



FAMILY HOME POLICIES AND PROCEDURES (G)



June 2019

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INTRODUCTION

Community Living Association (Lanark County) took over responsibility for the Family Home program in 1987 from Rideau Regional Centre. The purpose of the program is to match Individuals with intellectual disabilities (Home Sharers) with members of their community (Home Providers) interested in sharing their home on a permanent basis (or sooner depending on changes in circumstance). Both couples and single people may become home providers.

The Association receives funding from the Ministry of Community and Social Services under Social Inclusion of Home Sharers with Developmental Disabilities Act. The Association is required to develop policies as per the Ministry of Community and Social Services Policy Directives regarding the Family Home program.

The overall goal of the family home program is to meet the needs and wishes of the Home Sharer as a contributing member of the community.

The Family Home program goals are:

- To provide a safe and secure place to live within the context of a family.
- To provide an environment in which the Home Sharer has all the opportunities to be the best they can be.
- To support and promote community inclusion.
- To participate in family life to the extent of their capabilities.
- To be involved with the family in community activities.

As is the case for all services and supports provided by The Association, they shall be provided in a manner that is consistent with the goal of the Association **“that all Home Sharers live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively.”**

PURPOSE OF THE FAMILY HOME PROGRAM

The purpose of the program is to match Individuals with intellectual disabilities (Home Sharers) with members of their community (Home Providers) interested in sharing their home on a permanent basis (or sooner depending on changes in circumstance). Both couples and single people may become home providers.

The program provides community living opportunities for intellectually disabled adults who have developed the life skills and psychological capabilities to cope with community living but require some supervision and/or guidance and direction with some aspects of their daily life. Or they maybe people that prefer to live in family settings and may require specific types of training and care and/or intermittent supervision which can be most appropriately gained in a stable and supportive household. A Home Sharer is generally 18 years of age or over and in some instances the Home Sharer is supported during the day by the Home Provider; others may work or participate in day service programs. The Home Provider may be part of a couple and or a family or alternatively may be a single person living on their own.

Ministry regulations dictate that no more than two Individuals with intellectual disabilities (outside of family members) live in the same Family Home. This number also includes children placed in the home through the Children's Aid Society; whether they are considered Home Sharers or not. In order to increase the number of Home Sharers from one to two will be judged on its own merits and such judgement will be made based on the best interests of the current/potential Home Sharer.

Although this is hopefully a long-term living arrangement, it is recognized that some people may choose to move on to other situations, perhaps to an alternate living arrangement or one with different Home Providers. It is hoped, however, that for most Home Sharers, the approved home will be their home for many years.

The Family Home Providers must participate in a Home Study and Vulnerable Person's Criminal Record Check as well as a Fire Inspection and an Environmental Review of their home. These families receive ongoing support and supervision. The Association must have contact with the Home Sharer and Provider at minimum six times per annum. The Association provides twenty-four (24) hours per day 'on call' availability for emergency purposes only.

The Home Sharers in the care of Family Home Providers are treated as valued family members, benefiting from the ongoing support and nurturing of a family. They are given the opportunity to be involved in their community. Their needs are monitored on an ongoing basis through case management. Home Sharers are educated and supported in the understanding of their rights which are safeguarded by the involvement of Family Home Provider via advocacy.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: FAMILY HOME****POLICY # G1.01 – ROLE OF THE HOME PROVIDER****PAGE:** 1 of 3**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** April 2019**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** April 2019**AUTHORIZATION:** Executive Director

POLICY:

The Association is authorized to enter into an agreement to purchase services and assistance from a Family Home Provider for/on behalf of Home Sharers with an intellectual disability.

PURPOSE:

The purpose of this policy is to outline the role of the Home Provider or families who provide room and board and other services to Home Sharers with an intellectual disability.

SCOPE:

This policy applies to the Family Home Providers.

RESPONSIBILITY:

Family Home Providers must meet the eligibility criteria and be willing and able to fulfill the role described below.

PROCEDURE:

1. The Association will approve Family Homes that meet the following criteria. The Family Home Provider must:
 - i. Be 18 years of age or more.
 - ii. Not be related to the home sharer.
 - iii. Own or rent his/her own home.
 - iv. Live in the home.
 - v. Have the ability to respond to the needs of the Home Sharer at all times.
 - vi. Be willing to learn the required helping skills.
 - vii. Be able to successfully complete the orientation program and participate in the ongoing training program.
 - viii. Be willing to work co-operatively with the Association and any other workers associated with the Home Sharer as well as with the Fire Department.
 - ix. Provide a copy of a driver's license, car and house insurance.
 - x. Have a fire inspection done every five to eight years unless there has been significant

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME**POLICY # G1.01 – ROLE OF THE HOME PROVIDER****PAGE: 2 of 3****ATTACHMENTS:**

- renovations changing the physical layout of the home or requested as a result of concerns from a Family Home visit.
- xi. Provide a medical certificate stating that s(he) is free of communicable diseases and is fit to provide care.
 - xii. Provide a Vulnerable Sector Check, no more than thirty (30) days old.
 - xiii. Be willing to obtain and maintain First Aid and CPR certificate.
2. The Association will provide training and support to the Family Home Provider with respect to their role as indicated below:
- i. Provide room and board and laundry services on a continuous basis to the satisfaction of the Family Home staff.
 - ii. Provide a healthy and safe living environment by:
 - a. Cooperating with and following directions from Family Home staff regarding the Home Sharer's nutritional and supervisory requirements and any other areas that may affect his/her health and safety.
 - b. Ensuring regular visits to the Home Sharer's physician and dentist.
 - c. Administering medication as prescribed by the Home Sharer's physician and administering no other medication without consultation with the physician and/or ongoing direction by the physician.
 - d. Having a working telephone and transportation available in case of an emergency.
 - e. Obtaining an initial fire inspection by the fire department, and complying with the inspectors' recommendations.
2. Provide a home atmosphere which encourages the Home Sharer to socialize with other family members and participate in day-to-day activities in the home.
3. Provide guidance, encouragement and necessary training to the Home Sharer to become involved, to an appropriate degree, in the community, including work, school and spiritual activities.
4. Facilitate contact between the home sharer, their family/guardian, as appropriate.
5. Inform the Family Home staff of any changes in living circumstances such as a home renovation, change of occupation or family situation (including addition of family member to the home either on a full or part time basis) and obtain prior approval before changing the Home Sharer's address or use of rooms.
6. Inform the Family Home staff of any changes to the health status and criminal clearance status of the Family Home Providers or any other person providing supervision or support to the Home Sharer. Understand that the change of circumstance may require a reassessment of the family home.
7. Forward written estimates received from the Family Home Provider for dental, vision and prosthetic equipment expenses not covered through other sources of funding to the Family Home staff for approval.
8. At all times, receive approval of the Family Home staff for any relief arrangements made for the Home Sharer and notify the Family Home staff of the Home Sharer's absence from the home.
9. Inform the Family Home staff as soon as possible, of any emergency or unusual circumstances involving the Home Sharer including:

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME

POLICY # G1.01 – ROLE OF THE HOME PROVIDER

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ATTACHMENTS:

- i. Any serious illness, accident or injury;
 - ii. Any absence of the Home Sharer occurring without the permission of the home provider;
 - iii. Any recurring difficulty;
 - iv. Any hospitalization or new treatment;
 - v. Any situation in which the Individual exhibits major behavioural problems and/or is being physically aggressive to him/herself;
 - vi. In the case of death
10. Allow the Family Home staff private access to the Home Sharer at any time and inform the Family Home staff of any special circumstances involving the Home Sharer including contacts with the natural family.
11. Maintain records and books of accounts (medical program and financial) in a format that the Association shall determine and make the records and accounts available to the Family Home staff bi monthly or upon request.
12. Obtain prior approval for services or purchases over \$50 of Home Sharer's money and submit quotes or invoices for purchases made or services provided, as required by the Association.
13. Keep confidential all Home Sharer information provided by the Association to the home provider except in the case where the information is to be shared with another specified Home Sharer or agency and appropriate consent has been obtained for such sharing.
14. Acknowledge that all records and confidential information are the property of the Association. Upon termination of the agreement between the Association and the home provider, return all information and records to the Association.
15. Do not enter into an agreement with another agency to accept a child or adult for placement in the Family Home without prior approval from the Association.
16. In the case where it is determined necessary to remove the Home Sharer from the Family Home, cooperate to make the move the least stressful possible for the Home Sharer. The removal of the Individual from the home requires a 60-day notice except in urgent cases such as suspected neglect or abuse of the Home Sharer at which time the removal is immediate.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME**POLICY # G1.02 – ROLE OF FAMILY HOME STAFF****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Community Living Association is authorized to enter into an agreement to purchase services and assistance from a Family Home Provider for/on behalf of Home Sharers with an intellectual disability.

PURPOSE:

The purpose of this policy is to outline the role of the Community Living Association in any agreement between the Association and Home Provider or families who provide room and board and other services to Home Sharers with an intellectual disability who lives in a Family Home.

SCOPE:

This policy applies to the Associations mandate in administration of the Family Home Program.

RESPONSIBILITY:

The Association must meet its obligations towards the Family Home Provider as outlined below.

PROCEDURES:

The Association is required to:

1. Coordinate the Family Home Program.
2. Provide regular and consistent supervision of the placement and be available to the home provider twenty-four (24) hours per day for emergency purposes only.
3. Provide consultation, guidance and direction with respect to the care of the Home Sharer's records, reports, regulations and requirements.
4. Engage the home provider in all planning taking place for the Home Sharer.
5. Provide training and guidance in programming techniques and strategies for use by the home provider and provide ongoing assistance in the development and implementation of programs required by the Home Sharer.
6. Place one (1) or no more than two (2) permanent Home Sharers in any single Family Home.
7. In the case of any emergency, arrange alternative accommodations or relief for the Home Sharer if it is deemed appropriate and necessary.
8. Arrange for and ensure that the home provider receives the necessary and appropriate financial payments.
9. Develop policies and procedures for the Family Home Program and update them as needed.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: FAMILY HOME****POLICY # G1.02 – ROLE OF FAMILY HOME STAFF****PAGE: 2 of 2****ATTACHMENTS:**

10. Ensure that provincial laws, regulations and guidelines as well as the Family Home Program policies and procedures are adhered to.
11. Coordinate the recruitment of new Family Homes and Relief Homes.
12. Complete the approval process with the potential Family Home Provider.
13. Assist the Home Sharer and Family Home Provider with the initial adjustment through training and support.
14. Ensure that there is a well formulated and implemented Individual Support Plan (ISP) for each Home Sharer.
15. Provide consultation, guidance and direction to the Family Home Provider with respect to the care of the Individual including records, reports, relations and requirements.
16. Provide case coordination and case management for the Home Sharer and Family Home Provider.
17. Engage the Family Home Provider in all related planning.
18. Assist in the resolution of any problems in placement.
19. Plan and implement training sessions for Family Home Providers when required, keeping in mind the expressed interests and needs of the families.
20. Refer and connect Home Sharers with the Association's clinical services when required.
21. Assist in the arrangement of respite care for the Home Sharer.
22. Liaise with and assure support is available to the natural family when required.
23. Ensure the family's suggestions and concerns are channeled to the appropriate authority.
24. Monitor the use of the Home Sharer's discretionary funds on a regular basis.
25. Process financial expenses, other expenses and statement of transportation expenses forms for payment.
26. Review the Family Home Program account to ensure that all expenses claimed are appropriate, approved and accurately documented, and discuss and clarify/correct any discrepancies with the Family Home Provider.
27. Complete the monthly, quarterly and annual reports for the Family Home Program.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME**POLICY # G1.03 – HOME SHARER’S RIGHTS****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Home Sharer has the same rights as any other adult in Canada. The Association promotes and ensures that the Family Home Provider is aware of the Home Sharer rights.

PROCEDURES:

1. All Association Family Home Providers and Home Sharers shall participate in Rights training at least on an annual basis.
2. If there is a rights infringement the approved complaints process as part of the Policy and Procedure Manual will be followed.
3. Annually, the Family Home staff will review these rights with each Home Sharer and ensure that the rights are respected at all times. The Home Sharer, the Family Home Provider and any additional agencies should address any concerns regarding the above with the Family Home staff.

RIGHTS STATEMENT

Rights upheld by the Canadian Charter of Rights and Freedoms:

- Right to equal treatment without the discrimination because of race, ancestry, origin, colour, ethnicity, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, or other analogous ground
- Freedom of conscience and religion
- Freedom of opinion and expression
- Freedom of peaceful assembly and association
- Right to vote
- Right to enter, remain in or leave Canada or any province
- Right to life, liberty and security
- Right not to be deprived of one’s life, liberty, or security except in accordance with the principles of fundamental justice
- Right not to be subjected to any cruel and/or unusual treatment or punishment
- Right to be secure against unreasonable search or seizure
- Right to equal protection and equal benefit of the law.

Rights that are important for the Home Sharers who choose supports from this agency, but may not necessarily be upheld by the Canadian Charter of Rights and Freedoms and therefore only advocacy can be ensured.

- Right to equal treatment under the law

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME

POLICY # G1.03 – HOME SHARER’S RIGHTS

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- Right to participate in affirmative action programs designed to ameliorate the conditions of
- Home Sharers or groups who are disadvantaged
- Rights to contract for, possess, and dispose of property
- Right to income support
- Right to an education
- Right to sexual expression, marriage, procreation, and the raising of children
- Right to privacy
- Right to adequate health care
- Right to equal employment opportunities
- Right to appropriate support services of the Home Sharer’s own choosing

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: FAMILY HOME**POLICY # G1.04 – CONFIDENTIALITY****PAGE:** 1 of 1**ATTACHMENTS:** APPLICATION CHECKLIST**POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to protecting the confidential information of the people it works for. Consistent with this objective, new and current Family Home Providers are required to read and sign a statement respecting confidentiality prior to becoming Family Home Providers and annually thereafter.

PURPOSE:

The purpose of this policy is to ensure that Family Home Providers understand the importance of protecting Home Sharers' Home Sharer and confidential information.

PROCEDURES:

1. It is the responsibility of the Family Home staff to ensure that Family Home Providers understand what is considered confidential and the consequences of breaching confidentiality. The following information about the Home Sharer living in the home is considered confidential:
 - i. All Home Sharer health information
 - ii. All Home Sharer data collection
 - iii. All financial information
2. A violation or breach in confidentiality by a Home Provider will, constitute an investigation and may potentially end the placement for the Home Sharer in the home.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: FAMILY HOME****POLICY # G1.05 – CONSENTS & SIGNATURES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

In most instances, Home Sharers will sign their own documents and consents.

