated with consideration, trust, honesty, respect, acceptance and fairness by the Home Sharing Program and the person they are supporting.
- Receive all pertinent available information about the person they are providing support to, including but not limited to, medical, educational, personal care and significant family history.
- Receive a clear understanding of their role as Home Sharing Providers.
- Raise any concerns they may have about any person if they feel they are not able to meet the person's needs.
- Participate in decision-making regarding Person Centred Plans as part of the person's personal support network.
- Receive support from and be able to consult with the Home Sharing Program Coordinator to best meet the needs of the person they are supporting.

- Receive services to support and stabilize the person receiving support if required.
- Access in-service training provided by AiMHi (Home Sharing Providers may be charged a nominal fee for in-service participation/materials).

3.3 Taking Care of Yourself and others

The role of the Home Sharing Provider is a demanding one. It brings many joys and rewards, but it can also bring additional stresses to your home. It will undoubtedly change your everyday routines and experiences. We want people to live in healthy, functional homes and to do this you need to care for yourself. It is important that you take care of your own needs as well as those of your family. While we understand that each person's coping skills and self care needs are different, here are some of the ways in which you might do this:

- Knowing the limits of yourself and of your family.
- Utilizing the supports that are offered to you.
- Making use of your informal support network, i.e. family and friends.
- Link yourself with other Home Sharing Providers to share experiences and support each other.
- Know what you and your family require in order to minimize stress and maintain order and equilibrium in your lives.
- Share achievements, successes, satisfactions, and responsibilities with the other members of your family.
- Develop a clear and open relationship with the person you are supporting.
- Work cooperatively with the other members of the person's support network, including their facilitator (through CLBC), their family, as well as AiMHi and other involved professionals.

The Home Sharing Program is a group of independent Home Sharing Providers contracted by AiMHi to support people with developmental disAbilities in the comforts of the Home Sharing Provider's home. AiMHi supports and encourages Home Sharing Providers to network and link with each other. The role of the Home Sharing Provider is one which could be isolating; it is invaluable to share information and support with others who are in a similar role.

3.4 Professional Development Expectations

Upon becoming a Home Sharing Provider, the new Home Sharing Provider is provided with an orientation regarding the person they will be supporting. The Home Sharing Program Coordinator is available on an ongoing basis to provide support, information, and assistance with access to community resources as needed. AiMHi regularly sponsors in-service training on a wide variety of topics relevant to people receiving support. Home Sharing Providers may access these in-services. In some cases, there may be a fee. The Home Sharing Program Coordinator will coordinate specifically focused in-service and training for those supporting people with special and distinct needs, i.e. people with a dual diagnosis, epilepsy, etc. It is the responsibility of the Home Sharing Providers to keep themselves informed of all current information and knowledge needed to provide ongoing quality care for the people they support.

First Aid

CLBC requires all Home Sharing Providers including Respite Providers to hold a valid First Aid Certificate and CPR Certificate. If you require assistance to have this certificate updated contact the Home Sharing Program Coordinator. You are responsible to submit a copy of your updated certificates upon request.

Training related to specific needs

Home Sharing Providers including Respite Providers will ensure they are trained related to additional conditions such as seizures, respiratory ailments, allergies, tube feeding, etc., to ensure they are trained to respond to medical emergencies and any specific needs the person has. The Home Sharing Coordinator can assist with accessing necessary training.

SECTION 4—Support, Entitlements, Requirements

4.1 Workers' Compensation and Income Replacement

Since Home Sharing Providers are not employees of AiMHi but are independent contractors, they are not automatically covered by Work Safe BC (WCB). In some circumstances they will be considered employers themselves (for instance, if they contract with and pay for their own Respite Providers). Therefore, Work Safe BC policies might affect you as an independent contractor and this is something that

you will need to look into. All Home Share Contractors **must** be registered with WCB and have Personal Option Protection Insurance in place for the duration of their contract. A registration number can be obtained when you sign up for the Personal Option Protection Insurance and must be forwarded to the coordinator for your file.

All Home Sharing Providers are responsible for Workers' Compensation Assessment costs and for reporting injuries to Work Safe BC. To sign up for the Personal Option Protection Insurance, you should contact Work Safe BC to discuss your needs and obtain a premium quote. More information can be obtained through their website - <http://www.worksafebc.com> .

We encourage Home Sharing Providers to contact Work Safe BC to ensure that you are complying with their policies. Other income replacement plans are available through private insurance companies; should you wish to utilize their services.

See WCB Information and Application (Section 15 of this Manual)

4.2 Income Tax, Employment Insurance, Canada Pension Plan

Home Sharing Providers are independent contractors, and as such are responsible for any and all tax assessments, returns or any other payments imposed by the government or other authority. Many Home Sharing Providers consider that they fall under the same category as Foster Parents and as such do not declare monies received for services provided as Home Sharing Providers. Revenue Canada rules and regulations, however, are subject to interpretation in a variety of ways which may change at any time. We recommend that Home Sharing Providers maintain proper and up to date accounts; which may include keeping receipts and any other documentation of monthly expenditures, in the case that Revenue Canada requests this information.

Income Tax (Canada Revenue Agency)

We recommend that you consult with an Income Tax specialist for the most recent information on this topic to ensure compliance with Canada's tax regulations.

For more information see - www.cra-arc.gc.ca

Employment Insurance

We recommend you consult with Service Canada regarding Employment Insurance requirements as an independent contractor.

For more information see - www.servicecanada.gc.ca

Canada Pension Plan (CPP)

We recommend you consult with Service Canada regarding your Canada Pension Plan requirements as a contractor.

The Canada Pension Plan is a contributory, earnings-related social insurance program that provides you with a stable and dependable pension you can build.

For more information see - www.servicecanada.gc.ca

4.3 Fees for Primary Home Sharing Providers

Each Home Sharing Contract is negotiated on an individual basis and all contracts are renewed at least annually. The fees paid to Home Sharing Providers cover the following:

- Actual costs of providing care (food, shelter, utilities etc)
- Respite services
- Transportation
- Extra insurance, etc.,
- Fee for service (for supports provided).

The costs, payments and subsequent fees will be determined at time of contract negotiations. There is an established set of criteria developed by CLBC which is used to determine different levels of support as well as guidelines for fee negotiations. The set criteria has been reviewed in conjunction with CLBC to ensure that the supports put in place for each person participating in the Home Sharing Program is provided with the necessary resources to make the home share a success. All Home Sharing Providers will be kept apprised of any new information regarding fees.

4.4 Billing

Home Sharing Providers are supplied with sample blank invoices from the Home Sharing Program. Invoices are to be submitted once a month, **by the first of the month for which service is being provided to receive payment on the 15th of each month for the current month.** Home Sharing Providers receive their remuneration by cheque payment or by direct (electronic) deposit to the financial institution of their choice. It is important that the Finance Department receives

your invoices on time to avoid delays in payment. The PWD portion of your payment is received at the end of the month for the next month. You need to go to the MHSD office to request that this payment either be sent to AiMHi who will re-issue it in your name or have it sent directly to you.

See Sample Forms Contract Invoice

4.5 Respite Services for Primary Home Sharing Providers

Home Sharing Providers may use the funds allotted for respite in the manner that best meet the needs of the person and the Home Sharing Provider. It may be better for Home Sharing Providers to have Respite for very short periods of time, or to purchase respite on an hourly basis rather than a 24 hours basis. You may use your respite regularly for short periods, or save it up and use it for a long vacation, this decision will be different for each Home Sharing Provider. If you are planning Respite for longer than 2 weeks the Home Sharing Coordinator must be informed of the respite requirements prior to commencement of the respite. The Home Sharing Coordinator will keep in touch with the respite provider and the person receiving services during the time they are staying with the respite provider to offer support and monitor that the service is working well for both parties. This contact may be in the form of a home visit for longer stays or phone calls to both parties to check in and see how things are going.

Funds for purchasing respite care are included in each Home Sharing contract. The standard amount allotted is approximately 6% of the contract rate. If there are exceptional circumstances, additional respite services may be negotiated based on the needs of the person in care.

