



## ***Standards for Unaccredited Service Providers***

Effective April 1, 2012, these standards will apply to providers that are not accredited with an approved third-party accrediting body (CARF, COA, or CQL). This includes providers with less than \$500,000 combined total funding from CLBC and / or the Ministry of Children and Family Development.

The ***Standards for Unaccredited Service Providers*** are based on the same standards used by accredited organizations that contract with CLBC. Our intent is to have consistency in our expectations and ensure that all of our contracted service providers meet common set of basic standards.

Although there are a total of 24 distinct standards, standards 6 – 9 only apply if you are providing service in a facility that you own / operate and standards 10 – 16 apply only if you use staff or contractors to deliver service. The remaining standards apply to all unaccredited providers.

### **Financial Accountability**

#### **Standard One**

If the service provider is involved in managing the funds of the individuals they serve, a written procedure is followed that defines:

- a) how the individual gives informed consent for use of his / her funds
- b) how the individual will access the records of his / her funds
- c) how the individual's funds will be separated from other funds for accounting purposes
- d) the safeguards that are in place to ensure that funds are used for designated and appropriate purposes
- e) how interest (if any) will be credited to the accounts of the individual
- f) how a monthly account reconciliation is provided to the individual

### **Health and Safety**

#### **Standard Two**

The service provider ensures immediate access to:

- a) staff with valid first aid certification
- b) first aid equipment and supplies appropriate to the setting

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- c) relevant emergency information on individuals and staff

### Standard Three

The service provider reviews and analyzes all critical, serious, and / or unusual incidents at least once per year. The review considers:

- a) causes and trends
- b) actions that will be taken to avoid future incidents
- c) the results of efforts to avoid similar incidents from the previous year, including any relevant education or training that was completed by those involved

### Standard Four

The service provider ensures that individuals and staff are familiar with:

- a) evacuation procedures
- b) how to handle:
  - fires
  - natural disasters
  - utility failures
  - safety during a potentially violent and / or threatening situation included the possibility of a bomb threat

### Standard Five

When transportation is provided to an individual in vehicles that are owned or operated and used by the provider (other than personal vehicles), each vehicle contains:

- a) first aid supplies that are securely fastened within the vehicle
- b) fire suppression equipment that is securely fastened within the vehicle

**NOTE: Standards 6-9 apply only if you are providing service in a facility that you own / operate. If this does not apply to you, move to standard 10.**

### Standard Six

The service provider is prepared to respond to emergency situations and:

- a) has written emergency procedures for:
  - fires

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- natural disasters
  - utility failures
  - safety during a potentially violent and / or threatening situation including the possibility of a bomb threat
- b) ensures that each emergency procedure addresses evacuation, including:
- when evacuation is appropriate
  - how to ensure the complete evacuation from a facility
  - how to ensure that all evacuees are safe and accounted for
  - how to access temporary shelter if it is required
  - how essential services such as food and shelter will be maintained
  - emergency contact numbers for individuals and staff
  - how and when appropriate emergency authorities will be notified
- c) conducts tests of each emergency procedure:
- at least once a year
  - that includes an actual or simulated physical evacuation of the facility (as applicable)
  - that are analyzed for quality improvement opportunities
  - that result in improvement of practice where possible
  - that are documented

### **Standard Seven**

The service provider ensures that there is equipment and training appropriate to the setting and to the needs of individuals and staff for:

- a) fire detection
- b) warning of fire hazards
- c) suppression of fires

### **Standard Eight**

For services provided on a regular basis in a specific facility, a comprehensive self-inspection for health and safety is conducted at least twice each year and on each shift (if applicable) and results in a written report that identifies the:

- a) areas that were inspected
- b) recommendations for improvement
- c) actions that will be taken to respond to the recommendations

### **Standard Nine**

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In addition to self-inspections completed at facilities (see standard 7 above), health and safety inspections must be conducted at least once per year by a qualified external authority. These inspections must generate a report that identifies:

- a) areas that were inspected
- b) recommendations for improvement
- c) actions that will be taken to respond to the recommendations

**NOTE: Standards 10-16 apply only if you use staff and / or contractors to deliver service. If this does not apply to you, move to standard 17.**

### **Standard Ten**

As appropriate to the setting and the type of service, the service provider can demonstrate that:

- a) efforts have been made to recruit and retain qualified staff
- b) they identify any trends in staff turnover (if any has occurred) and take appropriate action to promote stability and continuity in their workforce
- c) there are an adequate number of trained and supported staff to deal with unplanned absences

### **Standard Eleven**

The service provider has and follows a procedure to:

- a) verify backgrounds of staff in the following areas:
  - criminal record checks that comply with CLBC policy and the *Criminal Records Review Act*
  - driver's abstracts for those involved in providing transportation to individuals that comply with CLBC policy
  - immunizations (as required)
- b) verify background checks and specific credentials (diploma, degree, license, certification, registration, etc.) required by staff:
  - with primary sources (i.e. information given directly to the provider by the issuing institution or organization)
  - prior to the delivery of services to the individual(s)
  - at stated intervals throughout employment
  - in response to information received

### **Standard Twelve**

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The provider maintains and annually reviews written job descriptions that identify the knowledge, skills, competencies, and characteristics required by staff to:

