



clements centre

for **FAMILIES**

Sundrops | Adult
Child Development | Community Living

HOMESHARE PROGRAM CONTRACTOR HANDBOOK

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WELCOME

Welcome to Clements Centre Society (CCS) and our Homeshare Program. This handbook is for you – an integral part of the support network involved with the Homeshare program. The first section of this handbook includes general information about all of our Community Living Services. The second section has information specific to the Homeshare Program. This information is based on CCS policies and on contractual requirements. If you have any question, or want to see our complete policy manual please contact the Homeshare Coordinator.

Keeping you informed about our supports and policies is important to us. We encourage you to read this handbook and keep it for future reference.

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Part 1 – General Information

Our vision and mission guide our programs, activities and decisions

Vision

Clements Centre Society envisions a community in which all individuals are included, accepted and valued.

Mission

We support citizens of the Cowichan Valley to participate meaningfully in all aspects of community life. We provide child development services and services for adults, primarily for those with diversabilities.

Our History

The CCS was first started in 1957 by a group of parents who opened a school for their children to provide an alternative to placing them in an institution. When the School Board assumed the operation of the school in 1965, the CCS opened a sheltered workshop for adults with diversabilities. In 1968 a preschool and kindergarten were opened. In 1973 an integrated daycare program replaced the preschool and kindergarten. The daycare program was an innovative program for children with diversabilities, which also welcomed other children. In the 1980's with the gradual closing of institutions, housing and services to individuals with diversabilities were offered in the community. Speech therapy, physiotherapy, supported employment, residences and respite programs were eventually offered. Since the 1990's CCS has added programs which provide support to individuals who live independently in the community. Over the years the name of the organization has changed several times to reflect changes in societal attitudes. The current name, adopted in 2007, reflects our vision of true community inclusion.

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Board of Directors

CCS is a registered non-profit society. Society membership is open to everyone. The membership holds an Annual General Meeting once a year and elects a Board of Directors. The Board has 13-20 members who are elected for two-year terms. These members elect a President, First and Second Vice-President, and a Treasurer. The Board meets every month. The Board develops policies to direct the organization, and hires an Executive Director who is responsible for implementing those policies, directing employees and making day-to-day decisions. The Board develops the vision, mission, values, principles and code of ethics to guide the services to our clients.

Advocacy

CCS staff support the rights of individuals and their families through three kinds of advocacy:

- Personal advocacy: We advocate on behalf of individual clients and families to get the support they need.
- Self-advocacy: We support clients and families to enhance advocacy skills so they can advocate for themselves.
- System Advocacy: We advocate for support and change within the systems that affect our clients.

Accessibility

CCS promotes accessibility and works to remove barriers. If you face a barrier to accessing our services or the community please contact the Homeshare Coordinator.

Part 2 – The Homeshare Program

Our Homeshare program provides residential option for adults who prefer a smaller or more family-based environment. Services are provided by contracted

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caregivers, sometimes called roommates. They share living space and domestic responsibilities and provide whatever level of support is appropriate to the individual's needs. This may include recreational support, community participation, and personal life and home skill development. Homeshare environments are not licensed.

Homeshare focuses on optimizing independence, self-determination and choice, while ensuring safety. We recruit and screen community members who provide services under contract to CCS. We work with both individuals and caregivers to find the best possible match, and provide the training and support to make it work. We promote long-lasting relationship between individuals and caregiver, and the development of a strong network of support that includes the individual's family, the caregivers' family and the neighborhood.

We honor the different values and backgrounds of individuals and families when matching individuals with caregivers, and while providing residential support.

Homeshare is provided in individual homes in the Cowichan Valley. The Homeshare coordinator's office is located at the CCS administrative building on Clements Street in Duncan. The Homeshare program has established hours of operation based on community expectations and staff availability. The office is generally open Monday to Friday and closed weekends and statutory holidays. Extended hours are offered as required to ensure each Homeshare provider has access to program staff. Voice mail is available for anyone calling outside business hours or when Homeshare program staff members are unavailable to take calls. The calls are returned as soon as possible. A Clements Centre administrative assistant may be available for general enquiries at the office during business hours when Homeshare staff are not available.

