# STANDARDS FOR THE COORDINATION OF HOME SHARING

2026

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# Introduction

Home Sharing is an arrangement in which an individual shares a home with a person contracted to provide ongoing support in their home. The scope of support and type of living situation can vary and is designed to meet the individual's needs and wishes. Community Living BC (CLBC) contracts with Service Providers throughout British Columbia to provide the coordination of Home Sharing. The Service Provider or Coordinating Agency (these terms will be used interchangeably) has several key responsibilities including, and not limited to, recruitment, sub-contracting, and monitoring of Home Sharing Providers; and facilitating planning with individuals to achieve their personal goals.

The *Standards for the Coordination of Home Sharing* (Coordination Standards) are intended to provide a foundation for the delivery of Home Sharing across the province to ensure both successful outcomes for individuals and consistent and accountable service delivery. These Standards were developed to support Coordinating Agencies to fulfill their coordination responsibilities, and to guide monitoring conversations facilitated by CLBC staff. They complement both 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 form part of the contractual requirements with CLBC and are a Schedule within the *Service Terms and Conditions for Contracts Between Community Living BC and Service Providers* (T&C). The Service Provider is solely responsible for the direction over the manner and means of by which the service is performed, including creating and implementing their own processes and procedures to deliver services in accordance with the T&C and the *Home Sharing Service Terms and Conditions for Contracts between Community Living British Columbia and Home Sharing Providers* (Home Sharing T&C).

This document provides direction for each Standard, establishing what *must* be done in each area, along with examples and practice guidance to demonstrate ways the standards *may* be met. While Coordinating Agencies are contractually required to comply with the Standards, the way in which they are achieved may vary according to each organization's culture and infrastructure and evolve as new ideas and innovations emerge. The Standards offer guidance to Coordinating Agencies on how to meet the contractual and policy requirements outlined in both the T&C and the Home Sharing T&C and are designed to be used together with the *Standards for Home Sharing* and the *CLBC Service Standards and Expectations*.

With the assistance of a grant from the Province of BC, the BC CEO Network developed resources and training materials for Service Providers. Coordinating Agencies are encouraged to refer to the *Home-Share Coordinator Handbook: A Practice Guide for Home-Share Coordinators/Managers in BC* made available by the CEO Network as an additional resource to support compliance with these Standards.

The Standards promote best practice for Agency Coordination responsibilities in the following areas:

- Organizational Infrastructure and Oversight of Home Sharing Coordination
- Individual's Rights
- Health and Safety
- Coordination Practices and Responsibilities

- Person Centered Service Delivery

The Standards also apply to Live-In Support, an arrangement in which the individual shares their home with someone contracted to deliver ongoing support. Home Sharing and Live-In Support are both examples of inclusive, person-centred individualized models that are also commonly referred to as Shared Living. For the purposes of this document, the Standards will refer to Home Sharing.

# Part 1: Organizational Infrastructure and Oversight of Home Sharing Coordination

Service Providers are expected to have a well-developed organizational infrastructure in place to support the processes and practices associated with the coordination of Home Sharing Services. This includes:

- Effective human resources practices,
- Comprehensive policy and procedures,
- Documentation management, and
- Quality assurance capacity

This infrastructure strengthens organizational stability, supports accountability, and fosters an environment which promotes optimal quality of life for individuals who are supported through Home Sharing services.

## 1. Oversight and Policy

### Standard:

The Service Provider develops, implements, and maintains practices for Home Sharing Coordination that include recruitment, approval, and oversight of Home Sharing Providers.

*Documentation and Practices Which Support Conformance:*

Recruitment and oversight of the Home Sharing Program includes:

- Policies and procedures are reviewed regularly. Applicable policies are available for staff, CLBC representatives, individuals, family, representatives, and/or support network.
- Conflict of Interest Policy and Procedures are in place to address real, potential, and perceived conflict of interest. The policy and procedures are reviewed and updated regularly and address proactive prevention, disclosure, assessment, mitigation, recording, reporting, and monitoring of conflicts of interest.

When an employee also provides Home Sharing services, their employer must mitigate any potential conflict of interest. Best practice is to have the Home Sharing contract with another agency.

## 2. Contract Compliance Between Service Provider and Home Sharing Provider

### Standard:

The Coordinating Agency is responsible for implementing a monitoring framework to confirm that the Home Sharing Provider meets all contract expectations, including adherence to the *Standards for Home Sharing* and documentation requirements.

*Documentation and Practices Which Support Conformance:*

The Coordinating Agency has developed methods for confirming that Home Sharing Providers comply with all applicable CLBC policies, service requirements, and the *Home Sharing Standards*.

- Individual Home Sharing placements are independent sub-contractors for the provision of services. The Coordinating Agency is responsible for confirming that Home Sharing Providers meet all applicable T&C, including CLBC's Standards for Home Sharing.
- Coordinating Agencies understand the distinction in roles and responsibilities between CLBC and the Service Provider, and between the Service Provider and the Home Sharing Provider.
- Coordinators confirm that Home Sharing Providers understand their role and responsibilities and their relationship as sub-contractors.

Coordination activities include ensuring that all required documentation submitted by the Home Sharing Provider is accessible, current, complete, and well managed, including:

- The Home Sharing Providers' file information
- The Individual's file information
- Critical Incidents Reports
- Up to date credentials for the Home Sharing Provider, and
- Other required reporting where applicable.

## 3. Home Sharing Coordination Skills, Competencies and Professional Development

### Standard:

The Coordinating Agency demonstrates the skills and competencies necessary to deliver coordination services, including knowledge of CLBC policies and relevant standards, values of the Community Living sector, and person-centred planning and supports.

The Service Provider has a system for providing support and performance management to Home Sharing Coordinators.

*Documentation and Practices Which Support Conformance, include:*

- Recruitment strategies to ensure candidates meet the required skills and competencies.
- Job descriptions exist and are reviewed when required.
- Access to ongoing professional development in response to the emerging needs of individuals, the Coordinator role, and of Home Sharing Providers.
- Training records are maintained in personnel files.
- Coordinators successfully complete related training offered by CLBC, including:
    - Community Living Home Study Certification for Shared Living (JIBC)
    - CLBC's Service Provider Privacy and Information Management and
    - Critical Incidents Follow-up Guidance for Service Providers.

## 4. Quality Assurance and Continuous Quality Improvement Activities

### Standard:

The Service Provider demonstrates a culture of accountability and continuous quality improvement by developing measurement tools and activities that inform the Home Sharing programs' growth and improvement.

*Documentation and Practices Which Support Conformance:*

Information on service experience and satisfaction is collected in a variety of ways, from individuals, employees, Home Sharing Providers, and family members, to inform quality assurance and performance improvement activities.

Data collection in support of continuous quality improvement typically includes:

- Achievement of person-centered quality of life outcomes for individuals
- The accessibility of services
- Analysis of the achievement of continuous quality improvement objectives
- Critical Incident analysis and remediation strategies
- Complaint analysis and remediation strategies

Satisfaction surveys or engaging with focus groups can be helpful ways to collect feedback and data from those closest to the service.

## 5. Records Management and Maintenance

### Standard:

The Service Provider has policies and written procedures addressing the maintenance, safe storage, security, and confidentiality of individual records in compliance with applicable laws and CLBC contractual requirements.

*Documentation and Practices Which Support Conformance:*

Procedures define records management and maintenance protocols which typically include policies and written procedures that:

- Address timeframes for documentation by Coordinators to ensure all individuals' records remain current, including documenting service delivery-related information (for example, individuals' activities, appointments, quality of life, and all decision making related to changes to their services).
- Address protocols regarding the witnessing of legal documents associated with individuals.
- Define methods for ensuring all individuals' records are secure from unauthorized access as per Schedule E: Privacy Protection of the T&C.
- Define responsibilities for reporting privacy breaches (for example, accidental, or unauthorized access or loss of personal information to CLBC).
- Define responsibilities for storing individual records as directed by CLBC, as well as protocols for the secure destruction of records, where permitted, for both paper and electronic records (for example, cell phones, USBs, and computers).
- Coordinators comply with the Service Provider Instructions for Transferring Individual Records to CLBC, and the Guidelines for Service Providers *regarding Information Management*.

## 6. Complaints, Concerns, and Conflict Resolution

### Standard:

The Service Provider has a comprehensive complaint resolution process which is available to staff, Home Sharing Providers, individuals, families, and support networks to address concerns, respond to complaints, and engage in conflict resolution, as required.

The Service Provider conducts an annual review of all formal complaints that include:

- An analysis of the types, causes, and trends, including those specific to Home Sharing;
- Proposed actions to prevent future complaints;
- An analysis of the efforts to resolve complaints from the previous year, including any education and/or training that was completed; and

- The outcome of actions taken (for example, remediation strategies) to manage complaints.

*Documentation and Practices Which Support Conformance:*

A formal and documented complaint resolution process is available and accessible in a format that is understandable to the individual, their Representative(s) or Legal Representative(s), and Home Sharing Providers. The process is consistent with, and references CLBC's Complaints Resolution Policy.

Copies of plain language complaint resolution information are available. Advocates are available, if required, to support individuals to exercise their rights and ability to submit complaints.

