

# INDEPENDENT LIVING HOUSING SOCIETY OF GREATER VICTORIA



## Home Share Contractor Handbook



**2024**

A guide to Home Share and your responsibilities as an independent contractor under your Home Share Service Agreement with the Independent Living Housing Society



## Table of Contents

Welcome to the Independent Living Housing Society.....	5
ILHS Mission .....	5
About This Handbook .....	6
Section A of this Handbook.....	6
Section B of this Handbook .....	6
Section C of this Handbook.....	6
Section D of this Handbook.....	6
Section A – Our Written Agreement with You .....	7
Who is CLBC? .....	8
What is the Agency’s Role?.....	8
Section B – Important Guidelines .....	13
Coverage for You as a Home Share Contractor .....	16
Coverage for Respite Providers You Hire Directly .....	16
Confirming Your Coverage.....	16
WorkSafeBC - Frequently Asked Questions for Support Living Contractors .....	16
Communication.....	19
Language .....	19
Conflict Resolution.....	20
For Each Supported Individual.....	22
For Services Provided and Obligations Fulfilled .....	22
Confidentiality and Privacy .....	22
Emergencies and Consent.....	23
More About Consent.....	23
Supporting Successful Placements: Our Monitoring and Review Process .....	24
Our monitoring will involve:.....	24
Contractor Responsibilities:.....	24
Section C – Home Share Program .....	25
Home Share Program Overview.....	25
Taking on the Role of Home Share Contractor .....	25
Personal Qualities to Support Your Work.....	25
Core Responsibilities .....	25

Core Values .....	26
Training for Your Role .....	26
Required Standards of the Service You Provide.....	26
Planning .....	27
Health, Safety and Advocacy .....	27
Service Delivery .....	28
Resources.....	28
Making a Good Start .....	28
Some Planning Steps to Complete Before and During the Move .....	29
Understanding and Supporting the Individual’s Dreams and Aspirations .....	30
Understanding Decision-Making Authority.....	30
Community Inclusion and Advocacy .....	31
Religious Activities .....	31
Travel .....	31
Long Term Visitors .....	32
Sexuality.....	32
Rights and Responsibilities .....	32
Care Plans.....	33
Personal Care.....	34
Standards of Personal Care.....	34
General Health Care.....	34
Health Plans and Protocols.....	35
Health Plan Requirements.....	35
Behaviour Support Strategies .....	36
Behaviour Support and Safety Plans .....	36
Prohibited Practices .....	37
Safety Practices .....	38
Ongoing Safety Monitoring.....	38
Part 4 – Handling and Reporting Emergencies and Other Incidents .....	39
Handling Emergencies.....	39
Important Emergency Preparedness Tips: .....	39
Critical Incident Reporting .....	39
Missing Person .....	41

Abuse and Neglect..... 41

Nutrition..... 42

Routine Practices or Standard (Universal) Precautions ..... 42

Washing Hands ..... 42

Immunizations ..... 43

Support During a Hospital Stay ..... 43

Self-Care is Important ..... 43

Illness or Other Circumstances Impacting Your Capacity to Fulfill Your Role ..... 44

Respite..... 44

Substance Use and Abuse ..... 45

Training and Professional Development ..... 45

Violence Prevention ..... 45

Additional Employment ..... 46

Conflict of Interest ..... 46

A Final Word ..... 46

Section D – Additional Resources..... 47

## Welcome to the Independent Living Housing Society

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



### ILHS Mission

To provide safe and comfortable homes where people with diverse abilities are supported to achieve more independent lifestyles.

### ILHS Vision

My home, our community, a world where everyone is welcome.

### ILHS Values

At the Independent Living Housing Society, we value...

1. The rights of all people and strive to ensure they are understood and upheld.
2. Homes and workplaces that promote health, wellness and safety.
3. Homes and workplaces that provide opportunities for personal growth and maximize individual potential.
4. Homes and workplaces founded on mutual respect, trust, open communication and healthy relationships.
5. The recognition and celebration of individual and team achievements.
6. Continuous quality improvement.
7. Collaboration with like-minded agencies.

### ILHS...Building Capacity of Living Since 1976

ILHS was established in 1976 out of the need to provide living situations for those who wanted independence in a caring and supportive home environment.

ILHS offers an option to those who choose to be involved in the decision-making process their lives. At the Independent Living Housing Society (ILHS), we believe everyone deserves a good home.

We provide supported living in apartments, shared living arrangements, and respite in addition to Home Share and Host Agency coordination.

The Society's work reflects the common philosophy of living with dignity and independence. All Individuals are encouraged to make choices and decisions that reflect their personal interests and abilities.

ILHS is a non-profit organization run by a volunteer Board of Directors and has been accredited by CARF since 2005.

## CARF Accreditation

In June 2005, Independent Living Housing Society was awarded its first three-year CARF Accreditation. Since then, ILHS has been awarded additional three-year accreditation seals each time.

CARF is an independent, not-for-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of persons served. ILHS has undertaken a rigorous peer review process and during onsite visits we have demonstrated to a team of CARF Surveyors that we are committed to meeting CARF's Accreditation standards.



## About This Handbook

This Handbook is a guide to our contractual relationship and Home Share services. It is meant to provide support and practical information to assist you in meeting your responsibilities under the Home Share Agreement. It also includes important contact information for you. Please read it carefully and let us know if you have any questions.

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

Updates and revisions to this Handbook will be provided to you as needed.

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

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

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

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

## Section A – Our Written Agreement with You

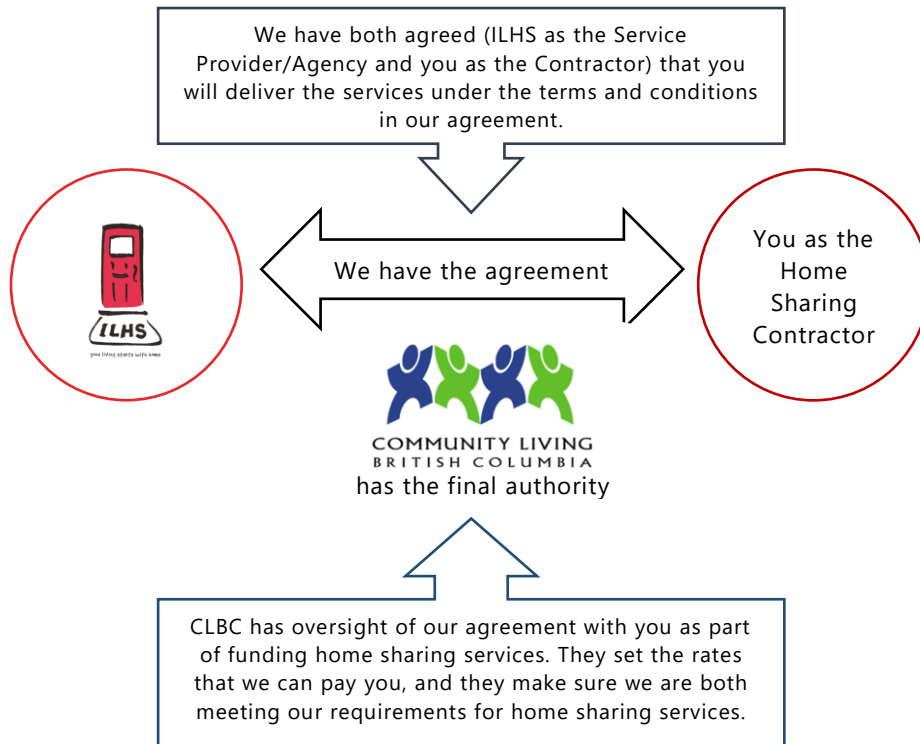
### Part 1 – Our Contractual Relationship

You and ILHS have entered a contractual relationship. We both have legal rights and responsibilities under the Home Share Service Agreement. These rights and responsibilities may be enforced by a court. The purpose of the Home Share Service Agreement is to set out our mutual obligations, including the services you will provide, how much you will be paid, and how either party may end the relationship. Be familiar with your Home Share Service Agreement and the standards relevant to the services that you are providing. Keep a copy handy for easy reference.



### Part 2 - The Role of CLBC

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





## Who is CLBC?

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

## What is the Agency's Role?

ILHS is a service provider that coordinates services and support for adults with diverse abilities. We have a funding agreement with CLBC. We enter a service contract with you for delivery of the Home Share services.

## Part 3 - The Different Parts of our Agreement

Each section of the Home Share Service Agreement addresses an important part of our contractual relationship. The following offers a brief explanation of these sections:

1. The Schedules are part of the Home Share Service Agreement. They include a description of the services and fees, as well as the standards and expectations that you are required to follow when providing Home Share services. This Handbook is one of the Schedules.
2. Terms in the Agreement that are capitalized (such as "Individual" and "Respite") have specific meanings that are set out in the Definitions section and Schedule A.
3. (a) You have been retained as an Independent Contractor, and not as an employee or partner of the Agency. You control how, when and where you provide Home Share services, and are responsible for complying with all applicable laws, including human rights, health and safety, privacy, and Employment Standards legislation. You are also responsible for complying with the Canada Revenue Agency. You are not entitled to any benefits, payments or other rights afforded employees of ILHS.  
  
