

**Pacific Coast
Community
Resources Inc.**

HOME SHARE PROVIDER HANDBOOK

Enabling people with disabilities to be part of their community

A Guide to Home Sharing Services
and your responsibilities as an
Independent Contractor
under your Home Sharing Service Agreement
with Pacific Coast Community Resources

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Welcome to Pacific Coast Community Resources

We are delighted to have you on board as an independent contractor providing services to the individuals we support. As a Home Sharing Contractor, you will be playing an integral role in the lives of the individuals, their families, caregivers and the broader community. We thank you for taking on this important role and trust that you will find it a rewarding experience.

About This Handbook

This Handbook is a guide to our contractual relationship and home sharing services. It is meant to provide support and practical information to assist you in meeting your responsibilities under the Home Sharing Agreement. It also includes important contact information for you. Please read it carefully and let us know if you have any questions. Updates and revisions to this Handbook will be provided to you as needed.

“This Handbook is only a guide, and is not intended to provide legal advice or replace the language in the Home Sharing Service Agreement. If there is any inconsistency between this Handbook and the Agreement, the terms of the Agreement apply. If you need clarification on any of the terms of the Home Sharing Service Agreement, we recommend that you speak to a lawyer.”

Section A of this Handbook provides information about the Home Sharing Service Agreement. It does not replace the wording of the contract. We encourage you to read the Agreement carefully.

Section B of this Handbook provides some important guidelines and fundamental principles that you are required to follow while providing home sharing services

Section C of this Handbook includes an overview of the Home Sharing program and how your service fits into it as well as any special program expectations.

Section D of this Handbook includes some important resources to support your work.

Pacific Coast Community Resources is committed to...

- ◆ Empowering individuals with disabilities to be full citizens of their community
- ◆ Providing person centered services that respect the individual’s choice and dignity
- ◆ Ensuring cultural diversity and lifestyle choices are recognized and incorporated when developing supports

Our Mission

To provide quality programs and services to people who live with disabilities that will promote independence, self-growth and community integration.

Our Vision

Enabling people who live with disabilities to be part of their community.

Section A – Our Written Agreement with You

PART 1 – OUR CONTRACTUAL RELATIONSHIP

You and the agency have entered into a contractual relationship. We both have legal rights and responsibilities under the Home Sharing Service Agreement. These rights and responsibilities may be enforced by a Court.

The purpose of the Home Sharing Service Agreement is to set out our mutual obligations, including the services you will provide, how much you will be paid, and how either party may end the relationship.

Be familiar with your Home Sharing Service Agreement and the standards relevant to the services that you are providing. Keep a copy handy for easy reference.

PART 2 – THE ROLE OF CLBC

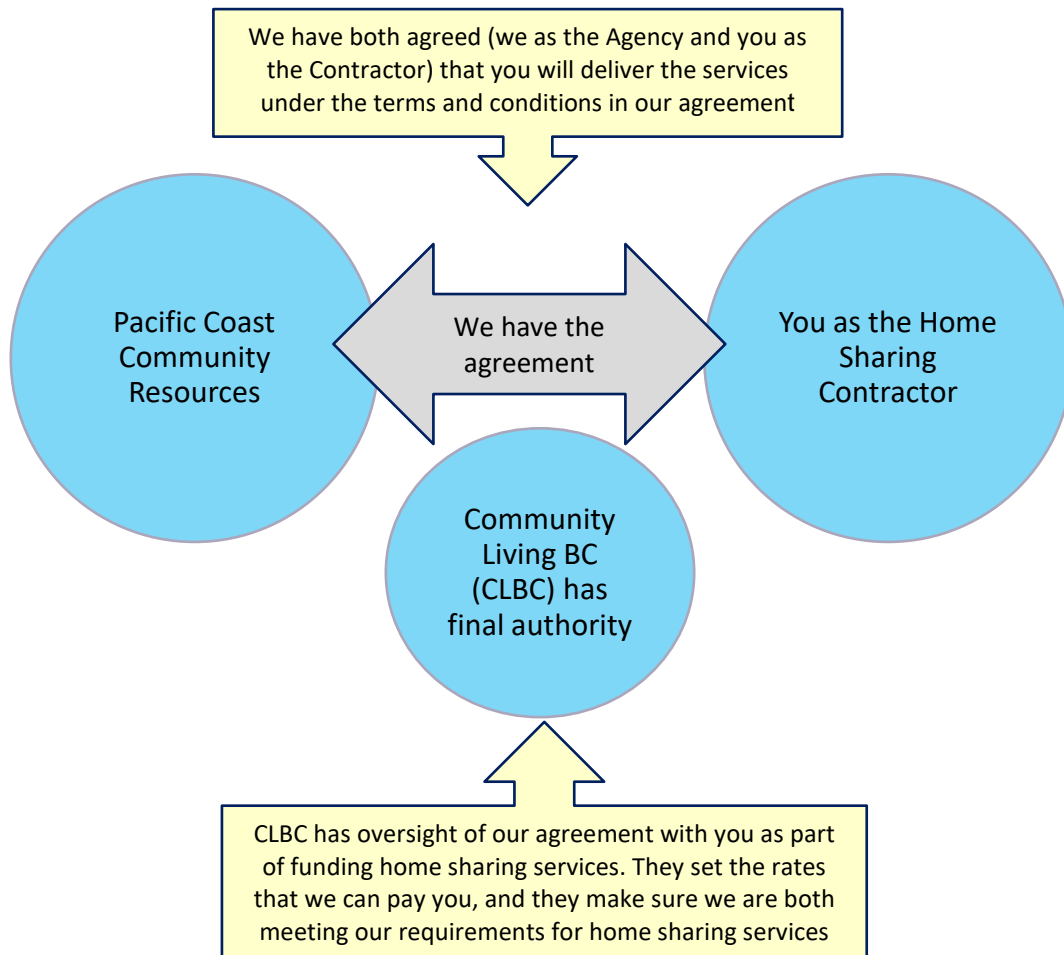
Who is CLBC?

CLBC is a provincial crown agency created under the *Community Living Authority Act*. CLBC provides oversight and funding to support adults with developmental disabilities and their families in British Columbia. CLBC funds the home sharing services and is responsible for ensuring that you and our agency meet the home sharing standards and expectations.

What is the Agency's Role?

We are a service agency that coordinates the services and support provided to adults with developmental disabilities. We have a funding agreement with CLBC. We enter into a services contract with you for delivery of the home sharing services.

The government regulates home sharing services in British Columbia through Community Living BC (also known as CLBC). The diagram below shows how we work with CLBC:



PART 3 - THE DIFFERENT PARTS OF OUR AGREEMENT

Each section of the Home Sharing Service Agreement addresses an important part of our contractual relationship. A brief explanation of these sections is below.

1. The **Schedules** are part of the Home Sharing Service Agreement. They include a description of the services and fees, as well as the standards and expectations that you are required to follow when providing home sharing services. This Handbook is one of the Schedules.
2. Terms in the agreement that are capitalized (such as “Individual” and “Respite”) have specific meanings that are set out in the **Definitions** section and Schedule A.
3. **(a)** You have been retained as an **Independent Contractor**, and not as an employee or partner of the Agency. You control how, when and where you provide home sharing services, and are responsible for:
 - Complying with all applicable laws, including human rights, health and safety, privacy and employment standards legislation
 - Paying your own taxes and CPP premiums directly to the government. You will not receive a T-4 from the Agency.

You are not entitled to any benefits, payments or other rights given to employees of the Agency.

(b) You are required to satisfy certain **Terms and Conditions** both before and during the Home Sharing Service Agreement, including:

- Meeting all requirements imposed by CLBC;
- Successfully obtaining the required background checks (including a criminal record check, driver’s abstract and proof of valid driver’s license, motor vehicle insurance, WorkSafe BC registration, first aid/CPR certification and physician’s clearance); and
- Confirming that you and anyone living in your home has reviewed and is familiar with all of the written material we have provided to you.

Although you will provide us with proof of the above information, our signed Agreement authorizes Pacific Coast Community Resources to request this information from third parties (such as ICBC) to ensure these conditions are and continue to be met.

4. The **Term** of the agreement is for 2 years, unless either of us decides to end it sooner (see section 10). Before the end of the Term, we may agree to extend or continue the home sharing relationship.

Our goal is to have successful, long term and stable home sharing arrangements. Many of our contractors enjoy lengthy and satisfying relationships with individuals sharing their homes. We review each year to be sure everything is still working well for both parties and that changes in support needs of the individual are able to be met. It is a chance for all involved to reflect on the home sharing arrangement and ensure it remains a good fit.

5. The **Services** that you have agreed to provide are described in the Home Sharing Service Agreement, and Schedules including this Handbook. You are responsible for providing the services in a way that complies with these obligations.
6. The Agency and CLBC have the right to **Monitor and Review** your services. This is an important way for us to support you, and make sure that the Individual is healthy and safe. Our monitoring will involve:
 - Meeting with you at regular intervals. During the first year, we will meet with you more frequently – at 30 days, 90 days, and then quarterly. If we decide to extend or renew our relationship, these meetings will take place every 6 months.
 - Arranging on-site visits to observe and provide support as needed.
 - Consulting with the individual in your home.
 - Reviewing the documentation that you provide us, including the required reports, incident reports and other information and records.

