



COMMUNITY LIVING BRITISH COLUMBIA

**STANDARDS FOR HOME SHARING
(ADULTS)**

April 2007

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ACKNOWLEDGEMENTS

The Provincial Monitoring Group (PMG) facilitated the development of a draft set of standards for home sharing that incorporated successful practices within the field (2002). These standards were reviewed and revised in October 2006 by Creative Community Solutions.

After a formal consultation process that invited feedback from key stakeholders, the standards were formally endorsed and adopted by CLBC in April 2007. These are now used as universal guidelines for the province.

CLBC would like to thank the Provincial Monitoring Group and its sister company, Creative Community Solutions, for their leadership in preparing the *Standards for Home Sharing*.

CLBC would also like to thank the many individuals, families, home sharing providers, service provision agencies, staff, and other interest groups who contributed to the development of the standards, provided feedback along the way, and supported the introduction of these standards.

Questions about this document or the standards can be directed to your local CLBC Quality Service Office. Contact information for each office can be found on our website (www.communitylivingbc.ca) or by calling our head office (604.664.0101 / toll-free: 1.877.660.2522).

PLANNING

1. PERSON-CENTRED PLANNING

standard	Each individual is supported to develop and accomplish long- and short-term goals through a personalized planning process. Home sharing providers implement plans, identify progress, and make adjustments to meet changing needs.
rationale	A collaborative approach to planning ensures a person-centred service that has continuity and is responsive to each individual's growth and ongoing needs.

a) each individual has a written plan that directs the goals of his / her service

service outcome expectations

- ✦ individuals have a documented plan that is used to direct service
- ✦ individuals participate in planning for the service according to their wishes and abilities
- ✦ the home sharing provider and others chosen by the individuals are involved in developing and implementing the plan

b) each individual is supported to achieve goals outlined in his / her plan

service outcome expectations

- ✦ plans identify measurable, achievable goals
- ✦ steps are taken by the home sharing provider to implement the plan
- ✦ individuals' activities are consistent with their personal desires within the plan
- ✦ home sharing provider has a system for tracking progress toward goals
- ✦ steps taken to achieve goals are evaluated and changes are made based on this progress
- ✦ the individuals' specific needs related to planning are met (e.g. communication needs)

2. HEALTH CARE PLANNING

standard	Home sharing providers ensure that each individual with significant health care issues is supported by planning that identifies critical health care needs.
rationale	Health care planning helps ensure that appropriate action is taken and timely decisions are made in supporting the care of each individual with an acute or chronic health care condition(s).

a) each individual has a current health care plan that directs the provision of health care services

service outcome expectations

- ✦ the health care plan covers areas where the individuals require planned medical / therapeutic support
- ✦ qualified health professionals are involved in the development of the health care plan and approve the plan in writing
- ✦ individuals, their families, or other supporters are involved in the development of the health care plan
- ✦ assistants, including respite assistants, are familiar with protocols outlined and receive training as necessary
- ✦ home sharing provider ensures health care is provided according to the health care plan
- ✦ the health care plan is monitored for its effectiveness in directing health care and changes are made to the plan as needed
- ✦ home sharing provider and assistants are clear on who has the legal authority to make health care decisions, emergency versus ongoing care, and role of the family
- ✦ home sharing providers have been informed regarding representation agreements and are aware of their purpose and the role of a committee if one has been appointed for an individual

3. TRANSITION PLANNING

standard	When an individual moves into his / her new home, there is careful preparation to provide continuity for the individual and to ensure the home sharing providers and assistants are aware of each individual's needs.
rationale	Making a change to a living situation may create significant stress. This transition can be successful if each person is prepared before the change and if efforts are made to provide as much continuity as possible in the experiences of individuals.