The Homeshare coordinator approves caregivers and provides the support needed to make the arrangement work. Staff have training in person-centered planning, CCS values and ethics, and are supported to complete additional training and professional development each year.

One of the ways we support our partnership with you, the caregiver, is with this handbook. It is for you – read it carefully and keep it somewhere you can refer to it when you need to and add things to it. It summarizes your obligations, gives practical suggestions and guidelines for a successful Homeshare experience, and lists the documents you need to be familiar with. There are also important contact numbers listed on the inside cover, along with space to write in your own. We hope you find it useful, and welcome your suggestions for improvements.

Sharing Your Home

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Opening your home and life to include an individual, you will get to know that person and likely their family and/or support network. You will also learn something about yourself. Sharing your home requires you to be adaptable, flexible, organized and accepting. You need to be a good problem-solver and communicator who has a sense of humor and likes to learn new things. You also need to take care of yourself, to avoid burn out.

Your role is to provide safe care and support for the individual, in an accepting, inclusive environment. You are responsible for the safety, health and the well-being of the individuals 24 hours a day. You need to make sure that he or she has opportunities for personal and social development within your household and with his or her family, friends and in the broader community. You are also responsible for communicating with CCS, the individual and where appropriate their family or representative.

What is an Independent Contractor?

Under your contract with CCS you are considered an independent contractor, not a CCS employee. Independent contractors are self-employed individuals. The definition of an independent contractor is determined through several tests. Generally, if you control how, when and where you carry out your duties, use space and equipment that you own, and have a chance to make a profit or loss, you are an independent contractor. The BC Employment Standards Branch is responsible for determining who is an independent contractor. If you have questions, please refer to their fact sheet provided with this handbook, or contact them at the website listed on the inside cover.

As a contractor, you are covered by CCS liability insurance for the services you provide. The Homeshare Coordinator can provide you with details of that coverage. You should also consult an insurance professional to ensure you have adequate liability, household, vehicle and other insurance. You are responsible for any damage to your home or property as a result of providing Homeshare services.

It is also your responsibility to arrange for optional Workers Compensation Board registration, pay income taxes and Canada Pension Plan premiums, and meet any other statutory requirements. You will be paid on the basis of your contract with CCS. You will not receive T-4 slips from CCS and CCS does not make any remittances to the Canada Revenue Agency on your behalf. If you have questions about your income tax status, we suggest you consult a tax professional. You control the specifics of how you deliver the services, within the requirements set out in the contract, and any arrangements made with the individual and his or her support network. You are obligated to adhere to the laws of BC including the Human Rights Act, the Multiculturalism Act, the Personal Information Protection Act, and the Employment Standards Act. More information on all these areas is available from the websites listed later in this handbook.

Your Contractual Obligations

Your contract is the legal document that governs your relationship with CCS and the services you provide. It overrides everything else, including anything in this handbook or anything we may say to you. Be familiar with your contract. Keep a copy handy for easy reference. The CLBC document “Successful Practices in Homeshare” is provided with this handbook and will guide the way you deliver supports to individuals. You should also be familiar with CLBC standards regarding residential services for adults, critical incident reporting and behavioral management techniques. If you have any questions about what anything in the contract means, you should clarify them before signing, either with CCS and/or through independent legal advice.

The purpose of the contract is to set out our mutual obligations, and define who you will provide care for and how much you will be paid. It also sets out the terms under which you or CCS may terminate the contract.

For the purposes of the actual provision of Homeshare the following is a summary of the key obligations that you **must** follow:

- Meet the pre-requisites set out by CCS, including a criminal record review, CLBC Privacy and Information Management course, reference checks, and a home study
- Maintain current Cardio Pulmonary Resuscitation and First Aid certification
- Participate in orientation and/or training related to the needs of the individual you will be supporting
- Adhere to routines and goals as set out in the Individual’s service and care plans.
- Follow the behavior management requirements of CCS and CLBC
- Perform support functions, including sustaining the individual’s well-being, and providing a high standard of care and a suitable furnished residence
- Communicate regarding the individuals’ needs and interests; involve the individual in planning and decision-making affecting him or her; and promote ongoing relationships with the individuals’ family, friends, and support network
- Document any medical appointments, emergencies or critical incidents pertaining to the individual according to Homeshare standards
- Actively promote community inclusion and involvement
- Notify CCS of any change in circumstance that would affect the individual’s safety or well-being
- Treat all information about the individual/family as confidential, and adhere to privacy requirements
- Follow through with established plans for the individual in accordance with the standards established by CLBC in the document “Standards for Home Sharing”
- Collect any medical or other information needed to meet the individual’s needs
- Arrange for appropriate respite care