PURPOSE:

The purpose of this policy is to delineate who is responsible for the signing of documents and consents and in what circumstances another Home Sharer may sign on the Home Sharers' behalf.

PROCEDURE:

1. In no instance is the Family Home Provider given the authority to sign documents as parent, guardian or next of kin unless the Home Sharer has been declared incompetent by a court or where another Home Sharer has power of attorney for Home Share's care and finance.
2. Adult Home Sharers (18+) are considered legally competent and will sign the appropriate documents/consents for themselves. This is true also for all medical situations requiring an authorization of signature/consent.
3. When a Home Sharer is unable to physically sign documents, a notation will be made indicating such on the consent and an explanation provided (i.e. verbally explained consent for an activity to John and John said "yes" when asked if he gave consent).

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: APPROVAL PROCESS**POLICY # G2.01 – FAMILY HOME APPROVAL PROCESS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will require all new Family Homes to meet the minimal requirements for approval to become Home Providers.

PURPOSE:

The Association receives Funding from the Ministry of Community and Social Services under Social Inclusion of Home Sharers with Developmental Disabilities Act. The Association is required to develop policies as per the Ministry of Community and Social Services Policy Directives regarding Family Home.

PROCEDURES:

1. The Association will send form letters requesting Home Provider references as indicated on the Application Form.
2. The Association will request Vulnerable Sector Reference Check from the applicant(s) by preparing letter and a copy of the Vulnerable Sector Reference Check to the prospective Family Home Provider.
3. Request the prospective Home Provider to contact the local Fire Department requesting Fire/Safety Inspections. On completion of the inspection the prospective Home Provider will give the Association a copy and comply with all recommendations of the Fire Department.
4. The Association will set up a schedule of home visits to revisit the home and review the Home Study and ensure that all recommendations from the fire inspection have been implemented.
5. The Association will prepare the letter and the medical form.
6. The Association will arrange a meet and greet with a home visit to introduce the Home Sharer to the prospective Family Home Provider(s). If the meet and greet goes well the Association will make arrangements for a dinner visit as well as a weekend visit.
7. When the Association is satisfied that the applicant(s) meet all the required conditions and are acceptable to the Home Sharer, the Association will send the applicant(s) a letter informing them that their home has been approved.

FAMILY HOME POLICIES & PROCEDURES

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POLICY # G2.02 – INITIAL SCREENING REQUIREMENTS**PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will ensure minimum requirements in the Screening Process for Home Providers are met for all new Family Homes and in the reassessment of existing Family Homes.

PURPOSE:

The Association receives Funding under the Social Inclusion of Home Sharers with Developmental Disabilities Act. The Association is required to develop Policies as per the Ministry of Community and Social Services Policy Directives regarding Family Home.

PROCEDURES:

1. When an inquirer requests more information about the Family Home Program and is interested in pursuing the process, the Family Home staff will arrange for a visit to meet the family, discuss the program and provide an application form for completion.
2. The initial home visit will include information regarding:
 - i. concept of program
 - ii. needs of the Home Sharer
 - iii. goals of placement
 - iv. services of the Community Living Association (Lanark County)
 - v. requirements of the program
 - vi. placement process
 - vii. other information as relevant
3. The Association will evaluate the family's willingness and motivation to accept the Home Sharer as part of their family as well as willingness to foster and respect the Home Sharer's independence, dignity, self-determination, social inclusion and community participation.
4. The Association will assess the physical and mental, social and emotional capabilities of a new Home Provider, using reference checks from the prospective Home Provider's professional and personal network, as well as the Home Providers physician.
5. The Association will ensure financial status of all new Home Providers is adequate to provide for the needs of the household. Upon receipt of a formal application by a prospective Home Provider Family Home staff will begin the home study process.
6. Family Home staff will open a file once the application has been received and only if the application is in line with the Goal and Vision and Guiding Principles of the Association.
7. The Association will complete a Home Study and will facilitate a matching process to ensure the suitability of the Home Providers family setting to the Home Sharer's goals, interests, social connections, health and safety needs, and cultural/linguistic, religious background; physical

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: APPROVAL PROCESS****POLICY # G2.02 – INITIAL SCREENING REQUIREMENTS****PAGE: 2 of 2****ATTACHMENTS:**

attributes of the home and its surroundings; proximity to natural family members.

8. The Association will confirm with the Home Providers their availability and willingness to participate in orientation, of policies and procedures and the required training and ongoing monitoring and evaluation activities.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: APPROVAL PROCESS****POLICY # G2.03 – ASSESSMENT INTERVIEWS****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the importance of gathering and sharing sufficient and relevant information in order for all parties to arrive at an informed decision regarding the suitability of the home and the applicants, keeping in mind the best interest of the Home Sharer.

PURPOSE:

The purpose of this policy is to outline the steps that are followed when conducting a family home assessment.

PROCEDURES:

1. It is the responsibility of the Family Home staff to conduct four assessment interviews in the applicant's home.
2. All interviews will be conducted with the intent of collecting the necessary information (respecting the confidential nature of the information), establishing a rapport with the applicant, and presenting a positive image of the program. Either party may, at any point, terminate the selection process.
3. For the purpose of conducting the interviews, the Checklist for Applications (internal form) will be used as a guideline.
4. The Association will ensure the following information is shared with a prospective Family Home Provider in the following order:

1st interview

- Deliver the application form.
- Share information about the Family Home Program
- Share Information kit folder about the Association
- Respond to questions.

2nd interview

- Pick-up the completed application form.
- Walk through the home and complete the Home Study
- Review the Checklist of requirements for the approval process.
- Respond to questions.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: APPROVAL PROCESS

POLICY # G2.03 – ASSESSMENT INTERVIEWS

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3rd interview

- Review the references and Vulnerable Sector Check.
- Arrange for visits with the prospective Home Sharer –an evening visit for dinner and overnight weekend visit, the reference check must be completed before an overnight.
- Discuss a move in date
- Ensure the Home Sharer supported has a completed Quality of Life Survey and a Skills and Competencies Assessment
- Discuss the importance of confidentiality and have the applicant complete the Statement Respecting Confidentiality.

4th interview

- Share the information on the Home Sharer include the following
 - Information Summary
 - Risk Assessment
 - Home Sharer Profile
 - Individual Support Plan
 - Individual Life Plan

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: APPROVAL PROCESS**POLICY # G2.04 – MINIMUM SCREENING REQUIREMENTS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will ensure minimum requirements in the Screening Process for Home Providers are met for all new Family Homes and in the reassessment of existing Family Homes.

Purpose:

The Family Home staff with the assistance of the applicant(s) will complete a Home Study form. The form provided for this purpose is designed to assist in assessing the physical suitability of the applicant's home. Where a home does not meet minimum safety and accessibility standards for the Home Sharer's accommodation and costs do not justify renovations, an applicant will be deemed ineligible.

PROCEDURES:

1. The Association will evaluate the family's willingness and motivation to accept the Home Sharer as part of their family as well as willingness to foster and respect the Home Sharer's independence, dignity, self-determination, social inclusion and community participation;
2. The Association will assess the physical and mental, social and emotional capabilities of a new home Provider, using reference checks from the prospective Home Provider's professional and Home Sharer network, as well as the Home Providers physician and the Home Study.
3. The Association will ensure financial status of all new Home Providers is adequate to provide for the needs of the household.
4. The Association will complete a Home Study and will facilitate a matching process to ensure the suitability of the Home Providers family setting to the Home Sharer's goals, interests, social connections, health and safety needs, and cultural/linguistic, religious background; physical attributes of the home and its surroundings; proximity to natural family members.
5. The Association will confirm with the Home Providers their availability and willingness to participate in orientation, training and ongoing monitoring and evaluation activities.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: APPROVAL PROCESS****POLICY # G2.05 – ENVIRONMENTAL CHECKLIST****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will complete an environmental checklist for each Family Home during each visit.

PROCEDURES:

1. Family Home staff will complete the Environmental Checklist form with potential Family Home during the initial stages of the home study assessment. The purpose is two-fold:
 - i. To enable, to the extent possible, that Home Sharers are placed in a safe environment; and
 - ii. To raise awareness and educate applicant(s) about safety issues when a Home Sharer with disabilities is living in their home.
2. Family Home staff must complete this safety assessment as part of the home study process prior to placement and bi-monthly thereafter. A follow up safety review will be scheduled if there are areas of non-compliance with the safety expectations.
3. The practice of the Association is to require that an assessment of potential and current Family Homes be completed regularly. The review and completion of this document will satisfy this requirement by assessing and monitoring the following areas:
 - a. Cleanliness/Orderliness/Maintenance –It is expected that the home’s exterior and property are well kept, the home’s interior is clean and comfortable, and that the home itself reflects consistent care and attention
 - b. Safety – It is expected that there are no safety issues noted on agency’s safety checklist, that providers are safety conscious and knowledgeable about the safety needs of the Home Sharer placed in their home.
 - c. Furnishings – It is expected that the home be adequately furnished with clean, sturdy and functional furniture, functional and reliable appliances, and an adequate supply of house wares.
 - d. Recreational Items/Equipment/Clothing – It is expected that the home contains adequate, age appropriate recreational items and necessary equipment that are well maintained and in good condition. It is expected that the Home Sharer’s clothing and belongings are clean, well maintained and appropriate to their needs.
 - e. Household pets – It is expected that pets in the home are treated well by family members, That the providers do a good job providing the accommodations, diet, grooming and veterinary needs of their pets. It is also expected that any pets are well trained and do not pose any safety issues for the Home Sharers placed there.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: APPROVAL PROCESS****POLICY # G2.05 – ENVIRONMENTAL CHECKLIST****PAGE: 2 of 2****ATTACHMENTS:**

Each Home Sharer situation may require safety precautions that are not stated on the forms. Conversely, particular characteristics of the Home Sharer will affect safety expectations, The Association may need to add safety precautions onto particular sections in the checklist to comply with the specific needs required in the situation.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: APPROVAL PROCESS****POLICY # G2.06 – REQUIRED INSPECTIONS & DOCUMENTATION****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

A fire safety inspection and a copy of Insurance Coverage for Automobile and Home, as well as a valid Driver's License are required prior to approval of a Family Home.

PURPOSE:

The purpose of this policy is to ensure that all reasonable precautions are taken for the safety of Home Sharers.

PROCEDURES:

1. The Association will ensure a Fire Inspection is completed and a copy of the recommendations is on file. The inspection is required before approval of the Family Home.
2. The Association will request copies of insurance for automobile and home are on file. The Association will monitor the ongoing insurance coverage each year when the Home Study is reviewed.
3. The Association will request a water sample for all homes that are on a well system. The water test will be completed before approval of the Home. The water test will also be required to be completed every two years for all homes that are on a well system. A copy of the report will be given to the Association.
4. The Association will review the inspection reports with the potential/current Family Home Providers during the initial stages of the home study assessment and yearly thereafter. A follow-up safety review will be scheduled if there are areas of non-compliance with the safety expectations.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: MATCHING PROCESS**POLICY # G3.01 – SELECTION/MATCHING FOR PLACEMENT****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Home Sharers will be selected according to their needs and in consideration of the operant dynamics of the family home.

PURPOSE:

The purpose of this policy is to outline the selection criteria to be used in selecting and placing a Home Sharer in a family home.

PROCEDURES:

1. The following screening criteria will be used for admission to the Family Home Program and placement in a family home. Home Sharers will:
 - Be 18 years of age or older.
 - Be determined to have a developmental disability.
 - Not require extensive or continuing medical or nursing care which should be administered by a hospital.
 - Not be severely destructive to property or to themselves.
 - Have developed the life skills and psychological capabilities and direction with some aspect of their daily life.
 - Prefer to live in a family setting.
 - Be willing to pay room and board from their regular income or from their Ontario Disability Support Program or Old Age Security cheques.

2. The Association will complete and have on file an HOME SHARE LEVEL OF SUPPORT SCALE

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: MATCHING PROCESS

POLICY # G3.02 – PLACEMENT OF HOME SHARER**PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Moving into a new home with a new family requires an adjustment period for both the Home Sharer and the Family Home Provider(s). Furthermore, the Family Home Provider(s) and other Home Sharers who interact with the Home Sharer require some information, verbal or written, to facilitate the successful transition into a family home placement.

PROCEDURE:

Where possible, prior to and when placing a Home Sharer in a family home, particular attention shall be given to the following:

1. Prior to placement, Family Home staff arrange for consultation with the Family Home Provider(s) and Home Sharer involved.
2. Family Home staff will discuss placement options with the Home Sharer, Family Home Provider(s) and referring agent.
3. The Home Sharer will be given ample time to prepare psychologically for placement.
4. The Family Home Provider will visit the Home Sharer at his/her previous accommodation.
5. There will be as many pre-placement visits as deemed necessary for the success of the match [minimum five (5) pre-placement weekend visits and one (1) full week visit during which time the Home Sharer attends his/her program].
6. The Family Home Provider will be given a file covering medical, program and financial information and any correspondence pertinent to the Home Sharer.
7. The family physician and Day Program will receive written information which could assist with the successful placement of the Home Sharer in a family home.
8. Specific training regarding, for example, epilepsy, hepatitis, medication, behaviour management strategies, etc., will be organized by Family Home staff.
9. The Family Home Provider will be informed that arrangements for the continuation of medication should be made with the family physician.
10. The Family Home Provider will be informed that a bank account should be set up for each Home Sharer in the home.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.01 – FAMILY HOME AGREEMENT****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

A Family Home Agreement is a legal contract between the Community Living Association and the Family Home Provider(s) and the Home Sharer and is a requirement for a family home placement.

PURPOSE:

The purpose of this policy is to outline the requirements for a legal agreement between the Association and the Family Home Provider(s) prior to a family home placement. This policy applies to Family Home staff, Family Home Provider(s) and the Home Sharer living in the home.

PROCEDURE:

A contract shall be issued for each Home Sharer placed in a family home on the following basis:

1. Family Home Agreement
2. Pre-Placement Visits
3. There will be two (3) original contracts for each Home Sharer, one to be retained by the agency, one retained by the Family Home Provider(s) and one retained by the Home Sharer.
4. The Family Home Provider shall indemnify and save harmless Community Living Association (Lanark County), its Home Providers, servants and agents from any and all liability, with respect to or arising from the arrangements and/or placement herein set forth;
5. Notwithstanding section a), the Association may terminate the agreement at any time, without notice or payment, in lieu of notice, during the probationary period of the Family Home Provider.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.02 – ORIENTATION & TRAINING****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

As the sponsor of the Family Home Program, the Community Living Association provides Family Home Providers with information regarding issues involved in providing a home to Home Sharers, as well as opportunities for questions and informal discussion with other Family Home Providers.