a) individuals are prepared for the new home

service outcome expectations

- ✦ when possible, individuals initiate or are involved in the decision to move, the planning process, and the choice of home

b) home sharing provider and assistants are prepared for the transition of individuals

service outcome expectations

- ✦ a transition plan is developed in collaboration with individuals, their personal support network, and CLBC staff prior to the move and responsibilities are understood
- ✦ the plan reflects the wishes of the individual and others the individual chooses to involve, ensures the individual's needs will be met, and has specific timelines
- ✦ individuals' specific needs related to the transition are met
- ✦ the plan identifies that written records and relevant documentation is provided to CLBC representatives

c) follow-up ensures the success of the transition and encourages improvement

service outcome expectations

- ✦ when individuals change daytime services, the transition plan includes a strategy to minimize disruption (e.g. changing services to different times)
- ✦ past support strategies that have been successful are transferred to the new home
- ✦ all personal effects are forwarded

HEALTH, SAFETY, AND ADVOCACY

1. INDIVIDUAL CARE AND SUPPORT

standard The home provides an environment that encourages the physical and emotional health and well-being of each individual. Medical and dental needs are attended to for each individual and special care needs are met for individuals with physical disabilities.

rationale Home sharing providers are responsible for providing individuals with the basic requirements of daily living and for ensuring that health care needs and special needs are met with an attitude of respect for the dignity and self-image of each individual.

a) *individuals live in a healthy home environment*

service outcome expectations

- ✦ individuals are supported to maintain good personal and oral hygiene and to care for health aids such as glasses and dentures
- ✦ the individuals' meals and snacks are nutritious, appetizing, and meet special dietary requirements
- ✦ a healthy balance of physical activity and rest is supported / encouraged
- ✦ clothing suits the weather and activity in which individuals are engaged
- ✦ support is provided respectfully and self-reliance is encouraged in maintaining a healthy lifestyle

b) *illness and other health concerns are remedied promptly*

service outcome expectations

- ✦ individuals have a physician, dentist, and required specialists (e.g. physiotherapist, neurologist) and see them regularly and as required
- ✦ symptoms of illness, significant changes in ongoing conditions (e.g. diabetes, weight loss / gain) are monitored and medical attention is sought promptly when indicated
- ✦ the home sharing provider, assistants, and individuals have necessary knowledge of health conditions, whether temporary or ongoing
- ✦ related directives (e.g. physiotherapy) are approved by medical professionals and implemented by the home sharing provider and assistants

- ✦ pertinent aspects of medical visits, dental appointments, and health care information are recorded and accessible to those who need to know

c) special and physical care needs are met

service outcome expectations

- ✦ written seizure and other specialized protocols (e.g. bathing guidelines) have been developed in consultation with health professionals and, as appropriate, family members
- ✦ home sharing provider and assistants are aware of techniques for support (e.g. lifting, positioning, feeding) and are sensitive to the individuals' needs and rights when performing these tasks
- ✦ devices such as wheelchairs are in good repair and used according to care manuals (e.g. seating is addressed regularly to ensure comfort and support)
- ✦ all guidelines and protocols are consistently followed by those assisting the individuals

d) individuals who have chronic emotional / behavioural difficulties receive treatment and support

serviced outcome expectations

- ✦ to foster mental and psychiatric health, appropriate treatment and support is provided to individuals with chronic emotional and / or behavioural difficulties
- ✦ diagnostic and / or other professional support is obtained as necessary
- ✦ treatment / support plans, such as prescribed medication and specific behavioural approaches, are followed and monitored appropriately

2. SAFETY AND SECURITY

standard	The home guidelines and procedures are designed for the safety and security of all individuals with particular attention to the special needs of individuals with physical disabilities and those who are unaware of danger.
rationale	As individuals may not be aware of personal danger, the home environment must ensure safety and security. Standards for fire safety and storage of poisons and medications cannot be compromised. Home sharing providers and assistants must have training in first aid and safety procedures to deal with emergencies.