- a) meet the needs of individuals
- b) support the service provider to accomplish its mission and goals

### **Standard Thirteen**

The provider ensures that orientation and ongoing training for all staff addresses, at a minimum:

- a) a person-centered approach to service delivery
- b) confidentiality and privacy requirements as outlined by CLBC and consistent with legal and contractual requirements
- c) policies contained in *Schedule C* of CLBC's *Terms and Conditions*
- d) diversity issues that are relevant to the individual(s) served by the service provider
- e) expectations regarding appropriate conduct and personal boundaries
- f) health issues and advocacy, including prompt communication about health issues experienced by the individual(s)
- g) addressing the mobility needs of each individual, where applicable
- h) reporting of suspected abuse and/or neglect
- i) the rights of the persons served (see standards 17-22) and the rights of staff
- j) unique needs of each of the individuals served by the provider

### **Standard Fourteen**

Documented and competency-based health and safety training is provided to all staff at orientation and annually in the following areas:

- a) health and safety practices of the service provider
- b) the identification of any situations or circumstances in the service setting that could pose a health and safety risk to staff or the individual(s)
- c) addressing physical risks that might exist in the service setting as a result of providing services
- d) responding to emergencies and completing evacuations as described in written procedures
- e) the identification and reporting of critical incidents consistent with CLBC policy
- f) the management of medications if the service provider is involved in supporting individuals to take their medications

### **Standard Fifteen**

Management of staff performance includes:

- a) promotion guidelines for staff (where promotion is possible)
- b) hiring guidelines for positions with the service provider that:
  - are based on knowledge, skills, and competencies identified in the job description
  - assess potential staff ability in relation to knowledge, skills, and competencies outlined in job descriptions
- c) annual performance evaluations for all staff directly employed by the service provider that:
  - are based on knowledge, skills, and competencies identified in the job description
  - assess staff performance in relation to knowledge, skills, and competencies outlined in job descriptions
  - are conducted by or in collaboration with the direct supervisor and provide opportunities for input from the staff being evaluated
  - are used to:
    - i. assess performance related to goals or objectives that were established during the previous evaluation
    - ii. set measurable goals or objectives for the next year
  - are in writing and contained in the employee's file

### **Standard Sixteen**

Where the service provider uses contractors to provide services to individuals, an annual review is conducted of each contractor that:

- a) assesses the performance of their contractual expectations
- b) ensures that they follow all applicable policies and procedures of the provider, including those required by CLBC
- c) ensures that they conform to all applicable standards

### **Standard Seventeen**

The rights of an individual are:

- a) communicated in a way that is meaningful to the individual
- b) communicated prior to or at the beginning of service delivery
- c) communicated at least annually for individuals served longer than one year
- d) available at all times for review and clarification

### **Standard Eighteen**

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The service provider implements policies promoting the rights of individuals in the following areas:

- a) confidentiality of information
- b) freedom from any form of:
  - abuse
  - financial or other exploitation
  - retaliation
  - humiliation
  - neglect
- c) access to information in sufficient time for an individual to make decisions
- d) informed consent (or refusal) and expression of choice regarding:
  - the service(s) in which an individual agrees to participate
  - procedures and / or techniques used by the provider to support the individual in the areas of health and personal care
  - the release of personal information (consistent with contract requirements and FOIPPA provisions)
  - the individuals that will be providing services, where possible and appropriate
  - involvement in any form of research, if applicable and only where approved by CLBC, including a requirement to follow research guidelines and ethics requirements as approved by CLBC
- e) access to self-help and advocacy support services
- f) investigation and resolution of any alleged infringement of rights the individual has experienced as a result of involvement with services delivered by the provider

### **Standard Nineteen**

The service provider is aware of the legal status of individuals and is able to refer individuals to resources related to legal status if appropriate (how to contact the Office of the Public Guardian and Trustee, NIDUS for support with Representation Agreements, etc.).

### **Standard Twenty**

The service provider has a formal and documented complaints process that is consistent with and references CLBC's *Complaints Resolution Policy*.

### **Standard Twenty-One**

The service provider conducts an annual review of all formal complaints that includes:

- a) an analysis of causes and trends
- b) actions that will be taken to avoid future complaints or grievances

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- c) the results of efforts to avoid complaints or grievances from the previous year, including any education or training that was completed

### **Standard Twenty-Two**

Individuals are given information about how to safely access:

- a) community resources that may be helpful
- b) all locations and facilities in which service is delivered
- c) emergency support
- d) support if the provider is unable to deliver service for some reason

### **Standard Twenty-Three**

The service provider develops and maintains an accessibility plan that:

- a) addresses the needs of individuals, staff, and other stakeholders
- b) identifies barriers in the following areas:
  - architecture of any buildings or facilities regularly used by the provider
  - the service delivery environment
  - attitudes
  - financial barriers (if any)
  - communication barriers
  - transportation barriers
- c) any other barrier identified by the:
  - individuals
  - staff
  - other stakeholders
- d) timelines for removal of identified barriers
- e) actions for removal of identified barriers

### **Standard Twenty-Four**

An accessibility status report about the removal of barriers identified in the accessibility plan:

- a) is prepared at least once per year in writing
- b) includes progress made in the removal of identified barriers and areas needing improvement