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- Maintain accurate financial records and submit financial forms to CCS in a timely way (as applicable). Maintain an up to date system to account for the Individual's finances and spending and allow CCS access to those records upon request
- Complete program reviews

CCS is obligated to:

- Provide you with support, assistance, training and advice on matters including personal care, health, conflict resolution, incident reporting and adult guardianship, medication administration and behaviour management
- Provide up to date guidelines regarding the standards of care required.
- Screen, approve and support you, the caregiver
- Pay you for services as agreed in your contract
- Provide you with pertinent information regarding the individual, including medical, personal care and assessments
- Provide you with information about Aon Master Insurance Program
- Act as a liaison between the individual, family, CLBC and the caregiver
- Provide on-going training
- Monitor the service provided and visit the home at least twice a year to ensure that CCS and CLBC guidelines and standards are followed
- Monitor and document complaints and conduct investigations where appropriate
- Take action in the event of contractor non-compliance. This may include withholding payment or contract termination

Working with the Clements Centre Society

As an independent contractor, you are a partner with CCS in supporting the individual you work with. We are committed to nurturing that partnership and providing you with the support and training you need to successful share you home. Your main contact at CCS is the Homeshare Coordinator. The Coordinator is responsible for screening, approving and monitoring caregivers, matching and orienting individuals and caregiver, arranging for an appropriate transition, providing training and support for caregivers, monitoring and evaluating the service, signing contracts and reporting to CLBC which funds the program.

To support our partnership we suggest you:

- Communicate regularly with us; let us know at any time if you have any questions or concerns, inform us if you will be away from your home for any period of time.
- Follow our complaint procedure if your concern cannot be resolved informally. You have a right to file a complaint and have it addressed in a professional and prompt manner.
- Tell us about your ideas to improve the Homeshare program.
- Take advantage of training, networking and professional development opportunities offered through CCS and other agencies. Tell us about any specific support or resources you would like.

Transition

Moving into a new home, with new people is a big change. People experience change differently and need different kinds of support. CCS is committed to planning and facilitating the transition to a new Homeshare arrangement. We believe that getting off to a good start increases the chances of success over the long term.

Both you and the individual you support will be involved in planning how the transition will work, and in considering the logistical and emotional impacts it will have on both of you, other members of your household, and the individual's family and support network. The transition period will likely start with short visits, meals or community outings together, and develop into full days. This offers the opportunity for you to get to know each other and discuss how the arrangement will work.

Some of the things to consider during the transition period:

- When the individual's personal effects, furniture, pets etc. will be moved.
- How the individual's personal space and privacy will be arranged.
- The logistics of moving day.
- How the costs of moving will be arranged.
- Orientation to the neighborhood, local amenities and transportation.
- Any painting, renovations or physical adaptations to be completed.
- Involving of the individual in choice of a home if relocation is required.
- And...celebration plans!

For the first month or so after the individual has moved in full time you can expect us to check with you at least once a week to see how things are going. This is your opportunity to speak frankly and discuss any concerns you may have. It is important to talk about any issues when they first arise. Our contact will become less frequent as you both settle into the new situation, but we are always available to provide information, support and suggestions.

Health and Well-Being

You form a key part of the network of formal and informal supports surrounding the individual you live with. You develop relationships with them and their families and you may provide personal care for them. As such, you can become involved in many personal aspects of their lives, and play a role in their overall development. You are responsible for supporting their health and personal well-being. The key to successfully supporting an individual's health and well-being is to have and follow a current service plan, as well as any other individual plans or protocols. CLBC has outlined these plans and the standards of care in the document, "Successful Practices in Homeshare". You will be provided with a copy of this document and are expected to familiarize yourself with the standards

and refer to them as you establish care routines for the individuals you support.