a) **fire safety and emergency preparation measures are in place**

service outcome expectations

- ✦ individuals are supported to learn and practice what to do in the event of a fire and other emergencies
- ✦ emergency kits are in place to use in the event of an emergency (e.g. earthquake, natural disaster)
- ✦ home sharing provider and assistants are aware of how to respond to an emergency situation, including ways to support individuals to evacuate the home under different circumstances
- ✦ the evacuation plan establishes a meeting place outside the home (e.g. a neighbour's home, significant landmark in the immediate neighbourhood)
- ✦ fire extinguishers are conveniently accessible in the home and smoke detectors are installed as advised by the fire department
- ✦ smoke detectors are tested annually, and serviced as needed

b) **medications and hazardous household products are stored and used safely**

service outcome expectations

- ✦ where individuals require supervision near hazardous products, materials such as cleaning agents, gasoline, and matches are stored out of their reach or in a locked area
- ✦ as appropriate, individuals are supervised when using these products
- ✦ the proper storage and use of medications is understood and practiced by the home sharing provider and assistants
- ✦ information about medications is kept on hand
- ✦ wherever possible, medications are not physically handled by anyone not taking them

- ✦ historical information on medications is available and includes purpose of medication and guidelines for when a dosage is missed

c) environmental hazards are minimized for individuals who have physical disabilities, allergies, visual or hearing impairments, and / or epilepsy

service outcome expectations

- ✦ furnishings are arranged to allow for easy access by individuals with visual impairment
- ✦ changes to the environment are minimized and individuals are supported to become familiar with new arrangements
- ✦ specialized systems and adaptations, such as lights, are used for alarms and doorbells for individuals with hearing impairment
- ✦ if an individual has mobility challenges, handgrips and railings are in place
- ✦ allergies are noted in a prominent place among the individuals' support information and on identification individuals carry in the community
- ✦ supervision is provided for individuals with a seizure disorder while he or she is involved in activities that put his or her safety at risk (e.g. bathing, swimming, using steep stairs)

d) precautions are taken to ensure individuals' safety

service outcome expectations

- ✦ first aid supplies are kept on hand at the home and in vehicles
- ✦ vehicles are well maintained
- ✦ wheelchairs and other equipment are kept in good condition and are approved by an occupational therapist or other consulting professionals
- ✦ techniques used to lift and transfer individuals are approved for the safety of the individual and assistants
- ✦ individuals carry identification while away from home
- ✦ individuals are taught how to be safe as a pedestrian, being aware of traffic, using crosswalks, etc.
- ✦ individuals are taught assertiveness skills, such as learning about precautions for dealing with strangers
- ✦ when involved in high-risk activities, such as boating or hunting, individuals are taught and supported to use safety precautions, all regulations are followed, and appropriate people (i.e. family members and either the responsible agency or CLBC quality assurance analyst) are informed
- ✦ adults providing support and / or living in the home have completed a criminal record search and a copy is kept at the home or the CLBC office

e) home sharing provider and assistants are trained to respond to medical emergencies

service outcome expectations

- ✦ home sharing providers, assistants, respite providers, and volunteers, have current first aid certification and CPR training
- ✦ home sharing providers, assistants, respite assistants, and volunteers have training related to additional conditions such as severe seizures, respiratory ailments, allergies, etc.

3. RIGHTS

standard	Home sharing providers and assistants respect each individual's rights and act as an advocate for these rights.
rationale	Adults with a developmental disability have the same human rights as any adult citizen. These include the right to dignity, self-respect, and privacy. They also include freedom of choice in such areas as association with friends, use of money, and use of free time. Home sharing providers will respect each individual's full range of rights at all times. They will assist each individual in asserting his / her rights and in learning that his / her rights are balanced by responsibilities.

a) home sharing providers and assistants respect and protect individuals' rights

service outcome expectations

- ✦ individuals are encouraged to involve family members (and other advocates) in decisions
- ✦ individuals are supported to achieve goals related to his / her rights
- ✦ home sharing provider has written information and knowledge about the rights of adult citizens
- ✦ home sharing provider directs support in a manner that encompasses the individuals' rights to choice and decision-making

b) individuals are supported to exercise their rights

service outcome expectations

- ✦ home sharing provider supports the individuals to exercise and advocate for their rights and advocates on their behalf (e.g. individuals are supported to vote if they choose to do so)
- ✦ a plain language statement of individual rights is available at the home that reflects the philosophy of community living (e.g. dignity of risk, least restrictive environment)
- ✦ guidelines for providing support (e.g. considerations of privacy, confidentiality, and personal dignity) reflect individual rights
- ✦ individuals are supported to learn about their rights, using a variety of teaching techniques and learning situations
- ✦ individuals have opportunities to learn that their rights are balanced by responsibilities