If any concerns are identified, we will work with you to address them and make changes as needed. Decisions about the renewal of the home sharing relationship are based on our monitoring and evaluation. We will provide you with copies of the monitoring checklists that we use.

7. From time to time, the Agency will require **On-Site Access** to your home where services are delivered.
 - In most cases, we will give you at least **8 hours' notice** for routine visits. Our practice is to schedule these visits with you so the time and day work for both of us.
 - Sometimes, we may require **emergency access** if we have reasonable concerns about an individual's health and safety. We are not required to provide notice in these cases.

- You are also required to give access to **accreditation agencies** as part of our quality control practices. In addition, **CLBC** may request a site visit. We will provide a minimum of 24 hours of notice to you regarding Accreditation or CLBC visits. We will accompany all of these visitors to your home but they or you may wish to speak privately together.

Our Home Sharing Services are accredited by CARF along with other programs in our organization. CARF conducts on-site visits. They may want to visit your Home Sharing Service as part of their site visit to our agency. We can discuss this in more detail when and if you are included in a site visit.

8. (a) There are a number of **Reporting and Record Keeping** requirements in the Home Sharing Service Agreement. These include:

- **Specific Occurrence Reporting**, which helps us track disruptions in service. This reporting is required **5 days** of certain events, including when:
 - The Individual has declined any services (for example, has refused to stay at the home or with an approved respite provider);
 - The Individual has or will be away from the home for more than 30 days, either consecutively or within a calendar quarter (even if with an approved respite provider).
- **Critical Incident Reporting** is required following any event that is detrimental to the person being cared for, to you, or to any member of your household. Please review our guidelines for critical incident reporting found in Section C Part 4.
- **Notable Changes Reporting** is required for any changes, such as a significant illness in the household that could affect the Individual and/or the home sharing services, or significant changes to the Individual's level of ability, health and/or behaviour. Note that you **must have prior approval** of certain changes, including if:
 - A new household member is moving in; or
 - You are considering working with another agency or adding any individuals who require care or support (e.g. Homestay Students)
- At the end of each quarter, you are required to complete a **Report of Use of Funding for Supports for Shared Living** to describe the services you provided for the term.

(b) You are required to **Keep Records** relating to the home sharing services, including correspondence with the Agency and copies of the Individual's personal plan, care plan or support guide, emergency information, a Hospital Transfer form (if applicable) and any

health care plans or protocols. See Section B - Part 3 of this handbook for more details on recordkeeping.

9. You are responsible for hiring and overseeing any approved respite providers, and to have a written contract with the respite provider. Use of personnel is permitted only for respite (which is short term relief in providing home sharing services).
10. The Home Sharing Service Agreement may be **Terminated** before the end of the 2 year term. In most cases, **notice** is required to terminate the agreement. If you need to terminate the home sharing arrangement, you are responsible for providing 90 days' written notice to the Agency. The Agency may terminate by providing you a minimum of 30 days' notice. However, termination for **cause** does not require any notice. The Agency is responsible for paying you for services provided up to the date of termination. You are not entitled to any additional payment, severance or notice as a result of the termination of the Agreement.
11. If a dispute or complaint is made, you are responsible for following the **Dispute Resolution** process set out in the Home Sharing Service Agreement. We have created a chart that you can use to help guide this process for you. You can find this in Section D page 43 – Resources at the back of this handbook.
12. All of the **Fees** that will be paid to you are set out in Schedule C of the Home Sharing Service Agreement. The amounts set out in the agreement compensate you for all your expenses, including food, transportation and other costs. No other amounts will be paid without the prior written consent of the Agency. The fee amount may be revised by the Agency with 30 days' prior written notice.
13. The **Liability and Indemnity** section describes your responsibility for injuries, loss or damage relating to the home sharing services. You are required to give the Agency **prompt written notice** of any claims made against you. If the Agency becomes liable for claims that are your responsibility, you are required to repay (indemnify) the Agency. This includes:
 - Any breach of the agreement by you or a member of your household;
 - Any payments required under the *Income Tax Act*, *Workers' Compensation Act*, *Employment Insurance Act* or *Canada Pension Plan*;
 - Personal injuries or property damage to your home; or
 - Any wrongful act or violation of the law ("torts") committed by you or others in your household in providing the home sharing services.
14. In addition, there is a **Limitation of Liability** of any claim you may have against the Agency. Any claims cannot be more than the Fees paid to you under the Home Sharing Service Agreement.

- 15.** You are responsible for ensuring that you have sufficient **Insurance Coverage**. You may want to speak to an insurance specialist to ensure that you are sufficiently covered for any losses or liabilities that may result from the Home Sharing Service Agreement.
- (a)** You may be covered under the CLBC **Master Insurance Program**, which is subject to approval and is not guaranteed.
 - (b)** You are responsible for obtaining a minimum of **\$2 million motor vehicle insurance** on any motor vehicle use to transport the Individual.
 - (c)** You are also responsible for obtaining **workers' compensation** coverage in the form of Personal Optional Protection (POP). This insurance covers income loss and medical costs for workplace injuries. You should contact WorkSafe BC to register for this coverage, and can find more information at worksafebc.com and in Section B page 15 of this handbook
- 16.** You are responsible for complying with the **Confidentiality, Privacy and Document Retention** standards relating to the documents, reports and other records relating to the Home Sharing Service Agreement, including storing personal information in locked, secure locations. All documents about the Individual are the property of the Agency, and must be provided to the Agency within 30 days of collecting or creating these documents. You must keep all records for a minimum of **7 years**. No documents may be stored outside of Canada.
- 17. Notices** required under the Home Sharing Service Agreement will be sent to the address in the Agreement. Please be sure to keep your contact information, including name, address, email, telephone and fax number, up to date with the Agency.
- 18.** The Home Sharing Service Agreement includes a number of **General** provisions relating to various legal issues, including assignment, the Court's jurisdiction, the rights of third parties, and amendments. All of these provisions are important parts of the Home Sharing Agreement and should be read carefully.
- 19.** As part of signing the Home Sharing Service Agreement, you agree that you have been advised to seek **Independent Legal Advice**. You acknowledge that you have read the agreement, and are aware of its contents, and the rights, obligations and remedies of both parties.

Section B – Important Guidelines

PART 1: UNDERSTANDING YOUR ROLE AS A CONTRACTOR

Follow through with services

- Be familiar with and deliver services as outlined in your Home Sharing Service Agreement
- Be familiar with and deliver services as outlined in this hand book
- Follow through on any instructions we give you relating to services and the individual
- Report to us as soon as possible if you have any challenges in delivering these services to the standards set out by CLBC and in this handbook

Comply with all applicable laws & policies

- Be familiar with and follow all CLBC policies, laws, health & safety standards, and regulations that relate to the service you deliver
- Maintain all applicable licenses and permits for the services delivered
- Immediately report to us if you have violated any policies, laws or regulations and/or are under 3rd party investigation related to these services

Maintain records & books of account that meet agency requirements

- Maintain and provide when requested, records showing that you delivered and billed for your services accurately
- Maintain time records and books of account that meet agency requirements and retain these records both during and for 7 years after the termination of this agreement
- Maintain and update the Individual's binder/records on an ongoing basis

Report as Required

- Review, clarify and follow through with all reporting requirements outlined in your agreement
- Submit reports in the format and time frame required.
- Report to us immediately any medical emergencies, critical incidents or any changes in your circumstances that could impact the individual's service such as someone in your household being charged with a criminal offence or someone new living in your household

Understanding Your Role (continued)

Participate in Planning

- Participate with us, the individual and his/her family/caregivers to develop the guides, plans, or other resources that we have outlined in this handbook
- Use these plans to guide the services you provide & follow through on goals and action plans arising out of the plans

Maintain Certifications

- Provide services to best practice and health and safety standards with skill and diligence
- Seek support from us as needed to ensure you maintain these standards
- Maintain required training including first aid and CPR and Behavioural Intervention Training as approved by the Agency for you and any approved respite providers
- Participate in all competency based training as directed

Participate in Monitoring & Evaluation

- Provide access to your operations/premises at reasonable times during this agreement as outlined in Section 7 of your Agreement
- Participate in routine monitoring of your Agreement and the services provided and be open to any feedback provided
- Facilitate opportunities as needed for Pacific Coast Community Resources staff or designates to engage with the individual on site to observe, provide supportive interventions and/or provide training support to you
- Participate in program reviews and evaluations as requested

Maintain Confidentiality

- Treat all information about the individual/family as confidential, and adhere to privacy requirements even when you are no longer contracting with us as outlined in Schedule I and in Section 16 of your Agreement
- Ensure that you do not release or disclose the contents of your Agreement without written consent from us

Respect this Agreement

- Fulfill the contractual obligations yourself. Any agreement to sub-contract these services must only be for short term support (relief or respite)
- All individuals in your household must follow this agreement and meet all standards
- Ensure your business does not engage in any services that might be a direct conflict of interest between you and Pacific Coast Community Resources. When in doubt, consult your Home Share Coordinator.

What it Means to be an Independent Contractor

Our Agreement states that you will operate as an **independent contractor** when delivering these services, not an employee. Independent contractors are separate businesses/ organizations or 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.

