

Questions and Answers for Service Providers: *Standards for Home Sharing*

This Question & Answer document is intended for Service Providers to review together with the updated *Standards for Home Sharing* (also referred to as the Home Sharing Standards). The Standards apply to Home Sharing and Live-In Support which are commonly referred to as Shared Living.

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Q1: What are the *Standards for Home Sharing* and what purpose do they serve?

A1. The *Standards for Home Sharing* provide a foundation for the delivery of Home Sharing services, ensuring that:

- Responsibilities and expectations for the Home Sharing service are outlined by and for the individual accessing the service and their Home Sharing Provider.
- Individuals accessing Home Sharing services receive consistent, high-quality, person-centred support.
- Individuals are supported to achieve quality of life outcomes.
- Agencies coordinating the delivery of Home Sharing services support Home Sharing Providers in the implementation of the Standards.

They also inform the work of Agency Coordinators and Quality Service Analysts responsible for monitoring the delivery and quality of Home Sharing services.

Q2. Why did CLBC update the existing *Standards for Home Sharing*?

A2. In April 2007, CLBC adopted a set of Standards for Home Sharing to ensure that individuals choosing this Shared Living option received consistent and high-quality support. The Standards clarify the roles and responsibilities of the Home Sharing service and enable those responsible for monitoring Home Sharing arrangements to assess whether established service standards are being met.

In 2022, the Standards were enhanced to:

- Promote Quality of Life within the Home Sharing service.
- Ensure alignment with the [Standards for the Coordination of Home Sharing](#).
- Reflect CLBC's values (e.g., Gender Based Analysis Plus lens, and Cultural Safety Outcomes, etc).

Q3. How do the updated Standards for Home Sharing relate to the Standards for the Coordination of Home Sharing and the Standards for Unaccredited Service Providers? Is there alignment between all standard documents?

A3. The Standards For Home Sharing are designed to be used alongside the Coordination Standards and the Standards for Unaccredited Service Providers. They also complement and are aligned with the Council on Accreditation (COA) and the Commission on the Accreditation of Rehabilitation Facilities (CARF) standards that service providers who are accredited or seeking accreditation are required to meet.

The Standards for Home Sharing refer to the oversight, coaching, and supportive role service providers have in ensuring their staff, sub-contractors (home sharing providers), and volunteers comply with the Service Terms and Conditions for Service Provider's and Home Sharing Service Terms and Conditions for Home sharing Providers, including all prescribed standards, outcomes, and service requirements.

Q4. What are some of the key updates to the *Standards for Home Sharing* that Coordinating Agencies should be aware of??

A4. The most significant update to the Standards is the integration of the Quality of Life Framework in order to promote quality of life outcomes within the Home Sharing service. Other enhancements include new standards that advance CLBC values (e.g., cultural safety outcomes and applying a Gender-Based Analysis Plus lens) and highlight key safeguard topics (i.e., medication administration, and material well-being). The Standards for Home Sharing Policy was updated as well.

In addition to content changes, some information is reorganized or rephrased to align with current language and values; and some information is removed when the expectation is reflected strongly in the *Standards for the Coordination of Home Sharing*. As a result, we now have 13 Standards.

Q5. With the release of the updated Standards, will CLBC require Home Sharing Providers to complete a compliance report?

A5. No. CLBC no longer requires a formal submission of a Quality of Life Report, or other compliance reports. However, Coordinating Agencies will develop their own in-house processes to ensure Home Sharing Providers are meeting the *Home Sharing Standards*.

Q6. Who is responsible for monitoring Home Sharing Provider's compliance with the Standards for Home Sharing?

A6. CLBC Quality Service Analysts (Analysts) monitor the role Coordinating Agencies have in overseeing their network of Home Sharing Providers, but it is the Coordinating Agency's responsibility to have a review process in place to ensure each Home Sharing Provider complies with the *Standards for Home Sharing*.

As part of CLBC's Annual Monitoring Cycle, Analysts will learn how each Coordinating Agency monitors their Home Sharing Providers against the Standards, which may include a review of tools, templates, and records completed by the Service Provider (i.e., Home Sharing Provider).

Q7. Where can Coordinating Agencies and Home Sharing Providers access the updated Standards for Home Sharing? Where can a Home Sharing provider go if they have questions?

A7. The updated *Standards for Home Sharing*, and associated information and resources will be posted on CLBC's external website and can be found by clicking [here](#).

Home Sharing Providers should work closely with their Coordinating Agency for support with understanding and achieving compliance with the *Standards for Home Sharing*.

Coordinating Agencies can connect with their Liaison Analyst and refer to the resources the CEO Network has developed. Accessing these resources for support with the Standards does not require membership with the CEO Network.