PURPOSE:

The purpose of this policy is to outline the main topics, activities and resources that should be provided to Family Home Providers as part of their orientation and ongoing training.

PROCEDURE:

1. The Family Home staff will contact the Family Home Providers regarding orientation and training sessions. The orientation session will consist of the following:
 - a. Family Home Program policies and procedures
 - b. Record-keeping
 - c. CPR and First Aid
 - d. Health and Safety Resources
 - e. Health Unit
 - f. Canada's Food Guide
 - g. Quality Assurance Measures
 - h. Available public health information regarding nutrition, smoking, hygiene, safety will also be discussed.
2. An ongoing and informal education program designed to meet the needs of Family Home Providers will also be offered. This will provide an opportunity to:
 - a. Share information regarding changes to the policies and procedures as these relate to the Family Home Program;
 - b. Have presentations and discussions on specific topics of interest and/or concern to Family Home Providers;
 - c. Provide community resources and educational material as required.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.03 – HOME PROVIDER INSURANCE & LIABILITY****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will ensure Family Home Providers understand the importance of having and maintaining home insurance and automobile insurance.

PURPOSE:

The purpose of this policy is to elaborate on the Liability coverage for insurance coverage of the Home Providers.

SCOPE:

This policy applies to Family Home Providers and to the Association.

PROCEDURE:

1. The Family Home Provider will obtain and maintain in full force and effect, during the term of the agreement, home owners' or tenants' insurance, as well as car insurance, containing a liability limit of not less than \$1,000,000.
2. The Family Home Provider must receive a written acknowledgement from his or her insurer that the Family Home Provider is taking a Home Sharer with an intellectual disability into his or her home for a fee.
3. The Family Home Provider will submit proof of home and auto insurance on a yearly basis.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.04 – HOME SHARER VISITS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** April 16, 2019**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** April 16, 2019**AUTHORIZATION:** Executive Director

POLICY:

The Association will ensure that it performs visits within sixty-days with the Home Sharer in order to receive feedback and address any issues that the Home Sharer may have in a personal and confidential manner.

PURPOSE:

The purpose of this policy is to address meeting, in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at maximum every sixty-day and separately from the Host Family, in order to receive feedback and address any issues the individual may have, in a personal and confidential manner.

SCOPE:

This policy applies to Family Home Providers and to the Association.

PROCEDURE:

1. The Family Home staff will book meeting with the Home Sharer within a sixty-day period (separate from the Home Provider) and advise them that they are welcomed to have a peer, friend or family member attend with them.
2. The Family Home staff will record meetings (file notes).
3. The Family Home staff will address any concerns identified by the Home Sharer in a timely manner.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.05 – RECORD KEEPING****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

To ensure the availability of current and relevant information and facilitate the continuity of care and programming for Home Sharers in the Family Home Program, Family Home Providers are required to keep records as requested by the Family Home Program Family Home Manager.

PROCEDURE:

1. It is the responsibility of the Family Home staff, upon placing a Home Sharer in a Family Home, to organize and provide the Family Home Provider(s) with a binder of the records to be kept for that Home Sharer.
2. It is the responsibility of the Family Home Provider(s) to enter updated information, for each Home Sharer, on the Communication Sheet, the Health Record Report, the Medication and Treatment Record, the Record of Epilepsy Seizures (if applicable) and the financial records as appropriate.
3. Upon placement of a Home Sharer in the Family Home, the Family Home Provider will be supplied with a four (4) section binder organized as indicated below.

Section 1**Information**

- Home Sharer's profile (Information Summary)
- Risk Assessment
- Family Home Agreement
- Copy of Home Sharer's Birth certificate, health card, and social insurance number
- Background information (health concerns, past info) of the Home Sharer

Section 2**Planning Documents**

- Home Sharer Support Plan/Home Sharers Rights/ Assessments & Reports
- Home Sharer Life Plan of Home Sharer (most recent if applicable)
- Behaviour Plan of Home Sharer (if necessary)
- Incident reports (copy of after association given original)
- Serious Occurrence Reports (Family Home Manager to be contacted immediately in All serious occurrences')

Section 3**Communication**

Communication sheets (file notes)

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.05 – RECORD KEEPING****PAGE: 2 of 2****ATTACHMENTS:****Section 4****Financial Records**

- Bank Statements and reconciliations (Home Sharer's account)
- Receipts
- ODSP information
- Passport Assessment and documentation

Section 5**Health Records**

- ODSP Drug and Dental Cards
- Medication Administration and storage
- MAR Sheets
- Summary of medical contacts
- Medical Contact Forms
- Seizure Information Sheet and record sheet (if applicable)

Section 6**General Correspondence**

- Documentation from C.L.A (memos, etc., insurance info)
- Correspondence between family and friends

Section 7**Miscellaneous**

- Any other important documents
- Home Sharer Inventory
- Home Sharer Support Plan
- Behaviour Support Plan

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.06 – FINANCIALS****PAGE:** 1 of 4**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Community Living Association is authorized to enter into an agreement to purchase services and assistance from a Family Home Provider for/on behalf of Home Sharers with an intellectual disability. The agreement is between the Association, the Family Home Provider and the Home Sharer and/or guardian. The agreement outlines the responsibilities and obligations of all parties concerned.

PURPOSE:

The purpose of this policy is to elaborate on the financial matters that concern Family Home Providers and Home Sharers and/or guardians.

SCOPE:

This policy applies to Family Home Providers and Home Sharers and/or guardians.

RESPONSIBILITY:

The Association supervises the placement, provides consultation, guidance and training, and ensures Family Home Providers and Home Sharers receive appropriate payment and reimbursement for expenses as per the Family Home Agreement, the provincial and the program-sponsored guidelines.

The Family Home Providers provide room and board, supervision and care to the Home Sharer on a continuous basis to the satisfaction of the Family Home Program Family Home Manager.

The Home Sharers room and board; Home Sharer are responsible for their Home Sharer's expenses.

PROCEDURES:

Family Home Providers receive the following monthly payments:

1. For room and board:
 - a. The Home Sharer or guardian pays the Family Home Provider a per diem rate as specified in the Family Home Agreement. The per diem is paid to the Association, who will in turn, pay the Family Home Provider.
2. For general supervision, training and guidance provided:
 - a. The Association pays the Family Home Provider a per diem rate as specified in the Family Home Agreement.

Room and Board

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.06 – FINANCIALS****PAGE: 2 of 4****ATTACHMENTS:**

Home Sharers must already be receiving an allowance (ODSP or other monthly income) before being placed in the Family Home Program. The Home Sharer will provide the Association with twelve postdated cheques per annum to cover their room and board. The Association in turn will pay the Home Sharer out of these funds.

Home Sharer Expenses

The remaining monthly monies, once room and board have been paid, are used as a comfort allowance, for Home Sharer expenses such as clothing, recreation needs, smoking expenses, holiday expenditures, grooming and hygiene products. The Association does not control the Home Sharer's Home finances. However, a goal that addresses a Home Sharer's spending of money can be set, if needed or requested.

The Family Home Provider will complete the Financial Record of the Home Sharer which will be reviewed by Family Home staff during each visit.

Drug and Dental Benefits

The Home Sharer receiving ODSP is entitled to drug and dental benefits. The Home Sharer receiving OAS is only entitled to drug benefits. Prior approval by Family Home staff, except in the case of an emergency, is required for association coverage of any drug, dental and medical costs not covered by ODSP/OAS. Claims for prescriptions must be accompanied by receipts and itemized on the *Expenses* form submitted to the Family Home staff on a bi-monthly basis.

Extraordinary Dental Expenses

Most routine dental work (e.g. check-ups, fillings, x-rays) is covered by ODSP. Where a dental expense is not covered by ODSP (e.g. dentures, orthodontic surgery), the Family Home Provider/Home Sharer contacts Ontario Works to request special funding to cover the extraordinary dental expense.

If Ontario Works will not cover this expense, the Family Home Provider/Home Sharer obtains a written estimate of costs from the dentist and gives it to the Family Home staff to present to the Executive Director for approval and payment.

Extraordinary Medical Expenses

Each Home Sharer approved for ODSP/OAS receives a drug card. Some prescribed medication may not be covered by ODSP/OAS. If/when this occurs, the Family Home Provider/Home Sharer advises the doctor who may be able to prescribe an alternate or generic drug which is covered.

When a drug is not covered and an alternate or generic drug cannot be prescribed, the Family Home Provider/Home Sharer approaches the Family Home staff for special needs funding. In the case of an emergency, prior approval to purchase the medication is not required.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.06 – FINANCIALS****PAGE:** 3 of 4**ATTACHMENTS:****Glasses**

ODSP Vision Care Benefit covers routine eye examinations (once every two years) if coverage under OHIP is not available, assistance with the cost of prescription eyeglasses (once every three years) and assistance with the cost of eyeglass repairs.

The cost of glass frames or tinted lenses may only be partially covered by ODSP. For any remaining costs, the Family Home Provider/Home Sharer contacts Ontario Works to request special funding to cover the additional expense.

If Ontario Works will not cover this expense, the Family Home Provider/Home Sharer provides the Family Home staff with a written estimate of the cost to present to the Executive Director for approval and payment.

Prosthetic Equipment

There is no specific provision under ODSP for prosthetic equipment (e.g. orthopedic shoes or boots, glass eye, etc.). If such equipment is required, the Family Home Provider asks the Home Sharer to apply to the Assistive Devices Program (ADP) under the Ministry of Health and Long-Term Care for payment. If ADP will not cover the cost, the Family Home Provider asks the Home Sharer to apply to Ontario Works for payment.

If ADP or Ontario Works will not pay, the Family Home Provider/Home Sharer provides the Family Home staff with a written estimate of the cost to present to the Executive Director for approval and payment.

Mileage Claims

Mileage claims for medical appointments, treatment and training are reimbursed at the association's current reimbursement rate. All other mileage expenses must receive prior approval by Family Home staff to be considered for payment.

Claims for mileage must be documented on the Kilometer Expense Form. The statement should include: the date, destination, purpose of the trip, name of Home Sharer involved and the distance in kilometers, and must be submitted monthly.

Payment of Claim Forms

The Family Home staff reviews the account to ensure that all expenses claimed are appropriate, approved and accurately documented. Any discrepancies are discussed with the Family Home Provider and corrected or clarified as required. The Payment Form is then approved. Payment is made monthly by cheque mail out.

Absence of a Home Sharer

The Home Sharer/guardian continues to pay for room and board and the Association continues to pay for care and supervision for the first fourteen (14) days of a Home Sharer's absence from the Family Home. On the fifteenth day, room and board is only reimbursed.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: CONTRACTUAL OBLIGATIONS

POLICY # G4.06 – FINANCIALS**PAGE:** 4 of 4**ATTACHMENTS:**

Vacation

Family Home Providers are entitled to a pre-arranged respite amount per calendar year.

Family Home Providers are not compensated for room and board or care and supervision for vacation days taken in excess of twenty-one (21) days within a fiscal year.

Income Tax

The Association follows the guidelines set out by Revenue Canada. All Home Sharers fill out their Income Tax in order to receive their Ontario Tax Credit. The Family Home Provider provides the Home Sharer with a receipt for room and board.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.07 – FAMILY HOME FILES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Home Sharers' files are to be kept in accordance with the Association's policy and procedures on document storage and retention.

PURPOSE:

The purpose of this policy is to address the content of a Home Sharer's file and who has access to the documents and information therein.

PROCEDURE

1. The Family Home Family Home Manager will maintain a written file for every Family Home approved and opened for placement of a Home Sharer. The file will include the following:
 - a. administrative correspondence;
 - b. the components of the approval process - the Application Form, the references, the Fire Inspection Report, the Environment Review, the assessment data and any other relevant information;
 - c. the contractual agreement;
 - d. the Family Home reports and evaluation forms;
 - e. a record of any incidents of emergency situations reported or investigated regarding a complaint against the Family Home Provider(s)
 - f. Information held by the Family Home Program on a Family Home Provider shall be available to:
 - g. the Family Home Provider, except for references and other information given to the Family Home Program in confidence;
 - h. authorized Home Sharers in the employment of the Association;
 - i. other agencies, professionals or hospitals when authorization has been given following written consent by the Family Home Sharer to release the information for which the Community Living Association is the author;
 - j. when the file is subpoenaed to court.
2. All files will be stored in a locked filing cabinet in the offices of the Community Living Association

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.08 – PROBATION OF FAMILY HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to ensuring that Family Home Providers meet the Association's expectations in the operation of their Family Homes.

PURPOSE:

The purpose of this policy is to describe the process that will be followed to evaluate the probation ensuring a satisfactory operation of a Family Home.

PROCEDURE

1. The probationary period for Family Home Providers shall be defined as the first six (6) months of operation of a Family Home (i.e. the first six (6) months of operation during which a contract is in effect). This excludes time spent by potential Home Sharers in a Family Home during pre-placement visits. The probationary period may be extended at the discretion of the Association.
2. Family Home staff and Family Home Provider(s) will complete the six (6) month evaluation using the yearly/six-month Evaluation form. The evaluation should be used to document the observations and impressions of the Association of the Family Home Provider(s), and assess the operation of the Family Home during the probationary period.
3. An evaluation of each Family Home shall be completed annually or more often if required, using the yearly/six-month Evaluation form.
4. Approval of a Family Home will be maintained and indicated in the yearly evaluation where the Family Home Provider(s) has/have:
 - a. Met all terms of the contract.
 - b. Demonstrated supervision and/or training competency to the satisfaction of the Association.
 - c. Resolved any complaints receive.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.09 – TERMINATION OF AGREEMENT****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Approval of a Family Home may be withdrawn if the operation of the home is no longer conducive to the attainment of the goals and objectives of the Family Home Program or meets the needs of the Family Home Sharer, or no longer meets the standards of approval.

PURPOSE:

To outline the circumstances under which approval of a Family Home may be withdrawn and reiterate the terms of the Family Home Agreement concerning the rights of the Agency and the Family Home Provider(s) as these relate to withdrawal of approval or closure of a Family Home.