✓ **Control:** You control how you deliver the services, within the requirements set out in the agreement, and any arrangements made with the individual and his or her support network. This means that, Pacific Coast Community Resources sets the outcomes expected to be delivered under this agreement within the quality standards established both by our agency and CLBC and any other government bodies overseeing these types of services. You determine the process for meeting these outcomes. Our services are person and/or family centred so outcomes are guided by the individual and his/her support network. When delivering these services, you are obligated to adhere to the laws of B.C., including but not limited to the Human Rights, the Multiculturalism, the Personal Information Protection, and the Employment Standards Acts.

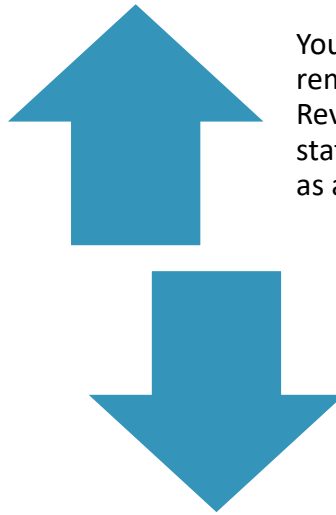
✓ **Your Space and Equipment:** Unless otherwise agreed, you must provide the facility, and have access to a vehicle to deliver these services. You are also responsible for purchasing the supplies and equipment needed.

✓ **Opportunity to Make a Profit or Loss:** Pacific Coast Community Resources service rates are set by CLBC so they are standardized within the sector and competitive with rates offered by other agencies. It is up to you to decide if you can operate comfortably within the rate before entering into an agreement with us.

The B.C. Employment Standards Branch is responsible for determining who is an independent contractor. If you have questions, refer to their fact sheet provided with this handbook, or contact them at <http://www.labour.gov.bc.ca/esb/>

As a contractor, you are responsible for all payments associated with this agreement.

You must pay your own income taxes and CPP premiums directly to the government, and meet any other statutory requirements. You will be paid on the basis of your agreement with us. You will not receive T-4 slips from us and we do 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 or accountant.



You are responsible for all remittances to the Canada Revenue Agency and any other statutory or legal requirements as a business operator

Pacific Coast Community Resources is responsible for paying you for services delivered under this contract

Upon approval, you will receive a copy of Government Master Insurance Policy as outlined in Section 15 of your agreement with us. This insurance is limited and it is important that you consult an insurance professional to ensure you have adequate liability, property/ household, vehicle and other insurance. **You are responsible for any damage to your facility/home or property as a result of providing these services.**

Mandatory WorkSafeBC Coverage

Coverage for You as a Home Sharing Contractor

All Home Sharing Contractors are required to purchase and maintain coverage under WorkSafeBC. The Workers Compensation Act establishes a no-fault workplace accident insurance plan. Home Sharing Contractors qualify for coverage through the **Personal Optional Protection (POP)** option.

Coverage for Respite Providers You Hire Directly

If you contract with respite providers directly, the respite providers must also obtain personal optional protection (POP) coverage for themselves. If you hire respite workers as employees directly, you may need to register as a small business employer. In either scenario, respite workers must have coverage and you must be able to provide this documentation. We recommend you contact WorkSafeBC directly to determine the appropriate coverage required for your respite workers.

Confirming Your Coverage

You are required to confirm your coverage with the Workers Compensation Board by providing your registration number to the Home Share Coordinator. Following your registration, Pacific Coast Community Resources will obtain updated clearance letters as part of our ongoing monitoring process to ensure your premiums have been paid and are up to date.

Be sure to consult with WorkSafeBC prior to making a decision regarding how you arrange your workers' compensation coverage. If you have any questions about the content of the Agreement, you should clarify these before signing. Discuss this either with the Home Share Coordinator, and/or through independent legal advice.

WorkSafeBC - Frequently Asked Questions for Home Sharing Contractors:

Do I have to get coverage?

Yes! It is a requirement of your agreement with Pacific Coast Community Resources to obtain WorkSafeBC "**Personal Optional Protection Insurance**". This insurance protects you against income loss and enables eligibility for medical and rehabilitation services if you're injured on the job.

How much does it cost?

The amount you pay depends on the business you're in and the coverage you've purchased. Home Sharing Contractors are in the industry classification "**Hiring or Providing Companion Services or Domestic Child Care Unit, (classification 764029)**" if they share their home as a Home Sharing Contractor *with no more than two physically-challenged or developmentally-delayed individuals that reside with them.*

How do I apply for Personal Optional Protection?

1. Online at worksafebc.com
2. Complete the pdf form that can be downloaded from worksafebc.com and follow instructions for mailing your application to them.

How do I confirm my coverage to meet my contractual obligations?

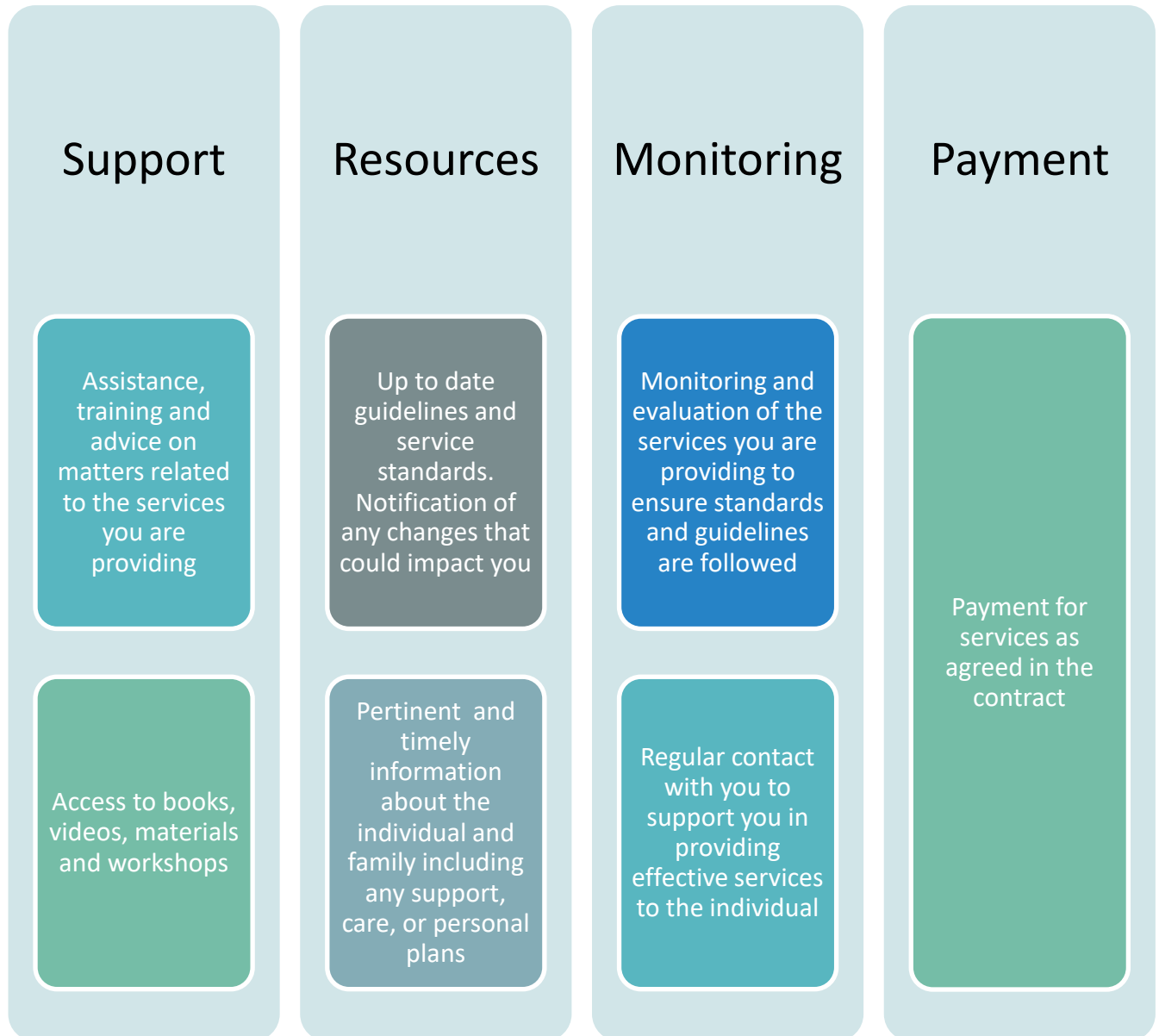
Once you have been approved for coverage, inform the Home Share Coordinator and provide a copy of your policy which includes your account number.

What if I don't make payments or cancel my coverage?

The Home Share Coordinator will monitor your status with WorkSafeBC through clearance letters. If you are not making regular payments, the clearance letter will report that you are delinquent in your payments and you will no longer be meeting your contractual obligations with Pacific Coast Community Resources. As outlined in our Agreement with you, your contract may be suspended or terminated if you do not meet this obligation.