(b) You are required to satisfy certain **Terms and Conditions** both before and during the Home Share Service Agreement, including:
  - ▶ Meeting all requirements imposed by CLBC
  - ▶ Successfully obtaining the required credentials (including a Criminal Record Check, proof of a valid Driver's License and a Driver's Abstract, motor vehicle insurance, WorkSafeBC registration and First Aid and CPR certification.
  - ▶ Confirming that you and anyone living in your home have reviewed and are familiar with the written material we have provided to you

Although you will typically provide us with proof of the above information, your signed agreement with us gives us automatic permission and authority to request this information about you, from third parties such as ICBC or other authorities when required throughout our Agreement with you, so that we can verify these conditions are and continue to be met.

4. The **Term** of the agreement is for one (1) year, unless either of us decides to end it sooner (see **Section 10**). Before the end of the Term, we may agree to extend or continue the Home Share relationship.



*Our goal is to have successful, long-term, and stable placements. Many of our contractors enjoy lengthy and satisfying relationships with Individuals sharing their homes. We review and renew each year to be sure everything is still working well for both parties and that changes in levels of support can be met. It is a chance for all involved to reflect and make sure the placement remains a good fit.*

5. The **Services** that you have agreed to provide are described in the Home Share Service Agreement, and Schedules including this Handbook. You are responsible for providing the services in a way that complies with these obligations.
6. ILHS and CLBC have the right to **Monitor and Review** your services. This is an important way for us to support you, and make sure that the Individual is healthy and safe. Our monitoring will involve:
  - ▶ Meeting with you at regular intervals. During the first year, we will meet with you more frequently – at 30 days, 90 days, and then quarterly.
  - ▶ Arranging on-site visits to observe and provide support as needed.
  - ▶ Consulting with the Individual in your home.
  - ▶ Reviewing the documentation that you provide us, including any Critical Incident Reports, and any other reports or documentation.

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

7. From time to time, ILHS will require **On Site Access** to your home where services are delivered.
- ▶ In most cases, we will give you at least eight (8) hours' notice for routine visits. Our practice is to schedule these visits so the time and day work for both of us.
  - ▶ Sometimes, we may require emergency access if we have reasonable concerns about an Individual's health and safety. We are not required to provide notice in these cases.
  - ▶ You are also required to give access to accreditation agencies as part of our quality control practices. In addition, CLBC may request a site visit. We will provide a minimum of 24 hours of notice to you regarding Accreditation or CLBC visits. We will accompany these visitors to your home but they or you may wish to speak privately together.

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

8. (a) There are several **Reporting and Record Keeping** requirements in the Home Share Service Agreement. These include:
- ▶ **Specific Occurrence Reporting**, which helps us track disruptions in service. This reporting is required within five (5) days of certain events, including when:
    - \* The Individual has declined any services (for example, has refused to stay at the home or with an approved Respite provider)
    - \* The Individual has or will be away from the home for more than 30 days, either consecutively or within a calendar quarter (even if with an approved Respite provider).
  - ▶ **Critical Incident Reporting** is required following any event that is detrimental to the person being cared for, to you, or to any member of your household. Please review our guidelines for critical incident reporting found in **Section C**.
  - ▶ **Notable Changes Reporting** is required for any changes, such as a significant illness in the household that could affect the Individual and/or the Home Share service, or significant changes to the Individual's level of ability, health or behaviour. Note that you must have prior approval for certain specific changes, including if:
    - \* A new household member is moving in; or,
    - \* You are considering adding any Individuals to your home who require care or support.
  - ▶ You are required to document tracking the use of **Supports to Shared Living**, if you receive that additional funding.

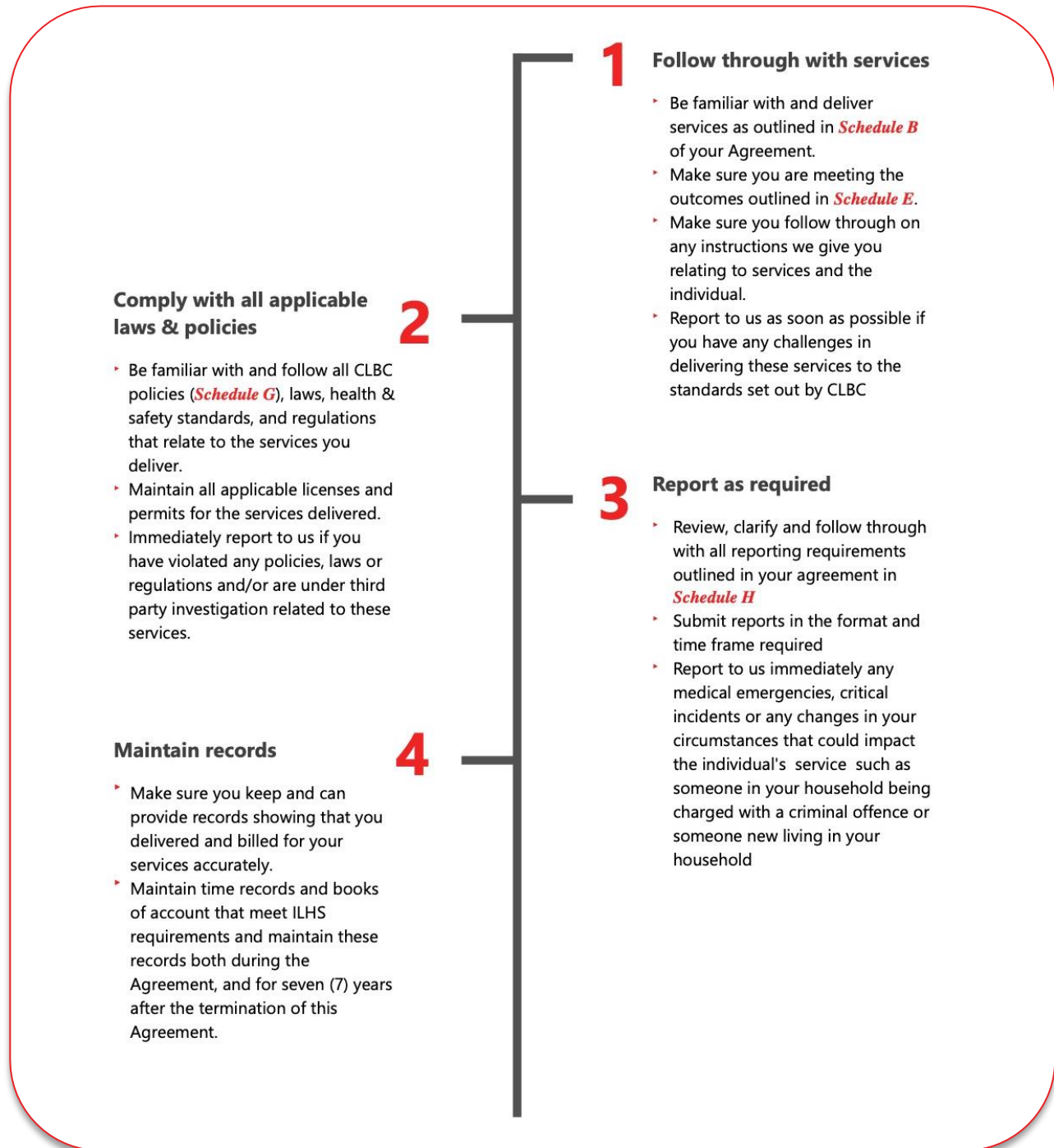
(b) You are required to **keep records** relating to the Home Share services, including correspondence with the Agency and copies of the Individual's personal plan and care plan or support guide, emergency information, a Home-to-Hospital form (if applicable) and any applicable Health Plans or Protocols. See **Section B - Part 3** of this Handbook for more details on recordkeeping.

9. **Use of personnel** is permitted only for Respite (which is short term relief in providing Home Share services). You are responsible for hiring and overseeing any approved Respite providers, and to have a written contract with all Respite providers.
10. The Home Share Service Agreement may be **terminated** before the end of the one (1) year term. In most cases, notice is required to terminate the agreement. If you need to terminate the Home Share arrangement, you are responsible for providing 90 days' written notice to the Agency. ILHS may terminate by providing you a minimum of 30 days' notice. However, termination for **cause** does not require any notice. ILHS is responsible for paying you for services provided up to the date of termination. You are not entitled to any additional payment, severance, or notice because of the termination of the Agreement.
11. If a dispute or complaint is made, you are responsible for following the **Dispute Resolution** process set out in the Home Share Service Agreement. We have created a handy chart that you can use to help guide this process for you. You can find this in **Section D – Resources** at the back of this Handbook.
12. All of the **Fees** that will be paid to you are set out in Schedule C of the Home Share Service Agreement. The amounts set out in the Agreement compensate you for all your expenses, including food, transportation and other costs. No other amounts will be paid without the prior written consent of ILHS. The fee amount may be revised by ILHS with 30 days' prior written notice.
13. The **Liability and Indemnity** section describes your responsibility for injuries, loss or damage relating to the Home Share service. You are required to give ILHS **prompt written notice** of any claims made against you. If ILHS becomes liable for claims that are your responsibility, you are required to repay (indemnify) the Agency.  
This includes:
  - ▶ Any breach of the agreement by you or a member of your household
  - ▶ Any payments required under the Income Tax Act, Workers' Compensation Act, Employment Insurance Act or Canada Pension Plan
  - ▶ Personal injuries or property damage to your home; or
  - ▶ Any wrongful act or violation of the law ("torts") committed by you or others in your household in providing the home share services.