The standards include the areas of:

- Planning
- Health, Safety and Advocacy
- Service Delivery
- Resources

If you have any questions about the standards and how they affect the provision of support please contact the Homeshare Coordinator. CLBC also offers Guidelines for the Use of Behavioral Techniques and information on the reporting of critical incidents, abuse and neglect.

CCS strongly encourages care provider to access these resource materials and any related training and to discuss any questions or concerns with the CCS Homeshare Coordinator.

Travel

You may use your own vehicle to transport the individuals you are supporting. You are expected to adhere to all requirements of the Motor Vehicle Act. Vehicle insurance and payment of all traffic fines and costs associated with operating and maintaining the vehicle are solely your responsibility. We require you to carry at least \$2 million in third party liability insurance and check with an insurance professional about the requirement for business insurance.

Should you take an individual out of the province you should have the consent of either the individual or representatives as appropriate. You must also inform CCS as well as carry medical and emergency contact information with you.

Religious Activities

CCS encourages and supports the right of individuals to freedom of religious choice. As a caregiver you should respect and support individual choices and make reasonable accommodations regarding things such as dietary or moral decisions based on religious belief. Obtain consent from the individuals and/or their representative before introducing them to your own religious activities.

Visitors

In keeping with the goals of the Homeshare program, and the individual's service and personal plans, caregiver should encourage the development of natural support networks and friendships, while at the same time respecting the privacy and choices of the individual they live with and support. Visitors may be a part of the normal routine in your household. Visitors staying longer than several days must have a criminal record search completed.

Communication

Open and regular communication is the key to a successful relationship with the individual, and his or her family and support network. When appropriate for the individual, you should communicate regularly with them about changes in behaviour or needs of the individuals. You should also communicate about plans or changes in your family or household that could affect the individual. You should discuss how things are going in person and / or by phone or written notes, exchanging information about successes, challenges and incidents. You must be familiar with the individuals' service plans, and communicate updates and changes to them.

It is also important that you communicate regularly with CCS. There are certain required reporting times, such as reports on the individuals' goals successes / challenges required by CLBC, and critical incidents. In addition to those, regular, informal communication on an ongoing basis is a good way to anticipate and prevent problems.

CCS facilitates and support communication in many ways, including the offer of training, and resources such as communication books or medication charts. We provide conflict resolution or facilitation if communications have become difficult or there is an issue to be resolved. CCS also provides information on a regular basis to both families and caregivers. This information might include program updates, newsletters and information on professional development and training opportunities. There is a partial list of forms and resources available to caregivers at the back of this handbook. Be sure to ask for or suggest others you think would be helpful in sustaining positive relationships with families and individuals.

Language

The language we use is important. For many years individuals with diversabilities have been identified first by their disability and second as people. They have often been described with words that are negative, depersonalizing, stereotypical and sometimes offensive. It is important to use language; both written and verbal that enhances dignity and engenders respect for all. Below are some basic principles to follow, you can find more detailed information on the websites listed on the inside cover of the handbook:

- **Put people first, disability second. Do not use a depersonalized disability or medical diagnosis as a label for a person.** Instead of 'disabled person' or 'wheelchair person' use person with a diversability or person who uses a wheelchair. Do not call people 'the developmentally disabled, the retarded, the learning disabled, or epileptics'. Instead use "people who have diversabilities, child with a learning disability, someone with epilepsy" etc.
- **Use emotionally neutral expressions.** Instead of saying someone is suffering from or afflicted with cerebral palsy, or is a stroke victim; say he or she is a person with cerebral palsy or someone who has had a stroke.

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- **Emphasize positive abilities, not limitations.** Do not say someone is confined to a wheelchair or housebound. Say that he or she uses a wheelchair or is taught at home. Don't use terms such as able-bodied or normal in a contrast as they imply that the person with a disability is abnormal.
- **Use words that empower and value people as contributing community members.** Do not refer to people as family burdens or problems who need placement or case management. Talk about individual and families who have strengths, support needs, preferences, cultural beliefs and personal goals.
- **Avoid offensive words.** Words such as cripple, retard, moron, deformed and mongoloid are offensive and derogatory. Use, "person with mobility concerns, person with a disability or child with Down Syndrome" instead.