4.6 Respite Requirements

Home Sharing Providers are responsible for recruiting and contracting with their own Respite Providers. All persons providing respite services for a person receiving services from a contractor will have the same basic requirements that the Home Sharing Provider is required to have. It is the responsibility of the Home Sharing Provider to ensure they are able to provide proof of these requirements for any Respite Provider they sub contract with. Respite Care Providers are required to perform the same duties as the Home Sharing Provider and abide by the same contractual requirements. Home Sharing Providers must ensure that their Respite Providers are thoroughly oriented to the person they support. Particularly relevant

are all Health and Safety issues, medication procedures, and behavioural support strategies. The Home Sharing Coordinator or designate may be able to assist Home Sharing Providers to obtain qualified respite Home Sharing Providers.

These are the Basic Requirements that prospective contractors and Respite Providers require:

- * 19 years of age or older
- * Direct experience supporting adults or children with developmental disabilities.
- * Mature and Flexible
- * Fluent in English – both written and verbal
- * Current First Aid and CPR Certificate
- * Clean Criminal Record Search and TB Test
- * Medical clearance
- * Class 5 Drivers License, Drivers Abstract
- * Work/character references

Assets:

- * Post Secondary Education and/or training in Community Living.

A resource for finding Respite Providers is the Support Worker Central website: www.supportworkercentral.com on this site people can register to provide respite services and families or individuals can browse the listings to find a respite provider in their area.

SECTION 5—Insurance and Safety

5.1 Emergencies

An emergency is a situation that places someone at risk, and/or that requires the assistance of 911. Examples include a fire, vehicle accident or a serious injury. Call 911 if it is a medical or safety emergency and then when you are able, contact the family, or designated emergency contact person and the Home Sharing Coordinator.

The Home Sharing Provider should be aware of and follow community emergency preparedness plans. You are encouraged to prepare for emergency preparedness for more information connect with local Fire Departments, Emergency Preparedness offices or www.safecanada.ca for more information.

You should keep emergency numbers for fire, police/ambulance, poison control and AiMHi Home Sharing Coordinator, along with the person's emergency information handy.

Planning in advance for an emergency makes it easier in the event an emergency does arise.

5.2 Insurance for Home Sharing Providers

It is very important that all Home Sharing Providers contact their insurance broker to make sure that their homeowner's policy provides adequate and appropriate coverage to meet their needs. It is important that you fully disclose to your broker the details of your Home Sharing operation.

For your own protection, do not accept wilful damage exclusion on the service you provide within your home.

5.3 Third Party Liability Insurance

As a designated Home Sharing contractor for AiMHi, there is a \$2,000,000 General Liability policy which extends to your operations on behalf of AiMHi through their contract with CLBC for harm or damage caused by inadvertent actions of contractors acting in good faith. This coverage extends only to third party liability.

**Please see GMIP policy (Section 4 of Manual)*

5.4 Insurance for the Belongings of the Person Supported in your Home

It is important that the personal belongings of the person you are supporting are also protected against loss or damage. Please approach your insurance broker to ensure that these are covered through your homeowner's policy. Most companies extend coverage for this at no extra charge, or at most the charge should be nominal. Should there be an extra charge; the person receiving services is responsible for this cost. Remember to retain a copy of the paid invoice itemizing this specific charge for the person's financial records. Most people will require less than \$5,000 coverage for their personal belongings, you will need to assist the person to assess this requirement. AiMHi has a Tenants Package available to those people being supported in AiMHi contracted Home Sharing. The Home Sharing

Coordinator can give you additional information on how to assist the person you are supporting to sign up for this coverage.

**Please see Tenants' Package (Section 4 of Manual)*

5.5 Motor Vehicle & Home Insurance

It is the responsibility of the Home Sharing Provider to maintain appropriate insurance on their vehicles and their residence. It is a requirement of CLBC that all Home Sharing Providers have a minimum of \$2,000,000 third party liability insurance on their motor vehicle. In addition, ICBC 'recommends' that Home Sharing Providers carry "underinsured motorist protection coverage". For more information see - www.icbc.com.

Home Sharing Providers are advised to discuss their role as a contractor with a representative of both ICBC and their homeowner's insurance provider to ensure they have adequate and appropriate coverage to cover all potential perils related to service provision.

5.6 Vehicle Safety

The Home Sharing Provider will provide a safe motor vehicle or otherwise provide for the transportation of the person receiving service, in the pursuit of typical residential and recreational needs.

It is the responsibility of the Home Sharing Provider to ensure that everyone's safety is not compromised when people are transported in any motor vehicle owned/operated by the Home Sharing Provider, and/or any other person authorized by the Home Sharing Provider to provide transportation.

Home Sharing Providers must follow any protocols in place for the safe transportation of the person they are supporting. If there is an emergency while driving, pull off to the side of the road when safe to do so, and call for help.

SECTION 6—Guidelines

6.1 Storage of Medication and Toxic Substances

Most medications need to be stored under clean, dry, cool conditions. Some may require refrigeration and will be clearly marked on the label from the pharmacy. Medications should be stored in a secured area to ensure safety against accidental use as many drugs that are not prescribed for a person could be very harmful.

In order to provide a safe environment any poisonous, flammable, or combustible materials should be stored in a locked area, separate and apart from the common living area. Combustible materials, i.e. oily or paint-filled rags, paint thinner or turpentine should be stored in sealed, air-tight containers, away from any heat source.

Commonly used household cleaners and chemicals that are potentially dangerous for those who are unaware of common dangers must be stored in a locked area. This includes products such as dish soap, laundry soap, mouthwash, cologne, etc.

See Medication Training Information (Section 2 of Manual)

6.2 Sexual Expression

Sexuality is a natural and integral part of the development and growth of all human beings. It is inherent in expressions and perceptions of self and underlies a variety of activities involved in daily living. All people have the right to pursue a full sexual life and to make informed choices regarding the nature of that sexual life. It is expected that Home Sharing Providers adhere to the following guidelines:

- Privacy will be respected and provided.
- Sexual rights and responsibilities will be respected.
- People receiving services will receive formal instruction on sexuality and human relationships when needed.
- Confidentiality will be upheld.
- Every person has the right to be informed and to make decisions which affect his/her life.

6.3 Sexual Identity

All people have the right to sexual expression of their choice if:

- It does not diminish the self worth and/or violate the rights of either the person, or those with whom they come in contact.
- It is not at variance with the law (e.g. coercion, sexual use of children).
- There is not a high probability of pregnancy unwanted by the person.
- Appropriate time and place are recognized.
- All parties involved are consenting adults.

6.4 Sexuality

It is important to recognize that the right to sexual expression includes the opportunity to experiment and discover what is sexually satisfying.

The person receiving services has a right to select from a variety of religious and cultural influences. Given the person's rights, masturbation, pre-marital sex and homosexuality are viewed as a matter of personal choice. For additional information about sexuality, refer to the Human Sexuality Handbook, located in the Home Sharing Services Manual. There are also instructional materials (videos, manuals, slides, etc.) available through AiMHi.

**Please see Human Sexuality Handbook (Section 9 of Manual)*

6.5 Dealing with Reports of Abuse or Neglect

Home Sharing Providers must protect people receiving service from abuse and neglect.

When abuse or neglect is discovered by or reported to a Home Sharing Provider, there are specific steps that **must** be taken immediately by the Home Sharing Provider and the Home Sharing Coordinator or designate. In these situations the primary goals are to (1) ensure the health, safety and well being of all person(s) in care; and (2) ensure that the investigation of the allegations is prompt, thorough and coordinated with appropriate agencies/people. It is not the responsibility of the Home Sharing Provider to investigate the allegations.

It is important to define what constitutes the different types of abuse.

Emotional Abuse

Any act or lack of action that diminishes a person's sense of well being. Examples of emotional abuse include, but are not limited to, humiliation, exploitation,

excessive and repeated demands, any derogatory or demeaning language directed toward an individual, confinement, isolation, and intimidation.

Financial Abuse

The misuse of a person's funds or assets. Examples of financial abuse include, however are not limited to, stealing money, buying or selling an item from or to a person without appropriate third party involvement, and making purchases for someone that are not in his/her best interest.