Coordinators are knowledgeable about the complaint resolution process and ensure that Home Sharing Providers and individuals are aware of and know how to engage with the process. Coordinators respond to complaints and incidents which may occur between the individual and the Home Sharing Provider and perform a mediating role, as required, and retain any related documentation on the individual and Home Sharing Provider's file.

The Service Provider demonstrates cultural sensitivity and responsiveness by providing or accessing Indigenous conflict resolution options, such as a healing circle, at the individual's request.

# Part 2: Rights of Individuals

The protection and promotion of individuals' rights is a key expectation of Service Providers. Coordinating agencies are responsible for ensuring that Home Sharing Providers:

- Uphold these commitments
- Actively promote opportunities for individuals to understand and exercise their rights, and
- Respond to complaints and concerns regarding any infringement of rights.

## 7. Rights

### Standard:

The Service Provider ensures that there are organizational policies and procedures to promote the rights of individuals accessing Home Sharing services. The Coordinator ensures that individuals are aware of their rights and are supported to exercise their rights, as needed.

The rights of individuals include the following areas:

- Cultural safety
- Sexual health
- Sexual orientation, gender identity and expression of 2SLGBTQIA+ individuals
- Confidentiality of information and privacy
- Freedom from abuse, financial or other exploitation, discrimination, retaliation, humiliation, or neglect
- Access to information to make decisions about services and supports
- Informed consent (or refusal) and expression of choice regarding:
    - the service(s) in which the individual agrees to participate
    - procedures and/or techniques used by the Service Provider to support the individual in the areas of health and personal care
    - the release of personal information (in compliance with contract requirements and *Freedom of Information and the Protection of Privacy Act* provisions)
- Access to friends, family and/or support networks
- Access to self-help and advocacy support services
- Investigation and resolution of any alleged infringement of rights the individual have experienced while accessing Home Sharing services

*Documentation and Practices Which Support Conformance:*

The Coordinating Agency ensures that the rights of an individual are:

- Communicated in a way that is meaningful to the individual as part of their introduction to Home Sharing
- Reviewed annually, at minimum, with the individual
- Readily available for the individual to review and to seek clarification
- Presented in a way that makes clear that the rights of individuals are also balanced with responsibilities
- Understood and promoted by the Home Sharing Provider
- Reflected in the organization's written policies and procedures, and aligns with information intended for individuals
- Investigated, documented, and remedied when there are complaints or concerns regarding infringement of rights

Consider presenting information about individuals' rights using various formats, such as posters, videos, graphics, or handbooks to facilitate accessibility and understanding of this information.

Introduction to Home Sharing for People in Home Sharing (CLBC)

## 8. Dignity of Risk

### Standard:

Coordinating Agencies ensure that Home Sharing Providers deliver supports and services using the least restrictive practice. Dignity of risk balances the individuals' strengths, needs, and risks with the right to self-determination.

*Documentation and Practices Which Support Conformance:*

A vulnerability and safeguard assessment is used to flag areas of risk that require specific attention in order to ensure safeguards are in place to support the individual's quality of life and ensure their health, safety, and well being.

Planning includes a formal, documented process for determining risk and identifying mitigating strategies that reduce risk and encompass both formal and informal safeguards.

Reviewing risk in the lives of individuals is conducted proportionate to the severity of the risk. Analysis of mitigating strategies are conducted and are adapted accordingly.

Assessments of risk are conducted on a schedule that mitigates vulnerability and enacts appropriate safeguards. Documentation is available for review.

Dignity of Risk refers to the right to make choices and take risks in order to learn, grow and expand life experiences and opportunities.

Safeguards are intentional actions designed to help reduce a person's vulnerabilities and to help protect the good things in their lives.

Safeguards Resources - Community Living BC

## 9. Cultural Safety

### Standard:

Coordinating Agencies ensure that procedures and Home Sharing environments promote cultural safety and responsiveness to the cultural identity of the individual, and that these principles are reflected in practice.

*Documentation and Practices Which Support Conformance:*

The Service Provider has procedures which support the inclusion of cultural safety in all aspects of organizational culture, service delivery, contracting, recruitment, monitoring, and the person-centred planning process.

- The organization builds a culture of anti-racism, quality, and safety by establishing culturally safe processes to manage feedback and address incidents.
- Coordinators demonstrate and value their responsibility to promote cultural safety for individuals and facilitate cultural connections, including expectations of non-discrimination by Coordinators, Home Sharing Providers, staff, sub-contractors, and volunteers. Documentation clearly highlights, in accordance with the individuals' wishes and preferences their cultural background, traditions, relationships with family and/or other natural supports, and the desired activities, celebrations, milestones, traditions and events that are important to them.
- Individuals' right to express their cultural identity is protected, promoted and/or explored, and includes the Coordinating Agency taking necessary action to respond to incidents of racism or discrimination, providing a culturally connected environment. Cultural safety and principles of non-discrimination are referenced in the statement of rights.
- The Coordinating Agency ensures that the Home Sharing environment, the Home Sharing Provider, and person-centered planning promotes cultural safety and responsiveness to the cultural identity of the individual.

## 10. Privacy, Consent, and Information Sharing

### Standard:

Coordinating Agencies ensure that policies, procedures, and practices meet privacy requirements and legislation.

*Documentation and Practices Which Support Conformance:*

Coordinators ensure that individuals' confidentiality, and the collection and use of personal information complies with relevant privacy legislation, CLBC policies, and the *Home Sharing Service T&C Schedule E: Privacy Protection*. Coordinators should refer to the T&C or contact CLBC directly for further clarification.

- CLBC has the responsibility under BC's *Freedom of* Information and Protection of Privacy Act (FOIPPA) for all formal FOI requests related to personal information.
- CLBC's Service Provider Privacy and Information Management Training has been completed by all Home Sharing Providers, including respite or relief workers.
- Copies of course completion are maintained in Service Provider records in compliance with FOIPPA.
- Coordinators ensure Confidentiality Agreements are in place.

**Privacy, Confidentiality, and Information Sharing**

- Coordinators and Home Sharing Providers maintain confidentiality of the individuals' documentation by limiting access to personal information (for example, use non-identifying profiles as part of the initial matching process until specific consent is obtained by the individual to move forward in the matching process).
- Monitoring activities confirm Home Sharing Provider's practices respect individuals' confidentiality, including the management of both written and electronic information.
- If applicable, Coordinators ensure electronic surveillance of individuals complies with applicable Canadian and BC laws and notifies CLBC before implementing as part of an individual's safety planning.
- If the Coordinators and Home Sharing Providers receive a request for personal information from a person/entity other than CLBC, then they must promptly advise that person/entity to make the request directly to CLBC.

**Consent to Share Information**

- Coordinators ensure that documented consent is included in the individual's file including specific to the information to be shared and to whom, is time limited, and the individual understands what they are consenting to.
- Coordinators ensure that the consent is gathered in a way that is meaningful to the individual.

BC's *Freedom of Information and Privacy Protection Act* (FOIPPA) applies to all public bodies, including CLBC, and also applies to all organizations that provide services under a contractual relationship with public bodies.

More Information and the Privacy and Information Management Training can be found on the CLBC Website. Privacy and Information Management - Community Living BC

# Part 3: Health and Safety

Service Providers should strive to maintain a healthy, safe, and clean environment that supports a positive quality of life and minimizes risk of harm to individuals, Home Sharing Providers, and Agency Coordinators involved in the oversight of the Home Sharing arrangement. This can be achieved through a robust organizational commitment to health and safety as well as clearly defined health and safety practices and procedures that guide Coordinators in fulfilling their responsibilities.

Coordinators monitor Home Sharing Providers adherence to health and safety practices which safeguard the individual's well-being and the home in which they live.

## 11. Emergency Procedures and Planning

### Standard:

The Coordinating Agency ensures that each Home Sharing Provider has completed emergency planning to effectively respond to:

- House Fires
- Natural disasters (earthquakes, floods, severe storms, wildfires, as appropriate to their locale)
- Medical emergencies
- Utility failures
- Pandemics

And maintain continuity of services:

- The Coordinating Agency supports Home Sharing Providers and individuals before, during, and after an emergency or crisis to ensure that each provider has a plan for continuity of services.
- The Coordinating Agency is responsible for confirming that the Home Sharing Provider complies with any evacuation orders or government issued mandates and notifies CLBC when additional planning or support is required.

*Documentation and Practices Which Support Conformance:*

**Responding to Emergencies**

- The Coordinator ensures that Home Sharing Providers:
    - Can respond to emergencies effectively and efficiently.
    - Have documented emergency plans they can reference in response to emergencies.
    - Individuals are supported to learn and practice what to do in the event of an emergency, including an evacuation plan which establishes a meeting place outside the

home.

- Have first aid and emergency supplies accessible for use in the event of an earthquake or other natural disaster.
- Are aware of their responsibility to notify their coordinator, and other relevant authorities, in the event of an emergency.

- The Coordinator provides updates to CLBC in the event of an emergency.

**Continuity of Services**

- The Coordinating Agency has a written business continuity plan to support the maintenance of the Home Sharing network in the event of a community emergency impacting the supports to individuals.
- The Coordinating Agency completes contingency planning to mitigate coordinator absences and/or replacement.
- The Coordinator ensures that each Home Sharing Provider has a plan for the continuity of services and support in the event of an emergency which requires evacuation from the home and/or the inability of the Home Sharing Provider to provide services.