PROCEDURES:

1. Approval of a Family Home may be withdrawn under the following circumstances:
 - a. If, in the opinion of the Family Home staff, in collaboration with the Executive Director, the home environment is not conducive to the well-being, safety and Home Sharer development.
 - b. If the quality of care and supervision provided by the Family Home is found to be unsatisfactory.
 - c. If the program standards and policies and procedures are no longer adhered to by the Family Home Provider(s).
 - d. If the Family Home no longer meets the standards of the Fire Safety Inspector.
 - e. At the request of the Family Home Provider(s).
2. Issues of concern should be clearly documented in the Family Home Program Visit summary report, which is completed regularly by the Family Home staff and in the six (6) month/yearly evaluation with target dates for resolution.
3. If issues are not resolved, the Family Home staff will report concerns to the Executive Director and an immediate decision for closure of the home by the Executive Director can be made in an emergency situation.
4. If not an emergency situation, the Family Home staff will make a recommendation for closure to the Executive Director.
5. As stipulated in the Family Home Agreement, the agreement may be terminated at any time without cause or reason by the Agency or the Home Provider(s) or the Home Sharer on sixty (60) days written notice.
6. Notwithstanding the above, the Agency may terminate the agreement at any time, without notice or payment, in lieu of notice, during the probationary period of the Home Provider(s).
7. Where a recommendation for closure is made and where the Family Home Provider(s) disagree

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.09 – TERMINATION OF AGREEMENT****PAGE: 2 of 2****ATTACHMENTS:**

with this recommendation, a meeting may be held with the following in attendance: The Family Home Provider(s), the Family Home staff, others as appropriate (i.e. the Executive Director of the Agency, Day Program Family Home Provider).

8. A recommendation may stand or be withdrawn or certain conditions for continuation of approval
9. may be set as a result of this meeting.
10. Following confirmation of a recommendation for closure, for the termination of contracts, the Association will relocate the Home Sharer(s).

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: CONTRACTUAL OBLIGATIONS****POLICY # G4.10 – ONGOING MONITORING OF FAMILY HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** April 16, 2019**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** April 16, 2019**AUTHORIZATION:** Executive Director

POLICY:

The association will provide ongoing monitoring of the personal safety and security of individuals receiving supports and services including a physical verification of the residence and property every sixty-days. One of such visits will be unannounced.

PROCEDURES:

1. Family Home staff will visit each Family Home within sixty-days of the previous visit.
2. Family Home staff will complete an inspection of the home pertaining to the residence and external property.
3. Family Home staff will schedule five of the six visits. The sixth visit will be unannounced.
4. Family Home staff will identify any issues including safety and security and discuss such issues with the Family Home Provider for remediation and ongoing follow up.
5. A record of each of the visits will be documented in Family Home files.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: HEALTH & WELLNESS**POLICY # G5.01 – HEALTH & WELLNESS MONITORING****PAGE:** 1 of 3**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association adheres to the values of quality, equality and respect and shall act on them with integrity in all instances including when the provision of medical care is required.

PURPOSE:

The purpose of this policy is to ensure that the health concerns of the Home Sharers are monitored and addressed as needed and where supports have been identified in their Home Sharer support plan.

PROCEDURES:

1. The Home Sharers have the right to have access to a family physician of their choice (or family/advocate's choice if appropriate) who is available on a regular and consistent basis and to see this physician in private if desired. Family Home Providers may assist the physician if there are communication concerns. The Family Home Providers are responsible for:
 - a. Ensuring regular and ongoing health care for Home Sharers and addressing their health issues, keeping in mind their right to make informed decisions regarding their health needs.
 - b. Supporting Home Sharers in accessing all health care services (family physician, dentist, optometrist, ophthalmologist, audiologist, neurologist, psychiatrist and all other specialists as deemed necessary by the attending physician).
 - c. Being alert to possible health concerns and bringing these concerns to the attention of the Family Home Family Home Manager.
 - d. Maintaining ongoing medical records or assisting Home Sharers in the maintenance of this information.
2. In the event that a Home Sharer refuses medical/health care, the Family Home Provider, the Family Home staff and the doctor are responsible for ensuring that the Home Sharer understands the implications of his/her refusal, or his/her family/advocate in a situation where it is not certain that the Home Sharer can make an informed decision.
3. The Family Home staff is responsible for documenting the reasons for the refusal for treatment, the resources brought in to assist the Home Sharer in finalizing this decision and the action taken in terms of informing the family, physician, etc., and defining the risks involved due to the refusal.
4. First Aid and CPR
 - a. Family Home Providers will have a Certificate in First Aid and CPR level C courses will have to be kept up-to-date as per the requirements of the courses.
 - b. The Family Home Provider will have a basic first aid kit, readily accessible, in the home. The kit should be approved by St. John Ambulance and replenished as needed.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.01 – HEALTH & WELLNESS MONITORING****PAGE: 2 of 3****ATTACHMENTS:****5. Health Records**

The following health records will be kept on the file of each Home Sharer: doctor/professional care report

- i. annual physical examination
- ii. annual dental examination
- iii. any incident reports
- iv. assessments
- v. PRN protocols
- vi. Behaviour Support Plan

6. Medical and Dental Appointments

- a. The Family Home Family Home Manager will have the Home Sharer or parent/advocate complete the Tracking Sheet for Medical Appointments annually to ensure the Home Sharer has been seen by a physician and dentist within the past year. A copy of the completed form will be given to the Family Home Provider.
- b. The Family Home Family Home Manager will confirm with the Home Sharer and the Family Home Provider the date of the last medical/dental appointment on the Health Record Report.

7. Medical

- a. The Home Sharer or parent/advocate will complete a Medical Form upon application to the program. The completed form must be signed by a physician. The original will be given to the Family Home with a copy to the Family Home Provider.
- b. The Family Home Family Home Manager will have the Home Sharer or parent/advocate complete the Medical Form annually. The completed form must be signed by a physician. A copy of the completed form will be given to the Family Home Provider.
- c. The Home Sharer will receive a complete medical examination at least once per year. The Family Home Provider will retain a copy of the completed Physical Form in the Home Sharer's file.
- d. When required, the Family Home Provider will explain to the Home Sharer why and how a medical treatment is to be carried out in the case where the Home Sharer has not fully understood the terms or methods explained by the doctor.
- e. The Family Home Provider and/or Family Home Family Home Manager shall not sign for treatments on behalf of the Home Sharer or the Association. The doctor will decide if the Home Sharer has the capacity to understand the treatment explained and to sign for him/her. If the doctor feels that the Home Sharer is incapable of signing for him/her, the consent for treatment will be given by the family/Public Guardian Trustee.
- f. When a Home Sharer attends an appointment on his/her own, the Family Home Provider will ensure that s/he understands the direction given by the physician, a record is kept of the appointment and follow-up occurs as deemed necessary.
- g. The Family Home Family Home Manager will ensure that the physician's instructions regarding procedures for 'isolation of Home Sharers with communicable diseases' are carried out and the appropriate day program is contacted.
- h. The Family Home Provider will inform the Home Sharer's family/advocate of any

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.01 – HEALTH & WELLNESS MONITORING****PAGE: 3 of 3****ATTACHMENTS:**

- i. significant changes in health status and provide an annual update on medical/health issues (with the consent of the Home Sharer).
- 8. Dental
 - a. The Home Sharer will be seen yearly for dental check-ups or more often as required by the dentist or the Home Sharer's needs. Dentures will be assessed every two years.
- 9. Vision, Hearing and Other Assessments
 - a. Optometric, hearing and other professional assessments will be done as required or as deemed necessary by the family physician.
- 10. Tracking Sheet for Health Appointments

Health Form will be completed after each doctor visit.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.02 – DRUG & MEDICATION ADMINISTRATION & ABUSE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Family Home Providers are required to ensure the safe and appropriate administration of medication to the Home Sharers in their care with the supervision and support of the Family Home Program Family Home Manager, minimizing medication errors, and making sure that in a self-administration program take medication as prescribed.

PURPOSE:

The purpose of this policy is to outline the procedures for the safe and appropriate administration of medication, including self-administration by the Home Sharer, and the actions to be taken in the case of medication errors.

PROCEDURES:

1. Family Home Providers are responsible for knowing the medication needs of the Home Sharers in their care, safely storing medication in a locked cabinet when required, accessing medication as necessary and administering as prescribed or ensuring that Home Sharers in a self-administration program take medication as prescribed. Family Home Providers are also responsible for ensuring that the medications have not expired.
2. A medication error is a serious incident. Family Home Providers are responsible for taking appropriate steps to deal with the situation as deemed necessary according to the degree of urgency and to report all medication errors.
3. Basic Guidelines

The Family Home Provider will ensure that:

- a. A Medication & Treatment Record is kept for each Home Sharer.
- b. Medication is stored in a secure manner within the family home residence and locked in a cabinet when deemed appropriate.
- c. Medication is grouped and organized by Home Sharer in those situations where more than one Home Sharer is living in the Family Home.
- d. Medication is contained in a method that limits the possibility of spillage (e.g. tamper resistance lids, bubble packaging).
- e. The labels on all medication bottles are clear and understandable and include an expiration date. When in doubt, the Family Home Provider will verify the information with the pharmacy.
- f. When preparing the medication, the following is double-checked before administering: right client, right medication, right route, right time and right dose.
- g. Before administering the medication, confirmation is obtained from the Home Sharer

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.02 – DRUG & MEDICATION ADMINISTRATION & ABUSE****PAGE: 2 of 3****ATTACHMENTS:**

- that the medicine is to be taken.
- h. After administering the medication, the Home Sharer is observed to ensure that s/he swallowed the medication or in the case of a cream/suppository/eye drops, etc., has applied the medication correctly. In the case of oral medication, ensure that the Home Sharer takes the medication with water or whatever is recommended by the pharmacist
4. The Family Home Provider will complete the Medication Chart.
 - i. The medication will be listed in the order of times given, i.e.
 - i. All 7 a.m. medications
 - ii. All Noon medications
 - iii. All supper medications
 5. In the event a Home Sharer is absent from the family home residence, refuses to take a medication, receives a dose at school or day program or a medication is dropped, the following will be noted on the Medication Chart.
 6. Any allergic reactions or concerns regarding medications or over the counter drugs will be documented on a Health Record Report and shared with the Family Home Family Home Manager who will note this information on the Information Sheet and on the Home Sharer Support Plan. Medication can only be discontinued or changed at the direction of the attending physician.
 7. The Family Home Provider will indicate the changes of medication on the Health Record Report and advise the Family Home Family Home Manager at the next home visit.
 8. Medication that has been discontinued will be destroyed by returning the medication to the pharmacy.
 9. Pills lost or destroyed will be noted on the back of the Medication Chart.
 10. PRN Medication
 - a. PRN medication will be administered as directed by the attending physician.
 - b. In the case of medication to support a Home Sharer during emotional and/or behavioural breakdowns, the procedure for administration will be adhered to.
 - c. The time and amount given will be documented at month end on the Medication & Treatment Record/Medicaments & Treatment.
 11. Over-the-Counter Medications

Over-the-counter medications will only be given on the order of a physician since prescribed medications could have contraindications with over-the-counter medications.
 12. Medication Documentation
 - a. Family Home Providers are responsible for logging each dose of medication administered on the Medication & Treatment Record/Medicaments & Treatment.
 - b. Family Home Providers will give the Family Home Family Home Manager copies of their Medication & Treatment Records/Medications & Treatment at each home visit, to be copied to the Home Sharer's file.
 13. Medication Errors
 - a. Upon learning of a medication error, the Family Home Provider will:
 - b. Check the Home Sharer for any immediate reaction.
 - c. If any indication of symptoms that are not normal for the Home Sharer is observed, take

the Home Sharer to the hospital immediately. Make sure to bring all information regarding the incorrect medication given and the medication normally taken by the Home Sharer (if any).

- d. If there are no immediate effects, call the Home Sharer's family physician. If s/he is unavailable, call the pharmacist or if after hours, the emergency department of the hospital or the Ontario Poison Association. Ask for information concerning the effects of the medication error. Refer to the medication taken by name and dosage. Ask if the Home Sharer should receive any of his/her regular medication and if yes, if any other side effects may occur between the two medications.
 - e. Immediately inform the Family Home Family Home Manager of any medication error and complete an Incident Report form. Not reporting the medication error will result in a review of the Family Home Provider's service contract. Also advise the parent/legal guardian, if applicable, of the error as soon as possible.
 - f. Write up all information received on the Communication Sheet.
 - g. Keep the Home Sharer under close observation for the next twenty-four hours to ensure no adverse effects occur.
14. Self-Administration
The preceding applies to Home Sharers in a self-administration program. A self-administration program is negotiated based on the needs of the Home Sharer as reflected in the Home Sharer Support Plan.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: HEALTH & WELLNESS**POLICY # G5.03 – EMERGENCY MEDICAL SUPPORTS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes and values the Home Sharer's right to immediate medical attention when required.

PURPOSE:

The purpose of this policy is to provide guidelines for instances when emergency medical services are required.

PROCEDURES:

If a Home Sharer is injured or becomes ill and requires immediate medical attention, the following procedure will be followed:

- a. The Family Home Provider will drive the Home Sharer to the closest hospital and bring along the Home Sharer's binder of Home Sharer's medical information. If the injury or illness requires immediate attention, the Family Home Provider is expected to call an ambulance.
- b. The Family Home Provider will contact the Family Home staff.
- c. The Family Home Provider will also contact the family/Public Guardian Trustee or other emergency contact to inform him/her of the situation and to request consent for treatment if the Home Sharer is incapable of giving his/her own consent. The Family Home Provider cannot give consent for treatment unless s(he) is the Home Sharer's Public Guardian Trustee.
- d. The Family Home Provider will follow the instructions given and provide the care recommended by the attending physician.

Poisoning

Poisoning should be treated as an injury or accident. In such cases, the Family Home Provider will call the **Ontario Poison Association (1-800-268-9017)**, give his/her name and phone number (to ensure a call back if the connection is broken) and follow the instructions received from their experts.

Documentation

The Family Home Provider in charge at the time of the emergency will complete an Incident Report documenting the events and circumstances surrounding the injury, accident or illness.

All contacts made and action taken will be listed including names and phone numbers, the time of calls and description of events. The report will be completed as soon as possible after attending to the Home Sharer.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.04 – TRANSFERRING DRUGS & MEDICATION****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the importance of properly transferring a Home Sharer’s medication when s (he) is accessing respite at another location.