Neglect

Failure to provide the necessary food, clothing, shelter, health care, or appropriate supervision to a person in your care. Examples of neglect include, however are not limited to, denying a meal, not providing regular hygiene assistance if required, failing to seek professional medical attention when warranted, and leaving a vulnerable person unsupervised.

Physical Abuse

Any physical force towards a person in care is not acceptable. Examples of physical abuse include, however are not limited to, hitting, grabbing, pinching, physically moving a person against their wishes (unless in an emergency situation), or physically restraining a person (unless pre-approved in accordance with CLBC policy).

Sexual Abuse

Any sexual behaviour directed towards a person in care that is not consensual or is by a person in a position of trust or a friend, family member of the Home Sharing Provider. Examples of sexual abuse include, however are not limited to, a volunteer pursuing a sexual relationship with a person in care, reports of incest, or a Home Sharing Provider fondling a person in care or using sexual language around a person in care. **At No time should Home Sharing Providers be participating in any form of a Sexual or Intimate relationships with the people they are proving services to.**

If a Home Sharing Provider witnesses or suspects a person(s) care is or has been abused or neglected by another Home Sharing Provider, volunteer, or any other individual in a position of trust or authority, it is their responsibility to support and listen to the person and gather the most critical facts to determine whether abuse or neglect may have occurred (do not investigate). Home Sharing Providers are responsible for ensuring that the following steps are taken if it is suspected that any form of abuse or neglect may have occurred:

1. Ensure the health, safety and well being of the person. If the alleged perpetrator is still present, ensure that he/she leaves the premises immediately. Assistance may be required from the local police.
2. Notify the police if the situation is perceived to be an emergency (E.g. a person has just been assaulted).
3. Obtain immediate medical attention if the situation is an emergency. If the incident involves physical or sexual abuse, the individual should be encouraged to receive a medical examination. In sexual abuse situations, it is recommended the person be assessed immediately. This is usually done at the Emergency ward of your local hospital.
4. Notify the Home Sharing Coordinator/Designate
5. The Home Sharing Provider reporting the abuse must complete a detailed “Critical Incident Report” and forward it immediately to the Home Sharing Coordinator, who will forward the report to CLBC.
6. Home Sharing Providers may be interviewed by CLBC or MCFD (if child in Care) or the Police to verify information. Home Sharing Providers have a responsibility to cooperate with investigations.

**Please see CLBC’s policy- Investigations of Abuse and Neglect (Schedule F of Manual)*

The roles and responsibilities of the various persons involved in situations of alleged abuse of adults with developmental disabilities are as follows:

The Police

Physical or sexual assault is a criminal matter and is to be reported to the police. Responsibility for investigation of assault rests with the police who may choose to proceed under the Criminal Code. The police will conduct a criminal investigation and keep the funding agency informed of the progress of the investigation.

The Service Provider

Service providers who are under contract with CLBC to deliver services to a person with a developmental disability are required as one of the conditions of their contract to notify CLBC of any critical, serious or unusual incidents involving

the person receiving support. Service providers are responsible for the conduct of their resources, programs and services. In Home Sharing Services, AiMHi is responsible to ensure that the Home Sharing Providers are complying with the terms of the contract.

CLBC

In cases where there are allegations of abuse or neglect in a Home Sharing Service, AiMHi must report the incident or concerns to CLBC, investigate the matter in collaboration with CLBC and follow up on any actions required following the investigation.

Home Sharing Provider

Going through an investigation which results from an allegation of abuse or neglect can be a difficult process. The Home Sharing Coordinator or designate will provide support to the Home Sharing Provider during an investigation, and will assist the Home Sharing Provider through the process. The Home Sharing Coordinator will also provide support for the people in care, and provide alternate living arrangements for them when necessary to ensure their immediate Health and Safety.

6.6 Crisis Management / Positive Behaviour Support

Often, people have difficulty managing their emotions and behaviour when there is an increase in their level of stress; which often decreases a person's ability to manage that stress. Imagine being a person who cannot read, write, understand time, or speak and tell people what they need and want, this would create anxiety and stress that would be difficult to manage for anyone.

Home Sharing Providers are responsible to support people in their care to develop coping skills that will enable them to successfully manage crisis situations, learn about their feelings and how to express themselves and have their needs responded to. TCI (Therapeutic Crisis Intervention) Training is available to Home Sharing Providers to assist them in developing these skills. This training provides strategies that will assist with responding to crisis, teaching new coping skills and helping people learn effective skills to minimize conflict and crisis. This training is recommended for all Home Sharing Providers.

**Please see CLBC's Policy – Positive Behaviour Support and Safety Planning (Adults) (Schedule F of Manual)*

6.7 Clothing and Property List

It is important that all people have the opportunity to maintain an adequate wardrobe appropriate to their personal preferences, lifestyle and weather conditions. It is also important that people have the opportunity to have their own personal belongings and purchase things for their room, home or personal enjoyment.

When a person moves into a Home Sharing Provider's home, he or she must bring with them a comprehensive "Clothing and Property List" form, completed by themselves, a previous Home Sharing Provider or parent. Upon arriving at their new home, Home Sharing Providers should ensure that the list is accurate and that no items are missing. If there is no list available, the Home Sharing Provider should complete a detailed list of the person's clothing and property.

The original "Clothing and Property List" once reviewed by the Home Sharing Provider should be copied to the Home Sharing Coordinator. An updated property list is to be provided to the Home Sharing Coordinator, upon request, or in the case that the person moves out of the Home Sharing Provider's service. It is helpful to ensure you are updating this list each time something new is purchased, or something old is discarded to ensure accuracy of the list is maintained.

See Sample Forms Property List

6.8 Universal Precautions

Home Sharing Providers are expected to observe basic cleanliness routines such as regular hand washing, and to understand and follow standard precautions at all times when providing care to a person. Always treat blood and other bodily fluids as potentially dangerous. Use latex/vinyl gloves when personal care involves body fluids, or when touching surfaces contaminated with blood or body fluids. Disinfect contaminated items and surfaces with bleach. For more information see www.bchealthguide.org

See Section 13 Universal Precautions

6.9 Communicable Diseases

When a Home Sharing Provider, family member, or person receiving services is officially diagnosed as a carrier of a communicable disease, the person receiving services and Home Sharing Providers must be notified immediately. It is

imperative that the confidentiality of the person receiving service and/or the Home Sharing Provider is respected and that only those individuals whose health may be at risk are informed. The Home Sharing Coordinator will be made aware to ensure any necessary changes required can be addressed.

6.10 Developing Relationships

People tend to be creatures of habit and convenience; they participate in the same activities on a regular basis and quite often we plan personal activities around pre-set schedules. When we participate in activities on a regular basis we are given the opportunity to develop relationships with people who we see on a regular basis.

As a Home Sharing Provider, your role is to facilitate the development of relationships while assisting the people you are supporting to communicate with others to the best of their ability.

We are also educators, and it is our role to educate the community, to teach everyone that people who have a disability have feelings, desires, wants, needs, and have the same rights as everyone else. We provide education when we redirect the conversation to the people we are supporting, when we encourage a person to be independent in ordering their food, and when we provide just enough support for a person to be able to communicate what they want.

It is a bit more challenging to connect someone who does not speak; however the principles are the same. Allow other people to observe how you interact with that person. You are always a Role Model. Do not hover over people, but allow opportunities for people to interact with others in the way they know how to. When people do not speak, it becomes even more important to pay attention to the non-verbal communicators such as body language, facial gestures, and hand gestures to name a few. Paying close attention to what a person is telling us through non-verbal methods will increase our understanding of what is being communicated, and will assist us to better connect people with others.

Your role is to assist people to understand each other. If it will help the person to make that connection, or initiate a further relationship, share the information. For example, you may indicate to the community member that when the person smiles, it means that they are enjoying the conversation, or when the person points to a picture of coffee, they are communicating that they would like a coffee.

Examples of how to facilitate people being a part of their community:

- Assist someone to open their wallet and get money out to pay for their purchase on their own, rather than paying for them.
- Redirect any communication from the clerk, to the person you are supporting.
- If the person uses a wheelchair, you stand at their level to ensure that communication is directed towards the person.
- You give people privacy when they run into friends, and respect that their conversation may not always need you to be involved.
- Help someone become familiar with the bus route to get to a place they have never gone before.
- Become regulars at a favourite shop.
- Become involved in community events or local clubs of interest.

