

Policy Number QA7.300	Policy Section Quality Assurance	Effective: March 31, 2022 Amended: April 1, 2023
Title: Standards for the Coordination of Home Sharing Policy		Executive Sponsor: Vice President, Quality Services & Indigenous Relations

Summary:

This policy supports the *Standards for the Coordination of Home Sharing* which says what service providers that oversee the delivery of Home Sharing services must do. It also describes the responsibilities of CLBC staff who watch over the service providers (Coordinating Agencies) that oversee the delivery of Home Sharing services.

This policy makes sure that:

- Individuals living in Home Sharing receive good quality support,
- Service providers contracting with Home Sharing Providers understand their responsibilities, and
- CLBC staff understand their roles and responsibilities.

This policy is one of several policies that outline how CLBC staff and service providers oversee Home Sharing services.

1. PURPOSE

This policy supports the *Standards for the Coordination of Home Sharing* (Coordination Standards) which establish provincial requirements to guide the coordination and delivery of Agency Coordinated Home Sharing services. The Coordination Standards were developed with extensive stakeholder consultation to ensure they reflect the expectations and responsibilities of service providers coordinating Home Sharing services. They also inform the work of Community Living BC (CLBC) staff responsible for monitoring the role Coordinating Agencies have in overseeing their network of Home Sharing Providers. The Coordination Standards ensure that:

- Individuals living in Agency Coordinated Home Sharing arrangements receive consistent, high-quality support across the province,
- Service providers understand their role and responsibilities related to the coordination of Home Sharing services, and
- Quality Service Analysts (analysts) can assess whether coordinating agencies are monitoring their network of Home Sharing Providers against the *Standards for Home*

Sharing, a requirement outlined in the Coordination Standards, as part of their monitoring activities.

The *Standards for the Coordination of Home Sharing Policy* applies to agencies coordinating the delivery of Home Sharing services and to CLBC staff responsible for monitoring agencies that coordinate the delivery of Home Sharing services.

The policy forms one part of a comprehensive organizational approach to quality assurance and is meant to be reviewed together with the Coordination Standards, other relevant CLBC policies, including but not limited to those identified in *Schedule C: Service Requirements* of the *Service Terms and Conditions* and the *Home-Sharing Service Terms and Conditions*. These are meant to be applied together as a set of standardized requirements and guidance to support CLBC's, Coordinating Agencies and Home Sharing service Providers' continuous quality improvement efforts.

2. DEFINITIONS

Agency Coordinated: Services coordinated by a community-based agency.

Cultural Safety: An outcome of respectful engagement based on recognition of the power imbalances inherent to service systems, and the work to address these imbalances. A culturally safe environment for Indigenous peoples is one that is physically, socially, emotionally, and spiritually safe without challenge, ignorance, or denial of an individual's identity. Practicing cultural safety requires having knowledge of the colonial, sociopolitical, and historical events that trigger disparities Indigenous Peoples encounter and perpetuate and maintain ongoing racism and unequal treatment.

Home Sharing: A Shared Living arrangement that supports eligible adults to live in the community. It is a service in which an eligible adult and a person who is paid to provide support live together in a home that is rented or owned by the paid support person. The home is the primary residence of both the individual receiving supports and the person(s) providing them.

Individual: A person 19 years of age or older who is eligible for CLBC services, as described in the *Eligibility Policy*.

Live-In-Support: A Shared Living arrangement in which an adult eligible for CLBC services shares their home with a contracted service provider in order to access ongoing support. It can also include an established joint tenancy.

Service Provider: A person or organization under contract with CLBC, including their employees, contractors, sub-contractors, and volunteers to deliver supports and services to individuals, families and/or support networks. This term is also utilized in situations where a contract has not yet been issued such as during an approval or procurement process. For the purpose of this policy, the terms service provider and agency are used interchangeably.

Standards: A set of agreed-upon guidelines that define expectations, processes, outcomes, and a mechanism for evaluation.

3. POLICY

3.1 Agencies coordinating the delivery of Home Sharing services are required to meet (or exceed) the Coordination Standards which guide agencies on how to meet the contractual and policy requirements outlined in the in the *Service Terms and Conditions* and the *Home-Sharing Service Terms and Conditions*.

3.2 Aligned with the *Cultural Safety Policy*, the Coordination Standards promote cultural safety and responsiveness for the individuals CLBC supports.

3.3 CLBC staff responsible for monitoring agencies coordinating the delivery of Home Sharing services are familiar with this policy and other policies that inform CLBC's monitoring framework, including but not limited to those identified in *Schedule C: Service Requirements* of the *Service Terms and Conditions* and *Service Terms and Conditions* and the *Home-Sharing Service Terms and Conditions*.

3.4 The Coordination Standards are applied in situations both where the service is delivered in the Home Sharing Provider's home or in the individual's home (i.e., Live-In Support).

3.5 The Coordination Standards should be applied together with the *Standards for Home Sharing* and the *Standards for Unaccredited Service Providers*.

4. REFERENCES

[Cultural Safety Policy](#)

[Home Sharing Service Terms and Conditions for Contracts between Community Living British Columbia and Home Sharing Providers](#)

Monitoring Framework and Practice Guide

[Monitoring Policy](#)

Q&A for CLBC Staff: Standards for the Coordination of Home Sharing

[Q&A for Service Providers: Standards for the Coordination of Home Sharing](#)

[Q&A for Service Providers: Standards for Home Sharing](#)

[Service Terms and Conditions for Contracts between Community Living BC and Service Providers](#)

[Standards for the Coordination of Home Sharing: Self-Assessment Tool](#)

[Standards for Home Sharing](#)

[Standards for Home Sharing Policy](#)

[Standards for the Coordination of Home Sharing](#)

[Standards for the Coordination of Home Sharing Policy](#)

[Standards for Unaccredited Service Providers](#)

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