4. HOME ATMOSPHERE

standard	Home sharing providers provide a home-like environment that allows individuals to live a personally rewarding life.
rationale	As the home is each individual's place of residence, it should feel like home.

a) house and yard are safe and promote family style living

service outcome expectations

- ✦ accommodation complements the needs and wishes of individuals and allows access to household items
- ✦ individuals' right to and wish for privacy is respected (e.g. have the opportunity to have private telephone conversations)

b) each individual is supported to achieve goals related to the home

service outcome expectations

- ✦ individuals are encouraged to develop a sense of ownership and belonging within the home
- ✦ a comfortable home environment is maintained
- ✦ each individual has the opportunity to personalize his or her room including pictures and mementoes of his or her history and culture

c) house and yard accommodate each individual's use of mobility aids (N/A if mobility aids such as wheelchairs or walkers are not used)

service outcome expectations

- ✦ home has been adapted to accommodate individuals' use of mobility aids
- ✦ outdoor area is accessible by individuals using mobility aids

SERVICE-DELIVERY

1. ACTIVITIES

standard	Each individual has the opportunity to take part in daily activities and participate with as few restrictions as possible in typical home living. Individuals have the opportunity and means to communicate their wishes and feelings, to develop satisfying social relationships, and develop skills that promote maximum independence.
rationale	A variety of daily living experiences assist individuals to attain a lifestyle, appearance, and behaviour that are valued by society as well as by the individual. To achieve this, there must be opportunities for growth and development in the lives of all individuals.

a) individuals' skill development is encouraged and supported

service outcome expectations

- ✦ individuals are supported to join in conversations and express their choices
- ✦ home sharing provider and assistants support other methods of communication (e.g. sign and picture symbols)
- ✦ individuals are supported to make choices in areas such as recreation, planning meals, household chores, and caring for clothing

b) each individual participates in preferred, interesting, and challenging activities

service outcome expectations

- ✦ a range of activities, at home and in the community, is offered to individuals and they are supported to participate

c) individuals are encouraged to participate in home living

service outcome expectations

- ✦ home sharing provider emphasizes doing with (not for) individuals, encouraging them to participate in activities with as little supervision as is necessary
- ✦ individuals have responsibilities for meal preparation and clean-up and take a role in planning for social events at the home, making decisions about the home, caring for pets, etc.

- * when required, consultation with physiotherapy and occupational therapy is arranged and adaptive equipment is used to increase involvement and independence at home

d) each individual is supported to learn skills to support future independence

service outcome expectations

- * where appropriate, individuals are supported to manage their activities (e.g. administering their own medications, using public transit, managing their money, using the telephone)

2. FAMILY AND FRIENDS

standard	Home sharing providers and assistants welcome the involvement of family and friends in the lives of each individual.
rationale	Activities and contact with family and friends can greatly enhance the quality of an individual's life. Family and friends can ensure that each individual's needs and best interests are incorporated into the service he / she receives.

a) individuals are supported to develop / maintain positive relationships with family members, friends, and acquaintances

service outcome expectations

- ✦ individuals are supported to establish and achieve their goals related to family and friends
- ✦ individuals are supported and encouraged to have involvement with and access to their family and friends
- ✦ individuals are supported to develop skills in fostering and maintaining relationships
- ✦ individuals are supported to socialize with family and friends
- ✦ home sharing provider respects each individual's informed choice about friendships and relationships he / she chooses to (or not to) maintain

3. COMMUNITY INVOLVEMENT

standard	Home sharing providers make full and effective use of community resources. Home sharing providers and assistants initiate community contacts that promote inclusion for all individuals.
rationale	Individuals can develop a sense of belonging in their neighbourhood. If an individual contributes to the community and becomes involved in community activities, he / she will be recognized for these contributions.