## 12. Emergency Information

### Standard:

The Coordinator ensures that Home Sharing Providers maintain current, up-to-date emergency information on individuals and that this information is always accessible for use.

*Documentation and Practices Which Support Conformance:*

Both Coordinating Agencies and Home Sharing Providers have ready access to emergency information:

- Emergency information lists important personal facts about the individual, such as physical description, medications, critical support needs, emergency contacts, and legal status, and includes a current photograph of the individual.
- Information is available electronically as well as in a hard copy format that can be easily accessed in case of an evacuation or power outage.

## 13. Medication Administration, Management, and Monitoring

### Standard:

The Coordinating Agency ensures that there are practices in place to oversee the administration, management, assistance, and monitoring of individuals' medications in Home Sharing.

*Documentation and Practices Which Support Conformance:*

Procedures clearly differentiate between when medication is managed by the Home Sharing Provider (including storage, documentation, and administration) and when individuals require medication assistance/support to take their medication fully or partly independently.

Coordinating Agencies ensure that Home Sharing Providers are guided by procedures and complete appropriate training that describes the proper administration, management, documentation, and storage of medication in their home, and where appropriate, methods of monitoring of individuals who manage their own medication.

Home Sharing Providers are offered competency-based training on medication administration and management, which is renewed based on monitoring outcomes. Coordinating Agencies retain records of completed training in each Home Sharing Providers' file.

The Coordinating Agency is responsible for working with health care professionals (typically Health Services for Community Living) to ensure that appropriate training, documentation, and mechanisms for supervision are in place for medication administration where delegation of task is required as per *Thriving in Community: Delegating Health Care Tasks in the Community Living Sector* guidance.

**Medication Management:**

When the Home Sharing Provider manages the individual's medication, procedures are in place regarding receiving, storing, administering, and documenting.

The Home Sharing Provider maintains an up-to-date record of all the individual's medications, prescription and non-prescription, that the individual uses, including:

- The name of the medication
- The dosage
- The frequency
- Instructions for use, including administration route
- Potential side effects
- Drug interactions

Coordinating Agencies monitor Home Sharing Providers to ensure that:

- Details are documented in situations where medications must be locked, including:
    - Who may access the medications, and
    - Responsibilities associated with maintaining medication in original packaging, storage, and labelling with the individual's name, medication name, dosage, and ensuring prescribing physician name are confirmed.

- Only prescription medication that has been prescribed or ordered by a medical practitioner or nurse practitioner is administered to an individual.
- Protocols for the administration of over-the-counter medications, where applicable, are outlined.
- Expectations regarding appropriate disposal of expired or unused medication, syringes, or medical waste, are understood.
- A record of medication administration, such as Medication Administration Record (MAR) sheets, blister packaging, etc., is available and reviewed during monitoring visits.

**Semi/Independent Medication Oversight:**

Where the individual manages their medication administration independently, or with assistance (such as reminders), including over-the-counter medications, the Coordinator ensures that:

- Support is provided to individuals to help maintain their autonomy in management of personal medications.
- The individual's record documents that the individual is managing their own medication, including over-the-counter medications. A process is used to determine their capacity to self-administer while balancing dignity of risk. This process includes:
    - Conducting and documenting a risk analysis,
    - Identifying supportive practices,
    - Developing appropriate safeguards, as required,
    - Ensuring documentation is available to confirm that regular reviews are being conducted, and
    - Reviewing regularly whether the individual requires additional supports to safeguard their well-being.

The principles of medication administration are: *RIGHT medication, RIGHT person, RIGHT dose, RIGHT route, RIGHT reason, RIGHT documentation, and RIGHT response.*

## 14. Safeguarding Money and Assets of Individuals

### Standard:

The Coordinating Agency ensures that fiscal procedures and safeguards are developed to protect individuals' money and assets.

*Documentation and Practices Which Support Conformance:*

The Coordinating Agency has policy and/or procedures to safeguard finances, including ensuring:

- Home Sharing providers should not have joint bank accounts with individuals.
- Individuals are supported to submit or seek assistance in submitting annual income tax returns.
- Individuals are supported to apply for all relevant benefits, such as OAS and GIS.
- Individuals have a list of significant personal belongings.
- A clear process exists for managing individuals' finances and assets, including engaging in these discussions as part of End-of-Life planning.

The Coordinator ensures that when the Home Sharing Provider is responsible for the management of the individual's funds or assets, written procedures are available and are monitored regularly by the Coordinator defining:

- The roles of both the Coordinating Agency and Home Sharing Provider;
- How individual's money and assets will be safeguarded;
- How individuals will give informed consent for the expenditure of funds;
- How individuals will be informed about their accounts and access the records of their funds and assets;
- Methods to ensure that funds are used for only designated and appropriate purposes;
- Periodic Audits of individual's finances and documentation; and
- Annual review of documentation.

Coordinating Agencies ensure records of individuals' finances are accessible for regular reviews, demonstrating that safeguards are in place to protect individuals' assets and finances. Safeguards may include, and are not limited to:

- A ledger with receipts
- Bank statements
- Periodic audits

Where the individual manages their finances or assets independently, the Coordinator conducts a risk review, documenting supporting practices, and developing appropriate safeguards, as required.

Where the individual's finances are managed by a family member and/or support network or Representative/Legal Representative, respective roles and responsibilities are clearly documented.

## 15. Critical Incidents

### Standard:

The Coordinating Agency ensures that Home Sharing Providers and all sub-contractors comply with the reporting responsibilities outlined in CLBC's *Critical Incidents Policy* and *Critical Incidents Service Provider Requirement Guide*, including required follow-up activities, and tracking of non-reportable incidents.

The Coordinating Agency ensures critical incident reports are submitted to CLBC within required timelines, provides support and follow-up activities to individuals and Home Sharing Providers, and updates CLBC accordingly.

The Coordinating Agency conducts an annual written analysis of all reported incidents to analyze potential causes and trends, needed actions for improvement, and the remediation strategies they will enact in response.

*Documentation and Practices Which Support Conformance:*

The Coordinating Agency ensures Home Sharing Providers:

- Receive guidance to help them understand their reporting responsibilities.
- Are knowledgeable about CLBC's policy requirement to document and track all unexpected or unusual incidents that are non-reportable (that is, that do not meet CLBC's definition of a critical incident) for their own internal monitoring purposes.
- Keep copies of critical incident reports and non-reportable incident reports on file to demonstrate compliance with the *Critical Incidents Policy*.
- The Home Sharing Provider's documentation includes information regarding the follow-up activities that occurred in response to each incident.

## 16. Quality of Care Reviews and Investigations

### Standard:

The Coordinating Agency is responsible for identifying, reviewing, and addressing quality of care issues with Home Sharing Providers.

*Documentation and Practices Which Support Conformance:*

Quality of care issues may include a failure to meet service requirements or to comply with policy or the Home Sharing Standards. When quality of care issues are identified, the Coordinating Agency:

- Works with the Home Sharing Provider to identify the issue.
- Supports the Home Sharing Provider to complete relevant training or education, as required.

- Develops an action plan in collaboration with the Home Sharing Provider to address the concerns
- Monitors follow-up of the action plan.
- Considers alternative actions, such as giving notice to the Home Sharing provider if the issues are of a serious nature or cannot be resolved.
- Informs CLBC when necessary.
- Ensures that the Home Sharing Provider is aware that unannounced visits may occur at the Agency's or CLBC's discretion.

## 17. Abuse and Neglect

### Standard:

Coordinating Agencies ensure that Home Sharing services offer safe and secure home environments free from abuse and neglect of any kind. The Coordinator immediately notifies CLBC (and/or the Ministry of Children and Family Development's Provincial Centralized Screening Out-Of-Core Services, if outside of regular CLBC business hours) when Adult Guardianship concerns are identified, pursuant to the requirements of the *Adult Guardianship Act*, and CLBC's *Adult Guardianship Policy*.

*Documentation and Practices Which Support Conformance:*

Coordinating Agencies are expected to:

- Cooperate with CLBC, who is designated, under the BC Adult Guardianship Act, to respond to and investigate allegations of abuse and neglect of adults who are eligible for or receiving CLBC services.
- Collaborate with the Police, who are responsible for leading investigations of a criminal matter.
- Collaborate with the Public Guardian and Trustee of BC, when the investigation involves financial abuse.
- Ensure a timely and appropriate response to reports and concerns of abuse or neglect; and
- Work with CLBC to prevent further abuse and neglect by ensuring recommended corrective actions are implemented.

Coordinating Agencies ensure that Home Sharing Providers receive information about abuse, neglect, and self-neglect and their duties to safeguard the individuals' well-being. Coordinators advise Home Sharing Providers about what to expect in the event of an Adult Guardianship investigation, which may include unannounced home-visits and the relocation of the individual to an alternate safe setting, when required.

# Part 4: Coordination Practices and Responsibilities

The role of the Coordinator is multi-faceted and critical to building and sustaining a successful partnership between the Home Sharing Provider and the individual. The scope of responsibilities requires a comprehensive understanding of the Community Living sector, compliance with contractual responsibilities and CLBC policies, and the ability to conduct thorough monitoring to safeguard the overall well-being of individuals accessing Home Sharing services.