PART 2: UNDERSTANDING OUR ROLE

As part of our agreement with you, Pacific Coast Community Resources is obligated to provide you with:



PART 3: FUNDAMENTAL PRINCIPLES GUIDING YOUR WORK

Communication

Regular and open communication is the key to successful relationships with Pacific Coast Community Resources, the individual and his/her family or network.

As a contractor, you are accountable to Pacific Coast Community Resources, the individual (and their family if appropriate). To help facilitate effective communication, both Pacific Coast Community Resources and you, as the contractor, must commit to:

- Keeping each other up to date about any plans or changes that could impact the service or the individual or his/her family
- Maintaining regular informal contact as a way to anticipate and prevent problems
- Sharing any successes or progress made so we can all celebrate!

Keeping each other informed is essential for providing the best support possible to the individual

Contractors also need to:

- ✓ Be familiar with any formal reports you need to submit. Refer to Section C for required program reports and #8 in Section A of this handbook and in your written Agreement. Clarify with your Home Share Coordinator if you are unsure.
- ✓ Promptly report any incidents or challenges that arise. Discuss the specific reporting processes to be used with your Home Share Coordinator.

Pacific Coast Community Resources provides information regarding professional development and training opportunities. We will also provide conflict resolution or facilitation if communications have become difficult or there is an issue to be resolved.

Language

The perceived value or worth of an individual can be affected by the language used by the people around them. For many years, people with disabilities have been identified by their disability first, and as people second. Words that are negative, depersonalizing, stereotypical and sometimes offensive have often been used. It is important to use language, both written and verbal, that enhances dignity and engenders respect for all individuals. Below are some basic principles to follow when talking with and about people with disabilities. You can find more detailed information on the website http://www.esdc.gc.ca/eng/disability/arc/words_images.shtml.

- ✓ **Put people first, and disability second** - Instead of disabled person, use *person with a disability* or *child with an impairment*.
- ✓ **Avoid using depersonalized disability or medical diagnosis as a label for a person** - Instead of globally describing someone as “the developmentally disabled”, use *people who have developmental disabilities*, *child with a learning disability*, *someone with a mobility impairment* or *an individual who has epilepsy*.
- ✓ **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*.
- ✓ **Emphasize positive abilities, not limitations** - Rather than saying that 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 contrast, as they imply that the person with a disability is abnormal.
- ✓ **Use words to empower and value people as contributing community members** -Talk about *individuals and families who have strengths, support needs, preferences, cultural beliefs, personal goals, and who face challenges*. **Avoid offensive words**

Take time to frame your language in a way that is respectful and enhances dignity

Conflict Resolution

Sometimes differences of opinion or other conflicts arise. The best way to prevent them is through frequent and honest communications. Be proactive using problem-solving techniques such as:

- ✓ Always speak directly to the person you are in conflict with first. Don't gossip about the situation 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.

These practices can often lead to a simple solution that prevents the problem from becoming bigger and adversely affecting your relationship with the individual and/or family. Often finding a mutual solution to a difficult situation helps to build trust and strengthen your relationship. If you cannot solve the problem yourself, contact your Home Share Coordinator. We can provide conflict resolution support.

Keeping Records

For Each Individual You Support

You are expected to maintain a file with information needed both to provide service and to fulfill contractual obligations of being an independent contractor. This file should include copies of the individual's most recent personal service plan, health care plan, emergency information, Hospital Transfer form, current photo and Individual Accounts Agreement.

For the Services You Are Providing and for Your Obligations as a Contractor

We advise that you keep copies of all correspondence with Pacific Coast Community Resources and the individuals you support, and all documentation showing that you have fulfilled your contractual requirements, i.e., First Aid certificates, etc. Keeping a detailed record book showing all contractual arrangements, licenses and permits is also a good idea.

Confidentiality & Privacy

It is the right of each individual receiving service, and his/her family, 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 service relationship you have with them is over.**

You should not provide personal or sensitive information about the individual to anyone outside Pacific Coast Community Resources without the individual's consent. In the case of a child or 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 accidentally seen by others. **Before exchanging any personal information, you must also have approval from Pacific Coast Community Resources.**

The level of support required to provide consent or share information will be specific for each individual. For example, an individual may need assistance from you to take her to the bank, help her fill out the forms, and keep track of which bills to pay and when. Or an individual may have a Committee (Legal Authority to Make Decisions) who provides decisions and consent on their behalf. Such requirements should be explained in the person's care or other plans. Always make sure you understand the legal status of the individual you are supporting, and contact Pacific Coast Community Resources if you do not know or feel you are being asked or expected to do things not provided for in the care plan.

Individuals and/or their legal guardian will provide their consent by signing the **Authorization for Release of Information** that confirms agreement for each of the services an individual receives from Pacific Coast Community Resources. Once this is completed a copy will be provided.

Emergencies and Consent

There may also be some unexpected circumstances when you have to release information, such as a medical emergency. If the person is unable to provide consent at time of the emergency, share only what is necessary and inform your Home Share Coordinator at the earliest opportunity.

Supporting Successful Shared Living: Our Monitoring and Review Process

Our monitoring and evaluation practices are designed to be collaborative and support you in providing comprehensive, quality care. The intention of the review is to identify aspects of the service that are working well, discuss any concerns, facilitate liaison with professional supports and ensure that both you and the individual are satisfied with the arrangement.

We are responsible for regularly monitoring the service you provide and completing an annual evaluation. The review provides us with the opportunity to:

- ✓ offer you support and update one another;
- ✓ confirm the health, safety and well-being of the individual(s) you are supporting;
- ✓ ensure you are following through in meeting your contractual obligations;
- ✓ ensure we are following through in meeting our contractual obligations;
- ✓ connect and resolve any concerns.

Our monitoring will involve:

- ✓ Meeting with you at regular intervals (times and frequency established with you) but include a minimum of 1 monitoring visit every 6 months after the first year when we monitor more frequently - at 30 days, 90 days and then quarterly.
- ✓ Arranging on-site visits to observe and provide support as needed;
- ✓ Consulting with others providing supports to the individual such as day program staff, employment support services staff
- ✓ Consulting with the individual and his/her family or team;
- ✓ Ensuring that required training/certifications have been completed and any new training needs are identified and addressed;
- ✓ Reviewing any documentation, you have provided to us including required reports, any incident reports or other information/records.

Contractor Responsibilities

- * Provide access to documents;
- * Provide access to the Individual, any persons residing at the Home and all Personnel;
- * Provide explanations requested by CLBC or the Agency
- * Participate in an annual program review in the format instructed by the Agency

If there are concerns that you have or that we have about the services you are providing, we will work with you to address them and make changes as needed.

Considerations about Agreement renewal will be based on our monitoring and evaluation. Your participation in these processes is important. The safety and well-being of the individual(s) served always guide our decisions.

We will provide you with copies of the monitoring checklists we use.

Section C – Home Sharing Program

PART 1 – ABOUT HOME SHARING

Home Sharing Program Overview

Home Sharing is funded by Community Living British Columbia (CLBC). It is intended to provide safe, nurturing community-based shared living arrangements for adults with developmental disabilities. Home Sharing is provided through Contractors such as you, who welcome an individual into their home and offer a warm and inclusive environment which encourages personal growth and the realization of goals. Individuals live in unique and varied family care arrangements such as sharing a house, apartment or living in a suite within the home. This model of support creates opportunities for natural relationships to develop and promotes full citizenship of the individual through inclusion in their community. A Home Share Provider may assist the individual with life skills, meal preparation, personal care, relationship building and accessing community resources. The key to a successful, long-term arrangement is matching individuals and Home Share Providers based on a variety of factors such as personality, interests and lifestyle.

Personal Qualities to Support Your Work

There are many qualities that can contribute to your success as a Home Sharing Contractor. Those that are cited the most by experienced Contractors include being flexible, adaptable, organized, and accepting. Having a sense of humour, good problem solving/communication skills and practicing self-care to avoid burn out is also very important.

Core Responsibilities

Your role is to provide safe care and support for the person you have invited into your life, in an accepting, inclusive environment. You are responsible for the safety, health and the well-being of the individual 24 hours a day. Facilitating opportunities for personal and social development within your household and with his or her family and in the broader community is a key component to the services you provide. You are also responsible for communicating with the Home Share Coordinator and where appropriate, their family or Representative.

Core Values

Providing opportunities for individuals to experience full citizenship, self-determination and lead fulfilling lives through inclusive community living are the core values of Home Sharing. As a Home Sharing Contractor, you are expected to conduct yourself in a manner that reflects the inclusive philosophy of Pacific Coast Community Resources, and the Home Sharing Program which values and respects all individuals equally. Individuals enjoy rights that are to be upheld and respected by everyone involved with them. These are set out in the Charter of Rights. In your role, you are

expected to uphold and safeguard these rights in all your interactions with the individual and his/her family and/or support network.

Every individual has the right to a physically and emotionally safe environment that supports his or her dignity and privacy. The welfare of individuals is of the utmost concern. Abuse, neglect or disrespect of any kind is not tolerated. You are expected to speak, dress and act in ways that are respectful and appropriate.