In general, we refer to people who are supported through Homeshare as; individuals, adults, self-advocates or even consumers. We use the term 'families' to refer to their parents or other relatives, members of their individual support network, and sometimes a representative under Adult Guardianship legislation.

Conflict Resolution

Sometimes differences of opinion or other conflicts arise. The best way to prevent them is through frequent and frank communications. Be proactive. Address issues in a non-accusing way, using problem solving techniques:

- Always talk to the person you are having the problem with first. Do not gossip about the problem with others.
- Give the person a chance to state their side of the story and try to understand their perspective.
- Listen actively and look for ways to resolve the situation.

This can often lead to a simple solution that prevents the problem from becoming bigger and adversely affecting your relationship with the individual and their family. If you cannot solve the problem together, contact the Homeshare Coordinator. We can provide conflict resolution support.

Decision Making

As a caregiver you are not designated as the legal guardian of the individual. You should not become involved in decision making regarding the legal, financial or personal affairs of that individual. All consent forms and legal documents must be signed by the individual or their parent or legal representative. An adult can give consent unless he or she has a designated representative, in which case, only the family or representative can provide consent. However, you may sign as a witness to an individual's or parent's signature.

Individuals are presumed capable until legally proven otherwise, and the way a person communicates is not a factor in determining capability. Some adults may have representation agreements, through which they have legally designated someone they trust to help manage their affairs and make personal care, financial,

health or legal decisions for them. Some may also have a committee, usually a parent, who acts on their behalf.

Make sure you understand the legal status of the individual you are caring for, and are clear about who can make decisions on their behalf, if they cannot. More information about representation agreements and consent to health care are available from CCS or the office of the public trustee at their website listed on the back page of this handbook.

Individual's Property

You are expected to respect the personal property of the individual you are living with. Do not use their belongings yourself, or allow other members of your household to do so. Ensure that the individual has private space and support him or her to keep track of and care for their own belongings as well as respect the belongings and privacy of other household members. We encourage you to keep your own inventory of possessions and support the individuals to do so as well.

Identification

Ensure that the individual has appropriate identification. This might include BCID, BC Medical Care, Medic Alert (if applicable), Birth Certificate and/or passport. Check with the Homeshare coordinator if the individual you support does not have appropriate identification.

Record Keeping

You are expected to keep a file for each individual with information needed to provide service and to meet your contractual obligations. This file should include copies of any service plans or protocols and emergency information. We advise that you also keep copies of all correspondence with CCS, CLBC and the individuals you support as well as all documentation that you have fulfilled your contractual requirements including first aid and other certification. Homeshare providers must keep all information about the individual for 7 years after a file is closed.

Confidentiality and Privacy

Each individual receiving service has the right to have personal information about them treated in confidence. This includes medical, psychological, financial, employment and educational information. This obligation continues indefinitely, even after the Homeshare relationship ends.

In keeping with confidentiality expectations, you should not provide personal or sensitive information about the person you are caring for to people outside their family or CCS without that person's approval. In the case of an adult who is not making his/her own decisions, this consent must come from the family or

representative. This applies to photos and names, as well as written reports or other information. Keep such information in a private and secure place in your home, separate from your own personal information, and where it cannot be inadvertently seen by others.

Individuals require different levels of support in order to provide consent or share information. Such requirements should be explained in the individual's service plan. Always make sure you understand the legal status of the individual you are supporting, and contact CCS if you feel you are being expected to do things not provided for in the service plan.

There may also be some unexpected circumstances in which you have to release information, such as a medical emergency. Ideally, the individual or family should provide the information directly. If this is not possible, share only what is necessary, use appropriate language, and have the advance written permission of the family or CCS. This requirement does not prevent you from reporting abuse or neglect to the appropriate authorities or cooperating in any subsequent investigations.

