



clements centre

for **FAMILIES**

Sundrops | Adult
Child Development | Community Living

HOMESHARE PROGRAM HANDBOOK FOR INDIVIDUALS AND FAMILIES

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WELCOME

Welcome to Clements Centre Society (CCS) and our Homeshare Program. This handbook is for you – the Individuals, families and support networks involved with the Homeshare programs. The first section of this handbook includes general information about all of our Community Living Services. The second section has information about the Homeshare Program. This information is based on CCS policies and on contract with Community Living BC (CLBC). If you have any questions, 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.

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.

Choice, Risks, Responsibilities and Decision Making

CCS recognizes that the Individuals we serve have certain rights and responsibilities and we strive to provide information about those.

CCS recognizes that adults with diversabilities:

- Have the right to make decisions and choices
- May require assistance to make decisions and choices
- Need information and opportunities to explore options in order to make informed choices
- May make a mistake or change their minds about a choice they have made and that they may need support to make a different choice
- May make choices that present risks, and that participation in planning helps minimize those risks
- Have, along with rights, responsibilities

CCS therefore:

- Provides Individuals with information so that they can make informed choices.
- Provides Individuals with experiences that allow them to explore options
- Involves Individuals in the planning of their services and activities
- Supports Individuals to explore other options when they change their minds or make a mistake
- Involves Individuals, and others who know them well, to assess risks and develop plans to minimize those risks

- Provides information and support to Individuals about their rights and responsibilities

Personal Information

When an Individual applies for one or more of our programs, we ask for basic information. Once the application has been accepted and we start working together to plan for services, we will ask for more detailed information in order to understand strengths and needs to provide the best possible services. It is important that the information is accurate and up-to-date in order to adjust our services to meet changing needs.

CCS upholds the rights of all clients and families to privacy and confidentiality. We keep information in a confidential file. Our funding contracts require that we share some of it with the funding agency. We do not share it with anyone else outside CCS without consent. For more details about the types of information we collect, how we store it and how Individuals can review it, please contact the Homeshare Coordinator.

Problem Solving

CCS uses a proactive approach to preventing and dealing with concerns or problems as they arise. Our policies and procedures support positive problems solving and we put effort into communicating with the people we support, our staff and caregivers, and the Individuals and families we support.

We encourage everyone to address their concerns or complaints right away directly with the person(s) involved. If a more formal process is required we have policies on conflict resolution and complaint resolution that provide for fair processes and methods of resolving situations.

Whenever possible, we try to resolve differences directly with the people involved. We will review these policies with during orientation meetings and can provide copies at any time.

Monitoring

CCS services are monitored in several ways:

- Through individualized service plans
- Regular program reporting to Community Living BC (CLBC)
- Review of our services by a monitoring group called CARF
- Review of our own annual satisfaction surveys and concerns reports

- Licensed Homeshares are monitored by licensing standards of the Community Care Facilities Licensing Branch

Satisfaction

As part of our overall commitment to improving our services, we ask Individuals once each year to complete a survey about how satisfied they are with our services. There is a different survey for each program so some people may receive more than one. There is a report of the results that helps us make improvements to our programs. It is important that we hear from everyone so please take the time to complete the survey and add any suggestions or comments. Individuals may also ask for a copy of the results of these surveys. Surveys are only one way to hear from Individuals about how we are doing. We want Individuals to pass along any input or suggestions to the program coordinator at any time. We always value feedback and participation.

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 caregivers, sometimes called roommates. They share living space and responsibilities around the home 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. Support is provided up to 24 hours a day, 365 days a year, depending on the needs of the Individual and the particular support model. The Homeshare coordinator's office is located at the CCS building on Clements Street in Duncan.

Entering the Program

Referrals to all of our Community Living programs are accepted through CLBC. Individuals with independent funding may self-refer.