Training for your role as a Home Share Provider

As part of your orientation to our Home Sharing Program, you will be expected to complete the Home Share Standards Course and provide the certification of completion to your Home Share Coordinator. To ensure you feel competent and comfortable in your role we will also review these aspects of service:

- (a) Values and how you can align your supports to meet them
- (b) Healthcare expectations related to the individual you will be supporting.
- (c) How and what you will be expected to document and what you must report.
- (d) How to manage medications, when applicable, for the person you are supporting.
- (e) How to provide other supports specific to the individual

You will also be expected to maintain current CPR and First Aid certification.

Required Standards of the Service You Provide

CLBC has outlined some standards for Home Sharing Contractors that cover the following priority areas. This handbook will help you understand your role in each of these areas.



Planning

- **Personal Service Plan:** Each individual is supported to develop and accomplish goals through a personalized planning process. Home Sharing Contractors support these plans.
- **Health Care Plan:** Home Sharing Contractors ensure that individuals with significant health care needs have a plan of care developed by health care professionals that includes guidelines and protocols.
- **Transition Plan:** When an individual moves into his/her new home, there is careful preparation to provide continuity for the individual and to ensure the Home Sharing Contractors are aware of the individual's needs.

Health, Safety and Advocacy

- **Individual Care and Support:** The home provides an environment that encourages the physical and emotional health and well-being of each individual. Medical and dental needs are attended to for each individual and specific care needs are met for individuals with physical disabilities.
- **Safety and Security:** The home guidelines and procedures are designed for the safety and security of all individuals with particular attention to the special needs of individuals with physical disabilities and those who are unaware of danger.
- **Rights:** Contractors respect every individual's rights and act as an advocate for these rights.
- **Home Atmosphere:** Contractors provide a home-like environment that allows individuals to live a rewarding life.

Service Delivery

- **Activities:** Each individual has the opportunity to take part in daily activities and participate with as few restrictions as possible in typical home living. Individuals have the opportunity and means to communicate their wishes and feelings, to develop satisfying social relationships, and develop skills that promote maximum independence.
- **Family and friends:** Contractors welcome the involvement of family and friends
- **Community involvement:** Home Sharing Contractors make full and effective use of community resources and initiate community contacts that promote inclusion for all individuals.

Resources

- **Leadership and Co-ordination of Support:** Home Sharing Contractors are qualified and experienced and have regular, direct contact with each individual receiving service, respite providers, and others involved in the individual's life.
- **Training of Respite Providers:** Home Sharing Contractors ensure that respite providers are familiar with their responsibilities and receive necessary training. Respite providers demonstrate suitability for providing good quality support to the individuals.
- **Guidelines and Procedures:** The home has guidelines and procedures that meet all requirements of health, safety, fiscal responsibility, individual documentation, and record-keeping.
- **Communication and Problem-resolution:** The individual experiences meaningful relationships that promote mutual respect, independence, and quality of life. Communication channels are clear. Effective ways of preventing problems and resolving individual differences are used and encouraged.

PART 2 – BUILDING POSITIVE, SUPPORTIVE AND RESPECTFUL RELATIONSHIPS

Making a Good Start

Pacific Coast Community Resources is committed to planning and facilitating the transition to a new Home Sharing arrangement. We believe that getting off to a good start increases the chances of success over the long term.

Both you and the individual will be involved in planning how the transition will work. Timelines for this transition will vary based on the needs and circumstances of the individual as well as your household. Whether the transition phase is extended or more condensed, you can expect some logistical and emotional impact for everyone involved as you settle into this new arrangement.

Building a positive relationship is an important first step

Some planning steps to complete before and during the move:

Planning

- Spending time getting to know the individual is paramount. We help you to build your relationship using a graduated approach starting with visits, lunch and/or dinner together, and other shared activities and then moving to an overnight or weekend stay as time allows;
- Any painting, renovations, or physical adaptations to be done - involving the individual can be a good way to build relationships
- Determining how the costs of moving will be dealt with;
- Deciding how the individual's personal space and privacy will be arranged. It will be important to ensure that all members of the household understand and agree to respect the individual's personal space and belongings
- Arranging the date when the individual's personal effects, furniture, pets will be moved in so that you have time to complete a thorough inventory of all his/her belongings for your records and for the individual to keep;
- Planning the logistics of the moving day so everyone is comfortable
- Making a list of observations and questions to discuss with your Home Share Coordinator
- Develop an inventory of the individual's identification documents which should include: BCID and/or BC Medical Card; Birth Certificate or Passport, Medical Alert (if applicable) and other relevant documents such as Social Insurance Card or Gold Card. If the individual does not have any of this ID listed, make arrangements to secure any missing documents
- Planning a way to celebrate the move and your new life together!

To ensure a successful arrangement, Pacific Coast Community Resources will be providing regular monitoring and ongoing support. Monitoring will take place at the time of the move, within 30 days, again after 90 days and then every 3 months for the first year of the placement. See our section on Monitoring and Evaluating Your Services for more details about what to expect during these visits. You can read more about our monitoring visits in Section B.

Understanding and Supporting the Individual's Dreams and Aspirations

Building a successful Home Sharing relationship with the individual involves understanding the individual's desired lifestyle as well as their dreams or aspirations. Pacific Coast Community Resources uses a personal service plan approach to guide services including those offered through home sharing. A personal service plan determines the dreams, goals, strengths, needs, preferences and aspirations of an individual, and guides the delivery of all services. It includes measurable goals and objectives, and is reviewed and revised yearly. This plan is usually developed with the Home Share Coordinator and the individual's family/support network. The individual's personal service plan is your guide in providing support for him or her.

Each individual is supported to develop and accomplish long and short-term goals through a personal service plan. Home Sharing Contractors are part of the planning and implementation team helping to follow through on plans, identify progress, and make adjustments to meet changing needs. You must be familiar with and follow this plan. You will be required to submit a Quality of Life Report on the status of the goals in writing every 6 months.

Understanding the Decision Making Authority

As a Home Sharing Contractor, you are not designated as the legal guardian of the individual.

However, because you will be an important part of the individual's life, it is likely that he or she will call on you for support in understanding and making decisions. Your role is a delicate one that requires you to ensure you are not biasing decisions based on your values and beliefs but assisting the individual to consider the options available and the consequences of different choices. **It is important to recognize that you do not have the authority to make legal, financial or health care decisions on the individual's behalf.** Make sure you understand the

legal status of the individual you are caring for, and are clear about who can make decisions if the individual cannot. In cases where the individual is not able to make decisions on their own, one of the following options is likely in place. He/she may have a "Committee of Person" authorized through a Public Trustee, a Representative under a Representation Agreement, or a Temporary Substitute Decision Maker for Health Care Decisions.

More information about representation agreements, as well as plain language versions of *Consent to Health Care and the Role of the Public Guardian and Trustee* or the Office of the Public Trustee at their website listed in this handbook.

Recent legal changes in B.C. describe the Rights of an adult individual to make decisions for themselves, and explains what happens if he or she needs help making decisions. Individuals are presumed to be 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 an appointed Committee, usually a parent, who acts on their behalf.

Community Inclusion and Advocacy

Part of your role is to help broaden the circle of friends and build new social opportunities with the individual. Recreational and other community activities should form a part of what you provide. Ideally, this should happen in natural settings in the community, with peers if possible. Your choice of activities should be guided by the individuals' personal plan. Individuals are expected to pay for the costs of admission or participation in such activities.

Service
Delivery

Health, Safety and
Advocacy

Be aware of the individual's rights and responsibilities in the community. Stand up for the person if you feel they are not being respected and treated with dignity. Help them to develop their self-advocacy skills, so they can speak on their own behalf in the broader community.

Religious Activities

Pacific Coast Community Resources is a non-denominational agency serving people of all religious beliefs. We encourage and support the individual's right to freedom of religious choice. As a Contractor, you will respect and support individual choices and make reasonable accommodations regarding things such as dietary or moral decisions based on religious belief. Do not take an individual to a religious meeting or event without express individual consent.

Travel

While many adults can provide their own permission, if you are planning to take a trip outside your home community, be sure you have the correct permissions in place. You must have advance written permission from the appropriate decision maker for any individual who has a Committee of Person or Representative under a Representation Agreement. You must also inform Pacific Coast Community Resources, and carry medical information and emergency numbers with you. If you are crossing into the U.S., you must inform your Home Share Provider, provide proof of citizenship for the individual, appropriate medical insurance coverage and medical information and emergency numbers. In the current environment, travel rules for crossing the border may change, so check before you leave home. If you are leaving your home community with an individual for more than 72 hours, check with the Home Share Coordinator to assess the need for a risk assessment.

Health, Safety and
Advocacy

Long Term Visitors

If you have family or friends visiting you and staying longer than 14 days, prior to their arrival they must provide a written criminal record search completed by their home city or country.

Sexuality

Sexuality is a natural part of the development and growth of human beings. It is inherent in expressions and perceptions of self. Individuals have the right to learn about and explore their sexuality and sexual identity in developmentally appropriate ways. Be aware that you are sharing

common space with the individual and that you need to have ground rules with which you are both comfortable. Clarify individual preferences and expectations about things such as TV shows and videos, touching, and language, and agree on what is appropriate. Then follow the agreement and support the individual to do so as well. Do not impose your own moral choices or judgements on the individual. Inform the Home Share Coordinator of any issues regarding sexuality that arise, and ask for specific training if needed.