## 18. Recruitment

### Standard:

A variety of recruitment efforts are employed and are evaluated for their effectiveness. The agency's overall marketing and recruitment plan attracts applicants with a diverse array of skills, enabling the program to meet varied levels of disability- related needs, support needs, and individual attributes.

*Documentation and Practices Which Support Conformance:*

Agencies consider the demographics of the referrals received and adjust recruitment efforts to match relevant individual characteristics.

Recruitment-related documentation is available for review in Home Sharing Provider files, including their application, resume and credentials, as applicable. The Coordinating Agency develops a process to evaluate the effectiveness of recruitment to determine if current efforts or approaches:

- Result in a positive response rate,
- Produce applicants with relevant skills and openness to support individuals with more complex disability-related-needs, mental health needs, or varied support considerations.
- Encourage and welcome a pool of applicants who are diverse, and representative of Indigenous peoples, varied cultural and faith-based backgrounds, and 2SLGBTQIA+.

The recruitment plan is revised if the evaluation process indicates that efforts are not achieving effective results.

## 19. Intake, Service Development and Support

### Standard:

The Coordinating Agency ensures a thorough process to review new referrals for prospective Home Sharing Providers, engage in intake and welcome procedures with individuals and their representatives, and provide ongoing support throughout the period of service development and when the Home Sharing service is in place.

*Documentation and Practices Which Support Conformance:*

The Coordinator plays a key role in ensuring individuals, their representatives, CLBC and other stakeholders are kept informed, engaged, and supported throughout the intake, recruitment and development process and following placement of an individual in the Home Sharing arrangement.

Coordinating Agencies have processes in place to:

- Respond to Home Sharing service-related inquiries and referrals.
- Engage with individual(s), and families, support networks, and/or representatives as appropriate.
- Proceed with an intake process.
- Determine whether the referral can be accepted and responded to.
- Ensure the individual, their representatives, CLBC and other stakeholders are informed of any developments throughout the intake and service development process and once a placement has been made.
- Respond to crisis referrals that may be generated from within their Home Sharing network.
- Orient individuals and Home Sharing Providers, involved family and natural supports to expectations of one another, and of the service (that is, typical house rules, responsibilities, rights, etc.).

Before a match and a placement is made, initial supports to individuals may include the development and/or expansion of:

- The personal profile for Home Sharing Provider.
- Development of a person-centered plan, and
- A vulnerability, strengths, and needs assessment.

## 20. Home Study and Background Verification

### Standard:

The Coordinating Agency is responsible for completing a thorough home study consistent with processes outlined in the CLBC Home Study Course and includes the following elements:

- Pre-screening
- Information gathering and background checks:
    - Verification of credentials, as applicable
    - Criminal record checks through the Ministry of Public Safety and Solicitor General's Criminal Records Review Program for the Home Sharing Provider and respite providers as per CLBC's *Criminal Record Check Policy: Service Delivery*

- Police Information Check with Vulnerable Sector Screening for every other adult in the home (for example, spouse or adult child of a Home Sharing Provider), who is 18+, excluding other adults in the home receiving Home Sharing support
- Driver's abstract review, if applicable (for example, if the Home Sharing Provider will be responsible for transporting the individual)
- Three completed reference checks, including an employment reference (if available)
- Completed reference checks with prior employers or contracting agencies if applicant has previously delivered Home Sharing or a similar service

- Review and Confirmation of suitability
- Interviews
- Home assessment, and
- Evaluation and recommendations

*Documentation and Practices Which Support Conformance:*

**Home Study**

The Coordinating Agency has written procedures that ensure the home study is complete, and that all documentation has been received, reviewed, and approved prior to an individual moving into the home. The Coordinating Agency is responsible for independently verifying and completing the home study.

A complete record of the Home Study is documented in the prospective Home Sharing Provider's file, including:

- Interview responses with all household members
- Completed satisfactory Health and Safety (physical environment) review
- Evidence of preliminary core training completed
- Evidence of a completed orientation to Home Sharing Provider role and responsibilities
- A summary of an applicant's suitability and approval to be a Home Sharing Provider, and
- The development of a Home Sharing profile for the Home Sharing Provider, when approved.

The Coordinating Agency has written policies, procedures, and documentation, to support background verification processes, and to confirm suitability including:

- Government issued identification
- Driving records: license and drivers abstract (as applicable)
- Vehicle insurance
- First Aid Certification

- CPR training
- Medial confirmation of fitness for duty
- Home insurance
- Signed release of information and confidentiality agreements
- Monitoring practices to ensure that the renewal of required documentation occurs, and
- Completed reference checks with prior employers or contracting agencies when an applicant has previously delivered Home Sharing or a similar service with another Coordinating Agency or CLBC.

## 21. Home Sharing Provider Selection and Suitability

### Standard:

The Coordinating Agency ensures that a thorough selection, suitability, and matching process is completed.

*Documentation and Practices Which Support Conformance:*

An assessment of a prospective Home Sharing Provider's skill and suitability is completed in order to support a successful matching process. Home study documentation confirms the rationale for the selection and matching of an individual with a Home Sharing Provider. Specific to the individual and the scope of services provided in the Home Sharing setting, all relevant medical, psychological, social, cultural, gender identity, and other information and preferences are considered in the selection process.

Where Home Sharing is provided by a family member, the Agency Coordinator ensures that the family member(s) reviews and complies with the *CLBC's* *Service Provision by Family Members Policy* and all relevant contract requirements and expectations.

Agency Coordinators provide individuals, and their family or support networks, with information about the Home Sharing Provider selection, and suitability process to ensure they are supported to make an informed choice about a Home Sharing Provider.

As per CLBC's Privacy Protection requirements, all information gathered as part of the selection and suitability process is safeguarded.

Matching is an individualized, person-centred process. To ensure that a Home Sharing setting reflects the individual's needs and preferences, and to determine the scope of services provided in the Home Sharing setting, the following information is considered and well-documented to support the matching process and service planning:

- Individual's relevant medical history
- Individual's relevant psychological information

- Relevant social information, including most significant people in the individual's support network
- The plan to maintain or explore cultural connectedness, including relationships, resources ceremony, roots, history, ancestors, language, identity, and spirituality
- Sexual orientation, gender identity and expression of 2SLGBTQIA+ individuals
- Available information on previous direct services and supports, if applicable
- Other relevant assessments, when available, and
- Preferred lifestyle and Home Sharing Provider preference.

Personal preferencing informs the selection of a Home Sharing Provider. Individuals, families and/or support networks or Representatives are knowledgeable about the matching process and receive support and information throughout to inform their choice.

Transition planning ensures that the individual is involved and has numerous opportunities to meet a prospective Home Sharing Provider ahead of time whenever possible.

Personal values or perceptions related to sexual orientation, gender identity and expression, 2SLGBTQIA+ are identified as part of the home-study process and considered prior to engaging in any form of contracting or matching activities.

## 22. Home Sharing Provider Orientation and Training

### Standard:

The Coordinating Agency is responsible for providing Home Sharing Providers with a comprehensive orientation, as well as ongoing training support. This includes an in-depth review of processes, expectations, and available training opportunities.

*Documentation and Practices Which Support Conformance:*

**Orientation**

Orientation is provided to all Home Sharing Providers including those who have had Home Sharing contracts with other agencies. Home sharing provider files include documented evidence that orientation activities and competency-based training have been completed. Coordinators ensure that Home Sharing Providers receive a comprehensive overview of Home Sharing Providers' roles and responsibilities, relevant standards, policies and procedures, successful practices within the field, and key resources.

Orientation should speak to:

- The agency's mission, vision, and values
- Roles and responsibilities of all involved parties
- Basic health care expectations

- Medication administration and oversight
- Documentation practices
- Expectations and contract responsibilities
- Rights of individuals
- Monitoring expectations, schedule, and frequency
- Managing individuals' money and assets
- Relevant CLBC and service provider policies and procedures
- CLBC Standards for Home Sharing
- CLBC Privacy On-Line Training Courses, and
- First Aid and CPR requirements

**Ongoing Training**

The Agency Coordinator is responsible for ensuring ongoing training and mentoring for Home Sharing Providers is completed, including:

- Training specific to the individual and their support needs
- Training related to individual specific medication administration, or delegation of task, if required
- Planning and delivering person-centred supports that further quality of life outcomes
- Reporting requirements
- Core competency-based training in response to monitoring outcomes, and
- First Aid and CPR requirements

## 23. Monitoring Framework and Process

### Standard:

The Coordinating Agency implements internal mechanisms and controls to effectively monitor Home Sharing arrangements to ensure:

- The Home Sharing arrangement remains suitable
- The practice of continuous quality improvement is implemented; and
- Compliance with all obligations and responsibilities outlined in the T&C.

*Documentation and Practices Which Support Conformance:*

Monitoring ensures the Home Sharing arrangement continues to meet the individual's needs, areas requiring performance improvement are documented, and remediation is confirmed.