PURPOSE:

The purpose of this policy is to provide guidelines for the transfer of a Home Sharer’s medication from one location to the other.

PROCEDURES:

1. Ensure that the medication is in a properly labelled and dated container as issued by the pharmacist with clear instructions as to when and how much of the medication to take.
2. Advise the relief providers of any side effects that are/could be experienced by the Home Sharer when taking the medication.
3. Ask how the medication will be stored, explaining that it must be kept in a secure, locked cabinet.
4. Indicate how the medication is to be administered and if it is self-administered by the Home Sharer or given by the relief provider.
5. Provide contact information in case there are questions or should an emergency arise.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.05 –BEHAVIOUR PRACTICES****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association's Family Home Program identifies certain behaviours that are deemed unacceptable in the program and, if exhibited, will be dealt with as appropriate.

PURPOSE:

The intent of this policy is to assist the Family Home Providers in dealing with certain behaviours from Home Sharers that are not considered acceptable. This policy applies to every Home Sharer placed in a Family Home.

PROCEDURES:

1. During the admissions process, Home Sharers will be made aware of inappropriate behaviours that are considered unacceptable and the consequences or actions that will be taken in such cases. These behaviours include but are not limited to the following:
 - a. pushing, hitting, kicking or biting others
 - b. swearing
 - c. yelling and screaming
 - d. derogatory remarks towards others
 - e. throwing objects
 - f. destroying property
2. When these behaviours are manifested, Family Home Provider(s) will evaluate the situation before implementing consequences and use acceptable measures:
 - a. reward acceptable behaviour with praise or material gain
 - b. bring attention to the action
 - c. express disapproval
 - d. discuss the incident which includes listening to the Home Sharer's explanation and reason(s) for behaviour
 - e. remove privileges
 - f. temporarily remove Home Sharer from the situation or the group*
 - g. limit out-of-home activities
3. If a Home Sharer shows inappropriate behaviour, Family Home Provider(s) will contact parents/guardians and/or the Family Home staff to discuss and learn how such behaviour is managed. The same methods for behaviour correction will be applied to all Home Sharers to maintain consistency — provided such method is an approved approach.
4. In the event that a Home Sharer's behaviour warrants action, the least intrusive measure will be used i.e. removal from activity, supervised quiet time, discussion about incident.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.05 –BEHAVIOUR PRACTICES****PAGE: 2 of 2****ATTACHMENTS:**

Only in extreme cases and for the safety of other Home Sharers will a Home Sharer be placed in his or her room with close supervision by the Family Home Provider(s). S(he) will be redirected from quiet time as soon as s(he) has regained self-control. At no time will the Home Sharer's door be closed during this period.

5. If a Home Sharer manifests aggressive behaviour, Family Home Provider(s) will contact parents/guardians and/or the Family Home staff as noted above. If the aggressive behaviour is unmanageable, the Family Home staff or designate will seek consultation from the Association's Clinical Services.
6. If corrective measures are used, a record of such will be made in the Home Sharer's file stating the reasons for the recourse and the type of consequence used. The incident will be recorded on a Communication Sheet and reported to the Family Home staff as soon as possible.
7. Only in the case where the Home Sharer may harm him/herself or another Family Home resident should restraint measures be used (CPI) and only as a last resort. A letter from the Home Sharer's physician or psychologist will be required and will state the reason for the need for the restraint along with the recommendations for such restraint. Family Home Provider(s) will adhere to the procedures outlined in the Physical Restraint Manual. The incidence will be recorded on a Communication Sheet and reported to the Family Home staff as soon as possible.
8. The Family Home Provider will immediately notify the Family Home staff if a method of restraint is used. Staff will file a Serious Occurrence and the procedure outlined in the Ministry's Serious and Enhanced Serious Occurrence Reporting Guidelines will be followed.
9. At each visit, Home Sharers' positive and negative behavior's will be discussed in order to outline specific needs, goal and approaches which will then become part of the Home Sharer's Plan for Family Home Program

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.06 – HOME PROVIDER BEHAVIOURS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association prohibits certain behaviours from Family Home Providers that shall result in termination of contract and withdrawal of approval of the Family Home.

PURPOSE:

The intent of this policy is to educate the Family Home Providers concerning appropriate actions in relation to dealing with behaviour and maintaining the emotional and physical safety of the Home Sharers.

PROCEDURES:

1. Prior to the placement of a Home Sharer in a Family Home, the Family Home Provider(s) will be made aware of inappropriate behaviours that are considered unacceptable and which will result in termination of the agreement and withdrawal from the Family Home Program. These behaviours are as follows:
 - a. Throwing objects, hitting others, derogatory remarks, swearing, kicking, etc.
 - b. Corporal punishment of a Home Sharer.
 - c. Harsh or degrading measures that would humiliate a Home Sharer or undermine his/her self-respect.
 - d. Deprivation of basic needs including food, shelter, clothing or bedding.
 - e. Food must not be used to bribe, punish, reward or coax.
 - f. Verbal and/or emotional abuse of a Home Sharer.
 - g. Locking up a Home Sharer in any room or confined space.
 - h. Limited isolation and restraining methods may only be used in cases when the Home Sharer is either a danger to him or herself or to someone else.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: HEALTH & WELLNESS

POLICY # G5.07 –NATURAL FAMILY INVOLVEMENT**PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

When possible, the natural family will be informed of a Home Sharer's placement.

PURPOSE:

The purpose of this policy is to outline the rights of the natural family to be involved in the Home Sharer's life when possible and the rights of the Home Sharer to have his/her wishes respected concerning any aspect of his/her life.

PROCEDURES:

1. The natural family should be encouraged to be involved and made aware that they have visiting privileges, and should expect to be welcomed openly by the Family Home Providers.
2. The Family Home Family Home Manager will inform the Family Home Providers of any considerations which might limit family contacts. If the Family Home Providers encounter any difficulties with the natural families, they should notify the Family Home Family Home Manager as soon as possible.
3. If the natural family would like to be notified of the Home Sharer's circumstances, program, Home Sharer Support Plan, conferences, progress, etc., this will be arranged by the Family Home Program Family Home Manager.
4. When a next of kin is involved rather than the natural family, the above can apply.
5. Unless the Home Sharer has been declared incompetent by a court or temporarily incompetent by a physician, the decision of a Home Sharer regarding involvement is binding.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: HEALTH & WELLNESS****POLICY # G5.08 –PLANNING****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Family Home staff will develop and update, on an annual basis, a Home Sharer Support Plan for each Home Sharer that does not attend a regular day service. The Family Home Provider(s) shall attend all planning meeting for Home Sharers regarding planning and follow through on any programming in which the Home Sharer is involved.

PURPOSE:

The intent of this policy is to ensure that Home Sharer Support Plans are developed/completed and maintained for all Home Sharers in the Family Home Program.

PROCEDURES:

1. The Family Home staff will work in conjunction with other programs or agencies involved to ensure continuity of care, growth and development for the Home Sharer.
2. Once the placement of a Home Sharer in a Family Home has been agreed upon, the Family Home staff will contact the agencies, significant others and family members involved in the Home Sharer's life to determine planning responsibility.
3. The Family Home staff will ensure a copy of each plan is received and kept on file for each Home Sharer in the Family Home Program.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY**POLICY # G6.01 – HEALTH & SAFETY EDUCATION****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes that good health and safety are essential for everyone to learn, grow and develop. To this end, the Association's Family Home Providers shall consider the interest and ability of each Home Sharer when providing coaching on healthy eating/living, rights, abuse prevention and safety education.

PURPOSE:

The intent of this policy is to:

- Ensure basic food and nutrition needs of Home Sharers in the Association's Family Home Program are met.
- Provide Home Sharers with the opportunity to develop important life skills that are associated with health and safety.
- Provide Home Sharers with public health information to help them make informed choices about their health; and assist the Association's Family Home Provider in complying with required legislation.

PROCEDURES:

1. Family Home Providers will adhere to the *Canada's Food Guide* when preparing and providing meals to Home Sharers unless otherwise stipulated by a nutritionist or family doctor.
2. The Family Home staff will share with the Family Home Providers and Home Sharers available public health information that may help the Home Sharers make informed choices regarding their health and lifestyle. Family Home staff will ensure that the information is presented in a format and language that is suitable to Home Sharers' level of understanding.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: SAFETY****POLICY # G6.02 – BEHAVIOUR PRACTICES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The safety of the Home Sharers in the Family Home Program is paramount. Specific measures shall be maintained to ensure the Home Sharer safety and security of the people involved in and with the Association's Family Home Program.

PURPOSE:

The purpose of this policy is to establish guidelines which conform to the government regulations for providing and maintaining a safe living environment for all Home Sharers in care and the Family Home Providers and Home Providers supporting them.

PROCEDURES:

Safety measures:

1. The Family Home staff shall be available for the Family Home Providers and Home Sharers. When unavailable, the On Call Manager will be on call.
2. The Family Home staff is required to have a cell phone for Home Sharer safety and be accessible to the Family Home Providers and Home Sharers in emergency situations.
3. The Family Home staff will share its cell phone number(s) with the Family Home Providers and Home Sharers upon intake into the program.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY**POLICY # G6.03 – MISSING HOME SHARER****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Family Home Provider(s) are responsible for the safety of the Home Sharer(s) in their care and to this end must always know their whereabouts.

PURPOSE:

The purpose of this policy is to outline the responsibilities of parties concerned when a Home Sharer is missing from the Family Home.

PROCEDURES:

1. Responsibility of the Family Home Provider
 - a. Notify the local police department, cooperating with their requests.
 - b. Notify the Family Home staff when it is suspected that the Home Sharer is missing and provide the relevant information.
 - c. Remain available for contact.
 - d. When the location of the Home Sharer is determined, immediately notify the police and the Family Home staff.
2. Responsibility of the Association
 - a. When advised that a Home Sharer is missing, advise the Family Home Provider to notify the police if not already done.
 - b. Cooperate in any appropriate way in the search for the missing Home Sharer.
 - c. Provide support and instruct the Family Home Provider to remain available.
 - d. If requested, contact the Home Sharer's next of kin to notify them of the situation and request their cooperation as appropriate.
 - e. When the Home Sharer returns or is found, determine with the Family Home Provider the need for further immediate action.
 - f. Notify all involved of the return of the Home Sharer.
 - g. It is the responsibility of the Family Home staff to follow the entire situation and file appropriate documentation.
 - h. The Executive Director must be kept advised of the current status of the situation and development.
 - i. The Executive Director or designate will complete a Serious Occurrence or Enhanced Serious Occurrence form and forward to the Ministry of Community and Social Services.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY

POLICY # G6.04 –DEATH OF A HOME SHARER**PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Community Living Association has a contract through the Ministry of Community and Social Services to provide residential supports to adults with intellectual disabilities through the Family Home Program. In the event of the death of a Home Sharer, the Agency has an obligation to complete the reporting process.

PURPOSE:

The purpose of this policy is to outline the responsibilities of parties concerned when a Home Sharer dies.

PROCEDURES:

1. Responsibility of the Family Home Provider
 - a. When you discover a Home Sharer has died, call the ambulance and the police.
 - b. Notify the Family Home staff or designate and provide the information requested.
2. Responsibility of the Association Staff
 - a. Upon being notified of the death of a Home Sharer, advise the Family Home Provider of the above process, if not already done.
 - b. Notify the Family Home staff and the Executive Director of the Association.
 - c. Arrange for the notification of the next of kin.
 - d. Take other action as appropriate to the situation including arrangements with the next of kin (i.e. provision for funeral arrangements and forwarding of the Home Sharer's effects of the Home Sharer).
 - e. Forward a written report to the Family Home staff who will forward a copy to the Executive Director.
 - f. Provide the necessary support to those Home Sharers involved.
 - g. The Executive Director or designate will complete an Enhanced Serious Occurrence form and forward to the Ministry of Community and Social Services.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY**POLICY # G6.05 – FIRE IN FAMILY HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Any fire within a Family Home must be reported to the Family Home Family Home Manager to facilitate the Home Sharer's health and safety and ensure that the Family Home continues to meet program standards.

PURPOSE:

The purpose of this policy is to outline what must be done in the case of a fire in the Family Home.

PROCEDURES:

1. The Family Home Provider should contact the Family Home staff when there has been an incidence of fire of any size in the Family Home residence.
2. The Family Home Provider must contact the Fire Department in the event of a fire.
3. Once the fire is extinguished, the Family Home Provider must provide the Family Home staff an updated report of the incident, describing the degree and extent of the fire.
4. The Family Home staff may wish to have the Home Sharer examined by his/her physician in case of minor fires where no physical damage has been done.
5. The Family Home staff will offer any assistance that is requested (i.e. locating temporary relief placement, emotional support, etc.).

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY**POLICY # G6.06 – ABUSE/NEGLECT****PAGE:** 1 of 5**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to providing a safe, nurturing and respectful environment that promotes the rights of Home Sharers for whom it works. There is zero tolerance of abuse or neglect of any kind. Any “witnessed” abuse will be reported to the local authorities in compliance with Ontario Regulation 299/10, it is noted that the Home Sharer’s consent is not required. Abuse happens when a Home Sharer or group of people use their power (authority, control or influence) to cause or create a significant likelihood of harm to a Home Sharer. The following are types of abuse: emotional abuse; verbal abuse; financial or material exploitation; neglect; professional malpractice; civic and human rights abuse; sexual abuse; or physical abuse. Any Home Sharer supported where abuse of that Home Sharer has been alleged, suspected or witnessed will be supported, in a way that works for the Home Sharer. Everyone within the Association must be empowered to make complaints without fear of consequences. All incidents of alleged abuse will be reported.

DEFINITION:

“Abuse” means action or behaviour that causes or is likely to cause physical injury or psychological harm or both to a Home Sharer with a developmental disability, or results or is likely to result in significant loss or destruction of his or her property. (“mauvais traitements”) Abuse also includes any and all physical, sexual, emotional, verbal and financial abuse.