a) individuals are supported to use community-based services

service outcome expectations

- ✦ individuals use or are supported to use a variety of community services
- ✦ individuals' goals related to community involvement are supported
- ✦ individuals have opportunities to develop natural supports, get to know their neighbours, and form relationships with other members of their community

b) individuals are supported to be contributing members of their community

service outcome expectations

- ✦ individuals have opportunities to contribute to their community in relation to interests and wishes (e.g. employment, community boards, volunteering)
- ✦ each individual's specific needs related to community involvement are supported

c) home sharing provider and assistants seek and use information and support from community sources

service outcome expectations

- ✦ home sharing provider and assistants seek and receive supports from community and provincial organizations / groups
- ✦ home sharing provider and assistants make use of community resources for training and information (e.g. library, public health nurse, pharmacist, workshops)

RESOURCES

1. LEADERSHIP AND CO-ORDINATION OF SUPPORT

standard The home sharing providers are qualified and experienced and have regular, direct contact with each individual receiving service, assistants, and others involved in the individual's life.

rationale Effective co-ordination of support can create a well-functioning team that maintains the spirit, dignity, and individuality of each person receiving service.

a) home sharing provider is trained and experienced

service outcome expectations

- ✦ home sharing provider has training relevant to supporting individuals receiving service
- ✦ home sharing provider has demonstrated skills and abilities for working with individuals who have developmental disabilities
- ✦ home sharing provider has training and mentoring abilities to provide support, direction, and feedback to assistants
- ✦ home sharing provider is readily available to individuals, assistants, and others involved with the service
- ✦ home sharing provider requests and works collaboratively with professional supports
- ✦ home sharing provider has a positive relationship with individuals that reflects mutual respect, trust, and ethical conduct

2. STAFFING (WHERE APPLICABLE)

standard	The home is staffed to meet the needs of each individual with an attitude of respect for each individual and an underlying commitment to providing a good quality of life.
rationale	Sufficient levels of qualified assistants provide for personalized service. In addition, the attitudes of assistants towards individuals demonstrate respect and honour the dignity of each individual.

a) *levels of support ensure individuals' needs are met*

service outcome expectations

- ✦ the number and availability of assistants to provide support is sufficient to meet the individuals' needs and service goals
- ✦ home sharing provider hires assistants whose abilities and attitudes are compatible with the needs of the individuals

b) *home sharing provider / assistants develop positive relationships with the individual*

service outcome expectations

- ✦ home sharing provider and assistants are familiar with the individuals' goals, needs, and preferences
- ✦ home sharing provider and assistants are positive and respectful in their interactions with and support of individuals

c) *respite is provided in a responsible manner*

service outcome expectations

- ✦ respite providers have relevant experience and have the emergency and other essential information required to provide adequate support to individuals
- ✦ home sharing provider ensures respite assistants maintain valid first aid and CPR certification
- ✦ respite assistants provide completed criminal record searches prior to working with the individuals

NOTE: "Staffing" may refer to the home sharing provider, assistants (e.g. respite / relief providers), and volunteers (e.g. spouse, family members).

3. TRAINING OF ASSISTANTS

standard	Home sharing providers ensure that assistants are familiar with their responsibilities and receive necessary training. Assistants demonstrate suitability for providing good quality support to the individuals.
rationale	Training and expertise must be appropriate to individual needs and enhance consistency and quality of support.

a) **assistants are trained and supported to provide individuals with good quality service**

service outcome expectations

- ✦ home sharing provider supports assistants to understand their role regarding mutual respect, trust, and ethical conduct
- ✦ assistants are knowledgeable about and provide support according to the individuals' goals and needs
- ✦ assistants are supported to develop skills and use appropriate opportunities for professional development regarding the individuals' specific health and support needs
- ✦ skills and knowledge acquired through training are shared with other assistants
- ✦ assistants' ideas and suggestions are sought and addressed

b) **all assistants are oriented to the home and service provision requirements of individuals**

service outcome expectations

- ✦ home sharing provider provides assistants with an orientation to all aspects of supporting each individual prior to working alone with individuals
- ✦ assistants are aware of procedures for behaviour management, fire safety, critical incidents, accidents, missing persons, etc.

NOTE: Within this context, "assistants" could include volunteers providing support on behalf of the home sharing provider (e.g. spouse, family members). It also includes respite and relief providers. **Respite** refers to support purchased by the primary service provider for services outside the home. **Relief** is temporary support services purchased by the primary service provider for supports that take place within the home.