As part of the monitoring process, Coordinating Agencies gather and document sufficient, relevant information to verify compliance with Home Sharing requirements, including ensuring that:

- CLBC 's Home Sharing Standards and service requirements are in place within each Home Sharing arrangement. Any areas of concern are documented in writing, with follow-up activities documented clearly, including action plans to address necessary improvements.
- Monitoring documentation is maintained, available for review, and demonstrates a variety of points of contact with individuals and Home Sharing Providers.
- Monitoring of the physical environment occurs at least annually, including:
    - Home atmosphere
    - Safety and security in the home
    - Emergency preparedness, and
    - Suitability for the individual's needs – including access to heat and clean water, the home's cleanliness, individual's access to food, bed, privacy, comfort items, etc.
- Monitoring promotes the practice of continuous quality improvement in that they enable the Coordinator and the Home Sharing Provider to make recommendations on how support in each specific area should be further enhanced. This is accompanied by a detailed action plan that identifies:
    - The goal for improvement
    - The person responsible for making the improvement, and
    - A target date for completion.
- To confirm the continued suitability of the home, relevant areas of the home study are reviewed periodically and following significant changes or events that occur in the home, or the individual's or the Home Sharing Provider's lives (for example, relationship/marital changes, moves, health changes).

## 24. Monitoring Schedule and Frequency

### Standard:

The Coordinating Agency maintains a schedule of Initial, Ongoing, and Variable monitoring designed to ensure that all requirements are being met and to confirm the continued suitability of the Home Sharing arrangement.

Initial Monitoring:

- Documented, in-person monitoring visits in the Home Sharing setting, at minimum within 30 days and then 90 days of moving in.

Ongoing and Variable Monitoring

- Documented, in-person monitoring visits in the Home Sharing setting, at minimum quarterly.
- Documented, in-person monitoring to determine the safety and suitability of the home, at minimum of annually.
- An increase in the frequency of monitoring is in response to:
    - Information which would warrant an increase in frequency;
    - Changing needs of either the individual or Home Sharing Provider; or
    - Perceived risk to either the individual or the contracted Home Sharing Provider.

*Documentation and Practices Which Support Conformance:*

Monitoring documentation is organized, complete, and conforms to the Standard's expected schedule and frequency. All visits are conducted in the Home Sharing setting, with individual's participation, whenever possible.

Initial Monitoring processes and tools ensure:

- The quality of the match;
- The individual's satisfaction with the home; and
- Early identification of needs or issues for either the individual or Home Sharing Provider (for example, related to planning, training, coaching,).

Ongoing Monitoring processes and tools ensure:

- Home Sharing Providers are meeting contractual responsibilities as well as complying with all
- *Standards for Home Sharing*, and relevant CLBC policies
- Continued satisfaction and suitability of the match
- Identification of needs or issues for either the individual or Home Sharing Provider

Monitoring the suitability of the home itself (sometimes referred to a Health and Safety visit) should occur annually, at minimum.

- The suitability of the home's physical environment includes:
    - Home atmosphere;
    - Safety and security in the home;
    - Emergency preparedness; and
    - Suitability for the individual's needs including accessibility, access to heat and clean water, cleanliness of the home, individuals' access to food, bed, privacy, comfort items, etc.

If the Coordinating Agency chooses to rotate areas to be covered in monitoring, a schedule is developed to ensure all areas are covered over a prescribed period.

The above monitoring practices include an evaluation to determine:

- If additional or variable monitoring is required;
- The type of additional monitoring needed;
- The schedule to address the action items identified; and
- The follow-up activities.

After completing any monitoring process, the Agency Coordinator documents any area(s) requiring remediation, develops action plans, and confirms follow-up activities and successful remediation.

## 25. More than One Person in the Home

### Standard:

The Coordinating Agency has a process in place to ensure that any requests for a second person in the home are reviewed to ensure that the quality of life, choice, rights, and lifestyle for both individuals are safeguarded and that their input and support for this arrangement has been confirmed. Review of this agreement is part of regular monitoring.

*Documentation and Practices Which Support Conformance:*

Documentation confirms meaningful engagement with the individuals, indicating their choices are respected and agreement to share a home with another individual is confirmed. Ongoing monitoring ensures that the living situation continues to meet the needs of both individuals.

The Coordinator ensures that where a Home Sharing Provider is also under contract with the Ministry of Children and Family Development, or another agency, all appropriate parties are consulted, and approvals are documented and received in advance of any placements.

Home Sharing situations where there are more than two individuals receiving support are not considered to be in keeping with the spirit of Home Sharing. These arrangements are permitted only with CLBC's exceptional approval.

## 26. Ongoing Support to Home Sharing Providers, Individuals, Family, Support Networks or Representatives

### Standard:

The Coordinating Agency is responsible for providing ongoing support to individuals and Home Sharing Providers and acting as a liaison with family and/or support networks, CLBC, and other stakeholders.

*Documentation and Practices Which Support Conformance:*

The Coordinator is responsible for providing ongoing support to Home Sharing Providers, including:

- Information and referrals to other resources and organizations
- Facilitating the development of support networks and information exchange
- Assisting Home Sharing Providers to access community resources on behalf of themselves and the individual who lives with them
- Supporting person-centred service planning to promote the alignment of services with quality of life outcomes
- Supporting Home Sharing Providers when individuals have varied or changing health needs, including age-related needs, and complex needs
- Identifying and remediating issues associated with reporting requirements and support needs
- Responding to complaints and incidents that occur and performing a mediating role, as required.

The Coordinator provides support to individuals, family, support networks and representatives as required, including:

- Regular contact to receive feedback on the Home Sharing setting
- Maintaining open communication with individuals and their family members and/or support network, using different methods, such as surveys, focus groups, newsletters, and one-to-one meetings, to understand the individual's experience in the Home Sharing arrangement
- Referrals to available support and resources as needed and appropriate, including community resources and professionals

Coordinators document monitoring activities to support adherence to reporting requirements and address support needs.

***Support for Complex Needs:***

The Coordinating Agency actively supports integrated case management, collaborative community partnerships and person-centred planning for those with complex needs:

- Case management practices ensure the inclusion of CLBC when planning or support needs arise.
- Planning documentation provides evidence of integrated supports and engagement of the appropriate partners as needed. These partners may include Developmental Disability Mental Health services and/or other mental health resources, substance use supports, generic outreach or community-intervention resources, Friendship Centres, natural support people or networks, and other professionals.
- The Home Sharing Provider is engaged in the planning and response process and collaborates with professional services and supports.

- Monitoring activities demonstrates that planning is fulsome, meets the individual where they are at, is responsive to changing needs, and includes formal and informal safeguards that are applied when/as needed.

Relevant training and support may include:

- Naloxone training
- Harm Reduction
- Trauma Informed Practice
- Mental Health First Aid

## 27. Respite Support Requirements

### Standard:

The Coordinating Agency ensures that Home Sharing Providers, and respite (per diem service) or relief (hourly service) providers delivering supports to Home Sharing arrangements, comply with respite guidelines as outlined in CLBC's *Respite Guidelines Policy*. The Coordinator supports the Home Sharing Provider to:

- Recruit and access respite or relief providers
- Create a plan for accessing respite or relief
- Document the use of respite or relief
- Be aware of and comply with all requirements for screening and training of respite or relief providers
- Understand the roles and responsibilities of respite and relief providers, and the respite and relief accountability requirements, including documentation

*Documentation and Practices Which Support Conformance:*

Coordinators monitor the use of respite, encourage Home Sharing Providers to utilize the two days per month that is part of their General Funding, and monitor the use of any additional supports for Home Sharing Providers that may be available.

When needed, the Coordinator assists Home Sharing Providers to recruit respite providers.

Monitoring activities confirm respite or relief providers have been recruited and vetted. Monitoring activities confirm that respite providers at minimum:

- Are at least 19 years of age
- Are aware of and knowledgeable about the individual's preferences, health, and support requirements
- Are aware of and sensitive to the individual's culture

- Have completed appropriate training and can meet the individual's specific needs for personal care, medication, documentation, etc.
- Know how to respond in the event of an emergency and have a valid First Aid certificate
- Have a completed a criminal record check and all other valid certification and/or training to fulfill respite responsibilities (for example, valid driver's license, clean driver's abstract, non-violent crisis training, etc.) as required

## 28. Managing Crisis

### Standard:

The Coordinating Agency ensures that there is a mechanism in place to provide individuals and Home Sharing Providers with responsive and timely support to identify, prevent, and mitigate crisis situations and incidents.

The Coordinating Agency is available to provide support 24 hours per day, 7 days per week in response to crises.

*Documentation and Practices Which Support Conformance:*

The Coordinator Agency:

- Manages and monitors crises and emergencies that occur within Home Sharing settings in their network.
- Provides evidence of planning processes and documentation of both proactive and responsive crisis management for individuals and Home Sharing Providers.
- Develops crisis response capacity and crisis response procedures that include clearly defined communication protocols.
- Develops crisis response procedures which may include the provision of a temporary respite or home sharing option and/or exploration of increased supports from staff, family/support network, or community supports.
- Ensures that procedures outlining how to respond when individuals are missing or admitted to hospital are available to guide Home Sharing Providers.
- Develops and maintains strong connections to community resources and provides support to manage crises and stabilizes the Home Sharing network they oversee.
- Identify if additional support is needed from CLBC and reach out to the involved Analyst when needed.