Rights and Responsibilities

Helping the individual exercise his/her rights and understand his/her responsibilities is an important part of your support. The following is a checklist showing expectations of your support:

- ✓ support the individual to learn about, exercise and advocate for his/her rights (e.g. individuals are supported to vote if they choose to do so)
- ✓ make sure you have a plain language statement of individual rights available at the home that reflects the philosophy of community living (e.g. dignity of risk, least restrictive environment)
- ✓ make sure the supports you provide reflects individual rights (e.g. considerations of privacy, confidentiality, and personal dignity)
- ✓ provide opportunities for the individual to understand and learn to balance his/her rights with the rights of others in the household

Each home sharing arrangement is unique and support is delivered according to the specific needs of the individual. What works in one home will not necessarily work in another. Please be sure to consult with the Home Share Coordinator if you have any questions or concerns about how best to build a positive, supportive and respectful relationship with the individual in your care

PART 3 – ENSURING HEALTH AND WELLBEING

Care Plans

Specific plans will help guide the type and level of support you will need to provide.

Health, Safety and
Advocacy

A care plan describes the assistance and support that he or she needs in daily living. It is tailored to reflect the unique preferences and support requirements of each individual. The individual usually completes it initially, often with assistance from his or her family, and Pacific Coast Community Resources if needed. It is a confidential document that contains personal information, and should be treated as such.

A care plan usually contains information such as the following:

- Personal and emergency contacts
- Description of the person e.g. gifts, talents, likes, dislikes, important issues, triggers for behaviours, potential challenges, significant life experiences
- Description of potential risks such as going missing
- Description of personal support network
- Personal care and health needs including diet, favourite foods, sleeping patterns, washroom routines, therapies, medical and specialist appointments, medications, allergies, and any other medical concerns
- Communication needs and support including preferred learning style and successful teaching strategies
- Community involvement including safety protocols when in the community, preferred activities and supports needed

Care Plans are required for all individuals accessing Home share. In addition, Personal Service Plans and/or Health Care Plans and Health Care Protocols will be developed for those with complex health or rehabilitation needs

The care plan is a big help to you – it should guide the care and support you provide.

If you notice significant changes in the person supported, do not wait for a review to bring this to the attention of the family and the Home Share Coordinator

Personal Care

Some individuals need direct assistance with personal care and hygiene routines. If this type of support is needed, these routines will be outlined in the care plan as described above. You are expected to provide personal care in a way that ensures the privacy and dignity of the individual, and promotes the highest level of independence and personal choice possible. This helps the individual

learn appropriate touch, language and personal boundaries through consistent modelling. It also provides comfort, consistency of routine and familiarity for the individual while protecting everyone involved. **Do not allow anyone who is not trained in your household to provide personal care.**

Standards of Personal Care

Touch and personal interactions are integral components of providing personal care. Make sure you adhere to the following guidelines when touching the individuals, you are caring for:

- Inform the individual of each step
- Gather all the supplies needed
- Allow as much privacy as possible while ensuring safety and comfort
- Let the person feel in control and assist when possible

General Health Care

You are responsible for meeting the health care needs of the individual you are caring for, as per the care plan. This could include using equipment such as braces or a wheelchair, and following established routines and instructions regarding feeding, allergies or other medical concerns. Only carry out routines that are set out in writing in the care plan. The care plan includes details about when and how to administer prescription and non-prescription medications and procedures and ramifications of missed doses.

Health, Safety
and Advocacy

Keep all medications in a safe storage place. Some individuals may take their own medications while others may need your support. If you wish, you can set up a medication chart that includes name of medication, dosage and time, with initials. Ask Pacific Coast Community resources for an example if you want to use it. You must complete our Medication Administration and Management competency training if you are involved in supporting an individual with their medications.

You will be required to keep track of all therapy, medical, dental and other health related appointments and, in most cases, attend the appointment with the individual.

You are responsible for keeping informed about any changes to medications or other medical routines, and for ensuring there is enough medication (blister-packed) or supports for other medical needs.

Health Care Plans & Health Care Protocols

A health care plan is required for individuals who have complex health or rehabilitation needs that require professional involvement. It sets out what procedures are required, who can perform them and who monitors them. It includes appropriate protocols such as seizure management, physiotherapy, and/or a delegation of task. It is developed by Health Services for Community Living Branch of Ministry of Health (HSCL), or by one of their contracted service providers. If the individual has a health care plan/protocol, you must have a copy of it and follow it. It may be attached to the care plan.

Health Care Plan Requirements

- the health care plan covers areas where the individuals require planned medical / therapeutic support
- qualified health professionals are involved in the development of the health care plan and approve the plan in writing
- individuals, their families, or other supporters are involved in the development of the health care plan
- the health care plan is monitored for its effectiveness in directing health care and changes are made to the plan as needed
- Home Sharing contractors including respite contractors:
 - ✓ are familiar with protocols outlined and receive training as necessary;
 - ✓ must ensure that health care is provided according to the health care plan
 - ✓ are clear on who has the legal authority to make health care decisions, emergency versus ongoing care, and role of the family
 - ✓ have been informed regarding any representation agreements, committee of person or temporary substitute decision makers that are in place and are aware of their purpose and the role of these decision makers if one has been appointed for an individual

Behavioural Support Strategies

Contractors are expected to interact with individuals in valuing and respectful ways that support their rights, safety and dignity. This caring relationship forms the basis for positive and appropriate behaviour. Always strive to assist individuals to develop self-control, self-confidence, self-discipline and sensitivity to their interactions with others.

Redirection and correction should be a positive learning experience that teaches the individual to control and modify his or her own behaviour. It can include natural consequences, praise, encouragement, modeling, rules, limits and counseling. It must not include punishments such as slapping/spanking or removal of basic rights such as food or privacy. Supportive and proactive strategies that foster a positive atmosphere can maximize the opportunities for appropriate behaviour.

For example:

- Establishing clear and consistent expectations and explaining them in a simple, straightforward way
- Phrasing limits in a positive way
- Focusing on the behaviour, not the person
- Stating what is expected instead of asking questions
- Giving time for someone to respond to change
- Reinforcing appropriate behaviour with words and gestures
- Ignoring minor incidents
- Observing and anticipating

Please be familiar with and follow the Community Living B.C.

Behaviour Support & Safety Planning - A Guide for Service Providers

Behaviour Support and Safety Plans

Some individuals whose behaviour is challenging to the point where it significantly interferes with learning, daily activities, and participation in community activities or is critical or unsafe placing people or the individual in jeopardy, require a Behaviour Support Plan. An accompanying Safety Plan will be included if the behaviour places the individual or others in jeopardy.

Behaviour support is a systematic and planned approach to prevent or reduce challenging behaviours and enhance quality of life for individuals. Behaviour support is a set of function based strategies that combine the science of behaviour, information about physical and mental health, and person-centred values. Behaviour support planning focuses on proactive, positive strategies. The goal is to positively address socially significant behaviours and skills in a way that will benefit the individual and all of the people within their social network.

A Safety Plan is an individualized, written document designed to support Contractors and others to respond to and de-escalate unsafe behaviour and protect the individual and/or others from harm. Challenging behaviour that is unsafe or of such intensity, frequency or duration that the physical safety of the individual or others is put at risk, requires a plan. A Safety Plan may **only** be developed in conjunction with a Behaviour Support Plan. It is a companion document focused specifically on addressing unsafe behaviours in the context of an overall behavioural approach to improving quality of life. A Safety Plan is a serious further step with additional approval and review requirements.

Health, Safety and
Advocacy

The strategies in a Safety Plan are designed only to de-escalate unsafe situations and reduce risk of harm. A Safety Plan includes **restricted practices** (defined in the CLBC *Behaviour Support & Safety Planning - A Guide for Service Providers*) and requires certain written authorizations. A Safety Plan can only be developed with the support of a qualified Behavioural Consultant.

As a Contractor, it is essential that you understand both your role in implementing any behaviour support or safety plans that are in place for the individual in your care. You must follow the guidance of the CLBC *Behaviour Support & Safety Planning - A Guide for Service Providers*.

Prohibited Practices

Prohibited practices can **never** be used as behavioural techniques, even in an emergency. As a Home Sharing Contractor, you are expected to take all necessary steps to ensure that these prohibited practices are never used. Prohibited practices include:

- Physical or corporal punishment, such as punching, slapping, pulling hair, spraying with water or using excessive physical force
- Punishment, ridicule, neglect, humiliation or retaliation, such as swearing, yelling, demeaning attitude, or name-calling
- Electric shock, including electric prods or Tasers
- Use of noxious substances (i.e. Tabasco Sauce, lemon juice, detergent or pepper)
- Misuse or overuse of a drug for a non-therapeutic or non-medical effect
- Use of a psychotropic drug without medical authorization
- Leaving a person unattended when in any form of approved restraint

- Ongoing removal of personal belongings from a person’s environment
- Seclusion i.e. the separation of an individual from normal participation and inclusion, in an involuntary manner. The person is restricted to a segregated area, denied the freedom to leave it, and left alone.

If a situation involving a prohibited practice occurs, intervene and have it stopped immediately. Ensure the individual’s safety and well-being and report it as a Critical Incident.