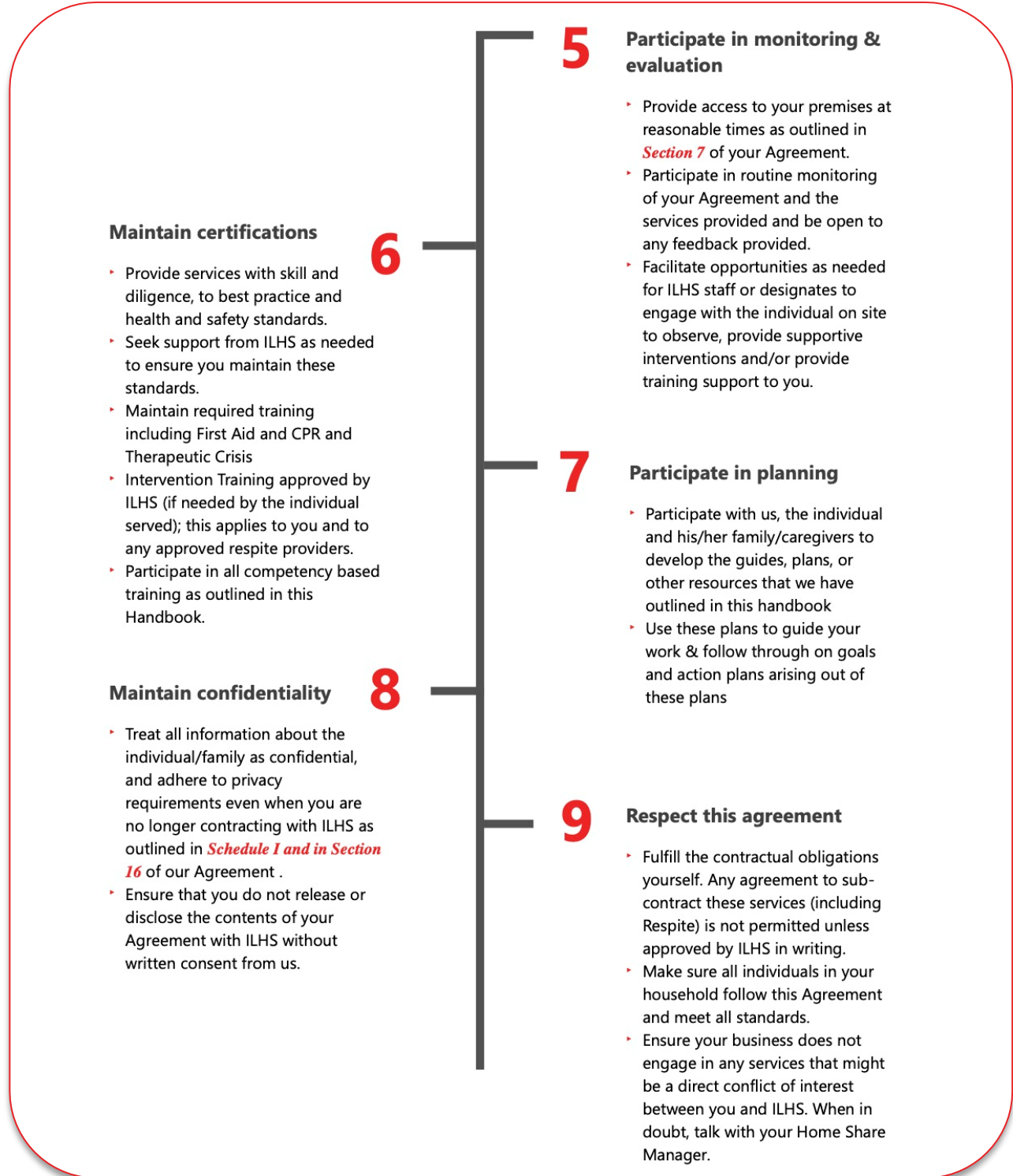
14. In addition, there is a **Limitation of Liability** of any claim you may have against ILHS. Any claims cannot be more than the Fees paid to you under the Home Share Service Agreement.
15. You are responsible for ensuring that you have sufficient **Insurance Coverage**. You may want to speak to an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

## Section B – Important Guidelines

### Part 1 – Understanding Your Role as a Contractor



## Understanding Your Role as a Contractor continued...



## What It Means to Be an Independent Contractor

Our Agreement states that you will operate as an independent contractor, not an employee when delivering these services. Independent contractors are separate businesses, organizations, or self-employed people. The definition of an independent contractor is determined through several tests. Generally, if you control how, when and where you carry out your duties, use space and equipment that you own, and have a chance to make a profit or loss, you are an independent contractor.

- ▶ **Control:** You control how you deliver the services, within the requirements set out in the Agreement, and any arrangements made with the Individual and their support network. This means that ILHS sets the outcomes expected to be delivered under the Home Share Service Agreement within the quality standards established by ILHS, CLBC, and any other government bodies overseeing these types of services. You determine the process for meeting these outcomes. Our services are person and/or family-centred so outcomes are guided by the Individual and their support network. When delivering these services, you are obligated to adhere to the laws of BC, including but not limited to the Human Rights, the Multiculturalism, the Personal Information Protection, and the Employment Standards Acts.
- ▶ **Your Space and Equipment:** Unless otherwise agreed, you must provide the home, and have access to a vehicle to deliver these services. You are also responsible for purchasing the supplies and equipment needed.
- ▶ **Opportunity to Make a Profit or Loss:** ILHS service rates are set by CLBC so they are standardized within the sector and consistent with rates offered by other agencies. It is up to you to decide if you can operate comfortably within the rate before entering an Agreement with us.

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

As a contractor, you are responsible for all payments associated with the Home Share Service Agreement. If you have questions about your income tax status, we suggest you consult a tax professional or accountant.

You will be paid as per your Agreement with ILHS. You will not receive T4 slips from ILHS and ILHS will not make any remittances to the Canada Revenue Agency on your behalf.



Upon request, you will receive a copy of the Government Master Insurance Policy as outlined in Section 15 of your Agreement with ILHS. This insurance is limited, and it is important that you consult an insurance professional to ensure you have adequate liability, property, household, vehicle and other insurance.

## Mandatory WorkSafeBC Coverage

### Coverage for You as a Home Share Contractor

All Home Share Contractors are required to purchase and maintain coverage under WorkSafeBC. The **Workers Compensation Act** establishes a no-fault workplace accident insurance plan. Home Share Contractors qualify for coverage through the Personal Optional Protection (POP) option. Registering for Personal Optional Protection (POP) is a contractual obligation mandated by Community Living British Columbia. Despite the name, POP is not optional.

### Coverage for Respite Providers You Hire Directly

If you contract with respite providers directly, the respite providers must also obtain Personal Optional Protection (POP) coverage for themselves. If you hire respite workers as employees, you may need to register as a small business employer. In either scenario, respite workers must have coverage and you must be able to provide documentation of this coverage. To find out more about coverage for your respite workers, we recommend you contact WorkSafeBC directly to determine the appropriate coverage required.

### Confirming Your Coverage

You are required to confirm your coverage with the Workers Compensation Board by providing your registration number to the ILHS Home Share Manager. Following your registration, ILHS will obtain updated clearance letters as part of our ongoing monitoring process to ensure your premiums have been paid and are up to date. Be sure to consult with WorkSafeBC prior to deciding on how you arrange your coverage. If you have any questions about the content of the Agreement, you should clarify these before signing.

## WorkSafeBC - Frequently Asked Questions for Support Living Contractors

**Do I have to get coverage? Yes!** It is a requirement of your Agreement with ILHS to obtain WorkSafeBC "Personal Optional Protection Insurance". This insurance protects you against income loss and enables eligibility for medical and rehabilitation services if you are injured on the job.

**How much does it cost?** The amount you pay depends on the business you're in and the coverage you've purchased. Home Share Contractors are in the business undertaking "Home share providers", **classification #764029**, in the industry classification "[Hiring or Providing Companion Services or Domestic Child Care Unit](#)" if they share their home as a Home Share Contractor with no more than two physically challenged or developmentally delayed individuals.

### How do I apply for Personal Optional Protection?

- ▶ Online at [worksafebc.com](https://worksafebc.com)
- ▶ Download and complete the PDF form from [worksafebc.com](https://worksafebc.com) and submit it electronically or follow instructions for mailing your application to them.

**How do I confirm my coverage to ILHS, to meet my contractual obligations?** Once you have been approved for coverage, alert the ILHS Home Share Manager; they will print a clearance letter showing your registration from the WorkSafeBC website.

**What if I don't make payments or cancel my coverage?** The ILHS Home Share Manager will monitor your status with WorkSafeBC. They will use the WorkSafeBC site to verify your ongoing coverage. If you are not making regular payments, the clearance letter will report that you are delinquent in your payments and you will no longer be meeting your contractual obligations with ILHS. As outlined in the Agreement, your contract could be terminated or suspended if you do not meet this obligation.