POLICY: ABUSE NEGLECT

Types of abuse include:

- **Physical abuse, which may include:**
 - hitting
 - pushing
 - kicking
 - rough handling
 - using an object or weapon to hurt someone
 - wrong use of medication
- **Neglect, which may include:**
 - not giving proper food, clothing or hygiene
 - not taking care of health and safety needs
- **Sexual abuse, which may include:**
 - touching someone’s sexual body parts or forcing them to do something of a sexual nature they do not want to do
 - forcing someone to have sex when they do not want to
 - making someone watch pictures or videos that make them uncomfortable

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY

POLICY # G6.06 –ABUSE/NEGLECT

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- making offensive sexual comments and jokes and saying things that hurt someone or make them uncomfortable
- **Emotional abuse, which may include:**
 - bullying
 - creating fear or scaring people
 - keeping someone away from their friends and family
 - not giving people privacy
- **Verbal abuse, which may include:**
 - making comments on things like race and gender
 - threatening people
 - using abusive language or swearing
- **Financial abuse, which may include:**
 - stealing or taking someone's money by forcing or tricking them
 - using someone's money without asking them
 - forcing someone to sign documents to give their money to someone else
 - making changes to someone's financial documents
 - asking someone to steal or claim money that does not belong to them

INDICATORS OF ABUSE:**Physical Abuse**

Some of the indicators of physical abuse are: signs of new injuries when old injuries have not yet healed; unexplained and unusual burns, cuts, bites, blisters/bruises, broken bones or bald spots on head in unusual or clustered patterns; unusual imprints on the skin from the instrument used to inflict abuse (such as the round pattern of a stove burner etc.); and injuries inconsistent with the description of cause.

Neglect

Some of the indicators of neglect are: poor hygiene; dirty, torn clothes worn every day; insufficient clothing; bug infestation in the Home Sharer's clothes or body; unattended medical or dental needs; and underweight or overweight (when not associated with the primary disability).

Sexual Abuse

Some of the indicators of sexual abuse are: existence of sexually transmitted diseases or pregnancy; stained, torn and/or bloody underclothes; bruised or swollen genitalia/anal area; sore throat (which may be due to pressure applied to the throat through choking or forced oral sex); pain while walking or sitting (with evasive or illogical explanation); semen around the mouth, genitals or on clothing; unusual or offensive odor; and a significant change in sexual behavior or attitude.

Emotional

Some of the indicators of emotional abuse are: extreme, unusual behavior (aggression, compliance, withdrawal); high level of anxiety/fear of returning to a particular place; attempted suicide; and lack of attachment to parents or other caregiver

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY**POLICY # G6.06 –ABUSE/NEGLECT****PAGE: 3 of 5****ATTACHMENTS:**

Financial

Some of the indicators of financial abuse are: Home Sharer has no money, when they have just been paid or received a payment. Documentation is not balanced or there are consistent inaccuracies with no explanation.

Preamble:

People's disabilities can often make them vulnerable. This vulnerability could be countered by the meaningful involvement of family, friends and community friends. The design and delivery of programs and services should minimize the vulnerability of Home Sharers by ensuring that Home Providers who provide support demonstrate competency in terms of appropriate practices using training/teaching programs which are permitted and promoted by the Association. Appropriate use of psychotropic medications, Behavior management, and medical and physical care practices, with an understanding of how such practices could contribute to or result in the abuse of Home Sharers who are vulnerable.

The Association will report all accusations of abuse to the authorities immediately upon notification. If someone says that they have been abused, or a Family Home Provider sees abuse happening, or the Family Home Provider thinks that abuse might be happening or someone else reports abuse, the following procedure must be followed.

PROCEDURES:

1. All Family Home Provider and all adults living in a Family Home shall complete a vulnerable person's check to have a Home Sharer live in their home.
2. All incidents, allegations or suspicions of abuse toward a Home Sharer supported, whether by a Home Providers or by another Home Sharer, shall be immediately reported to police.
3. The Family Home staff or designate shall be notified of the incident. A written follow-up will be completed using the Association reporting forms.
4. Support will be given to the Home Sharer reporting abuse to seek medical assistance as required, set up counseling and ensure they are informed of all their rights. Family Home Provider assists in the education of abuse and the process of reporting abuse.
5. Supports will be given to a Family Home Sharer who has been accused of an alleged assault, ensuing information is given around all rights and that education is given around steps taken through the process of alleged abuse.
6. The Family Home staff will report the incident to the Executive Director.
7. The Family Home Provider will obtain consent from the Home Sharer to notify any Home Sharers acting on behalf of them. i.e.: family or substitute decision maker. The guardian may give consent for medical treatment if required. It is noted that the guardian, family member or a Home Sharer that may inform the abuser will not be contacted if there is suspicion or notification they may be the abuser. All Family Home Providers will seek advice from the Family Home staff on the immediate actions.
8. All Family Home Providers will ask for guidance from Family Home staff regarding the safety and security of the Home Sharer making the allegations by providing supports including but not limited to the following.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: SAFETY****POLICY # G6.06 –ABUSE/NEGLECT****PAGE: 4 of 5****ATTACHMENTS:**

- Assist the Home Sharer to be comfortable in a private confidential setting suitable to the Home Sharer.
 - Remain calm take all statements seriously
 - Use all communication and language ensuring consideration of the cognitive ability of the Home Sharer.
 - Listen non judgmentally leaving time for the Home Sharer to process and reflect on what is being alleged using resources, tools and Home Sharer communication aides such as pictures either drawn by the Home Sharer or pointed to by the Home Sharer.
 - Document all statements
 - Gather information without leading avoid all yes no questions or questions that may suggest an answer. Yes, No questions or questions that lead to a specific response will invalidate the allegation.
 - Inform the Home Sharer you may not be able to keep the information confidential or private.
 - Ask the Home Sharer if there is anyone else they would like to be a part of this process
 - A medical examination with a written report and follow up on all recommendations of the attending physician or emergency visits.
 - If the abuse has just happened encourage the Home Sharer to report to the Police.
 - Encourage the Home Sharer to go to hospital right away, not to shower/bath, change clothes or comb hair and to rep
9. A serious occurrence will be completed and forwarded to the Ministry of Community and Social Services. The Executive Director shall ensure the Home Sharer abused has received the appropriate support and follow up.
10. The Family Home Manager will ensure the Home Sharer who has been abused has given consent before any family members or another Home Sharer acting on that Home Sharer's behalf about the abuse or is told a thing about the accusation/situation.
11. There will be no internal investigations until such time as authorities have completed their investigation
12. The Association shall ensure that all Home Sharer shall receive the support, training and assistance necessary to take action in identification and prevention of abuse and neglect. People shall be taught in the "language" they understand.
13. Home Providers, shall be oriented to this policy and procedures and have an annual review of said policies.
14. In the event that a Family Home Provider is accused of abuse, the Home Sharer will be removed from the home until a thorough investigation is held by the Police.
15. In the event that a Family Home Provider is charged with an abuse, the Family Home Agreement will be suspended without notice as indicated in the Family Home Agreement.
16. Home Providers will not ask any direct questions.
17. All Home Providers will be trained on how to document an accusation of abuse.
18. If a Home Sharer requests support, assistance shall be given. It may be necessary to explain what the Home Sharer's rights are and what type of assistance is available, and to provide the appropriate help to receive the necessary supports.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: SAFETY

POLICY # G6.06 –ABUSE/NEGLECT

PAGE: 5 of 5**ATTACHMENTS:**

19. The Association will review the effectiveness of the abuse policy and procedure to determine the effectiveness and make changes if necessary to ensure abuse to people whom are vulnerable stops.
20. The attached Protocol on reporting Abuse shall be adhered to at all times.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: PHYSICAL ENVIRONMENT****POLICY # G7.01 –HOME SHARER RELOCATION – CHANGE OF CIRCUMSTANCES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

A request to relocate a Home Sharer entails a review of the placement with an effort to resolve any difficulties that might have triggered the request and an action plan if the relocation is warranted.

PURPOSE:

The purpose of this policy is to outline the steps to be taken when there is a request to relocate a Home Sharer.

PROCEDURES:

1. When there has been a request by the Family Home Provider, Home Sharer or the Association to relocate a Home Sharer, the Family Home staff will review the placement within three (3) working days.
2. When a request is received the Family Home staff:
 - a. Discuss the situation fully with the Home Sharer making the request with intent to resolve difficulties, if any.
 - i. If it is to be pursued, a written request must be formulated.
 - b. Discuss the matter with the Executive Director and collectively investigate/assess the request and formulate an action plan.
 - i. If necessary, a meeting of involved parties will be called to seek further information which could assist with the decision.
 - ii. The Association will immediately inform the Area office of the planned decision if the Individual is relocated outside of the counties of Lanark County.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: PHYSICAL ENVIRONMENT****POLICY # G7.02 – RENOVATIONS/MOVING FAMILY HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

A Family Home is initially approved based on certain conditions at the time of approval. A change in location and family situation requires the assurance that the Family Home still meets the pre-existing conditions for approval as stipulated in the Family Home Agreement.

PURPOSE:

The purpose of this policy is to outline the requirements when moving to a different location or when significant changes occur in the family situation.

PROCEDURES:

1. If a Family Home Provider moves to a different location, a Home Study, Fire Inspection and Environmental Review must be completed in order to ensure that requirements are being met as per policies and procedures of the program.
2. Any other changes e.g. change in family members, use of rooms, etc., must be communicated to the Family Home staff as indicated on the contractual agreement.

Where significant changes in family structure occur e.g. separation, divorce, serious illness, changes regarding employment, etc., the Family Home staff will determine whether a full reassessment is required in order that contracts be renewed

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: PHYSICAL ENVIRONMENT****POLICY # G7.03 – EXPANSION (#s) OF FAMILY HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Requests for expansion of a Family Home must be made in writing to the Family Home staff.

PURPOSE:

The purpose of this policy is to outline the requirements for approval of an expanded Family Home. The exemption to the cap on the number of placements in a Host Family Home may only be considered if the key considerations for screening host families are satisfied.

PROCEDURES:

1. All requests for expansion of a Family Home must be directed, in writing, to the Family Home staff, no more than two (2) Home Sharers will be placed in a Family Home at one time.
2. Where a request for expansion is made:
 - a. the Home Study should be reviewed
 - b. A Fire Safety Inspection
 - c. Environmental Review will be completed where previous inspection reports are no longer relevant for the proposed numbers.
3. The reasons for permitting any exemption will be documented in writing and kept on file.
4. The association will notify the ministry of the arrangements within 10 business days where an exemption or extenuating circumstance was approved by the agency.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: PHYSICAL ENVIRONMENT****POLICY # G7.04 – SUPPORT & OVERSIGHT RELOCATION OUTSIDE BOUNDARIES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association must contact the Ministry when a home sharer has chosen to move outside of the association's service boundaries with the Host Family.

PURPOSE:

To ensure ministry is aware of transfers outside of boundaries. Considerations for such transfers may include an individual's or their substitute -decision maker's choice, access to and availability of, other community services and proximity to natural family.

PROCEDURES:

1. Home Sharer identifies a desire to move outside of the association's service boundaries to Family Home staff.
2. Staff discuss the desire with the Home Sharer to determine root of request and to ensure that there is no coercion by the Home Provider.
3. Staff request a meeting with key stakeholders (including involved natural family and any substitute decision makers) to discuss request and determine how best to proceed.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.01 – FAMILY HOME RELIEF****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Provision is made each fiscal year (April 1st to March 31st) for relief, the maximum fiscally funded relief is \$1,000.00 annually, for Family Home Providers.

PURPOSE:

The purpose of this policy is to outline the various situations in which a Family Home Provider may be absent from the Family Home and the requirements in each situation.

PROCEDURES:

1. During the period of relief, payments to Family Home Providers (i.e. room and board payments from Home Sharers and care and supervision payments from Community Living Association will continue.
2. The Family Home staff will be available to assist Family Home Providers to make alternate arrangements for the care of the Home Sharers. The primary resources available for use in this regard will be:
 - a. Funded camps;
 - b. Funded relief beds in approved Family Homes;
 - c. Approved In-Home Caregivers.
3. A month's notice when holidays are being planned is necessary in order that Family Home staff to have sufficient time to make appropriate arrangements for the care of the Home Sharers.
4. Per Diem rates for Relief Families will be negotiated between the Relief Family and the Association when appropriate.
5. Family Home Providers may wish, on occasion, to leave their home for an evening or weekend and use the services of a substitute Caregiver.

Substitute Caregivers must:

- Be at least eighteen (18) years of age;
- Be introduced to, and approved of in advance by the Family Home Manager;
- Be aware of any health or behaviour problems that a Home Sharer may have;
- Make sure the Home Sharer takes any medication necessary;
- Be aware of Home Providers whereabouts and contact information in case of an emergency.

The Family Home Provider(s) retain(s) overall responsibility for a Home Sharer while under the supervision of a substitute Caregiver.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.01 – FAMILY HOME RELIEF

PAGE: 2 of 2**ATTACHMENTS:**

Occasional Absences of the Family Home Provider(s)

There is no need for Family Home Provider(s) to advise the Family Home staff of occasional absences from the Family Home for a few hours (unless relief periods are being used). The substitute Caregiver, however, must have met all of the above requirements.

For Any Absence of the Family Home Provider(s) Which Includes (an) Overnight(s)

The Family Home staff should be advised as soon as possible in advance of any proposed absence of the Family Home Provider(s) from the Family Home. Arrangements regarding a substitute Caregiver must be jointly agreed upon by the Family Home Provider(s) and the Family Home staff in advance.

Emergency Relief

In the case of a family death, serious illness or other emergency situation requiring the relocation of a Home Sharer, the Family Home staff or on-call staff will be available to assist Family Home Provider(s) make the necessary arrangements for alternative accommodation.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.02 – ROLE OF RESPITE HOME PROVIDER****PAGE:** 1 of 3**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is authorized to enter into an agreement to purchase services and assistance from a Respite Home Provider for/on behalf of Home Sharers with an intellectual disability.

PURPOSE:

The purpose of this policy is to outline the role of the Respite Provider or families who provide respite services to Home Sharers with an intellectual disability.

SCOPE:

This policy applies to the Respite Home Providers.

RESPONSIBILITY:

Respite Providers must meet the eligibility criteria and be willing and able to fulfill the role described below.