Safety Practices

You are expected to provide a safe home environment, including adequate fire and other emergency plans, precautions, and procedures. This should include fire procedures. It is recommended that you practice fire and earthquake drills on a regular basis. Identify an emergency response gathering location outside of the home and practice going there during the drills. You must also have fire safety equipment such as smoke detectors and fire extinguishers, and emergency lighting such as a flashlight.

Make sure you have a fully-stocked first aid kit in your home and in your car if you are transporting the individual. Check and restock the kit after every use and at least annually.

- Antiseptic towelettes
- Band-Aids in various sizes
- Sterile gauze and eye pads
- Gauze roll
- Non-allergenic tape
- Large and small pressure dressings
- Roll crepe tensor bandage
- Triangular bandages
- Scissors
- Tweezers
- Safety pins
- Disposable gloves
- Ice pack
- Mouth shield for CPR (child and adult)
- Protective eye goggles

Ongoing Safety Monitoring

The Home Share Coordinator will have conducted an initial safety visit when you first applied to be a Home Sharing contractor. We will continue to conduct annual safety visits as part of our monitoring practices outlined in Section B of this handbook. This practice helps to ensure a safe environment for the individual. We encourage you to use this list as a regular check and to self-monitor and evaluate the safety of your home environment regularly. We will provide you with a copy. For more information on home safety, go to the website listed on the back of this handbook.

Part 4 – Handling and Reporting Emergencies and Other Incidents

Handling Emergencies

An emergency is a situation that places an individual or a caregiver at risk, and/or that requires the assistance of a doctor, nurse, or 911. Examples include a fire, vehicle accident or earthquake.

Call 911 if it is a medical or safety emergency. Contact your Home Share Coordinator, the family, or designated emergency contact if the family is not available.

You are required to report all incidents to Pacific Coast Community Resources

Important Tips

- ✓ Keep emergency phone numbers for fire, police/ambulance, poison control, and Pacific Coast Community Resources along with the individual's emergency contact numbers and information readily available
- ✓ Make sure you have a completed Hospital Transfer Form
- ✓ Ensure you have an up to date Authorization for Release of Information

Critical Incident Reporting

Reporting Emergencies and Other Incidents

Reporting the incidents that arise in an individual's life helps us to understand and respond more effectively to their needs. As a Contractor, you are required to report to the Home Share Coordinator all incidents even those that may feel less significant to you such as cuts and bruises.

Critical Incidents

A critical incident is any event that is detrimental to the person being cared for, or to you or other members of your household. A critical incident is also any event that constitutes an infringement of an individual's rights; and/or is unusual or extraordinary in nature.

Please be familiar with and follow Community Living BC Guidelines for Reporting Critical Incidents

Examples include:

- injury requiring medical attention
- suspected or actual abuse,
- aggressive or unusual behaviour,
- car accident,
- poisoning,
- medication error,
- exposure to a communicable disease such as Hepatitis B,
- suicide or attempted suicide
- unauthorized use of possession of a weapon
- unusual illness or unexpected death,
- missing person,
- damage to the contractor's home or a public facility
- use of illicit drugs
- sexual assault
- anything requiring emergency medical, fire or police involvement

If you witness or are involved with a critical incident, you **must**:

- ✓ contact the individual's family as outlined in consents
- ✓ contact the Pacific Coast Community Resources Home Share Coordinator
- ✓ complete a critical incident report as outlined below

CLBC Critical Incident Report Form (available online CLBC website)

You must submit to Pacific Coast Community Resources within 24 - 48 hours

Pacific Coast Community Resources Home Share Coordinator will follow up

Pacific Coast Community Resources will submit to CLBC

Other Incidents



Other incidents are less significant but important to report. These include fall, cuts, or other minor injuries that do not require medical attention. Call the family (as required and with consents some may not want to be alerted about these types of incidents) and PCCR Home Share Coordinator and complete an in house report

Pacific Coast Community Resources In-House Incident Report Form

Home Share Coordinator

Missing Person

Individuals should be supported to explore their neighbourhood and review basic safety practices to minimize the risk of becoming lost or confused.

The Home Sharing Contractor, if applicable, must follow the missing or wandering person protocol provided by Pacific Coast Community Resources that can be referenced by all who support the individual. The protocol should include a recent photograph and a list of the individual's favourite locations or likely places to search. It should also clearly indicate the specific conditions under which the individual should be considered missing. A missing or wandering person is a reportable critical incident. Home Sharing Contractors must be guided by that policy when reporting this type of event.

Abuse and Neglect

Individuals served through our Home Sharing Program, like all members of our community, have the right to live, work, play, learn, and participate in everyday activities in a safe and secure environment, free from abuse or neglect of any kind. No form of abuse or neglect will be tolerated. As a contractor, you are strictly prohibited from subjecting the individual to such abuse or neglect, or from allowing an individual 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 contractor is grounds for immediate termination of the agreement, and may also result in future legal action.

Abuse is the deliberate mistreatment of an individual that causes physical, mental or emotional harm, or damage to or loss of assets. Specific types of abuse include: physical, psychosocial or emotional, verbal, sexual, financial, and medication abuse.

Neglect is defined as any deprivation of an individual's requirements for food, shelter, medical attention or supervision that endangers the safety of an individual. It includes any failure to provide necessary care, assistance, guidance, basic necessities or attention to

an individual that causes, or is likely to cause, serious physical, mental or emotional harm or substantial damage to or loss of assets.

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.
- Seek medical attention if needed.
- Notify the police if it is an emergency.
- Notify the Pacific Coast Community Resources Home Share Coordinator immediately
- Complete a Critical Incident Report form and return to the Pacific Coast Community Resources Home Share Coordinator.
- Cooperate fully with any investigation by police and/or Community Living B.C., 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 Home Share Coordinator.

Other Health and Safety Considerations

Nutrition

Part of your responsibility is to meet the nutritional needs of the individual you live with. Use Canada's Food Guide as a reference for meal planning. Encourage individuals to make choices within the substitution guidelines of the Food Guide. Follow any nutritional plans and preferences in the care plan, including any food preferences, intolerances or allergies. Handle food safely, paying particular attention to adequate cooking and proper refrigeration. We encourage you to take a Food Safe course.

WASH HANDS

Wash your hands with soap and hot water for at least 20 seconds after you have had contact with blood or other body fluids, after going to the bathroom, before preparing or eating food, and after removing latex gloves. Use hand lotion to help keep your hands from becoming chapped or irritated. Intact skin is your first defense against infection!

Standard (Universal) Precautions

Observe basic cleanliness routines such as regular hand washing, and understand and follow standard health precautions at all times when providing personal care for an individual. Always treat blood and other bodily fluids as potentially dangerous. Use latex/vinyl gloves when providing personal care that involves blood or other body fluids, or when touching non-intact skin or items/surfaces contaminated with blood or body fluids. Disinfect contaminated surfaces, items and materials with bleach or in the dishwasher or microwave. For more details on standard precautions, check out the website listed on the inside cover of this handbook.

Immunizations

You may want to consider immunizations against Hepatitis A, Hepatitis B and influenza. You are responsible for arranging your own immunizations, blood tests and boosters.

Please Note that if the individual we have placed in your care is a carrier of Hepatitis B, you will be notified and we strongly advise you to be immunized. If you choose not to be immunized, we may not consider you as a contractor for someone who is a Hepatitis B carrier. We also suggest that you do not perform personal care duties.

Support during a Hospital Stay

Sometimes you may have to transport or accompany an individual to the hospital. If it is a planned stay, be sure to advise the Home Share Coordinator in advance and have the necessary consents and paperwork in place for the authorized treatment. This type of visit should be part of the overall care plan and involve advance planning with the team supporting the individual.

If it is an emergency, notify the Home Share Coordinator and if it is deemed critical, arrange to meet them at the hospital. Remember to bring the individual's most recent Authorization for Release of Information form that authorizes treatment in the case of a medical emergency.

At the hospital, you should act as the person's advocate; support them and provide information to medical staff as required. **You are not authorized to sign consent forms on behalf of the individual** or carry out medical or nursing duties.

Be aware of the individual's rights and dignity while being cared for in the hospital. Advocate on their behalf if needed. Inform Pacific Coast Community Resources if you have any concerns about the care or treatment the individual received while in hospital.

Part 5 – Taking Care of Yourself

Self-Care is Important

There are many positive benefits and opportunities to being a Home Sharing Contractor. You may also experience stresses and challenges - mental, emotional and physical, which impacts you and the other members of your household. Practicing regular self-care is important so you will have the ability to provide care to the individual you support.

The following are some other things you should be aware of in order to protect and take care of yourself and make the Home Sharing experience a positive one for everyone involved.

Illness or Other Circumstance Impacting Your Capacity to Fulfill Your Role

It is expected that you notify Pacific Coast Community Resources immediately if develop a serious illness or are otherwise unable to fulfill your role as a Home Sharing Contractor.

Respite

Respite arrangements can be flexible to meet your needs and schedule. Services may be provided in your home when you are away or the individual may stay at the respite care provider's home. We strongly encourage you to make use of this provision. Respite providers will be contracted and supervised directly by you as outlined in your Agreement.

