

## RESIDENTIAL OPTIONS PROJECT QUESTIONS AND ANSWERS

***Q1. Why is CLBC not using an independent body to conduct the review process?***

During an independent review, interviewers are contracted to follow a specific protocol and do not generally deviate from rigid guidelines. We believe that each situation is unique and that a flexible approach is required. As former service providers with a deep respect for the experiences of families, project managers Andrea Baker and Jacinta Eni will ensure that the process is conducted in a respectful and sensitive manner. Our team of interviewers includes a mix of experienced individuals from within CLBC and from community agencies.

We will use a combination of approaches to ensure that individuals and families are informed about the project. This might include letters sent directly to families, personal calls from the home supervisor, and presentations at family meetings organized by an agency. Important information will be posted on the CLBC website and members of the project team can be contacted directly.

***Q2. Will individuals be contacted directly? Is there assurance that families and / or an independent, trusted advocate will be present for all discussions and copied on all written communication to ensure that individuals' best interests are protected?***

The potential for manipulation of vulnerable individuals is a valid concern.

All individuals will be met with. However in situations where it is evident that individuals are satisfied with their existing home, no formal interview will occur unless requested by the individual or their family.

In situations where an interview occurs, both the individual and people who know them well will be asked their opinions regarding other residential options.

Where an individual does not have family, we will look for people who care about and have ongoing contact with the individual to act as their trusted advisors. Where this is not possible, we will ask the service provider to identify a support person who will ensure that person's interests are protected. This might include a family support worker, independent advocate, formal support network, a friend who visits regularly, or a former staff person with whom the individual has a special relationship.

***Q3. How will accurate input be solicited from people with cognitive and / or communication challenges? How will risks be explained to ensure that any decisions are based on fully informed consent?***

All interviewers have between 10 and 25 years of experience supporting people with developmental disabilities. They have all received training specific to the interview process.

People and their families will not be asked to choose another option. They will be asked if they would like to enter into a process where they explore options. During exploration and planning, they will be surrounded by family, friends, advisors, and people who know them well to assist in communication.

***Q4. What about privacy laws, specifically sharing of personal information of residents in staffed homes for the purposes of the review?***

Demographic information will be confirmed and minimum information will be collected and stored on CLBC databases. Information will include who was contacted and their decision about participating in the exploration of other options and the reasons for the decision.

A report capturing general provincial findings will be posted on the CLBC website and be used for future planning purposes.

***Q5. If an individual or his / her family requests that the current service provider be present during discussions with the individual and members of his / her support network, will that request be honoured?***

Yes.

***Q6. Is holding a vacancy up to four months long enough to know an alternative placement can be sustained and provide a better quality of life and more inclusion in community?***

Generally speaking, based on collective experiences, this timeframe is suitable for most individuals and their families to determine if the placement can be sustained.

***Q7. What will happen if service providers don't have the financial means to maintain the house, programs, and staffing for the reduced number of residents given the loss of funding when an individual moves? What will the vacancy in the home be used for while being held up to four months?***

The service provider's funding will not be adjusted during the allotted four-month vacancy. During that time, the service provider and CLBC will plan for what may happen after the vacancy period. Options range from selecting a new candidate for the home to reducing the number of people who live in the home. The vacancy would not typically be used during the four-month period.

***Q8. If an individual is unhappy with his / her current placement, what efforts will be made to identify the reason and find solutions, rather than focusing on moving to a cheaper alternative as the only answer?***

If an individual is unhappy with the current home and the solution requires an adjustment to the current service, the service provider and CLBC staff will be notified and the usual quality assurance process will be followed. Moving to a cheaper alternative is not considered the only answer.

***Q9. What happens if an individual disagrees with their family or key advocate about where to live?***

Where this occurs, we will work with all parties to assist in understanding each other's point of view. Through the planning process, we will then explore the risks and potential solutions. While ultimately, each person, unless declared otherwise by the court, has the right to make their own decisions, this process is intended to arrive at solutions that are safe and comfortable for all and do not divide individuals and their families. In some situations, we will ask permission of the individual and family to

check back with them at a later date. This will give them time to discuss the situation further, collect more information, and make a decision in a comfortable timeframe.

***Q10. How will CLBC, its project managers, and others involved in the review honour representation agreements and court appointed guardians in discussions and decision making?***

Where the individual has a committee or representative, that person will be included in all discussions and legal decision making authorities will be respected.

***Q11. If you have people waiting for CLBC services who are currently not funded, how can you justify maintaining existing group home vacancies?***

CLBC is committed to enabling people with developmental disabilities and their families to develop individual support plans that identify how their disability-related needs will be met, as well as their goals for living in the community.

It is important to have a fit between a person and their needs and how we support them residentially.

In fact, the system has historically encountered problems when people have been moved into situations that are inappropriate and do not meet their needs.

For those individuals who do not wish to leave the group home model, their wishes will be respected. However, we may ask people who wish to stay in group homes to move into homes with current funded vacancies, as long as there is a match between the needs of everyone in the home, in order to maximize cost-efficiency.