Coordinators ensure that Home Sharing Providers are aware of and knowledgeable about the expectations and protocols in the event of an emergency, including incidents such as:

- Hospital admission

- Police incident
- Allegations of abuse, neglect, or self-neglect of an individual
- Emergency situations such as a house fire or accident
- Missing persons
- Crises or unexpected events that may arise and could lead to the breakdown of a Home Sharing situation.

# Part 5: Person-Centred Service Delivery

A focus on the individual's quality of life is a core requirement of coordination responsibilities. A rounded approach involves proactive planning in core areas where personalized supports may be required. The Coordinator works alongside community partners and professionals, the individual and their family and/or support network (where possible), and the Home Sharing Provider to ensure quality of life is achieved.

## 29. Person-Centred Services

### Standard:

The Coordinating Agency ensures that supports and services provided in Home Sharing promote the individual's quality of life, including:

- Independence (Personal Development, Self Determination)
- Social Participation (Interpersonal Relationships, Social Inclusion, Rights)
- Well Being (Emotional, Physical and Material Well Being)

*Documentation and Practices Which Support Conformance:*

The Coordinator monitors each Home Sharing Provider to ensure that the service is aligned to further the achievement of quality of life outcomes. These are some examples of how quality of life may be reflected in Home Sharing:

- Independence
    - Supports balance the individuals' strengths, needs, and risks with the right to self-determination.
    - Individuals are supported to make choices, big and small, to direct their daily routines, and longer-term goals
- Social Participation
    - Individuals are aware of their rights and their rights are supported
    - Individuals are treated with respect (for example, privacy, recognition, dignity)
    - Important relationships, such as those with family and support networks are maximized
    - Individuals are supported to play a meaningful role in the community
    - Community activities, groups, events, and resources for the individual are utilized

- Well-Being
    - The home environment is safe
    - Cultural safety and traditions are supported. Individuals participate in distinct cultural, spiritual, community events, practices, languages, arts, and ceremonies of their choosing.
    - Orientation, Sexuality, and Relationships are supported
    - Support for Complex Needs is provided, and professional services accessed when required
    - Needs are supported with assistive technology where required
    - Personal belongings and assets safeguarded

The list identified above is not exhaustive, and some considerations may impact various quality of life areas.

Refer to Appendix 2 for more details on Quality of Life Support Strategies.

Schedule A of the T&C outlines the requirement to align the delivery of the services to further the achievement of quality of life outcomes.

## 30. Person-Centred Planning

### Standard:

To further quality of life outcomes, the Coordinating Agency ensures that individuals are supported through a personalized planning process which incorporates:

- The individual's personal goals (what is important to the person)
- The individual support needs (what is important for the person)
- How the design of the service meets identified needs and wants of individuals
- How the services will be delivered
- How the outcomes will be evaluated
- Planning for changing support needs

*Documentation and Practices Which Support Conformance:*

The personalized planning process:

- Is developed with the active involvement of the individual and their support network
- Identifies:
    - The individual's personal goals and support needs
    - A way to measure achievement of quality of life outcomes
    - Methods/techniques to be used to achieve the objectives
    - Roles and responsibilities
    - How and when progress on objectives will be regularly reviewed
- Is communicated in a manner that is understandable to the individual and Home Sharing Provider
- Is revised as appropriate based on the successful achievement of outcomes and changing needs of the individual

The plan is reviewed annually, at minimum. Progress towards objectives is reviewed regularly, and updates on achievements are documented by the Home Sharing Provider.

## 31. Health Care and Support

### Standard:

The Coordinating Agency is responsible for ensuring that Home Sharing Providers are oriented to and follow identified health care plans, and maintain regular access to appropriate health care professionals, supports, and required assistive technologies.

Ongoing monitoring ensures that the health care plan is adhered to and remains relevant for the individual.

*Documentation and Practices Which Support Conformance:*

When an individual has complex health care needs, the Coordinator ensures that a health care plan that identifies critical health care needs and required interventions and supports is developed and implemented. The plan is developed with the input of the individual, their family and/or personal support network, and associated professional supports (for example, Health Services for Community Living, Developmental Disability Mental Health).

The Coordinating Agency works with health care professionals to ensure that appropriate training, documentation, and mechanisms for supervision are in place for activities that require a delegation of task.

Health care plans are in place and effectively implemented for all individuals who require them. As per Thriving in Community: Delegating Health Care Tasks in the Community Living Sector Guidance document, health care plans include:

- Expected health care outcomes
- Annual medical and dental appointments
- Strategies to meet the needs and health goals of the individual
- Educational or training requirements for Home Sharing Providers
- Delegation of tasks, where appropriate and where health care support is available to provide training.
- Defining critical points when a health care professional must be informed
- Emergency protocols
- Back-up planning

When an individual does not have complex health care needs, regular dental and physical health check-ups occur and are documented, recommendations are followed up, as directed by the individuals' personal health care professionals.

Bathing supports provided to individuals comply with the *Bathing Guidelines Policy*.

The Coordinating Agency ensures that supports are made available for changing needs related to ageing:

- Planning recognizes and addresses a wide range of age-related transitions, including but not limited to menopause, changes to mobility, arthritis, dementia, common health issues (that is, types of cancer that are more prevalent in older adults), etc.
- The Coordinator ensures that the home sharing provider is given information and support about possible dementia and aging-related decline.
- The Coordinator is responsible for connecting with CLBC when additional supports or planning is required.
- The Coordinator ensures that individuals apply for the appropriate benefits (such as OAS/ GIS before age 65).
- Documentation is in place re: supports made available to the Home Sharing Provider and monitoring includes a review of the risks and safeguards for the individual.
- When early signs of possible dementia or aging-related decline are identified, the Coordinator makes recommendations for further evaluation to CLBC.
    - If the scope of the Home Sharing Provider's services is such that the individual may safely remain and age in their home, the person-centered planning process is renewed to encompass responses to the new needs.

- If a determination is made that the individuals needs exceed the Home Sharing Provider's ability to maintain the health and safety within the home, appropriate transition planning is initiated. All relevant information is collated and provided to support a successful transition for the individual.

## 32. Advanced Care Planning and End-of-Life Support

### Standard:

The Coordinating Agency is responsible for ensuring responsive end-of-life care planning occurs in collaboration with Home Sharing Providers, the individual, their families and/or support network members, legal representatives, CLBC, and health care providers.

*Documentation and Practices Which Support Conformance:*

Coordinators ensure that quality end-of- life care and support is provided in a seamless and integrated way that addresses the best interest of the individual and their family and/or support network.

Family members and Service Providers share responsibilities in end-of-life care planning and service coordination with an individual who has been deemed palliative by a physician. CLBC facilitators and analysts collaborate with Service Providers, individuals, families and/or support network members, legal representatives, and health care providers involved in end-of-life care and service planning.

Coordinators ensure that proactive planning has been initiated to assist with services and supports for end-of-life, including:

- Seeking/updating Medical Orders Scope of Treatment, and updated health-care planning.
- Accessing palliative supports where appropriate.
- Involving Family members and/or support networks, individuals, and Home Sharing providers in the planning.
- Accessing Health care supports to address the needs of the individual and ensure dignity and wellbeing.
- Training, as required, is provided to the home sharing provider to support their service to the individual in their home.
- Accessing grief supports for members of the support network and individual.
- Apprising CLBC of the individual end-of-life needs and services.
- A *Mortality Information Summary Form* is required when an individual passes away while living in a CLBC funded residential service, or when their death occurs while they were participating in a CLBC funded Service. Service Providers must complete and submit the Mortality Information Summary to their Analyst or to MCFD Provincial Centralized Screening out of Core Services within 24 hours following an individual's passing.

- There are several tasks and support needs during the immediate period following a death which families and/or support networks, and Service Providers usually take responsibility for. In many situations, Home Sharing Providers and/or Coordinators will need to speak with family and/or natural supports to determine who will take the lead, such as when making funeral arrangements.
- The Coordinating Agency ensures the individual's finances and assets are handled appropriately and as per the individual and/or their representative's wishes for the end of their life.

Refer to the *End-of-Life Policy* and the *Critical Incidents Service Provider Requirement Guide* for details on the reporting, documenting, and reviewing requirements following the death of an individual.

Service providers must immediately contact CLBC when an individual passes away, including when the service provider is made aware of a mortality that occurred when the individual was not in attendance at the CLBC-funded service.

## 33. Positive Behaviour Support and Safety Planning

### Standard:

The Coordinating Agency ensures that effective behaviour support and safety planning is in place for individuals in home sharing who present with challenging behaviours.

*Documentation and Practices Which Support Conformance:*

Coordinating Agencies, including Home Sharing providers, respite providers, and other sub-contractors are expected to comply with CLBC's *Behaviour Support and Safety Planning Policy*, use the *Behaviour Support and Safety Planning Guide for Service Providers*, and access the training, resources and professional supports needed to enable them to provide effective behaviour support and safety planning.

