



Policy Number: 000 000	Policy Section: Quality Services Adults – Home Sharing	Effective: March 2008
Title: Monitoring of CLBC-Contracted Home Sharing Providers		Executive Sponsor: Vice President, Quality Services

1. PURPOSE

CLBC believes in continuous quality improvement. Monitoring allows us to learn from past experiences and actively seek feedback from stakeholders to set new goals for the organization.

Monitoring is an important safeguard for individuals served through CLBC. It helps ensure that individuals are leading good lives in welcoming communities and that supports provided meet the needs of those served. If conducted with sensitivity, monitoring can foster a sense of team and unified purpose for all involved with a particular home sharing arrangement.

This policy provides guidance to analysts who monitor home sharing contracts. It applies to adults who live in home sharing arrangements that are directly contracted by CLBC.

2. DEFINITIONS

First Aid Certificate: a qualification awarded upon successful completion of an eight-hour course covering primarily life-threatening emergencies (CPR, bleeding, choking, and other life-threatening medical emergencies).

Home Sharing: a living situation where an adult eligible for CLBC supports shares a home with a person contracted to provide support and assistance. Previously referred to as “proprietary care” and also known as “family care”, “home living services”, “adult foster care”, “family life homes”, or “host family services”.

Individual: a person 19 years of age or older who has a developmental disability, as described in the *Eligibility for CLBC Supports and Services* policy.

Monitoring: activities for the purpose of ensuring service quality and safety for those receiving CLBC funded supports and services. Involves gathering information on all aspects of a service and giving feedback about progress to all those involved.

3. POLICY

CLBC is committed to monitoring supports and services at the individual, resource, and system level to ensure that specific service standards including those related to safety and security, individual support, and rights are met.

CLBC regularly monitors all directly contracted home sharing arrangements and immediately responds if identified standards are not being met.

4. PROCEDURES

4.1 Analysts are expected to respond in a timely and professional manner to all concerns that relate to the quality of a home sharing arrangement. This includes communication from the individual, reports about the individual or home sharing provider, and general observation.

4.2 Analysts will visit each Individual and all home sharing providers at least once per year. This visit must occur in the approved home and analysts should arrange to tour the premises. If possible, the individual should be supported to participate in this process and provide input about the quality of the arrangement.

4.3 During the annual visit, analysts must review any concerns that were identified since the previous visit. According to policy, analysts must also review the individual's financial records and inquire about the home sharing provider's use of respite to ensure that appropriate standards in each of these areas are being met. Analysts must also confirm that the home sharing provider has a valid first aid certificate and that criminal record checks are up-to-date for all individuals living in the home who are 19 years of age or older. Home sharing providers and assistants are minimally required to have a valid emergency first aid certificate.

Analysts must use the following documents to formally monitor home sharing arrangements:

- *Health and Safety Checklist for Home Sharing*
- *Monitoring Tool for Home Sharing*

Specific procedures regarding the use of each of these forms are outlined below.

a. Health and Safety Checklist

The *Health and Safety Checklist for Home Sharing* was introduced to the field in 2006. It was updated in 2007 so that it is consistent with endorsed standards for home sharing and the *Monitoring Tool for Home Sharing*. It can be used in conjunction with other documents or can be used as a stand-alone review.

Quality service analysts must visit all home sharing providers at least once per year to complete the *Health and Safety Checklist*. The home sharing provider should be provided with at least two weeks notice of this visit and should have the opportunity to review the checklist prior to the review. The individual should be supported to participate in this process if possible.

The review process may flag issues that can easily be addressed and may identify others that require more in-depth review or consultation. The process should be collaborative and the focus should always be on opportunities to support or enhance successful practices.

Upon completion of the review, analysts must provide the home sharing provider with a copy of the completed *Health and Safety Checklist for Home Sharing*. This should be sent to the home sharing provider within two weeks of the review along with a letter that clearly outlines any expectations for change.

Analysts must track actions that are required by the home sharing provider and follow-up to ensure that necessary changes are implemented.

NOTE: The requirement for completing the *Health and Safety Checklist for Home Sharing* can be waived for any year in which the full *Monitoring Tool for Home Sharing* is used.

b. Monitoring Tool

The *Monitoring Tool for Home Sharing* provides guidance to analysts who are formally evaluating the quality of a particular home sharing situation. This document allows the monitor to determine whether the home sharing provider is meeting expectations in each area or whether improvement is required.

The *Monitoring Tool* promotes the practice of continuous quality improvement by enabling the monitor and home sharing provider to make recommendations on how support in each specific area can be further enhanced. This is accompanied by a detailed action plan that identifies goals for improvement, the person responsible for making the improvements, and a target date for completion.

CLBC uses the *Monitoring Tool* to ensure that endorsed standards are in place within all home sharing environments. Analysts must apply this tool at least once every three years. It can be applied more frequently if analysts believe this is required or beneficial.

The home sharing provider should be provided with at least two weeks notice of this visit and should have the opportunity to review the *Monitoring Tool* prior to the review. The individual should be supported to participate in this process if possible.

Upon completion of the review, analysts must provide the home sharing provider with a copy of the completed *Monitoring Tool for Home Sharing*. This should be sent to the home sharing provider within two weeks of the review along with a letter that clearly outlines any expectations for change.

Analysts must track actions that are required by the home sharing provider and follow-up to ensure that necessary changes are implemented.

NOTE: The requirement for completing the *Health and Safety Checklist for Home Sharing* can be waived for any year in which the full *Monitoring Tool for Home Sharing* is used.

5. DOCUMENTATION

Analysts must use the following documents to formally monitor home sharing arrangements:

- *Health and Safety Checklist for Home Sharing*
- *Monitoring Tool for Home Sharing*

6. PRACTICE

Family, friends, advocates, and community members have a role to play in monitoring services to people with a developmental disability. Analysts are expected to be sensitive and responsive to feedback that pertains to any individual who lives in a home sharing arrangement. This includes responding to concerns and complaints, but it also involves sharing positive feedback. This is seen as a type of informal monitoring and is an important safeguard for individuals supported by CLBC.

Formal monitoring in home sharing occurs when an analyst visits the home and completes a standardized assessment such as the *Health and Safety Checklist* or the *Monitoring Tool*. It also includes review of reports and correspondence submitted to CLBC by the home sharing provider. Analysts are expected to operate according to the following principles when monitoring home sharing arrangements:

- Monitoring is person-centred. Although monitoring practices include reviews of the homes and services, the focus must always remain on the individuals supported.
- Monitoring is developmental in nature. It is designed to improve or enrich services and supports.
- Monitoring activities must be respectful of the individuals' dignity and privacy and cause as little disruption to daily activities as possible.
- Monitoring must relate to specific outcomes for individuals supported and defined expectations of home sharing providers.
- Monitoring requires an ongoing feedback loop involving the individuals receiving supports and services, their families, home sharing providers, and CLBC.

Accordingly, analysts who are monitoring home sharing arrangements are expected to:

- make sure the arrangement meets the needs of the individual and home sharing provider
- work with the individual and home sharing provider to resolve difficulties within the relationship or in the community
- help the individual and home sharing provider develop an action plan to effectively address identified short-term and long-term goals
- provide information about successful practices within home sharing and offer strategies that have worked well in other home sharing situations
- regularly evaluate whether the arrangement meets the existing needs of the individual and offer support if a change is required

7. REFERENCES

Standards for Home Sharing
Health and Safety Checklist for Home Sharing
Monitoring Tool for Home Sharing
Respite Guidelines policy
Criminal Record Checks – Adults policy