Your role is also to allow people to make mistakes and take risks; this is a natural part of developing a relationship. With respect to community and relationships, this means supporting people to make informed choices and decisions. If a person wants to go on a date, help them to learn about personal safety, budgeting, and whom to call if they are uncomfortable. Present as much information as needed to ensure that the person is making an informed choice, and they know they carry the responsibility for their choices. As a Home Sharing Provider you may not agree with the decisions people will make, but you need to respect the decision and support the person through whatever results of their choice. Everyone needs the opportunity to take risks and learn from mistakes.

Practice being gentle, respectful and loving toward the life force in all things. . . . Remind yourself that your efforts do make a difference, even if you think they are miniscule in comparison to the magnitude of the problem. -- Wayne Dyer, Manifest Your Destiny

6.11 Communication

There is nothing more important to a good working relationship than good communication. When talking to someone, recognize that there may be differences in opinions and communication styles. This section is meant to be a brief overview of important points to help you begin.

Set some ground rules around open communication. This should include the Rights of people receiving support and Home Sharing Providers as well as the type of language that people will use. The most important communication skill does not

involve talking at all; it is listening. Everyone believes themselves to be a good listener; however, since people do not see how others perceive them they may or may not be right.

Active listening can be described as listening to a person by leaning into the conversation, facing them and paraphrasing what they have said to ensure that you are on the same page. This allows the person communicating to make corrections to any misinterpretations. Effective active listening takes practice; however, once established it helps to strengthen a relationship and decreases difficult situations.

6.12 Family Communication

It is vital that the Home Sharing Providers communicate regularly with those people who are a part of the person's personal network. Help the person to maintain regular contact with their family. It is important that you know what information people want to share themselves or what they want you to share with their family. Some people may not want to have you share information about them; this is their right. Have this conversation with them so you know what they want and respect their confidentiality. Any significant changes or events which occur in the life of the person you are supporting, if they choose to share this information should be communicated to their family and others who provide support to them. For example, medication changes, changes in personality, behaviour, illness or death of a close friend or family member, loss of a pet or moving to a new home. Issues brought forward by family members that are not able to be resolved between the Home Sharing provider and the family must be referred to the Home Sharing Coordinator for resolution.

6.13 Community and Relationships

Community and Relationships are important to everyone. In everyday life, our regular involvement in our community connects us not only to places within our community, but also to people within our community.

One of your roles as a Home Sharing Provider will be to assist people to become involved in their community and supported to develop and maintain relationships. As service providers, we have many different types of involvement in people's lives. In some cases, the contact you have with people you support may be their only link to the community. With this in mind, it is important to recognize that we often have a very large impact on how involved people become in their

community. In supporting people to develop relationships, it is important to note that the more involvement a person has in their community the more likely they are to make connections outside of their paid support network.

6.14 Complaint Management and Conflict Resolution

Home Sharing Providers should take an active role in resolving issues as they arise. Some problems are administrative and relate to guidelines, documentation, plans, financial accountability, and organization. Other issues relate to the person they are supporting and the breakdown of relationships. Being proactive when addressing small issues ensures that they do not become big problems.

It seems the most challenging situations which arise are the interpersonal conflicts with others often resulting from miscommunication. When faced with such conflict please consider the following:

1. Always talk to the person you are having the problem with first. Give them an opportunity to state their perspective of the story and “seek first to understand”. It is unfair and unproductive to speak to others not involved in the conflict.
2. Try to resolve the conflict with the person by talking openly about the difference, actively listening to their opinion, and offering your assistance to bring about the desired result.
3. Take ownership of what your role may be in the conflict and what you feel should be part of the solution.
4. If the problem continues, ask that person to bring the issue to the Home Sharing Coordinator.

The intent of this process is to allow all people involved in the situation, the opportunity to resolve it respectfully and privately. This builds a foundation of integrity and trust, two essential components of a harmonious and effective relationship.

**Please see CLBC’s Policy – Complaints Resolution (Schedule F of Manual)*

6.15 Confidentiality

Confidentiality of people receiving services must be upheld. In matters of health and safety, information must be promptly shared with the Home Sharing Coordinator or designate and CLBC.

Every Home Sharing Provider must sign a “Declaration of Confidentiality” form. By signing this document Home Sharing Providers agree to maintain confidentiality at all times. The person receiving service should be providing consent to the Home Sharing Provider to discuss any personal information regarding them prior to the information being shared.

Home Sharing Providers must never discuss personal information regarding the person they are providing support to with anyone who does not have direct association with that person or a ‘need to know’ the information. Discussing personal information with someone who does not have direct association or a need to know the information is breaching confidentiality.

All written documentation must be handled in a confidential manner. Psychological reports, personal histories, medical reports, assessments, etc. should be kept in a secure location. If a person receiving service specifically requests that a Home Sharing Provider keeps a particular piece of information confidential, the Home Sharing Provider must respect his/her request, except in a situation where their health or safety may be compromised.

6.16 Conflict of Interest

AiMHi recognizes the responsibility to encourage interaction between Home Sharing Providers and the community as an important component of its operation.

Identifying conflict of interest is not a simple task. A Home Sharing Provider may be in conflict of interest, if his or her judgement in matters affecting AiMHi is influenced by considerations either of personal gain or financial benefit.

The following is an identified list of activities or actions that merit case-by-case examination to determine whether they create a conflict of interest that should either be managed appropriately or eliminated.

- The purchase of goods or services in which the Home Sharing Provider or his or her family has a financial interest or may directly benefit.

- Receipt of gifts, gratuities, loans, or special favours.
- Situations that could impair the Home Sharing Provider’s ability to act in the best interest of the person receiving service.
- Where a Home Sharing Provider’s actions would compromise or undermine the trust which the public places in AiMHi.
- Sell goods or services to a person they are supporting.

Home Sharing Providers may engage in employment with another employer, carry on a business, or receive remuneration from public funds for activities outside their position provided that:

- It does not interfere with the performance of their duties as a Home Sharing Provider;
- It does not bring AiMHi into disrepute;
- It is not performed in such a way as to appear to be an official act of or to represent AiMHi’s opinion or policy; or
- It does not involve the use of AiMHi’s premises, services, equipment or supplies to which the Home Sharing Provider has access by virtue of their relationship with AiMHi.

AiMHi’s Executive Director or designate shall have final approval to determine the proper course of action pertaining to any matter of conflict of interest brought forward.

6.17 Consent for Release of Information

Confidentiality of people receiving services must be upheld. In matters of health and safety, information must be promptly shared with the Home Sharing Coordinator or designate and CLBC.

People from outside agencies (e.g. a psychiatrist) may request access to written and/or verbal confidential information. This request must be made by filling out the “Consent for Release of Information” form. The Home Sharing Provider is then responsible for obtaining the approval for the request. When the request is approved, access to the information may be arranged.

All people receiving services will be asked whether or not they would like to approve a “Consent for Release of Information” which pertains to them. When this is not possible, a committee, the public trustee, or the person identified in the

person's representation agreement will provide consent on the person's behalf for the consent for release of the information.

See Sample Forms – Consent for Release of Information

6.18 Alcohol Consumption

AiMHi understands that social drinking is a part of the culture of some and a commonly accepted practice among many people in the community.

It is expected that Home Sharing Providers will always conduct themselves in a manner that demonstrates positive role modeling and responsible choices. Home Sharing Providers will exercise good judgement and use common sense should they choose to consume alcohol. This expectation extends to the Home Sharing Provider's decision to consume alcohol while providing support to the person(s) in their care.

Your first obligation as a Home Sharing Provider is to provide a safe, secure and comfortable environment at all times for the person receiving services. It is understood that there may be occasions where the consumption of alcohol impairs your ability to provide support and respond appropriately to situations which may arise. However, it is the Home Sharing Provider's responsibility to ensure that there are arrangements made for the person in their care to receive alternate support in this situation.