Abuse and Neglect

All individuals have the right to an environment that is safe and free from any abuse or neglect. This includes physical, verbal, emotional, financial and sexual abuse as well as active and passive neglect. Examples include:

- Hitting, kicking, slapping or punching.
- Use of unreasonable force.
- Isolation or confinement.
- Exploitation
- Humiliation or intimidation.
- Retaliation
- Withholding of basic care and necessities such as food, clothing, and shelter or needed medication.
- Fraud regarding an individual's finances.
- Sexual behavior towards an individual such as touching, obscene gestures, stalking or intercourse.

As a caregiver, you are strictly prohibited from subjecting the individual to such abuse or neglect, or from allowing them to be abused or neglected by others while in your care. You are expected to protect those you support from abuse and neglect. Abuse or neglect of an individual by a caregiver is grounds for immediate termination of the contract and may result in further legal action.

If you suspect that an individual may have been abused or neglected, you **must** report it. Follow these steps:

- Ensure the immediate safety and well-being of the person.
- Notify the police if it is an emergency.

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- Obtain medical attention if needed.
- Notify the CCS Homeshare Coordinator.
- Contact CLBC within 24 hours.
- Complete a critical incident report form and return to the CCS Homeshare Coordinator immediately.
- Cooperate fully with any investigation by police and/or Community Living BC, the Office of the Public Trustee, or the Regional Health Authority.

It is **not** your responsibility to notify the family; that is the responsibility of the CLBC advocate.

The Adult Guardianship Act provides for the Office of the Public Trustee to intervene if someone reports that an adult is being abused or neglected. Reports of alleged abuse are usually received by Community Living BC or a Regional Health Authority.

Violence Prevention

Some individuals may have behaviors that could cause harm to either themselves, or people around them. Ensure you are familiar with the Guidelines for use of Behavioral Techniques provided by the Homeshare coordinator as well as any issues and strategies about behavior in the individual service plan, behavior plans and/or health care protocols. We also suggest you enroll in crisis prevention training.

Emergencies

An emergency is defined as a situation that places an individual or caregiver at risk, and/or that requires the assistance of a doctor, nurse, 911 or Community Living BC. Examples include a fire, vehicle accident or earthquake. In the event of a medical or safety emergency 911 should be called. Contact the family or designated family emergency contact if the family is not available.

CCS encourages caregivers to be aware of and follow community emergency preparedness plans. Check with local fire departments and provincial emergency preparedness offices or www.safecanada.ca for more information.

Critical Incidents

Critical Incidents are defined in CLBC policy. If you witness or are involved with a critical incident, you must contact the individual's family and the CCS Homeshare Coordinator. You must also complete and submit a critical incident report form to the CCS Homeshare office within 24 hours. Be familiar with and follow CLBC's *Guidelines for reporting Critical Incidents* provided with this handbook. As a contractor you should also be prepared for the potential for critical incidents and have available emergency information for the individual and

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a list of contacts, family, and friends. Consider in advance, in consultation with CCS, the individual and their family's potential risks and plan accordingly.

Taking Care of Yourself

There are many positive benefits and opportunities involved in sharing your home. There can also be stresses and challenges – physical, mental and emotional. We suggest that you take good care of yourself first, making sure you are eating well, and getting adequate exercise and rest. A healthy caregiver is better able to provide quality care. Notify CCS immediately if you are ill or are otherwise unable to fulfill your role as a Homeshare caregiver.

To maintain your own mental, physical and emotional health and to continue to provide high quality care and support without burning out, caregivers need a break. Your contract provides for regular respite and we expect you to use it. The arrangements can be flexible to meet your needs and schedule. Respite might involve someone coming into the home and you going away or it might involve the individual going away for a break. We strongly encourage you to make use of this provision and can support you to find respite care providers.

Substance Use and Abuse

CCS supports a healthy, smoke-free environment. Caregivers should use common courtesy around people they live with. Specific guidelines for smoking should be mutually agreed upon between you and the consumer/family before service begins. These include refraining from smoking in the same room or vehicle as the person being cared for, or smoking only outside or in a designated room.

We understand that social drinking is part of the culture and a commonly accepted practice among many individuals and families. We expect you to conduct yourself in a legal manner that demonstrates positive role modeling, good judgment and common sense. If using alcohol, be sure that your judgment is not impaired while providing support to the individual. It is unacceptable for you to be under the influence of illegal drugs.