## Part 2 – Understanding Our Roles

As part of our Agreement with you, ILHS is obligated to provide you with:



## Part 3 – Fundamental Principles Guiding Your Work

### Communication

Open and regular communication is the key to successful relationships with both ILHS and with the Individual and their family or network, no matter what service you are providing.

As a contractor, you are accountable to both ILHS and the Individual (and family if applicable) whose support you are providing. To help facilitate effective communication, both ILHS and you, as the contractor, must commit to:

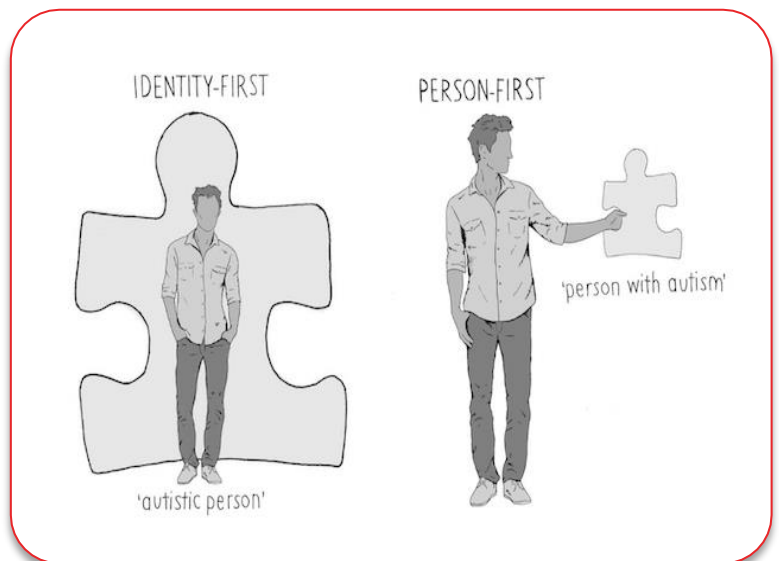
- ▶ Keeping each other up to date about any plans Individual or changes that could impact the service or and ILHS the Individual or their family
- ▶ Maintaining regular informal contact to anticipate and prevent problems
- ▶ Share any successes or progress made so we can all celebrate!

ILHS facilitates and supports communication in many ways. We provide conflict resolution or facilitation if communication has become difficult, or there is an issue to be resolved. ILHS also emails out information on a regular basis to both families and Home Share Contractors, including program updates, newsletters, and information on professional development and training opportunities.

### Language

People-first language emphasizes the individuality, equality and dignity of people with disabilities. Rather than defining people primarily by their disability, people-first language conveys respect by emphasizing the fact that people with disabilities are first and foremost just that—people.

For many years, people with disabilities have been identified by their disability first, and as people second. They have often been described as helpless victims to be pitied and cared for or feared and ignored. Words that are negative, depersonalizing, stereotypical and sometimes offensive have often been used.



It is important to use language, both written and verbal, that enhances dignity and engenders respect for all Individuals. Below are some basic principles to follow when talking with and about people with disabilities. You can find more detailed information on the website [http://www.esdc.gc.ca/eng/disability/arc/words\\_images.shtml](http://www.esdc.gc.ca/eng/disability/arc/words_images.shtml)

**Put people first, and disability second** - Instead of disabled person or defective child, use person with a disability or child with an impairment.

**Avoid using depersonalized disability or medical diagnosis as a label for a person** - Instead of globally describing groups of people as “the retarded,” “the developmentally disabled,” “the learning disabled,” “invalids,” or “epileptics,” use people who have diverse abilities, a person with an intellectual disability, child with extra learning support needs, someone with a mobility impairment, or a person with epilepsy.

**Use emotionally neutral expressions** - Instead of saying someone is suffering from or afflicted with cerebral palsy, or is a stroke victim, say they are a person with cerebral palsy or someone who has had a stroke.

**Emphasize positive abilities, not limitations** - Rather than saying that someone is confined to a wheelchair or housebound, say that they use a wheelchair, or they are taught at home. Don't use terms such as able-bodied or normal in contrast, as they imply that the person with a disability is abnormal.

**Use words to empower and value people as contributing community members** - Avoid referring to people as family burdens or problems who need placements, case management, and professionals to make decisions for them. Talk about Individuals and families who have strengths, support needs, preferences, cultural beliefs and personal goals, and who face challenges.

**Avoid offensive words** - Words such as cripple, retard, moron, deformed and mongoloid are offensive and derogatory. Use person with mobility challenges, person with diverse abilities, person with an intellectual disability or child with Down Syndrome instead.

## **Conflict Resolution**

Sometimes differences of opinion or other conflicts arise. The best way to prevent them is through frequent and frank communications. Don't let little things that are bothering you go by. Be proactive. Bring them up in a non-accusing way, using problem-solving techniques such as:



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

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

## Keeping Records

### For Each Supported Individual

You are expected to keep a file with information needed both to provide service and to live up to the obligations of being an independent contractor. This file should include copies of the Individual's most recent personal support plan or support guide, emergency information, and any applicable health care plans and protocols. Make sure that you do not keep highly sensitive personal information in these files once it is no longer needed; forward it to ILHS for retention in the Individual's central file.

### For Services Provided and Obligations Fulfilled

We advise that you keep copies of all correspondence with ILHS and the Individual you support, and all documentation showing that you have fulfilled your contractual requirements (for example, First Aid certificates). It is also a good idea to keep a detailed record book showing all contractual arrangements, licenses and permits.

### Confidentiality and Privacy

Individuals receiving service as well as their family members have the right to have personal information about them treated in confidence. This includes medical, psychological, financial, employment and educational information. **This obligation continues indefinitely, even after the service relationship you have with them is over.**

You should not provide personal or sensitive information about the Individual supported to people outside ILHS, without the Individual's consent. In the case of a child or an adult who is not making their own decisions, this consent must come from the family or legal representative. This applies to photos and names, as well as written reports or other information. Keep such information in a private and secure place in your home, separate from your own personal information, and where it cannot be accidentally seen by others.

**Before exchanging any personal information, you must also have approval from the Individual and ILHS.**

## Emergencies and Consent

There may be unexpected circumstances when you must release the Individual's personal information, such as during a medical emergency. ILHS will identify who is legally able to give consent for the Individual if they are not able to consent directly. If the person is unable to provide consent at the time of the emergency, share only what is necessary, use appropriate language, and have the advance written permission of the Individual or ILHS for these types of emergency situations. **Note:** Individuals or their legal representative must sign an **"Authorization for Release of Information"** with ILHS to authorize treatment in case of a medical emergency. Make sure you have a copy of this form.

Different Individuals need different levels of support to provide consent or share information. For example, an Individual may do her own banking, but you may need to take them to the bank, help them fill out the forms, and keep track of which bills to pay at what time. Or you may deal with the parent, in a situation where the parent has Committee of Person (legal authority to make decisions on behalf of another). Such requirements should be explained in the Individual's care plan. Always make sure you understand the legal status of the Individual supported and contact ILHS if you do not know or feel you are being asked or expected to do things not provided for in the care plan.

## More About Consent

It is important to understand that Individuals or their legal guardian must provide written consent in the following areas:

- ▶ **Consent for the Collection and Release of** Information required to maintain records, as well as permission to share information about the Individual as needed for providing appropriate care; this consent details what information can be collected, and with whom it can be shared.
- ▶ **Consent for Health Care Support** authorizing treatment in the case of a medical emergency.
- ▶ **Consent for Finances** that clarifies if ILHS or the Home Share Provider has any responsibility for the person's funds. Written protocols will be established and followed for any Individual that receives support with their finances.

ILHS will provide the Home Share Contractor with a copy of the form used to confirm consent in all these areas.



## Supporting Successful Placements: Our Monitoring and Review Process

Our monitoring and reviews are an important way we support you to have a successful Home Share experience. It is also our way of making sure the Individual you have welcomed into your home is healthy and safe and that you are meeting the standards and expectations of our Agreement with you.

ILHS is responsible for regularly monitoring the services you provide. This is a great way for us to keep in regular contact with you, to:

- ▶ offer support and exchange updates
- ▶ make sure that all is well with the health, safety and well-being of the Individual(s) you are supporting
- ▶ ensure you are following through in meeting your contractual obligations
- ▶ ensure we are following through in meeting our contractual obligations
- ▶ provide an opportunity to connect and resolve any concerns

### Our monitoring will involve:

- ▶ meeting with you at regular intervals, at mutually agreed upon times and frequency, but including no less than one monitoring visit after 30 days, 90 days, and then quarterly in the first year of our Agreement, and then quarterly afterwards
- ▶ arranging on-site visits to observe and provide support as needed
- ▶ consulting with others providing supports to the Individual such as day program staff or employment support services staff
- ▶ consulting with the Individual and their family or team
- ▶ checking that required training and certifications have been completed and any new training needs are identified and addressed
- ▶ reviewing any documents you have provided, including Critical Incident Reports and any other information or records

### Contractor Responsibilities:

- ▶ Provide access to documents
- ▶ Provide access to the Individual, any persons residing at the home and all personnel
- ▶ Provide explanations requested by CLBC or the Agency
- ▶ Participate in program reviews in the format instructed by the Agency

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

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

## Section C – Home Share Program

### Part 1 –About Home Share

#### Home Share Program Overview

Home Share is funded by Community Living British Columbia (CLBC). It is intended to provide safe, nurturing community-based shared living arrangements for adults with developmental disabilities. In this Handbook, we call the person receiving Home Share service “the Individual or “Individual supported.” Home Share is provided through contractors such as you, who welcome an Individual into your home, share your space, responsibilities, and sometimes your family. Many of these Individuals have family and/or extended support networks, who may also be involved in their lives. Some people choosing this living option are unable to make some decisions on their own, and may have a parent acting as a Committee, or a Representative under Adult Guardianship legislation.