4. GUIDELINES AND PROCEDURES

standard	The home has guidelines and procedures that meet all requirements of health and safety, fiscal responsibility, individual documentation, and record-keeping.
rationale	Guidelines provide for consistent support and procedures in the home. A system for recording each individual's care requirements guides the home sharing provider and assistants in providing care.

a) home sharing provider has guidelines / procedures

service outcome expectations

- ✦ information related to the service is current, organized, easy to locate, and arranged in a user-friendly format for the home sharing provider and assistants
- ✦ home sharing provider has a copy of CLBC standards and guidelines for responding to critical incidents, suspected abuse, and challenging behaviour
- ✦ emergency information to be used (e.g. missing persons protocols, emergency admission to the hospital) is readily available at the home and in vehicles
- ✦ emergency information lists facts (e.g. physical description, medications, critical support needs, emergency contacts) and includes a current photograph
- ✦ procedures for administering and managing medication, conducting a search, responding to a fire and other emergencies, providing personal care, and response to allergies are clear
- ✦ where assistants are employed and / or several people provide support, these procedures, along with others such as daily routines and schedules, are documented
- ✦ there is a guideline regarding smoking in the home and the community that is respectful of non-smokers' and smokers' rights
- ✦ where assistants are employed, the home sharing provider has prepared emergency information that is available to the assistant(s)

b) procedures are in place to account for individuals' monies and belongings

service outcome expectations

- ✦ where individuals require assistance to manage their funds, an accounting system is in place for the individuals' income, expenditures, and bank balance

- ✦ income assistance, wages, clothing allowances, GST rebates, and other sources of income are included
- ✦ individuals are supported to submit or seek assistance for submitting income tax returns to ensure GST return is received annually
- ✦ a current list of the individuals' major and significant belongings is available and updated on an annual basis (should there be a fire, theft, or other need to account for them)
- ✦ a copy of the belongings list is kept in each individual's file at the local CLBC office or, in the case of agency-supported homes, the agency's central office

c) *individuals' programs and supports are documented*

service outcome expectations

- ✦ individualized plans, approaches to support, personal and health information, names and numbers for family and friends, and other material is current, organized, and accessible to the individual, home sharing provider and assistants
- ✦ progress reports are sent to CLBC as required by contract or upon request
- ✦ measures are in place to ensure confidentiality of all written material
- ✦ assistants and others working in the home sign a generic agreement to confidentiality prior to engagement

5. COMMUNICATION AND PROBLEM-RESOLUTION

standard	The individual experiences meaningful relationships that promote mutual respect, independence, and quality of life. Communication channels are clear. Effective ways of preventing problems and resolving individual differences are used and encouraged.
rationale	When individuals live together and interact with one another, the potential for problems always exists. Difficulties can be prevented or resolved through clear, open communication. Achieving and maintaining a harmonious atmosphere is crucial to the quality of life of individuals.

a) *home sharing provider and assistants are effective in helping individuals resolve problems*

service outcome expectations

- ✦ methods used to support individuals are positive, understood, and used consistently by the home sharing provider and assistants
- ✦ home sharing provider and assistants encourage individuals to solve problems for themselves and to develop positive coping skills
- ✦ where an individual demonstrates behaviour that negatively affects that individual's or another's quality of life, approaches are developed collaboratively with other stakeholders (e.g. professional consulting specialists), are documented, and used consistently by the home sharing provider and assistants
- ✦ strategies and response guidelines, including any restrictions used, follow CLBC policy

b) *clear, open communication is fostered between the home sharing provider, assistants, CLBC representatives, and individuals*

service outcome expectations

- ✦ home sharing provider keeps others with a need to know (e.g. individuals, CLBC representatives, family members, day service staff and professional supports) informed of significant events
- ✦ home sharing provider and CLBC representatives regularly communicate with one another and other stakeholders about milestones, concerns, and other issues
- ✦ positive relationships among all members of the support team are fostered (e.g. a problem resolution process is in place and roles and responsibilities are understood by all)