Once we have a referral we start what we call the intake process. This includes:

- Meeting with the individual and their family to explain our philosophy, services, policies and entrance criteria
- Completing relevant consent forms
- Gathering information about support needs
- Discussing which services and resources are needed
- Discussing different care providers – those the Individual may know of, and those we may know of
- Providing an orientation to the home support program
- Completing a roommate questionnaire and/or intake form
- Starting a transition plan

After this, together we determine whether the home support program is the best service to meet each person's needs. Family members and other support network members might be part of that decision making process.

If Individuals choose not to accept our service, we will provide information about other supports in the community. We are committed to supporting all eligible adults, however, at times it may not be possible, or Individuals may be placed on wait lists pending either the availability of an appropriate service or funding.

When an Individual chooses to accept our services we begin what we call the assessment phase. This is a time for that Individual to learn more about the services and for us to learn more about them and their support needs. During this time, we will review potential approved caregivers. Finding a suitable match involves considering factors such as likes, interests, lifestyle and family background. We may need to find a new caregiver or assess someone recommended by the Individual or their family.

Once we feel we have a good potential match, we arrange for the Individual and the caregiver to exchange information about each other, and then meet and spend some time together. Both people need to agree before the match is finalized. If the Individual and the caregiver are not compatible, we will continue to look for a suitable caregiver. If the match seems good to both parties we will begin to discuss and plan for the transition.

Moving into a new home with new people is a big change. It can be an exciting time but can also cause anxiety and concern. The transition phase is an opportunity for everyone to get to know each other, work out how they will live

together, plan for the move and confirm that it is going to work well for everyone. Even if the caregiver is someone known to the Individual it is still important to establish a new relationship as roommates, and to adjust to having someone else as the main residential support.

During this phase we provide support for planning the move and for the Individual and caregiver to spend trial periods of time together and get to know the neighbourhood. We arrange for any training required for the caregiver, often involving families in providing that training. We may also support any preparations or adaptations required for the home.

The transition phase may take up to several months depending on the Individuals involved. At the end of this time, the move happens, according to the plans that have been worked out. We continue to provide close monitoring for several months, until we are sure that it is stable. We work to make sure the transition is comfortable for the Individual, as well as for the caregiver and the family. We are committed to adapting and developing Homeshare arrangements to make the best use of resources and meet the needs of the Individuals we support.

Our Staff

The Homeshare coordinator is responsible for recruiting, screening and approving caregivers, matching them with Individuals, and providing the orientation, training and other support needs to make the arrangement work. The coordinator monitors and evaluates caregivers and reports to CLBC which funds the program. The caregivers learn about person-centred planning, CCS values and ethics, and are supported to complete on-going additional training and professional development.

Homeshare providers have different background, education and training. We ensure they all have First Aid and Cardio Pulmonary Resuscitation training and have satisfactory criminal record searches. Depending on the Individual being supported, they may also have specific training related to that person's needs.

Individual Planning

Each adult has an individualized service plan. This plan makes sure that the services and supports we provide reflect his or her needs, preferences and dreams. The plan covers many different areas of each Individual's life. It is important that Individuals participate, in whatever way they wish, in the planning process. We help with the planning and are flexible about how the plans are developed. We keep a copy of all plans in the Individual's file and will help to make sure everyone the Individuals wishes has a copy.

Family Involvement

CCS expects and encourages the participation of family members, support network members, and other professionals involved in supporting the Individual. Families might participate actively in planning major decisions such as moving to a new home or beginning a new program or job.

It is equally important that family and support networks support Individual's independence so that they can expand their own capacity to make decisions and choices, and develop self-advocacy skills.