PROCEDURES:

1. The Association will approve Family Homes that meet the following criteria. The Family Home Provider must:
 - a) Be 18 years of age or more.
 - b) Own or rent his/her own home.
 - c) Live in the home.
 - d) Have the ability to respond to the needs of the Home Sharer at all times.
 - e) Be willing to learn the required helping skills.
 - f) Be able to successfully complete the orientation program and participate in the ongoing training program.
 - g) Be willing to work co-operatively with the Association and any other workers associated with the Home Sharer as well as with the fire department.
 - h) Provide a copy of a driver's license, car and house insurance.
 - i) Have a fire inspection completed.
 - j) Provide a medical certificate stating that s(he) is free of communicable diseases and is fit to provide care.
 - k) Provide a Vulnerable Sector Check, no more than thirty (30) days old.
 - l) Be willing to obtain and maintain First Aid and CPR certificate

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.02 – ROLE OF RESPITE HOME PROVIDER

PAGE: 2 of 3**ATTACHMENTS:**

2. The Association will provide training and support to the Respite Provider with respect to their role as indicated below:
 - a) Provide respite to the satisfaction of the Family Home staff.
 - b) Provide a healthy and safe living environment by:
 - I. Cooperating with and following directions from Family Home staff regarding the Home Sharer's nutritional and supervisory requirements and any other areas that may affect his/her health and safety.
 - II. Administering medication as prescribed by the Home Sharer's physician and administering no other medication without consultation with the physician
 - III. and/or ongoing direction by the physician.
 - IV. Have a telephone and transportation available in case of an emergency.
 - V. Obtaining an initial fire inspection by the fire department, and complying with the inspectors' recommendations.
 - c) Provide a home atmosphere which encourages the Home Sharer to socialize with other family members and participate in day-to-day activities in the home.
 - d) Provide guidance, encouragement and necessary training to the Home Sharer to become involved, to an appropriate degree, in the community, including work, school and spiritual activities.
 - e) Inform the Family Home staff of any changes in living circumstances such as a home renovation, or family situation that may impact their ability to provide respite.
 - f) Inform the Family Home staff of any changes to the health status and criminal clearance status of the Respite Providers or any other person providing supervision or support to the Home Sharer.
 - g) Inform the Family Home staff as soon as possible, of any emergency or unusual circumstances involving the Home Sharer including:
 - i. Any serious illness, accident or injury;
 - ii. Any absence of the Home Sharer occurring without the permission of the home provider;
 - iii. Any recurring difficulty;
 - iv. Any hospitalization or new treatment;
 - v. Any situation in which the Individual exhibits major behavioural problems and/or is being physically aggressive to him/herself;
 - vi. In the case of death.
 - h) Maintain records and books of accounts (medical program and financial) in a format that the Association shall determine and make the records and accounts available to the Family Home staff upon request.
 - i) Keep confidential all Home Sharer information provided by the Association to the respite provider.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.02 – ROLE OF RESPITE HOME PROVIDER

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- j) Acknowledge that all records and confidential information are the property of the Association. Upon termination of the agreement between the Association and the respite provider, return all information and records to the Association.
- m) Maintain private comprehensive general liability and house insurance and vehicle insurance

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.03 – RESPITE ROLE OF FAMILY HOME STAFF****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Community Living Association is authorized to enter into an agreement to purchase services and assistance from a Respite Provider for/on behalf of Home Sharers with an intellectual disability.

PURPOSE:

The purpose of this policy is to outline the role of the Community Living Association in any agreement between the Association and Respite Providers or families who provide respite services to Home Sharers with an intellectual disability who lives in a Family Home.

SCOPE:

This policy applies to the Associations mandate in administration of the Family Home Respite Program.

RESPONSIBILITY:

The Association must meet its obligations towards the Respite Provider as outlined below.

PROCEDURES:

The Association is required to:

1. Provide supervision of the placement and be available to the respite provider twenty-four (24) hours per day for emergency purposes only.
2. Provide consultation, guidance and direction with respect to the care of the Home Sharer's records, reports, regulations and requirements.
3. Provide training and guidance in programming techniques and strategies for use by the respite provider.
4. Arrange for and ensure that the respite provider receives the necessary and appropriate financial payments brokered by the Family Home Provider.
5. Develop policies and procedures for the Respite Program and update them as needed.
6. Ensure that provincial laws, regulations and guidelines as well as the Respite Program policies and procedures are adhered to.
7. Coordinate the recruitment of new Respite Homes.
8. Complete the approval process with the potential Respite Provider.
9. Assist the Home Sharer and Respite Provider with the initial adjustment through support.
10. Provide consultation, guidance and direction to the Respite Provider with respect to the care of the Individual including records, reports, relations and requirements.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: RESPITE****POLICY # G8.03 – RESPITE ROLE OF FAMILY HOME STAFF****PAGE: 2 of 2****ATTACHMENTS:**

11. Assist in the resolution of any significant problems in placement.
12. Ensure the Respite Provider's suggestions and concerns are channeled to the appropriate authority.
13. Process financial expenses, other expenses and statement of transportation expenses forms for payment.
14. Review the Respite Program ensuring all expenses are appropriate, approved and accurately documented, and discuss and clarify/correct any discrepancies with the Respite Provider

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.04 – CONFIDENTIALITY – RESPITE PROGRAM****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to protecting the confidential information of the people it works for. Consistent with this objective, new and current Respite Providers are required to read and sign a statement respecting confidentiality prior to becoming Respite Providers.

PURPOSE:

The purpose of this policy is to ensure that Respite Providers understand the importance of protecting Home Sharers' Home Sharer and confidential information.

PROCEDURES:

1. It is the responsibility of the Family Home staff to ensure that Respite Providers understand what is considered confidential and the consequences of breaching confidentiality. The following information about the Home Sharer living in the home is considered confidential:
 - a. All Home Sharer health information
 - b. All Home Sharer data collection
 - c. All financial information
2. A violation or breach in confidentiality by a Respite Provider will, constitute an investigation and may potentially terminate the agreement to provide respite services.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.05 – RESPITE HOME APPROVAL PROCESS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will require all new Respite Homes to meet the minimal requirements for approval to become Respite Providers.

PURPOSE:

The Association receives Funding from the Ministry of Community and Social Services under Social Inclusion of Home Sharers with Developmental Disabilities Act. The Association is required to develop policies as per the Ministry of Community and Social Services Policy Directives regarding Family Home and Respite Homes.

PROCEDURES:

1. The Association will send form letters requesting Respite Provider references as indicated on the Application Form.
2. The Association will request Vulnerable Sector Reference Check from the applicant(s) by preparing letter and a copy of the Vulnerable Sector Reference Check to the prospective Respite Home Provider.
3. Request the prospective Respite Provider to contact the local Fire Department requesting Fire/Safety Inspections. On completion of the inspection the prospective Respite Provider will give the Association a copy and comply with all recommendations of the Fire Department.
4. The Association will set up a home visit to revisit the home and review the Home Study and ensure that all recommendations from the fire inspection have been implemented.
5. The Association will prepare the letter and the medical form for completion.
6. When the Association is satisfied that the applicant(s) meet all the required conditions and are acceptable to the Home Sharer, the Association will contact the Respite Provider informing them that their home has been approved.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.06 – INITIAL SCREEING REQUIREMENTS - RESPITE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will ensure minimum requirements in the Screening Process for Respite Providers are met for all new Respite Homes and in the reassessment of existing Respite Homes.

PURPOSE:

The Association receives funding under the Social Inclusion of Home Sharers with Developmental Disabilities Act. The Association is required to develop Policies as per the Ministry of Community and Social Services Policy Directives regarding Family Home.

PROCEDURES:

1. When an inquirer requests more information about the Respite Program and is interested in pursuing the process, the Family Home staff will arrange for a visit to meet the family, discuss the program and provide an application form for completion.
2. The initial home visit will include information regarding:
 - a. concept of program
 - b. needs of the Home Sharer
 - c. services of the Community Living Association (Lanark County)
 - d. requirements of the program
 - e. placement process
 - f. other information as relevant
3. The Association will evaluate the family's willingness and motivation to accept the Home Sharer, as well as willingness to foster and respect the Home Sharer's independence, dignity, self-determination, social inclusion and community participation.
4. The Association will assess the physical and mental, social and emotional capabilities of a new Respite Provider, using reference checks from the prospective Respite Provider's professional and personal network, as well as the Respite Providers physician.
5. Family Home staff will open a file once the application has been received and only if the application is in line with the Goal and Vision and Guiding Principles of the Association.
6. The Association will complete a Home Study and will facilitate a matching process to ensure the suitability of the Respite Providers family setting to the Home Sharer.
7. The Association will confirm with the Respite Providers their availability and willingness to participate in orientation, of policies and procedures and the required training and ongoing monitoring and evaluation activities.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.07 – RESPITE HOME ASSESSMENT INTERVIEWS****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the importance of gathering and sharing sufficient and relevant information in order for all parties to arrive at an informed decision regarding the suitability of the home and the applicants, keeping in mind the best interest of the Home Sharer.

PURPOSE:

The purpose of this policy is to outline the steps that are followed when conducting a respite home assessment.

PROCEDURES:

1. It is the responsibility of the Family Home staff to conduct assessment interviews in the applicant's home.
2. All interviews will be conducted with the intent of collecting the necessary information (respecting the confidential nature of the information), establishing a rapport with the applicant, and presenting a positive image of the program. Either party may, at any point, terminate the selection process.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.08 – ENVIRONMENTAL CHECKLIST – RESPITE****PAGE:** 1 of 2**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association will complete an annual environmental checklist for each Family Home.

PROCEDURES:

1. Family Home staff will complete the Environmental Checklist form with potential Respite Home during the initial stages of the home study assessment. The purpose is two-fold:
 - i. To enable, to the extent possible, that Home Sharers are placed in a safe environment; and
 - ii. To raise awareness and educate applicant(s) about safety issues when a Home Sharer with disabilities is living in their home.
2. Family Home staff must complete this safety assessment as part of the home study process prior to placement and annually thereafter. A follow up safety review will be scheduled if there are areas of non-compliance with the safety expectations.
3. The practice of the Association is to require that an assessment of potential and current Respite Homes be completed annually. The review and completion of this document will satisfy this requirement by assessing and monitoring the following areas:
 - a. Cleanliness/Orderliness/Maintenance –It is expected that the home’s exterior and property are well kept, the home’s interior is clean and comfortable, and that the home itself reflects consistent care and attention
 - b. Safety – It is expected that there are no safety issues noted on agency’s safety checklist, that providers are safety conscious and knowledgeable about the safety needs of the Home Sharer placed in their home.
 - c. Furnishings – It is expected that the home be adequately furnished with clean, sturdy and functional furniture, functional and reliable appliances, and an adequate supply of house wares.
 - d. Recreational Items/Equipment/Clothing – It is expected that the home contains adequate, age appropriate recreational items and necessary equipment that are well maintained and in good condition. It is expected that the Home Sharer’s clothing and belongings are clean, well maintained and appropriate to their needs.
 - e. Household pets – It is expected that pets in the home are treated well by family members, That the providers do a good job providing the accommodations, diet, grooming and veterinary needs of their pets. It is also expected that any pets are well trained and do not pose any safety issues for the Home Sharers placed there.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.08 – ENVIRONMENTAL CHECKLIST – RESPITE**PAGE: 2 of 2****ATTACHMENTS:**

Each Home Sharer situation may require safety precautions that are not stated on the forms. Conversely, particular characteristics of the Home Sharer will affect safety expectations, The Association may need to add safety precautions onto particular sections in the checklist to comply with the specific needs required in the situation.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: RESPITE****POLICY # G8.09 – REQUIRED INSPECTIONS & DOCUMENTATION - RESPITE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

A fire safety inspection and a copy of Insurance Coverage for Automobile and Home, as well as a valid Driver's License are required prior to approval of a Respite Home.

PURPOSE:

The purpose of this policy is to ensure that all reasonable precautions are taken for the safety of Home Sharers.

PROCEDURES:

1. The Association will ensure a Fire Inspection is completed and a copy of the recommendations is on file. The inspection is required before approval of the Respite Home.
2. The Association will request copies of insurance for automobile and home are on file. The Association.
3. The Association will request a water sample for all homes that are on a well system. The water test will be completed before approval of the Home. The water test will also be required to be completed every two years for all homes that are on a well system. A copy of the report will be given to the Association.
4. The Association will review the inspection reports with the potential/current Respite Home Providers during the initial stages of the home study assessment. A follow-up safety review will be scheduled if there are areas of non-compliance with the safety expectations.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.10 – RESPITE HOME FILES****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Home Sharers' files are to be kept in accordance with the Association's policy and procedures on document storage and retention.

PURPOSE:

The purpose of this policy is to address the content of a Home Sharer's file and who has access to the documents and information therein.

PROCEDURES:

1. The Family Home staff will maintain a written file for every Respite Home approved and opened for placement of a Home Sharer. The file will include the following:
 - a. administrative correspondence;
 - b. the components of the approval process - the Application Form, the references, the Fire Inspection Report, the Environment Review, the assessment data and any other relevant information;
 - c. a record of any incidents of emergency situations reported or investigated regarding a complaint against the Respite Home Provider(s)
 - d. Information held by the Family Home Program on a Respite Provider shall be available to:
 - i. the Respite Home Provider, except for references and other information given to the Family Home Program in confidence;
 - ii. authorized staff in the employment of the Association;
 - iii. other agencies, professionals or hospitals when authorization has been given following written consent by the Family Home Sharer to release the information for which the Community Living Association is the author.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.11 – EMERGENCY MEDICAL SUPPORTS - RESPITE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes and values the Home Sharer's right to immediate medical attention when required.

PURPOSE:

The purpose of this policy is to provide guidelines for instances when emergency medical services are required.

PROCEDURES:

If a Home Sharer is injured or becomes ill and requires immediate medical attention, the following procedure will be followed:

- a. The Respite Provider will drive the Home Sharer to the closest hospital and bring along the Home Sharer's binder of Home Sharer's medical information. If the injury or illness requires immediate attention, the Respite Provider is expected to call an ambulance.
- b. The Respite Provider will contact the Family Home staff.
- c. The Respite Provider will also contact the Family Home Provider or other emergency contact to inform him/her of the situation and to request consent for treatment if the Home Sharer is incapable of giving his/her own consent. The Respite Provider cannot give consent for treatment.
- d. The Respite Provider will follow the instructions given and provide the care recommended by the attending physician.

Poisoning

Poisoning should be treated as an injury or accident. In such cases, the Respite Provider will call the Ontario Poison Association (1-800-268-9017), give his/her name and phone number (to ensure a call back if the connection is broken) and follow the instructions received from their experts.

Documentation**Incident Report**

The Respite Provider in charge at the time of the emergency will complete an Incident Report documenting the events and circumstances surrounding the injury, accident or illness.

All contacts made and action taken will be listed including names and phone numbers, the time of calls and description of events. The report will be completed as soon as possible after attending to the Home Sharer.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.11 – EMERGENCY MEDICAL SUPPORTS - RESPITE

PAGE: 2 of 2

ATTACHMENTS:

Record of Medical Contact

The Respite Provider in charge at the time of the emergency will request that the attending physician document the diagnosis, medication and instructions for care.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: RESPITE****POLICY # G8.12– TRANSFERRING DRUGS & MEDICATION - RESPITE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association recognizes the importance of properly transferring a Home Sharer's medication when s (he) is accessing respite at another location.