6.19 Smoking

The Home Sharing Provider will abide by rules and regulations put in place by the Ministry of Health and will promote respect for the rights of smokers and non-smokers, at home and in the community. Smoking is becoming less accepted in society. People advocate for their right to choose smoke free environments.

It is expected that Home Sharing Providers use common sense and common courtesy when providing support to people, i.e. to refrain from smoking when within 10 metres, to refrain from smoking in their homes and vehicles. We suggest that Home Sharing Providers designate an area outside the home for the use of smokers.

This will be a consideration when seeking appropriate Home Sharing Providers based upon the desires or best interest of the person receiving service.

6.20 Disability Benefits program (Income Assistance)

The Ministry of Social Development (MSD) offers income assistance to people who are unable to support themselves financially. The B.C. Benefits program supports daily living costs such as rent, food and clothing. B.C. Benefits may be applied for through MHSD. There is one office specifically designated to provide service for persons with a disability. They are located at:

1445 Tenth Avenue
Prince George, BC
V2L 2L2
Telephone Toll Free: (1-866) 866-0800

Disability benefits are available for those who:

- Need help or supervision with daily living.
- Need special food, transportation, treatments or activities.
- Cannot function in full time work due to a developmental or Physical disability.

A single person may earn up to \$800.00 per month from employment without it affecting their benefits. You must assist the person you are supporting to report all income earned to MSD on their cheque stub by the 5th of the following month (ex. On or before April 5th for the month of March). If the person works a set shift and the amount of their employment income stays the same every month, you do not have to report it again after the first month unless it increases or decreases.

For the full B.C. Benefits Manual log on the internet go to www.mhr.gov.bc.ca

Should the person you are supporting require additional information please ask the Employment Assistance Worker at the address above.

Some additional expenses such as medical equipment, medications not covered by Pharmacare, required dietary supplements, etc. may be covered by MHSD.

SECTION 7 - Accountability

7.1 Information Sharing and Quality Assurance

There is a great importance of the ongoing communication and contact between the Home Sharing Provider and the Home Sharing Coordinator or designate to ensure that contractual obligations are being met and that the highest quality of service is being provided. As noted in your contract; AiMHi will complete Annual Reviews as well as regular checks which allow for opportunities to ensure that all contractual obligations are being met and people are receiving quality service.

During these visits and checks the Home Sharing Providers are encouraged to bring forth any needs or concerns that they may have. This also provides the Home Sharing Provider with the opportunity to set goals; this will be required to ensure that there is continuous quality improvement to the services provided. There are various ways in which regular checks can take place: at home visit, over the phone, drop in visit, coffee with person receiving support, etc.

There are 2 separate more formal reviews that will occur in a Home Sharing Home: an internal review (conducted by AiMHi), and an external review completed by CARF- Commission on Accreditation of Rehabilitation Facilities. CARF will not necessarily visit all Home Sharing locations, but you may be asked during survey time if they can visit with you at your home or interview you.

7.1.1 INTERNAL REVIEW

The purpose of a review is to formally assess the Home Sharing Provider's home environment, the standard of care, and the person receiving services' quality of life. Annually, or upon contract renewal, each Home Sharing Provider will receive a self-evaluation to complete (this will be the same document the Home Sharing Coordinator will complete during this review process). The Home Sharing Coordinator or designate will then set a time to meet with the Home Sharing Provider to discuss their review, answer any questions they might have, address any concerns, and/or resolve any issues that arise from the review. Participating in a review process encourages Home Sharing Providers to objectively evaluate the service they provide, compare it to the standards set out in the handbook and their own contract with AiMHi. AiMHi's standards mirror those of CLBC. A copy of the CLBC Standards for Home Sharing (Adults), Monitoring Tool for Home Sharing (Adults), and the Health and Safety Checklist for Home Sharing (Adults) are included for your reference and use.

7.1.2 EXTERNAL REVIEW

The purpose of the external review is to ensure that services provided for people with a developmental disability meet the standards established for Accreditation, and that services are directed at providing the highest quality of life.

AiMHi uses CARF – Commission on Accreditation of Rehabilitation Facilities - to be surveyed by to receive Accreditation Certification. The standard for the Home Sharing Service is called Host Family Services by CARF. The standards cover a variety of the quality results desired by the different stakeholders of these services. The services provided are reviewed every 1 – 3 years depending on the certification received by the accredited agency you are contracting with.

The CARF surveyor's will ask to interview people receiving this particular service, as well as the contractor providing the service and will likely request to come for a visit to conduct these interviews of the Home Sharing Services.

A copy of CLBC's Standards for Home Sharing is included in this manual for your use. These standards and the Home Sharing Services Handbook, along with the requirements in your Home Sharing Service Agreement will prepare you for this review. It is imperative that the service you provide adheres to the standards described in this tool.

Please contact your Home Sharing Coordinator or designate should you have any questions about the standards, the monitoring tool, or the review process. We are available to assist you to meet these expectations. The Home Sharing Coordinator or designate will also provide support for you throughout the monitoring process.

**Please see CLBC Policies - CLBC Standards for Home Sharing, Monitoring Tool for Home Sharing (Adults) and Health and Safety Checklist for Home Sharing (Adults) in this Manual.*

7.3 Financial Accountability

It is the responsibility of the Home Sharing Provider to maintain accurate records of all personal funds with or for the person receiving services. All expenditures must be documented and accounted for, with receipts, where appropriate. All financial records must be kept clear, concise, up to date, and easy to understand.

It is not necessary to keep receipts for weekly spending money, for those people who independently manage their own spending money. This money must,

however, be recorded as ‘spending money’. For those who require support to manage their spending money, Home Sharing Providers should keep all receipts.

AiMHi reserves the right to review the financial records of the person receiving services from you at any time. All financial records of the person receiving services will be reviewed annually, or before the renewal of your contract. AiMHi also reserves the right to have a person’s financial records audited by an independent auditing firm, at the expense of the Association.

At no point should Home Sharing Providers use or borrow personal funds for their own use from the person they are supporting.

Home Sharing Providers are entrusted with the responsibility of protecting the funds of the person receiving services. For this reason, great care must be taken in keeping funds safe, ensuring all transactions are accurate, and maintaining detailed records. At any time, AiMHi can examine accounts; therefore prudent oversight of each person’s accounts is essential.

Home Sharing Providers are responsible for ensuring personal funds are protected and monitored to ensure confidentiality and accuracy at all times. Detailed financial records and supporting documentation should be kept in a protected and secure place. Banking reconciliations should be completed on a monthly basis. Automatic withdrawals and direct debiting are features that may decrease the security of an account and are not recommended.

Home Sharing Providers play an active role in assisting people to budget and manage their funds. If a person requires assistance with managing their finances and this has continued to create difficulty or hardship for this person, it may be helpful to have a co-signer on their account. Should this become a concern, the Home Sharing Provider and the Home Sharing Coordinator will work with the person receiving service to develop a plan to assist them with managing their money.

**Please see sample forms – Financial Transaction Record*

7.4 Missing Persons

All people regardless of the level of personal safety should have identification on their person.

You should be prepared for the potential of the person you support going missing, have information in advance and know what to expect from the person and when to consider it a risk that they are not located. Have information on where they frequent and who they visit to make locating them easier.

In the event that you are unable to locate the person you are supporting and believe them to be ‘missing’ search the immediate area, inside and outside. Do a thorough check and if unable to locate the person, do a search of the immediate vicinity and areas where the person is known to frequent. If this search fails to locate the person, contact the RCMP with the following information regarding the missing person:

Name

Address

Date of birth

Physical characteristics (description- height, weight, etc.)

Clothing description

Inform RCMP that the missing person has a disability and any health related issues; they will also need information regarding the circumstances of the disappearance and where the person may have gone and any other information that is deemed relevant.

SECTION 8—Person Receiving Service

8.1 Background Information

Home Sharing Providers are entitled to have access to all relevant background information about the history of the person they are supporting as well as their family. The Home Sharing Program Coordinator facilitating your orientation will share information with you in order to assist the person with a smooth transition and enable the Home Sharing Provider to provide the best support possible. Below is a list of questions you might want to ask if you feel that you require further information about the person who may be living with you:

- Why is this person choosing to live in Home Sharing?
- What have their previous residential living experiences been like?
- What are the names of important family members and friends?
- What is their family situation?