Resources

Please note the following guidelines for respite care:

1. You are directly responsible for selecting, hiring, training, supervising and paying each respite provider;
2. You continue to be responsible for all the services provided to the standards outlined in your agreement with us and this handbook even when the respite provider is providing services for you in your absence. This means you must actively supervise the respite provider and ensure they:
 - a. Have the qualifications, valid first aid and other certificates required
 - b. Meets the background/criminal record check requirements
 - c. Have been oriented and trained by you to effectively meet the needs of the individual(s)
 - d. Complies with all the same standards that you must meet including CLBC standards and policies and all standards outlined in your agreement and handbook

Substance Use (& Abuse)

Pacific Coast Community Resources supports a healthy, smoke-free environment. Contractors should use common courtesy around people they live with. Specific guidelines for smoking should be mutually agreed upon between you and the individual/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.

Be sure to recognize your capacity to balance your responsibilities as a Home Sharing Contractor with other employment you might take on

If using alcohol, be sure that your judgement 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

Pacific Coast Community Resources provides training events and professional development opportunities. Connecting with other Home Share Providers is an opportunity to create a support network and we encourage you to participate in these events as well as other opportunities offered in the community. We welcome suggestions regarding topics that are important to you.

Violence Prevention

Some individuals may have behaviours that could cause harm if not appropriately managed. Familiarize yourself with CLBC's Behaviour Support & Safety Planning - A Guide for Service Providers, as well as any issues and strategies about behaviour in the individual's care plan, behaviour support plan and/or health care protocols. We also suggest you take Crisis Intervention Training /Mandt available through Pacific Coast Community Resources. This type of training may be mandatory as part of your Agreement to serve an individual.

Health, Safety and Advocacy

Additional Employment

You may engage in other contracted work, employment or business activities, provided that it does not interfere with the provision of Home Sharing as per your agreement and does not constitute a conflict of interest. In carrying out other work, you are not permitted to use Pacific Coast Community Resources property, equipment or premises, represent Pacific Coast Community Resources or bring Pacific Coast Community Resources into disrepute.

Conflict of Interest

A conflict of interest is a situation in which a person is in a position to derive benefit from actions or decisions made in their official capacity.

As a contractor you could be in a conflict of interest if your activities, financial interests, other employment or private affairs conflict with the best interests of the supported individual and/or Pacific Coast Community Resources.

Contractors should take care to avoid a conflict interest or the perception of a conflict of interest. The following examples are intended to help guide your judgement in this regard:

- The selling of goods or services or entering into a business relationship with the supported individual or members of his or her family/support network.
- Ensuring that other contracts or employment do not interfere with your ability and availability to provide Home Sharing supports or services.
- Contractors or their family members, friends and associates accepting gifts, donations or in any manner gaining a financial advantage through their relationship with the supported individual.

If you have questions or concerns regarding conflicts of interest, please contact your Home Share Coordinator to discuss further.

We wish to thank you again for welcoming an individual into your home and providing a shared living experience that promotes opportunities for personal growth, self-determination, community inclusion and full citizenship. We encourage you to use this handbook and the other resources we have to offer.

Section D - Resources

USEFUL CONTACTS FOR CONTRACTORS

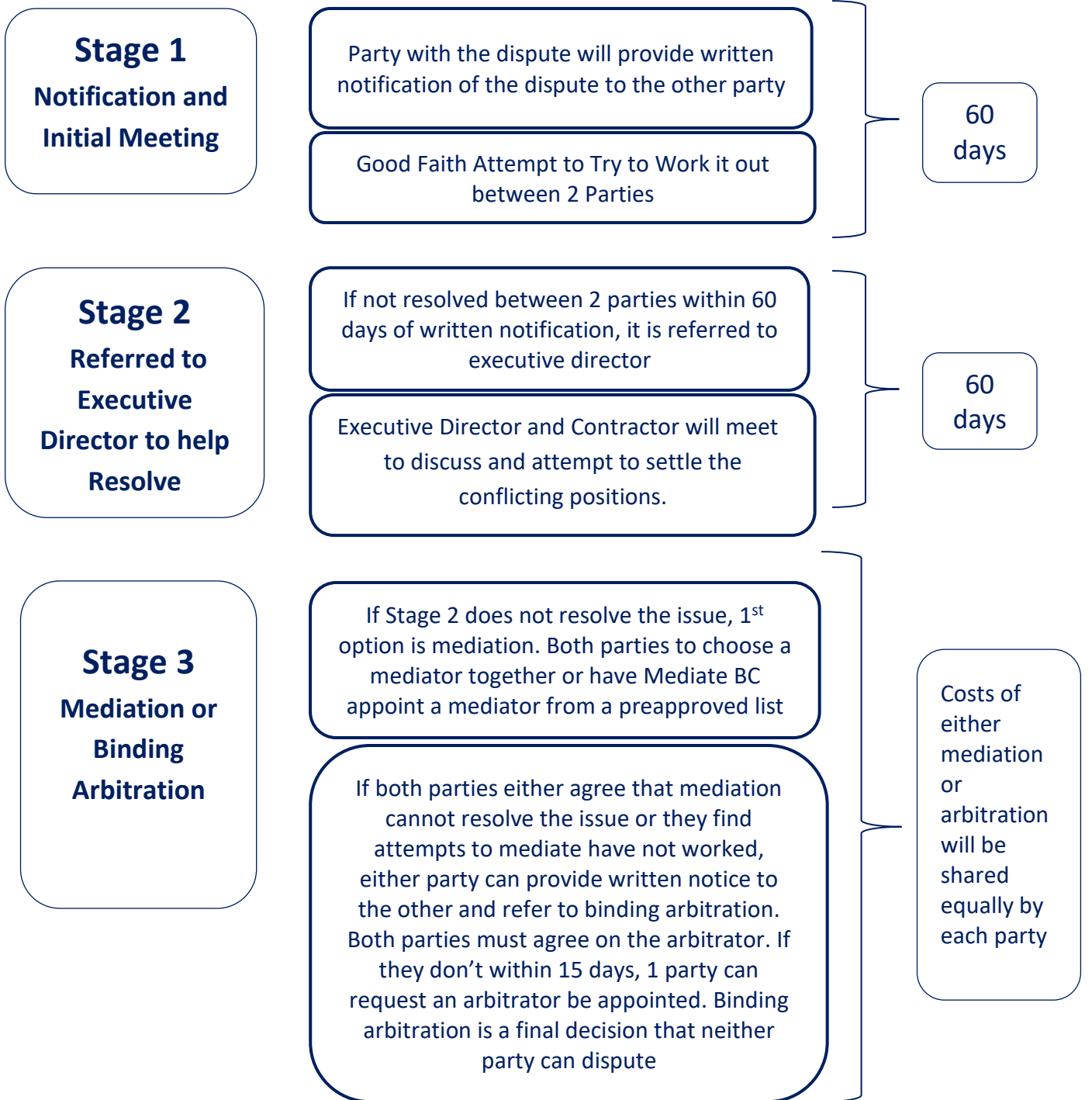
Pacific Coast Community Resources	Community Emergency Contacts:
<p>Pacific Coast Community Resources Inc. Physical Address:</p> <p>Mailing Address:</p> <p>Phone:</p> <p>Fax:</p> <p>Emergency Response Number <i>Please contact your Home Share Coordinator for after hours emergencies</i></p> <p>Phone:</p>	<p>Poison Control Emergencies</p> <p>Poison Control Non Emergencies</p> <p>RCMP</p> <p>Community Living BC (Adult Services)</p> <p>Hotlines</p> <ul style="list-style-type: none"> • Mental Health Hotline 310-6789 BC Crisis Line <i>Do not add 604, 778 or 250 before the number</i> • Suicide Prevention Hotline 1-800-SUICIDE

Websites of Interest

- Pacific Coast Community Resources Inc. www.pccri.com
- Employment Standards www.labour.gov.bc.ca/esb
- WorkSafeBC www.worksafebc.com
- Government of Canada-Public Safety www.safecanada.ca
- Canada Customs and Revenue Agency www.ccr-a-drc.gc.ca
- Ministry of Social Development and Social Innovation (MSDSI) www.gov.bc.ca/hsd
- Office of the Public Trustee & Guardian www.trustee.bc.ca
- Appropriate language www.esdc.gc.ca/eng/disability/arc/words_images.shtml
- Multiculturalism www.embracebc.ca
- Human Rights www.bchrt.bc.ca
- Criminal Records Review Program www.pssg.gov.bc.ca
- Ministry of Children & Family Development www.mcf.gov.bc.ca
- Health standard precautions www.bchealthguide.org
- Community Living BC www.communitylivingbc.ca
- Information & Privacy Commissioner www.oipc.bc.ca/
- Health Services for Community Living www.vch.ca/your_health/health_topics/health_services_for_community_living/
- Disability Alliance www.disabilityalliancebc.org/
- Inclusion BC www.inclusionbc.org/

DISPUTE RESOLUTION PROTOCOL (when a dispute becomes formalized in writing)

This chart supplements but does not replace the language in # 11 of your agreement with us.



Stage 4 – Courts – Unless there is a question of law in which the arbitrator has no jurisdiction, resolutions at Stage 3 will be final and binding with no option to take to court. If there is a question of law, a party can appeal to the courts for interim protection or relief.