The Coordinating Agency will:

- Define the expectations of the Home Sharing Provider with respect to positive behaviour support and safety planning. This includes responding to an individuals' critical and unsafe behaviours, completing necessary training, maintaining, and providing data about when and how restrictive practices are used, and monitoring to ensure prohibited practices are not occurring.
- Lead the updating and development of positive Behaviour Support Plans aimed at enriching quality of life for individuals who present with difficult, unconstructive, or serious behaviours.
- Where needed, plans are developed that reflect positive-behaviour support strategies. A Behaviour Consultant may be involved to assist with developing the plan or helping the agency to develop their own internal capacity to write these plans.
- Ensure that Behaviour Support Plans for serious behaviour are reviewed at least every 12 months.

- Ensure that a qualified Behavioural Consultant is involved when a Safety Plan is required.
- Ensure that a Safety Plan is in place and authorized when restrictive practices are needed as part of a planned response to deescalate critical or unsafe behaviours.
- Safety plans are reviewed every 6 months along with any requests for reporting exemptions made under the Critical Incidents: Restricted Practice Exemption Framework.
- Ensure that the implementation of plans is regularly monitored to ensure that they are effective and responsive to individual needs, and that the Home Sharing Providers are skillfully implementing plans and completing required documentation.

## 34. Access to Family and Friends

### Standard:

The Coordinating Agency ensures Home Sharing Providers understand their responsibility to:

- Welcome and promote the involvement of families, friends, and support networks, respecting the individual's informed choice and wishes regarding that involvement
- Understand the roles of formal and informal representatives
- Identify and respond to needs for interpersonal relationships and social inclusion when individuals lack a natural support network.

*Documentation and Practices Which Support Conformance:*

Access to family, friends and natural support networks is supported by:

- Clear procedures, and rights statement confirm the value and inclusion of friends, family, and support networks in the lives of individuals.
- Planning documents the key relationships in the life of the individual.
- Ensuring that Home Sharing Providers are provided with information and expectations regarding the roles of both formal and informal representatives.
- Monitoring to ensure that Home Sharing Providers demonstrate that they facilitate and do not limit contact between individuals and their friends, support network or family members, other than for specific safety reasons or for maintaining the safety and reasonable privacy of their home.
- Ensuring that person-centred planning for individuals who do not currently have a natural support network (friends, family, unpaid people who care about them) has an intentional focus on developing such a network.

## 35. Home Environment

### Standard:

The Coordinating Agency ensures that the home environment reflects the needs, wishes, and choices of everyone involved in the home. The home provides an environment that supports quality of life for individuals served.

*Documentation and Practices Which Support Conformance:*

The Home Sharing arrangement meets the preferences and needs of the individual and they are encouraged to develop a sense of ownership and belonging within the home. The Coordinator may assist with the development of house rules, and with communicating how rights are balanced with responsibilities.

The Coordinator monitors to ensure the preferences of the individual continue to be reflected in the home environment:

- Individuals are encouraged to develop a sense of ownership and belonging within the home.
- The individual has their own private space which is protected and respected by the Home Sharing Provider and reflects their cultural or faith-based traditions, gender, and/or aesthetic preferences.
- The individual is supported to achieve goals related to the home.
- The home meets health and safety criteria, ensuring the physical environment is free of hazards or unsafe conditions.
- The Home Sharing environment provides opportunity for individuals to reflect the individual's identity and preferences, through art, décor, and/or a respectful display of traditional items.
- The home atmosphere reflects identity or culture through typical household routines, such as choice of music, TV/Movie entertainment, times of prayer or reflection, and other daily activities such as food selection and meal preparation.
- Individuals are supported to wear their hair, clothing, symbols, or other items associated with their culture or faith as they choose.
- The need for mobility aids and/or adaptations to the home (indoor and/or outdoor) are identified and accommodated.
- Personal possessions are inventoried to protect the person served assets.

It is important that the individual and the Home Sharing Provider learn to resolve the day-to-day issues and develop the confidence, trust in one another, and skills to do so.

Consider how culture and individual identity can be folded into daily routines within the home environment. For example: some people engage in the practice of giving thanks before a meal; or eating/preparing foods that conform with cultural standards, such as Kosher or Halal.

## 36. Service Transition Support

### Standard:

The Coordinating Agency supports individuals and Home Sharing Providers through transitions, to ensure that they are prepared and informed throughout the process. Transitions may be to/from one home share to another, home share to another service arrangement or independent living, or life transitions.

*Documentation and Practices Which Support Conformance:*

The Coordinator assumes responsibility for the development of transition plans and facilitation of the transition. This is done in partnership with the individual, family and/or support network.

The Coordinator:

- Ensures that the Home Sharing provider supports transition planning and facilitation for the individual as required/requested.
- Is responsible for notifying CLBC when a Home Sharing Provider is considering a move to another community and the individual wishes to continue living with them. In these cases, a CLBC facilitator must be involved for planning purposes.
- Supports and facilitates moves for individuals, including (but not limited to): contracting MSDPR regarding redirection of PWD contributions, assisting with moving arrangements, and ensuring that the individual's records, personal items, and material possessions are transferred from one living situation to another.
- Coordinates and documents transition support planning. This may include summaries and other forms of documentation to support the process and a respectful experience for the individual.
- Ensures that transition planning reflects the wishes of the individual and others they choose to involve, ensures their needs will be met, and has specific timelines.

# Appendix 1: Resources and References

The following documents and resources will support the implementation of the *Standards for Home Sharing Coordination*. These, and additional resources, policies and standards can be found on CLBC's website, www.communitylivingbc.ca.

## Terms and Conditions

- Home Sharing Service Terms and Conditions for Contracts Between Community Living BC and Home Sharing Providers
- Service Terms and Conditions for Contracts Between Community Living British Columbia and Service Providers

## Policies

- Bathing Guidelines Policy
- Behaviour Support and Safety Planning Policy
- Complaints Resolution Policy
- Criminal Record Check Policy: Service Delivery
- Critical Incidents Policy
- End of Life Policy
- Individual Financial Contribution Policy: Residential Services
- Respite Guidelines Policy
- Standards for the Coordination of Home Sharing Policy
- Support and Planning Policy

## Guidance Documents

- Critical Incidents: Service Provider Requirements Guide
- Guidelines for Service Providers Regarding Individual Records Management.
- Role of Formal and Informal Representatives Policy
- Service Provider Instructions for Transferring Individual Records to CLBC.pdf (gov.bc.ca)

## Training

- Critical Incident Service Provider Training
- Community Living Home Study Certification for Shared Living (JIBC)
- Privacy and information Management Training

## Other Resources

- Aware Share Care: Healthy Aging with Developmental Disabilities. Aware, Share, Care (awaresharecare.ca)
- Thriving in Community: Delegating Health Care Tasks in the Community Living Sector
- Shared Living Resource Guide – A Toolkit of Ideas to Support Good Lives in Community
- BC CEO Network, Introduction to the New Home Share/Shared Living Coordinator Template.

# Appendix 2: Quality of Life Support Strategies

The following information may be used when considering quality of life in the development of Person-Centred Planning and service delivery in Home Sharing. The list below is not exhaustive, and Service Providers are encouraged to reflect on what is important to and important for the individual when considering support strategies, meaningful goals, and outcomes.

**Table 1**
*Knowledge Library to Use in Personal Support Plan Development*

| Quality of Life Domain | Typical Support Needs* | Potential Support Strategies** |
|---|---|---|
| Personal Development | • toileting, taking care of clothes, eating food, preparing food, dressing, bathing-personal hygiene<br>• house-keeping and cleaning, operating home appliances<br>• interacting with others in learning activities<br>• participating in training/education decisions<br>• learning and using problem solving strategies<br>• using technology for learning<br>• accessing training/educational settings, learning functional academics, managing money and personal finances | • facilitate personal goal setting<br>• implement self-management, self-evaluation, self-instruction programs<br>• build on personal strengths (e.g. practical skills, social skills successful experiences, knowledge sharing)<br>• maximize incentives (e.g. rewards, opportunities to be successful)<br>• implement skill development programs<br>• provide assistive technology (e.g. communication devices, computers, memory aids, medication dispensers, med alert devices)<br>• modify or accommodate environments (living, work, recreation) |
| Self-Determination | • learning self-determination skills<br>• advocating for self<br>• belonging to / participating in self-advocacy groups<br>• making choices and decisions | • supported decision making<br>• allow / facilitate choice and decision making<br>• teach self-regulation<br>• use smart technology |
| Interpersonal Relations | • going to visit family and friends<br>• interacting with community members, co-workers, supervisor/job coach<br>• socializing within the household<br>• participating in recreation/leisure activities with others<br>• socializing outside the household<br>• making and keeping friends<br>• communicating about personal needs<br>• using appropriate social skills<br>• engaging in loving and intimate relationships | • use communication / social media devices<br>• involve in social skills training<br>• program<br>• involve in peer-group (e.g. PALS, Best Buddies)<br>• maximize family involvement<br>• build on personal strengths (e.g. attitudes, skills, knowledge sharing |
| Social Inclusion | • transportation<br>• participation in recreation/leisure activities-community<br>• using public services in the community<br>• participating-preferred community activities<br>• shopping and purchasing goods and services<br>• accessing public buildings/settings<br>• engaging in volunteer work | • access / interface with natural supports<br>• use social media<br>• facilitate transportation<br>• use prosthetics (sensory or motoric devices)<br>• involve in peer groups and hobby clubs |
| Rights | • protection from exploitation<br>• exercising legal responsibilities<br>• obtaining legal services<br>• advocating for others | • advocate for full citizenship, access, due process<br>• involve in self-advocacy<br>• treat with respect (e.g. privacy, recognition, dignity) |