Health and Safety

The health, safety and well-being of the adults we support are very important to us. Individuals have the right to a safe residential environment that supports their physical, mental and emotional well-being:

- We are able to provide orientation and written guidelines for caregivers in areas such as privacy and information management, ethics and philosophy, sexuality, behaviour management, visitors, home safety, emergency preparedness, use of alcohol and tobacco, medication administration and abuse and neglect
- All caregivers must have current first aid and CPR certificates
- All caregivers and persons who are 18 years of age or older that are living in the home must have a clear criminal record check
- Caregivers must provide a doctor's reference and three employment or personal references
- We complete a home study for each caregiver
- We complete a safety review of each home, initially and every year, and require that each home be equipped with emergency fire equipment
- Caregivers are expected to have fully-stocked first aid kits in the home and in vehicles used to transport Individuals
- We encourage caregivers to follow community requirements for emergency preparedness, including regular fire and earthquake drills, and maintaining earthquake kits
- Caregivers are expected to follow standard precautions while providing personal care, and ensure personal care is provided only by approved care providers
- Caregivers are encouraged to have current vaccinations
- We offer caregivers training opportunities in the areas most appropriate to the individual they are supporting

- Caregivers are expected to obtain “Non-Violent Crisis Intervention” and CLBC’s Privacy and Information Management training or other training deemed applicable by CCS
- We encourage caregivers to care for themselves through regular respite
- We encourage the development of care plans to address any safety concerns appropriate to their needs including responses to missing persons, behavioural support needs etc.
- We require caregivers who transport Individuals carry at least a minimum of \$2 million in third party liability vehicle insurance and to check with their provider regarding business insurance
- We require immediate reporting of any critical incident including emergencies, accidents or calls to 911
- We review each caregiver before renewing their contract. The review includes a home visit, safety review and survey of individual, family and caregiver satisfaction. We also do regular monitoring and follow up on critical incident reports or concerns expressed by the individual, family or caregiver

Transportations

Part of living in community is getting around and participating in recreational activities and other programs, and possibly in a training or employment opportunity. Homeshare caregivers support Individuals to use public transportation, including HandiDart if they use a wheelchair or require assistance. They may also transport the Individual in their own vehicles. Caregivers are expected to drive with due care and attention, and adhere to all requirements of the Motor Vehicle Act. They are responsible for maintaining their vehicle and carrying adequate insurance.

Individual Records

Once an application for Homeshare has been accepted, we set up a file in the Individual’s name. This is where we keep assessment reports, the intake package and general correspondence. An individual may review his or her file by asking the coordinator. Once an individual leaves the Homeshare program we archive the file but it is still available to the individual upon request. Our commitment is to keep the information secure and treat them as confidential indefinitely, even after the person leaves the program.

The file documents the care and support provided and any concerns or issues as they arise. It is updated regularly and kept in the CCS administrative offices. We would only share that information according to our confidentiality policies.

Care providers are also asked to keep files for each of the Individuals they are contracted to support. These files will contain care plans, progress reports, incident reports and any other information related to the support they offer.

Finances

Most Individuals in Homeshare arrangements receive disability benefits from the Ministry of Social Development and Housing. If Individuals receive support with their banking needs, we expect that care providers will keep accurate records of all financial transactions and activities.

When an individual moves into home share they are expected to pay the provider for room and board from their PWD or OAS (if 65 or older) cheque. With the remainder of the cheque, the individual is responsible to purchase their own hygiene products, clothing, and entertainment, etc.

Keeping in Touch

Good communications with family and support network members is very important. It can enrich the Individual's life and support increased independence. Some families and support networks want a lot of contact, others not so much, so the frequency and type of communications varies. We will establish with Individuals and family members the ways they would prefer we support and encourage communication. Some examples of things we can do include:

- Sharing important changes with family and support networks with the Individuals consent
- Inviting family and support network members to participate in all planning meetings
- Asking for feedback as part of our annual evaluation of the Homeshare arrangement
- Encouraging Individuals and their family members to contact us when they have a concern or problem
- Providing conflict resolution support if issues arise that cannot be resolved directly

Leaving Homeshare

If Individuals need or want a different service or Homeshare arrangement, whatever the reason, we are here to help plan for, and support the transition to a new living arrangement. We prepare a detailed exit summary, and document the experience. We will share this with the new service provider and work with the Individuals, their family and other agencies or programs to plan for the transition.