PURPOSE:

The purpose of this policy is to provide guidelines for the transfer of a Home Sharer's medication from one location to the other.

PROCEDURES:

The Family Home Provider will:

1. Ensure that the medication is in a properly labelled and dated container as issued by the pharmacist with clear instructions as to when and how much of the medication to take.
2. Advise the Respite Provider of any side effects that are/could be experienced by the Home Sharer when taking the medication.
3. In the case of new medication/treatments, indicate how the medication is to be administered and if it is self-administered by the Home Sharer or given by the Family Home Provider.
4. Provide contact information in case there are questions or should an emergency arise

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: RESPITE****POLICY # G8.13 – HOME SHARER RESPITE SAFETY****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The safety of the Home Sharers in the Respite Program is paramount. Specific measures shall be maintained to ensure the Home Sharer safety and security of the people involved in and with the Association's Respite Program.

PURPOSE:

The purpose of this policy is to establish guidelines which conform to the government regulations for providing and maintaining a safe living environment for all Home Sharers in care and the Respite Providers supporting them.

PROCEDURES:

Safety measures:

1. The Family Home staff shall be available for the Respite Providers and Home Sharers. When unavailable, the On Call Manager will be on call.
2. The Family Home staff will share its cell phone number and the on call manager phone number with the Respite Providers and Home Sharers upon intake into the respite program.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.14 – MISSING HOME SHARER - RESPITE****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Respite Provider is responsible for the safety of the Home Sharer(s) in their care and to this end must always know their whereabouts.

PURPOSE:

The purpose of this policy is to outline the responsibilities of parties concerned when a Home Sharer is missing from the Respite Home.

PROCEDURES:

1. Responsibility of the Respite Provider
 - a. Notify the local police department, cooperating with their requests.
 - b. Notify the Family Home staff when it is suspected that the Home Sharer is missing and provide the relevant information.
 - c. Remain available for contact.
 - d. When the location of the Home Sharer is determined, immediately notify the police and the Family Home staff.
2. Responsibility of the Association
 - a. When advised that a Home Sharer is missing, advise the Respite Provider to notify the police if not already done.
 - b. Cooperate in any appropriate way in the search for the missing Home Sharer.
 - c. Provide support and instruct the Respite Provider to remain available.
 - d. If requested, contact the Home Sharer's next of kin to notify them of the situation and request their cooperation as appropriate.
 - e. When the Home Sharer returns or is found, determine with the Respite Provider the need for further immediate action.
 - f. Notify all involved of the return of the Home Sharer.
 - g. It is the responsibility of the Family Home staff to follow the entire situation and file appropriate documentation.
 - h. The Executive Director must be kept advised of the current status of the situation and development.
 - i. The Executive Director or designate will complete a Serious Occurrence or Enhanced Serious Occurrence form and forward to the Ministry of Community and Social Services.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.15 – DEATH OF HOME SHARER - RESPITE**PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Community Living Association has a contract through the Ministry of Community and Social Services to provide residential supports to adults with intellectual disabilities through the Family Home Program. In the event of the death of a Home Sharer, the Agency has an obligation to complete the reporting process.

PURPOSE:

The purpose of this policy is to outline the responsibilities of parties concerned when a Home Sharer dies.

PROCEDURES:

1. Responsibility of the Respite Provider
 - a. When you discover a Home Sharer has died, call the ambulance and the police.
 - b. Notify the Family Home staff or designate and provide the information requested.
2. Responsibility of the Association Staff
 - a. Upon being notified of the death of a Home Sharer, advise the Respite Provider of the above process, if not already done.
 - b. Notify the Executive Director of the Association.
 - c. Arrange for the notification of the next of kin.
 - d. Take other action as appropriate to the situation including arrangements with the next of kin (i.e. provision for funeral arrangements and forwarding of the Home Sharer's effects of the Home Sharer).
 - e. Forward a written report to the Executive Director.
 - f. Provide the necessary support to those others involved.
 - g. The Executive Director or designate will complete an Enhanced Serious Occurrence form and forward to the Ministry of Community and Social Services.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.16 – FIRE IN RESPITE HOME****PAGE:** 1 of 1**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

Any fire within a Respite Home must be reported to the Family Home staff to facilitate the Home Sharer's health and safety and ensure that the Respite Home continues to meet program standards.

PURPOSE:

The purpose of this policy is to outline what must be done in the case of a fire in the Respite Home.

PROCEDURES:

1. Home Share not in Respite
 - a. The Respite Provider should contact the Family Home staff when there has been an incidence of fire of any size in the residence.
 - b. The Respite Provider must contact the Fire Department in the event of a fire.
2. Home Sharer in Respite
 - a. Once the fire is extinguished, the Respite Provider must provide the Family Home staff an updated report of the incident, describing the degree and extent of the fire.
 - b. The Family Home staff may wish to have the Home Sharer examined by his/her physician in case of minor fires where no physical damage has been done.
 - c. The Family Home staff will offer any assistance that is requested within reason.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.17 – ABUSE/NEGLECT RESPITE****PAGE:** 1 of 5**ATTACHMENTS:****POLICY APPROVED (DATE):** April 1, 2016**POLICY REVISED (DATE):** February 2018**PROCEDURE APPROVED (DATE):** April 1, 2016**PROCEDURE REVISED (DATE):** February 2018**AUTHORIZATION:** Executive Director

POLICY:

The Association is committed to providing a safe, nurturing and respectful environment that promotes the rights of Home Sharers for whom it works. There is zero tolerance of abuse or neglect of any kind. Any “witnessed” abuse will be reported to the local authorities in compliance with Ontario Regulation 299/10, it is noted that the Home Sharer’s consent is not required. Abuse happens when a Home Sharer or group of people use their power (authority, control or influence) to cause or create a significant likelihood of harm to a Home Sharer. The following are types of abuse: emotional abuse; verbal abuse; financial or material exploitation; neglect; professional malpractice; civic and human rights abuse; sexual abuse; or physical abuse. Any Home Sharer supported where abuse of that Home Sharer has been alleged, suspected or witnessed will be supported, in a way that works for the Home Sharer. Everyone within the Association must be empowered to make complaints without fear of consequences. All incidents of alleged abuse will be reported.

DEFINITION:

“Abuse” means action or behaviour that causes or is likely to cause physical injury or psychological harm or both to a Home Sharer with a developmental disability, or results or is likely to result in significant loss or destruction of his or her property. (“mauvais traitements”) Abuse also includes any and all physical, sexual, emotional, verbal and financial abuse.

POLICY: ABUSE NEGLECT

Types of abuse include:

- **Physical abuse, which may include:**
 - hitting
 - pushing
 - kicking
 - rough handling
 - using an object or weapon to hurt someone
 - wrong use of medication
- **Neglect, which may include:**
 - not giving proper food, clothing or hygiene
 - not taking care of health and safety needs
- **Sexual abuse, which may include:**
 - touching someone’s sexual body parts or forcing them to do something of a sexual nature they do not want to do
 - forcing someone to have sex when they do not want to

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE

POLICY # G8.17 – ABUSE/NEGLECT RESPITE

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- making someone watch pictures or videos that make them uncomfortable
- making offensive sexual comments and jokes and saying things that hurt someone or make them uncomfortable

- **Emotional abuse, which may include:**
 - bullying
 - creating fear or scaring people
 - keeping someone away from their friends and family
 - not giving people privacy
- **Verbal abuse, which may include:**
 - making comments on things like race and gender
 - threatening people
 - using abusive language or swearing
- **Financial abuse, which may include:**
 - stealing or taking someone's money by forcing or tricking them
 - using someone's money without asking them
 - forcing someone to sign documents to give their money to someone else
 - making changes to someone's financial documents
 - asking someone to steal or claim money that does not belong to them

INDICATORS OF ABUSE:**Physical Abuse**

Some of the indicators of physical abuse are: signs of new injuries when old injuries have not yet healed; unexplained and unusual burns, cuts, bites, blisters/bruises, broken bones or bald spots on head in unusual or clustered patterns; unusual imprints on the skin from the instrument used to inflict abuse (such as the round pattern of a stove burner etc.); and injuries inconsistent with the description of cause.

Neglect

Some of the indicators of neglect are: poor hygiene; dirty, torn clothes worn every day; insufficient clothing; bug infestation in the Home Sharer's clothes or body; unattended medical or dental needs; and underweight or overweight (when not associated with the primary disability).

Sexual Abuse

Some of the indicators of sexual abuse are: existence of sexually transmitted diseases or pregnancy; stained, torn and/or bloody underclothes; bruised or swollen genitalia/anal area; sore throat (which may be due to pressure applied to the throat through choking or forced oral sex); pain while walking or sitting (with evasive or illogical explanation); semen around the mouth, genitals or on clothing; unusual or offensive odor; and a significant change in sexual behavior or attitude.

FAMILY HOME POLICIES & PROCEDURES

CATEGORY: RESPITE**POLICY # G8.17 – ABUSE/NEGLECT RESPITE****PAGE: 3 of 5****ATTACHMENTS:**

Emotional

Some of the indicators of emotional abuse are: extreme, unusual behavior (aggression, compliance, withdrawal); high level of anxiety/fear of returning to a particular place; attempted suicide; and lack of attachment to parents or other caregiver

Financial

Some of the indicators of financial abuse are: Home Sharer has no money, when they have just been paid or received a payment. Documentation is not balanced or there are consistent inaccuracies with no explanation.

Preamble:

People's disabilities can often make them vulnerable. This vulnerability could be countered by the meaningful involvement of family, friends and community friends. The design and delivery of programs and services should minimize the vulnerability of Home Sharers by ensuring that Respite Providers who provide support demonstrate competency in terms of appropriate practices using training/teaching programs which are permitted and promoted by the Association. Appropriate use of psychotropic medications, Behavior management, and medical and physical care practices, with an understanding of how such practices could contribute to or result in the abuse of Home Sharers who are vulnerable.

The Association will report all accusations of abuse to the authorities immediately upon notification. If someone says that they have been abused, or a Respite Provider sees abuse happening, or the Respite Provider thinks that abuse might be happening or someone else reports abuse, the following procedure must be followed.

PROCEDURES:

1. All Respite Provider and all adults living in a Respite Home shall complete a vulnerable person's check to have a Home Sharer stay in their home.
2. All incidents, allegations or suspicions of abuse toward a Home Sharer supported, whether by a Respite Providers or by another Home Sharer, shall be immediately reported to police.
3. The Family Home staff or designate shall be notified of the incident. A written follow-up will be completed using the Association reporting forms.
4. Support will be given to the Home Sharer reporting abuse to seek medical assistance as required, set up counseling and ensure they are informed of all their rights. Respite Provider assists in the education of abuse and the process of reporting abuse.
5. Supports will be given to a Home Sharer who has been accused of an alleged assault, ensuing information is given around all rights and that education is given around steps taken through the process of alleged abuse.
6. The Family Home staff will report the incident to the Executive Director.
7. The Family Home staff will obtain consent from the Home Sharer to notify any Home Sharers acting on behalf of them. i.e.: family or substitute decision maker. The guardian may give consent for medical treatment if required. It is noted that the guardian, family member or a Home Sharer

FAMILY HOME POLICIES & PROCEDURES

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POLICY # G8.17 – ABUSE/NEGLECT RESPITE

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that may inform the abuser will not be contacted if there is suspicion or notification they may be the abuser.

8. All Respite Providers will seek advice from the Family Home staff on the immediate actions.
9. All Respite Providers will ask for guidance from Family Home staff regarding the safety and security of the Home Sharer making the allegations by providing supports including but not limited to the following.
 - a. Assist the Home Sharer to be comfortable in a private confidential setting suitable to the Home Sharer.
 - b. Remain calm take all statements seriously
 - c. Use all communication and language ensuring consideration of the cognitive ability of the Home Sharer.
 - d. Listen non judgmentally leaving time for the Home Sharer to process and reflect on what is being alleged using resources, tools and Home Sharer communication aides such as pictures either drawn by the Home Sharer or pointed to by the Home Sharer.
 - e. Document all statements
 - f. Gather information without leading avoid all yes no questions or questions that may suggest an answer. Yes, No questions or questions that lead to a specific response will invalidate the allegation.
 - g. Inform the Home Sharer you may not be able to keep the information confidential or private.
 - h. Ask the Home Sharer if there is anyone else they would like to be a part of this process
 - i. A medical examination with a written report and follow up on all recommendations of the attending physician or emergency visits.
 - j. If the abuse has just happened encourage the Home Sharer to report to the Police.
 - k. Encourage the Home Sharer to go to hospital right away, not to shower/bath, change clothes or comb hair and to rep
10. A serious occurrence will be completed and forwarded to the Ministry of Community and Social Services. The Executive Director shall ensure the Home Sharer abused has received the appropriate support and follow up.
11. The Family Home staff will ensure the Home Sharer who has been abused has given consent before any family members or another Home Sharer acting on that Home Sharer's behalf about the abuse or is told a thing about the accusation/situation.
12. There will be no internal investigations until such time as authorities have completed their investigation.
13. The Association shall ensure that all Home Sharer shall receive the support, training and assistance necessary to take action in identification and prevention of abuse and neglect. People shall be taught in the "language" they understand.
14. Respite Providers, shall be oriented to this policy and procedures and have an annual review of said policies.
15. In the event that a Respite Provider is accused of abuse, the Home Sharer will be removed from the home until a thorough investigation is held by the police.

FAMILY HOME POLICIES & PROCEDURES**CATEGORY: RESPITE****POLICY # G8.17 – ABUSE/NEGLECT RESPITE****PAGE: 5 of 5****ATTACHMENTS:**

16. In the event that a Respite Provider is charged with an abuse, the Respite Home Agreement will be suspended without notice as indicated in the Respite Home Agreement.
17. Respite Providers will not ask any direct questions.
18. If a Home Sharer requests support, assistance shall be given. It may be necessary to explain what the Home Sharer's rights are and what type of assistance is available, and to provide the appropriate help to receive the necessary supports.
19. The Association will review the effectiveness of the abuse policy and procedure to determine the effectiveness and make changes if necessary to ensure abuse to people whom are vulnerable stops.
20. The attached protocol on reporting Abuse shall be adhered to at all times.