Home Share arrangements vary – depending on your situation and the unique needs of the Individual you are supporting. Most arrangements involve an Individual and a Home Share Contractor sharing an apartment or house. Some involve a whole family supporting an Individual, with one family member being the primary Home Share Contractor. Whatever your arrangement, we thank you for taking on this important role and trust that you will find it a rewarding experience.

#### Taking on the Role of Home Share Contractor

Home Share Contractors are very special people. You open your home and life to include an Individual and their support network. In doing so, you will get to know this person, and likely their family and friends. You will also learn something about yourself.

#### Personal Qualities to Support Your Work

There are many qualities that can help you be successful as a Home Share Contractor. Those that are cited the most by experienced Contractors include being flexible, adaptable, organized, and accepting. Additionally, to enjoy the give and take of the relationship, it also helps to be a good problem-solver and communicator who has a sense of humour and likes to learn new things. And, of course, knowing how to take care of yourself is important too, so you don't burn out.

#### Core Responsibilities

Your role is to provide **safe care and support** for the person you have invited into your life, **in an accepting, inclusive environment**.

- ▶ You are responsible for the safety, health and the well-being of the Individual, 24 hours a day.

- ▶ You need to make sure that they have opportunities for personal and social development within your household, with their family and in the broader community.
- ▶ You are also responsible for communicating with ILHS, the individual, and, where appropriate, their family or Representative.

## Core Values

Making sure people live high quality lives in community is a core principle of Home Share. As a Home Share Contractor, you are expected to behave in ways that reflect the inclusive philosophy of ILHS and the Home Share Program, and that are in keeping with standards that value and respect all individuals equally. Individuals enjoy rights that are to be upheld and respected by everyone involved with them. These are set out in the *ILHS Statement on Adult Rights* that is available with this Handbook. In your role, you are expected to uphold and safeguard these rights in all your interactions with the individual, their family and extended support network.

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

## Training for Your Role

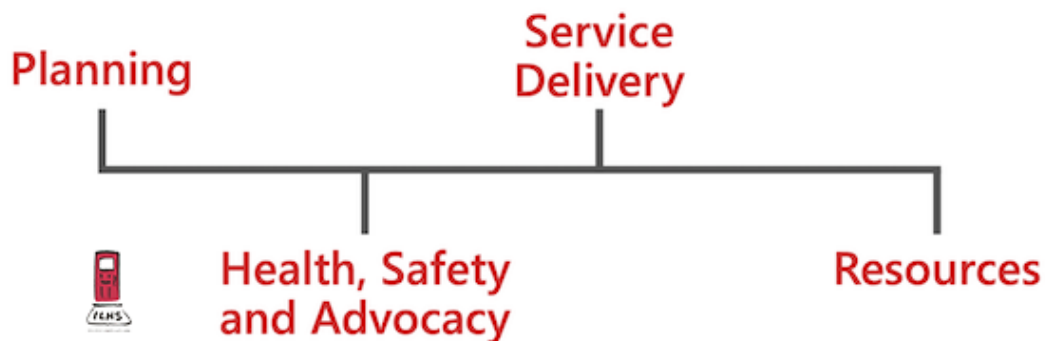
As part of your orientation to our Home Share Program, you will be supported to complete the following core training components. We have designed these as competency-based training exercises (which means we will have some way of testing your learning) to ensure you feel competent and comfortable in your role in each of the following areas:

- ▶ Program values and how you can align your supports to meet them
- ▶ Basic healthcare expectations related to the individual you will be supporting
- ▶ How and what you will be expected to document and what you must report
- ▶ How to manage medications, when applicable for the person you are supporting
- ▶ How to provide other supports specific to the person you are supporting
- ▶ You will also be expected to maintain current CPR and First Aid certification.

In addition, to support your ongoing role, ILHS provides regular opportunities for you to join fellow Home Share Contractors for training and support. See [Part 5](#) for more details.

## Required Standards of the Service You Provide

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



These Standards in Practice:

### Planning

- ▶ Person-centred planning: The Individual is supported to develop and accomplish long- and short-term goals through a personalized planning process. Home Share Contractors support these plans.
- ▶ Health care planning: Home Share Contractors ensure that Individuals with significant health care issues are supported by planning that identifies critical health care needs.
- ▶ Transition planning: When the Individual moves into their new home, there is careful preparation to provide continuity for the individual and to ensure the Home Share Contractor is aware of the Individual's needs.

### Health, Safety and Advocacy

- ▶ Individual care and support: The home provides an environment that encourages the physical and emotional health and well-being of the individual. Medical and dental needs are attended to for each individual and special care needs are met for individuals with physical disabilities.
- ▶ Safety and security: The home guidelines and procedures are designed for the safety and security of the individual, with careful attention to the special needs of those with physical disabilities and those who are unaware of danger.
- ▶ Rights: Contractors respect individual rights and act as an advocate for these rights.
- ▶ Home atmosphere: Contractors provide a home-like environment that allows the Individual supported to live a rewarding life.

## Service Delivery

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

## Resources

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

## Part 2 – Building Positive, Supportive and Respectful Relationships

### Making a Good Start

ILHS is committed to planning and facilitating the transition to a new Home Share arrangement. We believe that getting off to a good start increases the chances of success over the long term.

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



## Some Planning Steps to Complete Before and During the Move

- ▶ Spending time getting to know the Individual is paramount. We help you to build your relationship using a graduated approach starting with visits, meals together, and other shared activities, and then moving to an overnight or weekend stays as time allows
- ▶ Determining how the costs of moving will be addressed
- ▶ Deciding how the Individual's personal space and privacy will be arranged – it will be important to ensure that all members of the household understand and agree to respect the Individual's personal space and belongings
- ▶ Arranging the date when the Individual's personal effects, furniture, and pets (if applicable) will be moved in so that you have time to complete a thorough inventory of all their belongings for your records and for the Individual to keep
- ▶ Planning the logistics of the moving day and how best to make this happen so everyone is comfortable
- ▶ Making a list of observations and questions to discuss with your Home Share Manager
- ▶ Making sure you have an inventory of the Individual's identification documents which should include:
  - \* BCID and/or BC Services Card
  - \* Birth Certificate or Passport
  - \* Medical Alert (if applicable)
  - \* other relevant documents such as Social Insurance Card (which should be placed in a secure spot in the Individual's room/suite
  - \* and, if the Individual does not have any of this ID listed, securing any missing documents and arranging for ID to be obtained at ICBC
  - \* planning a way to celebrate the move and your new life together!
- ▶ Planning a way to celebrate the move and your new life together!



## Understanding and Supporting the Individual's Dreams and Aspirations

Building a successful Home Share relationship with the Individual supported involves understanding the lifestyle they desire as well as their dreams or aspirations.

ILHS uses a person-centered planning approach to guide services including those offered through Home Share. A personal plan sets out the dreams, goals, strengths, needs, preferences and aspirations of the Individual supported, and guides the delivery of all services. It includes measurable goals and objectives and is reviewed and revised yearly. This plan is usually developed with ILHS Home Share Manager or by another Agency involved with the Individual, with input from the Individual, their family and support network. The Individual's personal plan is your primary guide in providing support for them.

Individuals are supported to develop and accomplish long-term and short-term goals through a personalized planning process. Home Share Contractors are part of the planning and implementation team, helping to follow through on plans, identify progress, and adjusting actions to meet changing needs.

## Understanding Decision-Making Authority

As a Home Share Contractor, you are not designated as the legal guardian of the Individual. However, because you will be an important part of the Individual's life, it is likely that they will call on you for support in understanding and making decisions. Your role is a delicate one that requires you to think through and make sure you are not biasing decisions based on your own values and beliefs, but rather helping the Individual to think through the options available and the consequences of different choices. **Additionally, it is important to recognize that you do not have the legal authority to make any financial, health care or legal decisions on the Individual's behalf.** Make sure you understand the legal status of the Individual you are caring for and are clear about who can legally make decisions if the Individual supported cannot. In cases where the Individual is not able to make decisions on their own, one of the following options is likely in place for them: They may have a "Committee of Person" authorized through a Public Trustee, a Representative under a Representation Agreement, or a Temporary Substitute Decision Maker for Health Care Decisions. It's important you understand the differences between each of those terms.

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

Recent legal changes in British Columbia describe the rights of an adult Individual to make decisions for themselves and explains what happens if he or she needs help making decisions. **Individuals supported are presumed to be capable until legally proven otherwise, and the way a person communicates is not a factor in determining capability.** Some adults may have representation agreements, through which they have legally designated someone they trust to help manage their affairs and make personal care, financial, health or legal decisions for them. Some may also have an appointed Committee, usually a parent or sibling, who acts on their behalf.