Training and Professional Development

One of the best ways to manage any stress is to be open to learning new things and meeting new people. Training events and professional development opportunities can offer new information, new contacts, new ways of meeting challenges, and a sense of community among other care providers. CCS offers such opportunities on a regular basis. We encourage you to participate in them, as well as other opportunities offered in the community. We also encourage you to let us know about issues or subjects in which you have an interest.

Conflict of Interest

As a caregiver, you could be in a conflict of interest if your self-interest conflicts with the individual of CCS and/or the individual with whom you share a home.

Caregivers should take care to avoid a conflict or apparent conflict of interest by:

- Ensuring that relatives or others living in your household are not involved in the screening or monitoring of you as a caregiver.
- Refraining from selling goods or services or entering into a business relationship with the individual you are sharing a home, or members of his or her family/support network.
- Making sure that other contracts or employment do not interfere with your ability and availability to support the individual with whom you are sharing a home.

Additional Employment

You may engage in other contracted work, employment or business activities provided it does not interfere with your Homeshare contract and it does not constitute a conflict of interest. In carrying out other work, you are not permitted to use CCS property, equipment or premises, represent CCS or bring CCS into disrepute.

Monitoring and Evaluation

CCS is responsible for monitoring the Homeshare service you provide. We are concerned about the health, safety and well-being of the individuals you support as well as your performance in meeting your contractual obligations. You can expect us to check with you periodically to see how things are going. You can also expect to hear from us at the time of the annual evaluation and just before contract renewal. At that time, we will ask for the following:

- Participation in a program review through surveys that give us important feedback about how things are going from your perspective.
- A home visit to complete the safety checklist, update the Individual's inventory and audit of the accounting system.
- A meeting to review the safety checklist, any critical incident reports, and any other reports or issues relevant to renewal of your contract.

We will also speak with the individual and with his or her family / representative / support network about their perspectives on how things are going. If all is going well we will then offer to renew our contract and arrange for you to update the service plan with the individual. If there are concerns on our part or on yours, we will try to address them and make changes as appropriate. The safety and well-being of the individual is always the most important consideration in our decisions.

CCS is an accredited agency and as such may be required to share information with representatives of our accrediting body CARF, who may also wish to visit a sampling of Homeshare environments. CCS staff will approach host families to obtain consents prior to any visits.

Part 3- A Final Word

In closing, we wish to thank you again for accepting the important role of sharing a home and providing support and care to an individual with diversabilities. We encourage you to use this guide and the other resources we have to offer in order to support you to become an informed, successful caregiver. Together, we can help build a more inclusive community and support individuals to live fuller lives as citizens of the Cowichan Valley.

Required Reading:

- Contractor handbook
- CLBC Standards for Homeshare
- Charter of Rights for Adults with Diversabilities
- BC Employment Standards Branch Fact Sheet
- Complaint Management
- CLBC General Service Policies:
 - Criminal Record Check Policy
 - Behaviour Support and Safety Planning
 - Individual Financial Payment policy
 - Respite Guidelines
 - Critical Incidents
 - Investigations of Abuse and Neglect
 - Service Provision by Family Members
 - Bathing Guidelines
 - End of Life Policy
 - Travel Policy

Links:

- Community Living British Columbia
<http://www.communitylivingbc.ca/index.htm>
Ph: 250-390-2749
After hours emergencies/incidents: 1-800-663-9122
- Clements Centre Society www.clementscentre.org
- Canadian Human Rights Commission www.ag.gov.bc.ca/human-rights-protection
- BC Information and Privacy Commissioner <http://www.oipc.bc.ca/>
- WorkSafe BC <http://www.worksafebc.com/>
- WelcomeBC <http://www.welcomebc.ca/en/index.html>
- Employment Standards <http://www.labour.gov.bc.ca/esb/>
- Public Guardian and Trustee www.trustee.bc.ca

Resources Available for Caregivers:

- Communication log
- Home-to-hospital form
- Medication administration chart
- Medical/dental appointment sheet
- Canada Food Guide
- Others based on need/request – just ask!