- What level of involvement does their family have in their life?
- What will work best with regards to transition planning and visits?
- Where does the person's family live?
- Important birthdays? How do they recognize these?
- What do they love to do?
- When will the Home Sharing Coordinator visit or call?
- When was the person's last physical examination?
- What are their health needs? What about seizures, allergies, immunizations, optometrist care, dental care, last dental check-up?
- Are there any health concerns to be aware of? What are they? Do they have a Health Care Plan? Do they need one?
- Are there significant religious, cultural or ethnic considerations?
- Does this person have any behavioural or conduct concerns?
- Could any of their behaviours pose a risk to others in their home or neighbourhood?
- Do they have adequate and appropriate clothing?
- Is there a current inventory of their possessions?
- How can we help them feel at home? Any specific routines, items of furniture, favourite dinners?
- Do they have any fears or phobias?
- Are there some issues or topics that are "taboo"?
- What are their likes and dislikes?
- What is their level of safety awareness?
- What are the specific needs and challenges of the person?
- Are there any physical modifications required to make to their new home?
- What risks should I be aware of while supporting this person?

8.2 Transitions

It is important to ensure that people do not feel extremely rushed or overwhelmed when working through the transition of moving from one home to another or from one service to another. A Transition plan will be completed whenever possible with a set time of when things should occur (e.g. first overnight weekend etc). The following points are items to consider when developing a transition plan.

- Records are provided to Home Sharing Provider to review and ask questions.
- All training needs are defined and met.
- Person moving should set up a time to meet and visit with proposed Home Sharing Providers.
- Set up lengthier visits, arrange overnight visits.
- Transition to different support services (day programs etc) should be considered and planned for.
- Review any support strategies which need to be in place.
- Meet with Personal support network to meet and review personal support plan.
- Meeting different Health Care Professionals involved with this person, and ensures any Health Care Plans are provided to Home Sharing Provider.
- Assist with packing and unpacking
- Decorating new room etc.

**Please see sample forms – Transition Planning*

8.3 Medication Administration

The Home Sharing Provider’s role in safe and effective medication administration includes; administering prescribed medications, documenting and communicating errors, evaluating the person for expected response and drug-related problems, prevention of medication errors, communicating concerns about medication to the persons’ physician and seeking support.

Home Sharing Providers are not permitted to medicate people in their care unless a physician authorizes the drug. This includes PRN or “as needed” medications such as Tylenol, Tums, or any other medication that would only be given on an “as needed” basis for a specific ailment. Prescriptions need to be obtained from the physician for all medications including those considered over the counter medications (medications that can be purchased without a prescription). Drugs act by causing changes in body functions. They act in different ways either by altering body fluid or altering the cell membrane or through special receptors in the cells. The therapeutic effect of a drug is the desired or expected response. Side effects are usually undesirable. Sometimes another drug is given to remedy the side effects.

It is important that the person receives the recommended dose at the required times to maintain therapeutic range. Doctors monitor the therapeutic range by regular blood testing. A MAR (medication administration record) can aid in documenting and monitoring the administration of medication. It is the Home Sharing Provider's responsibility to ensure they are documenting medication administration. These records will be checked at varying times throughout the year by the Home Sharing Coordinator. It is important to keep a history of the medications a person takes to ensure that if there were concerns with a particular medication this information is accessible to the persons care provider.

Any person receiving regular medication will have their medications reviewed by a physician at least every twelve (12) months, unless otherwise prescribed by a physician.

Medication training is available to Home Sharing Providers.

**Please see sample forms – Medication Administration Record (MAR), Medication History Record, Section 2 of this Manual for Medication Training Information*

8.4 Crisis Management and Strategies

Home Sharing Providers will interact with people in a respectful and caring manner that supports the person's rights, safety and dignity. Always work to assist people to develop new coping skills, self confidence, control and an understanding of how their behaviour impacts them and others around them. Positive caring approaches build trust in a relationship and permit learning and growth. The intervention in a crisis situation should be an experience that teaches the person to learn different ways to respond to crisis and how to communicate their needs and wants.

Some people exhibit challenges with behaviour at times. You will be familiar with CLBC policies regarding Positive Behaviour Supports and Planning. Training in Therapeutic Crisis Intervention (TCI) is recommended by and made available to you by the Home Sharing Coordinator.

**Please see CLBC Policies (Schedule F)*

8.5 Personal Care

Some people with require assistance with personal care and hygiene routines. You are expected to provide personal care which ensures the privacy and dignity of the person and promotes independence and choice. Allow as much privacy while

ensuring safety. Follow the persons Plan and provide the person with the ability to be in control and be able to guide and direct their personal care. Do not allow others in your household to provide personal care – only approved Home Sharing Providers are able to do so for the safety and protection of all persons.

8.6 Identification Cards/Medical Alert

Home Sharing Providers must ensure that the person they support has up-to-date identification. It is recommended that whenever possible people obtain a “BCID” card from their local Government Agent Office.

All people who have a condition that may require special medical attention must wear a medical alert bracelet or necklace in order to ensure that this information can be immediately conveyed. Home Sharing Providers will assist the person they are supporting to ensure they have this in place if required.

8.7 Income Tax

It is the responsibility of the Home Sharing Provider to assist, or ensure that the person they are supporting has completed and filed their **Income Tax Return** on or before April 30th of each calendar year. Failure to do so may result in the person not receiving their GST credit. There are tax clinics available in your community to assist people with filing their income tax.

8.8 Privacy

Persons have the right to reasonable privacy and to possession of their personal belongings. Personal belongings means “anything that belongs to the person:, which may include music, toys, clothes, books, personal hygiene items, specialized equipment, ornaments, papers, posters and jewellery.

The degree of privacy may vary depending on the person’s age, capacity, living arrangements, etc. People are entitled to reasonable privacy in using the telephone, using the washroom, receiving mail unopened and security and privacy of his or her personal belongings.

People should have an appropriate place to put their belongings; they have the right to refuse to share their belongings with others, to have their belongings treated with respect and to take their belongings with them when they move.

8.9 Informed Consent

Every adult has the right to give, refuse, or revoke consent to health care, including the use of medication, to the release of information, and for any decisions made on their behalf by anyone other than themselves.

Home Sharing Providers will endeavour to ensure they provide and explain to the person they are supporting all of the information they may require in order to make an informed decision. The Home Sharing Provider will discuss the potential risks, and benefits of giving and withholding consent. This may include, but not be limited to;

Explanations of health care professionals and/or others.

Procedures, potential risks, and benefits

That the health care professional provide explanations regarding the purpose and expected reactions of medication use.

Decisions about how personal information is shared, what information, and with whom.

It is the responsibility of the Home Sharing Provider to endeavour to ensure that the person, and/or their advocate, is provided with all of the information necessary to voluntarily make the decision to give or withhold consent. A sample consent to release information form is included for your reference.

**Please see sample forms – consent to release information*

8.10 Nutrition

It is the responsibility of the Home Sharing Provider to ensure that the person in his/her care enjoys a balanced nutritious diet based on the Canada food guide, bringing into account the person's specialized dietary needs, cultural background and food preferences.