## Community Inclusion and Advocacy

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

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

## Religious Activities

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

## Travel

While many adults can provide their own permission, if you are planning to take a trip outside your home community, be sure you have the correct permissions in place. You must have advance written permission from the appropriate decision-maker for any Individual who has a Committee of Person, or from their Representative under a Representation Agreement.





You must also inform ILHS and carry medical information and emergency numbers with you. If you are crossing into the United States you must also have a permission letter from the designated decision-making authority, proof of citizenship for the Individual, appropriate travel medical insurance coverage, medical information and emergency numbers.

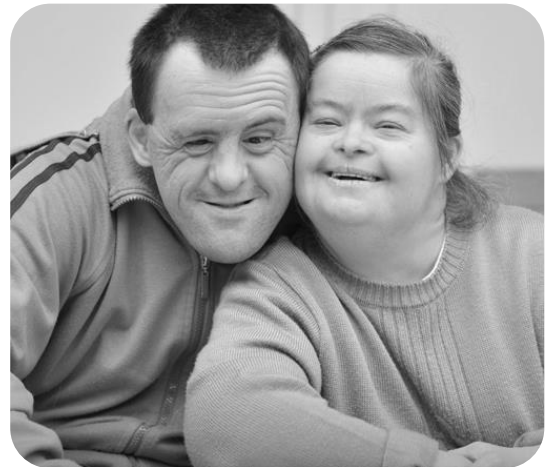
In the current environment, travel rules for crossing the border may change, so check before you leave home. If you are leaving your home community with an Individual for more than 12 hours, check with the ILHS Home Share Manager to assess the need for a **“Risk Assessment.”**

## Long Term Visitors

If you have family or friends staying in your home for longer than 14 days, they must provide an original Criminal Record Check completed by their home city or country.

## Sexuality

Sexuality is a natural part of the development and growth of human beings. It is inherent in expressions and perceptions of self. Individuals supported have the right to learn about and explore their sexuality and sexual identity in developmentally appropriate ways. Be aware that you are sharing common space with the Individual and that you need to have ground rules with which you are both comfortable.



Clarify Individual preferences and expectations about things such as TV shows and videos, touching, and language, and agree on what is appropriate. Then follow the agreement and support the Individual to do so as well. Do not impose your own moral choices or judgements on the Individual supported. Inform the ILHS Home Share Manager of any issues regarding sexuality that arise and ask for specific training if needed.

## Rights and Responsibilities

Helping the Individual supported exercise their rights and understand their responsibilities is an important part of your support. As Home Share Contractor, you are expected to:

- ▶ support the Individual to learn about, exercise and advocate for their rights (for example, support the Individual to vote if they choose to do so)
- ▶ make sure you have a plain language statement of Individual rights available at the home that reflects the philosophy of community living (for example, allowing the dignity of risk and offering the least restrictive environment)
- ▶ make sure the support you provide reflects Individual personal rights (for example, promote the concepts privacy, confidentiality, and personal dignity)

- ▶ provide opportunities for the Individual to understand and learn to balance their rights with the rights of others in the household

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

## Part 3 – Ensuring Health and Wellbeing

### Care Plans

Every Individual supported receiving ILHS services has a Care Plan. A Care Plan describes the assistance and support that the Individual supported needs in daily living. It is tailored to reflect the unique preferences and support requirements of the person. The Individual is usually involved with creating the original Care Plan, often with assistance from their family and from ILHS if needed. It is a confidential document that contains personal information and should be treated as such.

A Care Plan usually contains the following information:

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



The Care Plan is a big help to you – it should guide the care and support you provide. Always have a copy of the plan. Review it and discuss any issues or concerns with the Individual and their family before providing Home Share. Care Plans are updated by you and the Individual at least annually.

A Care Plan is required for any Individual accessing Home Share services. Additionally, a Health Care Plan and Health Care Protocols will be developed for those with complex health or rehabilitation needs.

If you notice any significant changes regarding the Individual supported and their care requirements, do not wait for a review to bring this to the attention of the family (if appropriate, as outlined in consents) and the Home Share Manager.

## Personal Care

Some Individuals need direct assistance with personal care and hygiene routines. If this type of support is needed, these routines will be outlined in the Care Plan as described above. You are expected to provide personal care in a way that ensures the privacy and dignity of the Individual and promotes the highest level of independence and personal choice possible. This helps the Individual learn appropriate touch, language and personal boundaries through consistent modelling. It also provides comfort, consistency of routine and familiarity for the Individual while protecting everyone involved. **Do not allow anyone else in your household to provide personal care - only caregivers approved by ILHS can do so.**

## Standards of Personal Care

Touch and personal interactions are integral components of providing personal care. Make sure you adhere to the following guidelines when touching the Individuals during care:

- ▶ Avoid private parts during affectionate touching or hugging, and avoid physical demonstrations of affection during personal care
- ▶ Allow as much privacy as possible while ensuring safety
- ▶ Follow the Care Plan
- ▶ Monitor for comfort and allow the Individual to direct when they want touching to stop; it is up to the care provider to ensure the Individual feels in control and able to ask for breaks as needed. The only exception is if prolonging physical contact will prevent serious harm in a dangerous situation.

## General Health Care

You are responsible for meeting the health care needs of the Individual. This may include using equipment such as braces or a wheelchair, and following established routines and instructions regarding feeding, allergies or other medical concerns. Only carry out routines that are set out in

writing in the Care Plan. The Care Plan includes details about when and how to administer prescription and non-prescription medications, as well as what to do if a dose is missed.

Keep all medications in a safe and secure storage place. Some Individuals may take their own medications while others may need your support. If you wish, you can set up a medication chart that includes the names of all required medications, dosage, and administration times, with a place to initial when medications are given. Ask ILHS for an example if you want to use one. You must complete our competency-based training in Medication Administration and Management if you are involved in supporting an Individual with their medications.

You will be required to keep track of all therapy, medical, dental and other health and wellness appointments and, in most cases, attend the appointment with the Individual. You are also responsible for keeping informed about any changes to medications or other medical routines, and for ensuring the Individual has enough medication (blister-packed) or supports for other medical needs.

### Health Plans and Protocols

A Health Plan is required for Individuals who have complex health or rehabilitation needs that require ongoing professional involvement. It sets out what procedures are required, who can perform them and who monitors them. It includes appropriate protocols such as seizure management, physiotherapy, and **Delegation of Task** training requirements. It is developed by the Health Services for Community Living (HSCL) branch of Island Health or by one of their contracted service providers. If the Individual has a Health Plan or Protocols, you must have a copy and follow it. It may be attached to the Care Plan.

### Health Plan Requirements

- ▶ The Health Plan details all ongoing requirements for medical or therapeutic support.
- ▶ The Health Plan is developed by qualified health professionals (from Health Services for Community Living), through collaboration with the Individual, their family, and the extended support network.
- ▶ The Health Plan is monitored for its effectiveness in maintaining good health, and changes are made to the plan as needed.
- ▶ Home Share Contractors and all Respite providers must:



- \* Be familiar with all Health Plans and Protocols and receive training as necessary in their implementation
- \* Ensure that all health care is provided as per the Health Care Plan
- \* Be clear on who has the legal authority to make health care decisions, know the difference between emergency versus ongoing care, and have current information about the role of the family in the decision-making process
- \* Have been informed regarding any Representation Agreements, Committee of Person, or Temporary Substitute Decision Makers in place, and are aware of their purpose and role.

## Behaviour Support Strategies

Contractors are expected to interact with Individuals in a respectful manner that shows they are valued, and supports their rights, safety and dignity. A caring relationship forms the basis for positive and appropriate behaviour. Support the Individual to develop self-control, self-confidence, self-discipline and sensitivity to their interactions with others.

Redirection and correction should be a positive learning experience that teaches the Individual to control and correct their own behaviour. It can include natural consequences, praise, encouragement, modeling, rules, limits and counseling. It must not include punishments such as spanking or removal of basic rights such as food or privacy. Constructive and preventative strategies that help establish a positive atmosphere can maximize the opportunities for appropriate behaviour. For example:

- ▶ Establish clear and consistent expectations and explain them in a simple, straightforward way
- ▶ State limits in a positive way
- ▶ Focus on the behaviour, not on the Individual
- ▶ State what is expected instead of asking questions
- ▶ Give time for the Individual to respond to change
- ▶ Reinforce appropriate behaviour with words and gestures
- ▶ Ignore minor incidents
- ▶ Observe and anticipate

Please familiarize yourself and adhere to the CLBC publication **Behaviour Support & Safety Planning – A Guide for Service Providers**

## Behaviour Support and Safety Plans

When an Individual exhibits behavior that is challenging to the point where it seriously interferes with learning, daily activities, and participation in community activities, a **Behaviour Support Plan** is required. An accompanying **Safety Plan** will be included if the behaviour places the Individual or others in jeopardy.

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

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

The strategies in a Safety Plan are designed only to de-escalate unsafe situations and reduce risk of harm. If a Safety Plan includes restricted practices (defined in the CLBC Behaviour Support & Safety Planning - A Guide for Service Providers) it requires certain written authorizations.