| | | |
|---|---|---|
| Emotional Well-Being | • learning self-management strategies<br>• maintaining emotional well-being<br>• exceptional behavioral support needs<br>  ○ ***prevention*** of emotional outbursts, assaults or injuries to others, property destruction, stealing, self-injury, suicide attempts, pica, non-aggressive but inappropriate sexual behavior, sexual aggression, substance abuse wandering<br>  ○ ***maintenance*** of mental / behavioral health treatments | • provide safe and predictable environments<br>• maximize incentives (e.g. rewards, recognition, opportunities to succeed, acknowledgments)<br>• use positive behavioral supports<br>• access professional services for interventions and supports regarding "exceptional behavioral support needs" |
| Physical Well-Being | • learning health and physical education skills<br>• taking medications<br>• avoiding health and safety hazards<br>• obtaining health care services<br>• ambulating and moving about<br>• learning how to access emergency services<br>• maintaining a nutritious diet<br>• maintaining physical health and fitness<br>• exceptional medical support needs<br>  ○ ***respiratory care***: inhalation or oxygen therapy, postural drainage, chest PT, suctioning<br>  ○ ***feeding assistance***: oral stimulation or jaw positioning, tube feeding, parenteral (IV) feeding<br>  ○ ***others***: protection from infectious diseases due to immune system impairment, seizure management, dialysis, ostomy care, lifting and / or transferring, therapy services, hypertension, allergies, diabetes | • provide prosthetics (i.e. sensory or motoric enhancement devices)<br>• implement nutritional self-awareness and utilization programs<br>• implement or increase involvement in exercise programs/activities<br>• access professional services for "exceptional medical support needs" |
| Material Well-Being | • accessing / receiving job or task accommodation<br>• learning and using specific job skills<br>• completing work-related tasks with acceptable speed<br>• completing work-related tasks with acceptable quality<br>• changing job assignments<br>• seeking information and assistance from an employer | • involve in supported employment<br>• provide paid sheltered workshop<br>• employment<br>• network with generic employers<br>• enroll in vocational training<br>• facilitate volunteering |

* Thompson, J.R., Bryant, B.R., Schalock, R. L., Shogren, K.A., Tasse, M.J., Wehmeyer, M.L….Rotholz, D.A. (2014). *Supports Intensity Scale-Adult Version, User's Manual.* Washington, DC: American Association on Intellectual and Developmental Disabilities.

** Matrix for both "typical support needs" and "potential support strategies" developed and validated by the International Consortium on Evidence-Based Practices whose membership includes: Arduin Foundation (The Netherlands), Bob Schalock and Associates (US), Institute on Community Inclusion (University of Salamanca-Spain), Qui Zhi Vocational Training Center (Taiwan), and University College-Gent University (Belgium). Additional development and validation was provided by Milieu Family Services (British Columbia, Canada).

## Appendix 3: Glossary

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

**Care Plan:** Defined in Section 81 and 82 of the *Residential Care Regulation* under the *Community Care and Assisted Living Act*, a care plan is a document that describes a personalized and documented care approach that must be developed within 30 days of a person residing in a licensed facility (for example, a CLBC funded staffed living home).

**Complex Needs:** Refers to individuals who have a developmental disability or are eligible for the Personalized Support Initiative who experience cyclical and/or concurrent issues, such as mental health needs, substance use, homelessness, criminal involvement etc. that increase risk to their and/or others' health and well-being.

**Cultural Competency:** Is the capability to apply cultural understanding, knowledge, skills, and abilities and is measured by the knowledge of professionals and the presence of training.

**Cultural Safety:** Is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in any system. It results in an environment free of racism and discrimination, where people feel safe when receiving services.

**Dignity of Risk:** Refers to the right to make choices and take risks in order to learn, grow, and expand life experiences and opportunities.

**Family Member:** Anyone, excluding a parent, child, or spouse, who is related by blood, marriage, adoption or custom adoption.

**Gender-Based Analysis Plus** (GBA+): An analytical process that provides a rigorous method to assess systemic inequalities and how diverse groups of women, men, and gender diverse people may experience policies, programs, and initiatives. Referring to intersectionality, the "plus" in GBA+ acknowledges that GBA+ is not just about differences between biological (sexes) and socio-cultural (genders). GBA+ considers many other identity factors such as race, ethnicity, religion, age, and mental or physical disability, and how the interaction between these factors influences the way government policies and initiatives may be experienced

**General Funding:** The amount paid to a home sharing provider that is based on CLBC standard rates for home sharing services, which include two standard respite days per month.

**Health Care Plan**: A term used to describe a clinical document developed by a regulated health professional to address a person's specialized health care needs that require health professional oversight. Health Care Plans specify the actions, interventions, and required documentation to provide safe, effective and compliant care in accordance with applicable standards.

**Home Sharing:** A shared living arrangement in which an adult eligible for CLBC and a person contracted to provide ongoing support live together in a home that is rented or owned by the paid support person and can also include an established joint tenancy.

**Home Sharing Coordinator:** A service provider staff responsible for coordinating the delivery of the agency's Home Sharing Program. This involves recruiting and monitoring Home Sharing Providers and ensuring that individuals in the shared home are receiving quality support and that the home is working for both the Home Sharing Provider and the individual in the home.

**Home Sharing Coordinator:** A Service Provider staff responsible for coordinating the delivery of the agency's Home Sharing Program. This involves recruiting and monitoring Home Sharing Providers and ensuring that individuals in the shared home are receiving quality support and that the home is working for both the Home Sharing Provider and the individual in the home.

**Home Sharing Provider**: A person (e.g., a single person, couples, or families) that contracts with a CLBC-funded agency to deliver the Home Sharing service.

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

**Legal Representative:** A Committee of Person (Personal Guardian), a Representative (Personal/Health Care) and/or a Temporary Substitute Decision Maker that are involved with health care decision making concerning an individual. The Public Guardian and Trustee of BC can be appointed as Committee, authorized as a Representative, or can either authorize a Temporary Substitute Decision Maker or act as a Temporary Substitute Decision Maker.

**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.

**Ministry of Children and Family Development's Provincial Centralized Screening Out-Of-Core Services:** The centralized screening centre operated by MCFD to receive calls outside of office hours (Out of Core Services). It was previously known as After-Hours.

**Natural Supports:** Support that comes directly from individuals and community resources, activities and/or relationships rather than being provided through formal 'paid' forms of support. Also known as informal supports.

**Person Centred Plan:** A general term used to describe a documented, individualized planning process that identifies the person's desires and wishes, goals and support strategies used in service delivery. Person centred plans address key quality of life domains such as emotional and physical well-being.

**Person-Centred Service Delivery**: A strength-based approach to delivering services that is tailored to an individual's needs, interests, preferences, and desired service outcomes. Services are delivered in a way that supports people to have as much involvement and control over the process as they wish. It emphasizes what is important 'to' and 'for' the person, including preferences for when, how and by whom provides the service.

**Quality of Life**: A multidimensional framework composed of core domains influenced by personal characteristics and environment factors. These core domains fall under three broad areas of independence, social participation, and well-being and are the same for all people, although they may vary individually or culturally in relative value and importance. Assessment of quality of life domains is based on culturally sensitive indicators, and generally takes into account general health, well-being, and happiness.

**Relief**: is temporary support services (that is, relief staff) purchased by the Home Sharing Provider for supports that take place within the home.

**Representative:** A trusted relative, friend or advocate authorized by an adult under the provisions of a Representation Agreement (see Sections 7 or 9 of the *Representation Agreement Act*), to support them with decision-making or to make decisions on their behalf when they are incapable of making decisions independently.

**Respite**: A support to provide relief to an individual, family, or shared living provider.

**Safety Plan**: An individualized, written document designed to address situations where unsafe behaviour has the potential to harm the individual or those around them. The Safety Plan outlines the strategies and procedures to respond to the behaviours and reduce risk. Safety Plans can **only** be developed as an adjunct to or in conjunction with an overarching Behaviour Support Plan.

**Self-Determination**: The process by which an individual, people, or a nation makes decisions to determine their own future. Self-determination is the process by which an individual makes choices and controls their own life and is also the process by which a people determine their own identity, nation, or statehood in order to form its own allegiances and government.

**Service Provider:** A service provider is defined as 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 their support network. 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 document, Service Provider and Agency will be used interchangeably.

**Shared Living:** An arrangement where an individual shares a home with someone contracted to provide ongoing support, and the home is the primary residence of both of them. Shared living includes Home Sharing and Live-In Support.

**Support Network:** Friends, family and/or community members who provide personal support, advocacy and/or help with monitoring services and who have reciprocal relationships with individuals.

**Supports to Shared Living**: Any amount paid to a Home Sharing Provider for supports to home sharing other than the supports included in General Funding.

**2SLGBTQIA+:** Is an acronym for Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, Asexual, and the countless affirmative ways in which people self-identify.