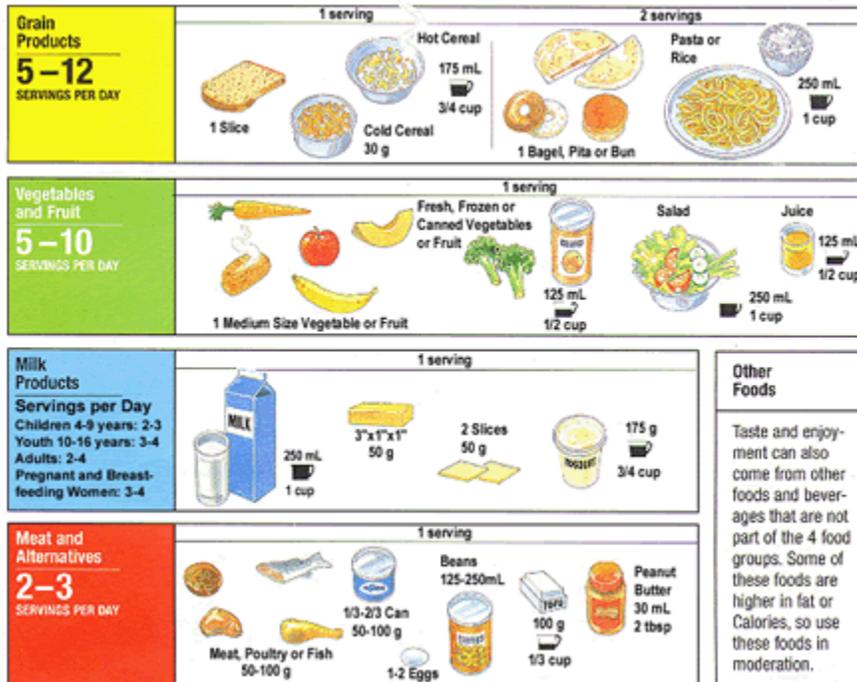
If you should require a Canada food guide, go to http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index_e.html.

Home Sharing Providers must ensure that all meals are nutritionally adequate for the age, sex, and activity level of the person in their care, as recommended by the Canada Food Guide (or as directed by the person's physician). The menu should

reflect any medical needs, personal food preferences, religious beliefs, cultural food habits, and traditions of the person eating them.



Grain Products	Vegetables and Fruit	Milk Products	Meat and Alternatives
Choose whole grain and enriched products more often.	Choose dark green and orange vegetables and orange fruit more often.	Choose lower-fat milk products more often.	Choose leaner meats, poultry and fish, as well as dried peas, beans and lentils more often.



8.11 Pets

Many people have or would like to have a pet. This is the right of all people and the following need to be considered in assisting this person to make an informed decision regarding this choice:

- If the person wants to have a pet but lives in an environment that does not support this.
- There are health reasons for or against having a particular pet.
- The health needs of the other people in the home.
- The person who owns the pet must be responsible for its care and costs.
- Understanding that the person may require assistance in the care of their pet.

8.12 Public Transportation

City Transit is a public transit service which is available to everyone in the community.

An annual pass for public transit systems is available to assist eligible individuals to participate more fully in their communities. Applicants must apply each year.

Annual bus passes may be purchased by people:

- who are receiving the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance;
- who are Immigrants to Canada, who would otherwise qualify for the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance and are only ineligible for those benefits because they have not resided in Canada for 10 years; or
- who are age 60 to 64 and receiving BC Employment and Assistance; or
- who are receiving disability assistance under BC Employment and Assistance for Persons with Disabilities.

The cost of the bus pass is \$45 per calendar year or portion thereof.

Applications for the next calendar year are mailed during the month of October of the current year to individuals who hold a valid pass at the time. Applicants should mail the application and their payment promptly or take the application to their bank and make the payment. The following year's passes are mailed in mid-December.

For more information call:

1-866-866-0800 (press 4 then 3)

or write to:

Bus Pass Program
9950 Stn Prov Govt
Victoria V8W 9R3

BC Transit Internet site: <http://www.transitbc.com/>

Carefree is a public transit service which uses specially equipped vehicles designed to carry passengers with a physical or cognitive disability who are not able to use public transportation without assistance. Persons who wish to use Carefree should call to register for this service and to book appointments at 250-562-1394.

Taxi Saver is a service for persons with a permanent disability. Coupons are available to purchase at City Hall and offer taxi rides at reduced taxi fares. People must be registered through Carefree to be eligible for this service. Contact Prince George City Hall for more information at 250-561-7600.

SECTION 9— Planning and Documentation

9.1 Home Sharing/Personal File

A central filing system which contains accurate and complete personal files for people receiving services is located at the AiMHi Main Office. These files contain important information. The Home Sharing Coordinator or designate shall ensure that the person receiving service has access to their personal information at any time. Under no circumstances may a person's file be removed from the AiMHi main office.

Pertinent information to be kept in the central file at AiMHi Main Office falls under the following headings:

1. **Home Sharing Contract for Service Agreement** – the service agreement between the contractor and AiMHi.
2. **Application Information** - original application to receive services, signed “Consent to Release” forms, CLBC assessment, Vocational Assessments, etc.
3. **Person Centered Plans** – Past Plans and current Plans.
4. **Correspondence** – any important information pertaining to the person you are supporting, monthly assessment reports, CLBC correspondence, family correspondence, professional contacts /meetings or information relevant to the provision of service.
5. **Critical Incident Reports** – copy to the Home Sharing Coordinator or designate, copy to Home Sharing Provider, copy to CLBC and or Licensing where necessary.
6. **Health Information** - psychological assessments, significant reports from professionals, Health Care Plans.
7. **Health and Safety Checklists** – The Health and Safety Checklist identifies specific requirements upon which home sharing providers must report. The checklist covers health care planning, individual care and support, safety and security, home atmosphere. This form is

completed by the Home Sharing Coordinator and the Home Sharing Provider collectively and each will retain a copy.

8. **Monitoring Tool for Home Sharing** – The Monitoring Tool for Home Sharing is used to evaluate the quality of services being provided according to standards. This form is completed by the Home Sharing Coordinator and the Home Sharing Provider collectively and each will retain a copy.

Each Home Sharing Location will need to maintain their own filing system where they keep information that is necessary to provide effective services to the person in their home, and to meet the contractual requirements. This information needs to be made accessible to the Home Sharing Coordinator or designate upon request.

9.2 Health Care Planning

Each person receiving Home Sharing Support with significant health care needs will be supported by planning that identifies critical health care needs. There will be a current health care plan that directs the provision of health care services. The Health Care Plan will set out what procedures are required, who can perform them and how they will be monitored. It may include information on how to support people with seizure management, physiotherapy, and transfer of nursing functions, eating routines or instructions on any significant health care needs.

Access to community based, generic health care services are a right for all citizens and people have a right to choose their own health care providers. The Home Sharing Provider will assist the person in accessing community based, generic services wherever possible and will assist the person to ensure their health care needs are included in a health care plan which the Home Sharing Provider and anyone providing care to the person can follow. It is the Home Sharing Provider's responsibility for meeting the health care needs of the person receiving service. Health Services for Community Living (HSCL) is a good resource to connect with when looking at Health Care Planning.

9.3 Person Centered Thinking and Planning

A person centered plan is a means and not an end. The life that the person wants is the outcome, not the plan that describes it. Person centered planning is a process of learning how a person wants to live and then describing what needs to be done to help the person move toward that life. It is a description of where the person wants their life to go and what needs to be done (and what needs to be maintained) to get

there. It is the responsibility of the Home Sharing Provider to assist the person they are supporting with keeping their plan current and working towards achieving the goals identified within their plan.

If people who use disability services are to have positive control over their lives, and if they are to have self directed lives within their own communities, then those who are around the person, especially those who support them day-to-day, need person centered thinking skills. Only a small percentage of people need to know how to write good person centered plans, but everyone involved needs to have good skills in person centered thinking. These are the value based skills that underlie the planning.

Why use person centered thinking skills?

The lives of those supported will improve.

You will have the skills needed for partnership.

You will have new, better and more natural ways to contribute to a person's plan.

You will be better able to use and act on the information in a person's plan

You will more likely develop the values needed to support people in having positive control over their lives.

Every person is unique and has different skills, abilities, goals and dreams. Therefore, it is important that the services provided are in line with what people need, some people may require a great deal of support, while others don't - this is ok. The information in the Planning section of your Home Sharing Manual will provide you with the basic procedures; you need to individualize each plan to meet the needs of the person you are working with.

Most people learn every day, this may not be in a formal setting such as a school; however there are a number of different ways that each person is able to absorb and apply new information. We learned how to drive, budget, cook with recipes, socialize, act in a socially acceptable manner while we are out, respect other people, communicate, look after our own daily living skills, skate, ski... PEOPLE ARE ALWAYS LEARNING. As a Home Sharing Provider you will now need to know how to teach those tasks and identify when someone has been successful (to their abilities) in learning them.

Also remember to put the documents in language that people can understand and wherever possible use their words. They will be signing their own plan to identify

they agree with the contents of this plan, they need to be able to understand the plan. You can use pictures, symbols and words when applicable.