**A Safety Plan can only be developed with the participation of a qualified Behavioural Consultant.**

### Prohibited Practices

Prohibited practices can **never** be used as behavioural techniques, even in an emergency. Prohibited practices include:

- ▶ Physical or corporal punishment, such as punching, slapping, pulling hair, spraying with water or using excessive physical force
- ▶ Punishment, ridicule, neglect, humiliation or retaliation, such as swearing, yelling, demeaning attitude, or name-calling
- ▶ Electric shock, including electric prods or Tasers
- ▶ Use of noxious substances (such as Tabasco Sauce, lemon juice, detergent or pepper)
- ▶ Misuse or overuse of a drug for a non-therapeutic or non-medical effect
- ▶ Use of a psychotropic drug without medical authorization
- ▶ Leaving a person unattended when in any form of approved restraint
- ▶ Ongoing removal of personal belongings from an Individual's environment
- ▶ Seclusion (the separation of an Individual from normal participation and inclusion, in an involuntary manner), where the Individual is restricted to a segregated area, denied the freedom to leave it, and left alone.

As a Home Share Contractor, you are expected to take all necessary steps to ensure that these prohibited practices are never used. If an incident involving a prohibited practice does occur, ensure it stops **IMMEDIATELY** and attend to the Individual's health and safety needs. Report as a Critical Incident.

## Safety Practices

You are expected to provide a safe home environment, including adequate fire and other emergency plans, precautions, and procedures. This should include fire procedures. It is recommended that you practice at least six (6) fire drills each year. Have an emergency response meeting place and practice going to this location during your drills. You must also have fire safety equipment such as smoke detectors and fire extinguishers, and emergency lighting such as flashlights.

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

At a minimum, a well-stocked First Aid kit will include the following:

- + Antiseptic towelettes
- + Band-Aids in various sizes
- + Sterile gauze pads
- + Gauze roll
- + Non-allergenic medical tape
- + Pressure dressings (large and small)
- + Crepe roll tensor bandage
- + Triangular bandages
- + Scissors, tweezers, and safety pins
- + Vinyl disposable gloves
- + Chemical cold pack
- + Face shield for CPR
- + Protective eye goggles



## Ongoing Safety Monitoring

The ILHS Home Share Manager will have conducted an initial safety visit when you first applied to be a Home Share Contractor. We will continue to conduct annual safety visits as part of our monitoring practices outlined in **Section B** of this Handbook.

We will use the **ILHS Safety Checklist**. This practice helps to ensure a safe environment for the Individual. We encourage you to self-monitor and evaluate the safety of your home environment regularly.

## Part 4 – Handling and Reporting Emergencies and Other Incidents

### Handling Emergencies

An emergency is a situation that places an Individual supported or a caregiver at risk, and/or requires the assistance of a doctor, nurse, 911, or ILHS. Examples include a fire, vehicle accident or earthquake. **ILHS has an On Call Manager designated as an Emergency Response Person, twenty-four hours a day, seven days a week.** Contact the ILHS On Call Manager in the event of an emergency. They will respond and provide support as necessary, and make sure Critical Incident Reports are completed. Call 911 if it is a medical or safety emergency. Contact the family, or designated family emergency contact if the family is not available.

**ILHS**  
**On-Call Manager and Emergency Response Number**  
**250-888-9412**

### Important Emergency Preparedness Tips:

- + Keep emergency phone numbers for fire, police, ambulance, poison control, and ILHS along with the Individual's emergency contact numbers and information, near the phone
- + Make sure you have a signed consent to transport the Individual to hospital
- + Make sure you have a completed Summary Information form for the Individual
- + Make sure you have a current Consent for Health Care Support

### Critical Incident Reporting

#### Reporting Emergencies and Other Incidents

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

A critical incident is any event that is detrimental to the Individual supported, to you or other members of your household. A critical incident is also any event that constitutes an infringement of an Individual's rights or is simply unusual or extraordinary in nature.



Examples include the following:

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

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

- ▶ Call 911 for emergency response as appropriate
- ▶ Once the situation is stable and everyone is receiving the necessary care or intervention, contact the Individual's family as outlined in consents
- ▶ Contact the ILHS Home Share Manager or the ILHS On Call Manager
- ▶ Complete a Critical Incident Report as outlined

Other incidents are less significant but important to report. These include falls, cuts, or other minor injuries that do not require medical attention. Call the family (as required and as outlined in consents – some may not want to be alerted about these types of incidents) and the ILHS Home Share Manager.



## Missing Person

Home Share Contractors must take proactive measures to ensure that Individuals do not go missing. Individuals should be supported to explore their neighbourhood and review basic safety practices to minimize the risk of becoming lost or confused.

The Home Share Contractor must develop a missing or wandering person protocol that can be referenced by all who support the Individual. The protocol should include a recent photograph and a list of the Individual's favourite locations or likely places to search. It should also clearly indicate the specific conditions under which the Individual should be considered missing.

A missing or wandering person is a reportable Critical Incident. Home Share Contractors are encouraged to use the ILHS Summary Information form as it has a detailed missing person section on the back side as well as a photo and important personal information.



## Abuse and Neglect

Individuals served through our Home Share service, like all members of our community, have the right to live, work, play, learn, and participate in everyday activities in a safe and secure environment, free from abuse or neglect of any kind. No form of abuse or neglect will be tolerated. As a contractor, you are strictly prohibited from subjecting the Individual to such abuse or neglect, or from allowing an Individual to be abused or neglected by others while in your care. You are expected to protect those you support from abuse and neglect. Abuse or neglect of an Individual by a contractor is grounds for immediate termination of the Agreement and may also result in legal action.

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

Neglect is defined as any deprivation of an Individual's requirements for food, shelter, medical attention or supervision that endangers the safety of an Individual. It includes any failure to provide necessary care, assistance, guidance, bare necessities, or sufficient attention that causes, or is likely to cause, serious physical, mental or emotional harm, or substantial damage to or loss of assets.

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

- ▶ Ensure the immediate safety and well-being of the person.
- ▶ Notify the ILHS Home Share Manager immediately; after hours, notify the ILHS On Call Manager to get guidance on next steps.
- ▶ Notify the police if it is an emergency.
- ▶ Obtain medical attention if needed.
- ▶ Complete a Critical Incident Report form and return to the ILHS Home Share Manager immediately.
- ▶ Cooperate fully with any investigation by police, Community Living B.C., the Office of the Public Trustee or the regional Health Authority.
- ▶ It is not your responsibility to notify the family of suspected abuse or neglect; that is the responsibility of the ILHS Home Share Manager.

## Other Health and Safety Considerations

### Nutrition

Part of your responsibility is to meet the nutritional needs of the Individual you live with. Use Canada's Food Guide as a reference for meal planning. Encourage Individuals to make choices within the substitution guidelines of the Food Guide. Follow any nutritional plans and preferences in the Care Plan, including any food preferences, intolerances or allergies. Handle food safely, paying particular attention to adequate cooking, refrigeration and preventing contamination. ILHS strongly encourages you to take a FoodSafe course.

### Routine Practices or Standard (Universal) Precautions

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

### Washing Hands

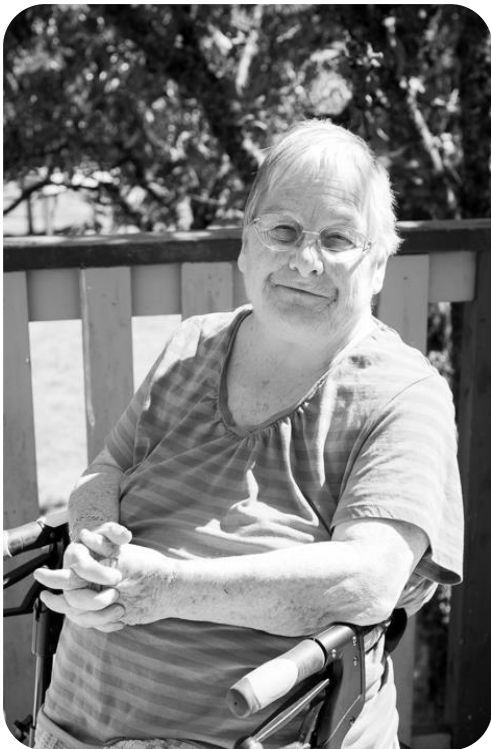
- ▶ Wash your hands with soap and hot water for at least 20 seconds after you have had contact with blood or other body fluids, after going to the bathroom, before preparing or eating food, and after removing disposable personal care gloves.
- ▶ Use hand lotion to help keep your hands from becoming chapped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

## Immunizations

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

Please note that if the Individual we have placed in your care is a carrier of Hepatitis B, you will be notified, and we strongly advise you to be immunized. If you choose not to be immunized, we may not consider you as a Contractor for someone who is a Hepatitis B carrier, as you may not be able to safely perform all personal care responsibilities.

## Support During a Hospital Stay



Sometimes you may have to transport or accompany an Individual to the hospital. If it is a planned stay, be sure to advise the Home Share Manager in advance and have the necessary consents and paperwork in place for the authorized treatment. This type of visit should be part of the overall Care Plan, involving advanced planning with the Individual's support team. If it is an emergency, notify the ILHS On Call Manager.

At the hospital, you should act as the Individual's advocate; support them and provide information to medical staff as required. This may include acting as an interpreter, providing food, personal care and emotional support, and liaising with medical staff. You are not allowed to sign consent forms on behalf of the individual, carry out medical or nursing duties such as administering medication, moving the person, or changing dressings.

Be aware of the Individual's rights and dignity while being cared for in the hospital.