**Please see Developing an Individual Support Plan Section 7 of Manual*

9.4 Reporting Requirements; Documentation - Based on Service Agreement

As a Home Sharing Provider, there is information that is required to be documented based on the services provided as identified in the service agreement.

Information is documented to justify the accountability to the people receiving service. Reports should be accurate, factual and objective.

Community Living BC contracts with service providers to provide services to people with disabilities in the community. Contractors entering into an agreement with CLBC for this purpose are expected to follow the outcomes and deliverables included in these contracts. To ensure that service providers are following the contractual expectations, they must prove it. The proof very frequently is in the reports that are completed; this will be true also for the Home Sharing Provider.

Written reports are crucial as a communicative, evaluative, and monitoring device. It is difficult to overestimate the value of a written document. They provide history of what a person has been feeling (such as an illness), a picture of who the person is that you may be working with, and a tool in which to analyze success that a person achieves, or where a goal may have been over estimated. It provides a basis in which to identify training needs, and provides direction in the support required by people.

Reports that are completed well provide the information that is required to do this job well and ensure that the service provision is that of quality services that are focused on Person Centered Planning and that people are having good lives and the support to achieve their goals and dreams. Reports will identify if the quality service expected by people is being provided and that all areas of a person's life are being considered.

There is information included in the forms section that will provide you with some tips and guidance to assist the Home Sharing Provider to write quality written documentation that can be used as communicative, evaluative, or monitoring devices.

9.5 Critical Incident Reporting

Reportable Critical Incidents are serious or unusual events that involve an individual with a developmental disability receiving services funded by CLBC.

The prevention, reporting, receiving, investigating and reviewing of critical incidents is a formal safeguard designed to help protect the safety, health, well-being and rights of people receiving CLBC funded services.

Service Providers are expected to work with people receiving service, their families and other professionals to prevent critical incidents.

Whenever a reportable critical incident occurs (as outlined in the Critical Incident Policy and on the back of the Critical Incident Report form), the Home Sharing Provider must immediately contact the Home Sharing Coordinator or designate to inform them of the incident. As soon as possible the incident must be documented using the Critical Incident Report Form. This form must be submitted to the Home Sharing Coordinator as soon as possible or within 24 hours as it is required by CLBC within 48 hours of the incident.

Home Sharing Providers are required to familiarize themselves with the CLBC Policy – Critical Incidents - which is included in the CLBC Policy section of your Home Sharing Services Manual.

**Please see CLBC Policy section – Reporting of Critical Incidents (Schedule F of Manual)*

9.6 Monthly Report

Home Sharing Providers are required to document monthly information on the progress of the person receiving services. This report will include information in the following areas;

Health – Include medical, dental, mental health, counselling, changes to medication, health care plan changes or requirements, any concerns, etc.

Family, Friends, Professionals – Include contact or events with family, friends and professionals.

School, Day Supports, Employment, Volunteer work – comment on participation and identify progress and any concerns identified.

Progress towards goals, planning – Include information related to Person Centered Planning, what has this person achieved, have they set new goals, have they reviewed their plan?

Barriers, Challenges – comment on any barriers that were identified or faced by the person, were there any challenges in the support for this person?

Significant Events – Include events such as vacations, celebrations, milestones, and anything that was significant or important to or for the person.

Monthly reporting requirements will be reviewed after one year and at that time; the contractor may have the option of switching to quarterly reporting. This will be determined with the Home Sharing Coordinator.

**Please see sample forms - sample monthly report*

9.7 Representation Agreements

A Representation Agreement is a legal binding document and plan that says who you authorize to act on your behalf if you cannot act for yourself.

In British Columbia, if you are an adult (19 years or older), no one has an automatic right to manage your affairs if you need help due to an illness, accident or disability. If you do not make your own arrangements, other laws or policies or the court – NOT you - will decide who can help you.

There is a group of laws in BC that describe the right of an individual to make decisions for him or herself and what happens if they need help to make a decision. These four laws deal with Adult Guardianship. They came in to effect in 2000. They are:

Adult Guardian ship act
Health care consent and care facility admission act
Representation agreement act
Public guardian and trustee act

One important aspect of the laws is called the presumption of capability. This means that all individuals are presumed capable until legally proven otherwise and

are entitled to make their own decisions. The way in which a person communicates is not a factor in determining capability. This means that all modes of communication are recognized when ascertaining an individual's choices and preferences, and when determining capability. An individual does not need to have the ability to communicate verbally to be considered capable. Behaviour, or the use of symbols, sign language, are just a few of the ways that someone might communicate their choices and preferences.

Further information is included in the Home Sharing Provider's Manual for your reference.

Please see Section 8 of Manual - Representation Agreements, and the **Nidus Personal Planning Resource Centre and Registry. The new website is www.nidus.ca.*

9.8 Risk Assessments

Violence is defined as the threatened, attempted or actual exercise by a person, of any physical force so as to cause injury to another person. This includes any threatening statement or behaviour that gives the other person cause to believe that he/she is at risk of injury.

The assessment of a person receiving services should be done by his/her primary Home Sharing Provider by completing "A Risk Assessment" form (see sample forms). Home Sharing Providers may need to obtain information from the person's support network, CLBC contact person and other relevant professionals in order to do so.

It is important that the assessment be detailed, accurate, and up to date, so that any respite providers assigned to work with the person understand the information in the assessment, and receive appropriate training. If there is a risk of violence, all respite providers must be trained in TCI (Therapeutic Crisis Intervention). Please contact your Home Sharing Coordinator if you require assistance in completing this assessment or to arrange for training.

**Please see sample forms Risk Assessment*

9.9 Seizure Guidelines (sample seizure protocol)

It is the Home Sharing Provider's responsibility to ensure that a seizure protocol is written, in conjunction with the HSCL nurse or a person's family physician, for any person receiving services who has had a seizure within the last ten years. This protocol should be reviewed and updated if necessary at least annually. The Home Sharing Provider is also responsible for ensuring that every person providing support to this person is adequately trained in the seizure protocol before he/she may provide care alone. To ensure that a person's seizure information is kept up to date, all Home Sharing Providers are required to note changes in the manifestations of a person's seizures and must do so promptly and accurately. A copy of this protocol will be available to the Home Sharing Coordinator or designate upon request.

**Please see sample forms – seizure protocol*

9.10 Vacation, Extended Trips out of Province/Country

It is a natural part of family life to take vacations together. Home Sharing Providers may sometimes want to take vacations out of the Province or Country, and have the person they support accompany them. If you are planning an extended holiday (more than 30 days at any one time), it is imperative that you confirm with MSD (Ministry of Social Development) prior to making plans to ensure that the arrangements are appropriate in terms of the policies regarding the BC Benefits Program. Failure to do so may result in these benefits being discontinued, or otherwise adversely affected.

It is important that you inform the Coordinator of Home Sharing of extended length travel plans. For holidays outside of B.C., it is the Home Sharing Provider's responsibility to ensure that the person they are supporting has adequate and appropriate out of province medical insurance.

It is important that the person receiving service is planning for costs associated with the vacation as would be typical for any members of a family planning a vacation to ensure financial ability and accountability.

SECTION 10 — Useful Website information for Home Sharing

www.communitylivingbc.ca – Community Living BC

www.bchealthguide.org – BC Health Guide Home Page

www.nidus.ca – Nidus Personal Planning Resource Centre and Registry

www.rarc.bc - Representation Agreement Resource Centre

www.labour.gov.bc.ca – Employment Standards Branch

www.worksafebc.com – Workers Compensation Board of BC

www.cra-arc.gc.ca - Canada Revenue Agency

www.trustee.bc.ca – Office of the Public Trustee

www.bchrt.bc.ca – Human Rights

www.pssg.gov.bc.ca – Criminal Record Reviews

www.gov.bc.ca - Children and Family Development - Province of BC

www.mcaws.gov.bc.ca – Multiculturalism

www.safecanada.ca – Government of Canada – Public Safety

www.mhr.gov.bc.ca – Ministry of Housing & Social Development-Province of BC

<http://www.transitbc.com> - BC Transit

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