Advocate on their behalf if needed. Inform ILHS if you have any concerns about the care or treatment the Individual receives while in hospital. File a Critical Incident Report that details any such concerns following the hospital stay.

## Part 5 – Taking Care of Yourself

### Self-Care is Important

Being a Home Share Contractor has an impact on you and on the other members of your household. There are many positive benefits and opportunities. There can also be stresses and challenges – physical, mental and emotional. We suggest that you take good care of yourself

first. We will provide you with a copy of a practical guide to self-care called **Taking Care! - A Guide for Caregivers on How to Improve Their Self-Care**. We suggest you read it.

The following sections detail some other things you should be aware of to protect and take care of yourself, and to make the Home Share experience a positive one for everyone involved.

### Illness or Other Circumstances Impacting Your Capacity to Fulfill Your Role

It is critical that you notify ILHS immediately if you are ill or are otherwise unable to fulfill your role as a Home Share Contractor.

### Respite

Respite arrangements can be flexible to meet your needs and schedule. It could mean someone coming into your home and you going away; or it could mean the Individual goes to another home. We strongly encourage you to make use of this provision and can help you with finding respite care providers. Respite providers will be contracted and supervised directly by you as outlined in your Agreement.

Once you have received approval in writing by ILHS to directly hire your own Respite Contractors, you have two sets of responsibilities:

1. You are directly responsible for selecting, hiring, training, supervising and paying each respite provider
2. You continue to be responsible for all the services provided to the standards outlined in your Agreement with us and this Handbook, even when the respite provider is providing services for you in your absence. This means you must actively supervise the respite provider and make sure they:
  - ▶ Have the qualifications, current First Aid, and other certifications required
  - ▶ Meet the background check requirements
  - ▶ Have been oriented and trained by you to effectively meet the needs of the Individual(s)
  - ▶ Comply with all the same standards that you must meet, including CLBC standards and policies and all standards outlined in your Agreement and this Handbook.



## Substance Use and Abuse

ILHS supports a healthy, smoke-free environment. Contractors should use common courtesy around people they live with. Specific guidelines for smoking or vaporizing of any kind should be mutually agreed upon between you and the Individual before service begins. These include refraining from smoking or vaping in the same room or vehicle as the person being cared for, smoking or vaping outside only, or in a designated room.

ILHS understands that social drinking is a part of the culture and a commonly accepted practice among many Individuals and families. The legal use of recreational cannabis may also be accepted by certain Individuals and families, but may not be a commonly accepted practice, as recreational cannabis use was only recently made legal. Specific guidelines for alcohol or cannabis use should be mutually agreed upon between you and the Individual before service begins.

It is our expectation that home share providers will always conduct themselves in a manner that demonstrates positive role modeling, and that they will exercise good judgment and use common sense. This expectation extends to the home share provider's decision to consume alcohol or cannabis (either recreationally or medically) while providing support to the person in their care. Safety is paramount for supported Individuals. Your judgment or ability to provide support must not be impaired by alcohol, cannabis, medication or any other substance while providing support to the Individual. If there is an occasion where the consumption of alcohol, cannabis or any another substance impairs your capacity to provide to provide a safe and secure environment, and to respond appropriately to any emergency that might arise, it is your responsibility to provide pre-arranged, alternate support for the person in your care. It is unacceptable for you to be under the influence of illegal drugs.

## Training and Professional Development

ILHS offers training events and professional development opportunities on a regular basis, which may offer new information, new contacts, new ways of meeting challenges, and a sense that you are not the only one dealing with things. We encourage you to participate in opportunities as they arise, as well as other professional development options offered in the community. We also encourage you to let us know about issues or subject areas in which you would like training.

## Violence Prevention

Some Individuals may have behaviours that could cause you harm if not appropriately managed. Make sure you are familiar with CLBC's publication, "**Behaviour Support & Safety Planning - A Guide for Service Providers**," provided with this Handbook. You must also ensure you are well informed about any issues and strategies relating to challenging behaviour in the Individual's Care Plan, whether there is a Behaviour Support Plan or Health Plans and Protocols that are relevant to managing the Individual's behavior. We also suggest you take Therapeutic Crisis

Intervention Training available through ILHS. This type of training may be mandatory as part of your Agreement to serve an Individual.

### **Additional Employment**

You may engage in other contracted work, employment or business activities, if it does not interfere with the provision of Home Share as per your Agreement and does not constitute a conflict of interest. In carrying out other work, you are not permitted to use ILHS property, equipment or premises, represent ILHS or bring ILHS into disrepute.

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

### **Conflict of Interest**

It will be important to balance your role as a Home Share Contractor with other roles you hold to be sure you do not inadvertently set up a conflict of interest. As a Contractor, you could be in a conflict of interest if your self-interest conflicts with the interests of ILHS or the Individual receiving Home Share. An example is a Home Share Contractor selling products to an Individual in care.

Contractors should take care to avoid a conflict or apparent conflict of interest situation by:  
Ensuring relatives or others living in your household are not involved in the screening or monitoring of you as a Home Share Contractor.

Refraining from selling goods or services or entering a business relationship with the Individual for whom you provide Home Share, or with members of his or her family and extended support network.

Ensuring other contracts or employment do not interfere with your ability and availability to provide Home Share.

Refraining from using ILHS property or services for personal use.

### **A Final Word**

In closing, we wish to thank you again for taking on the special job of providing Home Share for adults with diverse abilities. We encourage you to use this Handbook and the other resources we can offer.

## Section D – Additional Resources

### Part 1 – Useful Contacts for Contractors

Independent Living Housing Society	Community Emergency Contacts
<p style="text-align: center;"><u>ILHS</u> Address:</p> <p style="text-align: center;">723A Vanalman Ave Victoria, BC V8Z 3B6</p> <p style="text-align: center;">Phone: 250-383-2524 Fax: 250-383-9431</p> <p style="text-align: center;">Email: info@ilhs.ca</p> <p style="text-align: center;">Emergency Response Number &amp; ILHS On Call Manager (for after-hours emergencies):</p> <p style="text-align: center;">250-888-9412</p>	<p>Emergencies – CALL 911 Ambulance – Non-Emergency Victoria: 250-475-6121 Saanich Peninsula: 250-953-3298</p> <p>Fire – Non-Emergency Colwood: 250-414-7126 Esquimalt: 250-414-7126 Highlands: 250-479-1814 Langford Fire Hall 2: 250-414-7126 Langford Fire Hall 4: 250-474-2633 Metchosin: 250-478-1307 Oak Bay: 250-592-2424 Saanich: 250-479-1814 Sidney: 250-655-5414 Sooke: 250-642-5155 Victoria: 250-384-1122</p> <p>Police/RCMP Saanich: 250-475-4321 Sidney/North Saanich RCMP: 250-656-3931 Victoria/Esquimalt: 250-995-7654 Westshore RCMP: 250-474-2264 Poison Control Emergencies 1-800-567-8911</p> <p>Community Living BC 250-952-4203</p> <p>Mental Health Hotline 250-310-6789 (BC Crisis Line)</p> <p>Suicide Prevention Hotline 1-800-SUICIDE</p>



## Part 2 – Websites of Interest

Employment Standards	- <a href="http://www.labour.gov.bc.ca/esb">www.labour.gov.bc.ca/esb</a>
Workers Compensation Board	- <a href="http://www.worksafebc.com">www.worksafebc.com</a>
Government of Canada-Public Safety	- <a href="http://www.safecanada.ca">www.safecanada.ca</a>
Canada Customs and Revenue Agency	- <a href="http://www.ccra-adrc.gc.ca">www.ccra-adrc.gc.ca</a>
Ministry of Social Development & Poverty Reduction - <a href="https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministriesorganizations/ministries/social-development-poverty-reduction">https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministriesorganizations/ministries/social-development-poverty-reduction</a>	
Office of the Public Trustee	- <a href="http://www.trustee.bc.ca">www.trustee.bc.ca</a>
Appropriate Language	- <a href="http://www.esdc.gc.ca/eng/disability/arc/words_images.shtml">www.esdc.gc.ca/eng/disability/arc/words_images.shtml</a>
Multiculturalism	- <a href="http://www.icavictoria.org">http://www.icavictoria.org</a>
Human Rights	- <a href="http://www.bchrt.bc.ca">www.bchrt.bc.ca</a>
HealthLinkBC	- <a href="http://www.bchealthguide.org">www.bchealthguide.org</a>
Community Living BC	- <a href="http://www.communitylivingbc.ca">www.communitylivingbc.ca</a>
Information & Privacy Commissioner	- <a href="http://www.oipc.bc.ca/">www.oipc.bc.ca/</a>
Health Services for Community Living - <a href="https://www.islandhealth.ca/our-services/disability-services/health-services-community-living">https://www.islandhealth.ca/our-services/disability-services/health-services-community-living</a>	
Disability Alliance BC	- <a href="http://www.disabilityalliancebc.org/">www.disabilityalliancebc.org/</a>
Inclusion BC	- <a href="http://www.inclusionbc.org/">www.inclusionbc.org/</a>

## Part 3 – Dispute Resolution Protocol

The Dispute Resolution Protocol is implemented when a dispute becomes formalized in writing. This chart supplements but does not replace the language in your Agreement with ILHS.

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