

COMMUNITY LIVING DURHAM NORTH

ADMISSION CRITERIA AND PROCEDURE

Policy No: B-1 (Service Delivery)

Effective Date: Sep. 13, 2007

Last Revision/Review: Sep. 29, 2015

Rationale:

This policy will ensure that CLDN adheres to its contractual agreement with the Ministry of Community and Social Services (MCSS) in terms of helping the larger regional system to implement a coordinated access system that is fair and transparent. Children are not part of this coordinated access system, and the small number of people we support with funds provided by the Region of Durham may or may not have been deemed eligible for MCSS funded DS services. Therefore, this policy will articulate clear Intake protocols for people in these exceptional classifications.

Policy Statement:

Under the direction of the MCSS, the developmental services sector is in the midst of a prolonged period of “Transformation.” A key component of this transformation is the establishment of single points of access for funded adult services across the province. Community Living Durham North will work in concert with the new Access Point and will develop information packages and protocols designed to facilitate the linkage between it and people looking for service in Durham Region.

Access to the respite services that we provide to children and access to services funded by the Region of Durham are distinct and are determined internally through clear eligibility criteria that will be articulated by senior staff.

Developmental services are not mandated in Ontario. People who are eligible will likely be put on a waitlist pending the availability of service. Intake decisions, made by the DSO (or by CLDN in the exceptional cases already mentioned) are based on considerations like the urgency of a person’s need, and whether or not the characteristics of a given vacancy constitute a suitable match for the person and his or her needs. Age and gender may be relevant in terms of the characteristics of the vacancy, i.e. the age and gender of people already in receipt service, but otherwise CLDN will in no case discriminate between eligible applicants based on age, gender, culture, language, spiritual beliefs, sexual orientation, or disability.

Notwithstanding ongoing changes in the province’s developmental services sector, CLDN remains solely responsible for its continuing financial viability and for the quality of the services that it provides. Therefore, no person will be admitted to service, either directly or via the new Access Point, unless the management of CLDN has determined that sufficient resources - financial and otherwise - are in place, with respect to an actual vacancy, or that sufficient resources will be forthcoming, with respect to an expansion of service. Further, no admission will be made unless senior management also make a positive assessment of the full range of programmatic considerations (e.g. in a residential program, the home in question meets the person’s accessibility needs, the person will be able to live amicably with the people already residing there, no one will be placed at risk as a result of the admission, etc.).

Approved by: _____ Date: _____
for the Board of Directors

COMMUNITY LIVING DURHAM NORTH

ADMISSION CRITERIA AND PROCEDURE

Procedure No: B-1-1

The Central Point of Access – or DSO

Effective Date: June 30, 2011

Last Revision/Review: Sep. 15, 2015

- Throughout Ontario, adults wishing to apply for residential, day program or respite services must now contact their regional DSO (the acronym for Developmental Services Ontario). The DSO that is concerned with Durham is housed at York Support Services Network and can be reached at:

240 Edward Street West

Aurora, ON L4G 3S9

Phone 1-855-277-2121 Website dsontario.ca

- CLDN can engage with families before they contact the DSO; we can also be the referral agent and help them to get prepared for contact with the DSO. But we cannot provide services to adults until they have been deemed eligible by the DSO. To make this determination, it will ask the family for a psychological assessment and for documentation confirming age and Ontario residency.

Procedure No: B-1-2

CLDN's Role in the Centralized Process

Effective Date: June 30, 2011

Last Revision/Review: Sep. 24, 2012

- CLDN will designate a staff member who is knowledgeable about the overall service system – the Manager of Support Services - to liaise with the DSO and to engage with people or families who need to be connected to the DSO.
- Service inquiries will be referred to the Manager of Support Services or, in her absence, to the Director of Community Supports, and will receive a response within two business days.
- CLDN is not funded to provide Case Management services. That said, having referred a family to the DSO, we will contact them at least every six months to keep in touch and remain current with regard to their status.
- When, during initial contact, it becomes very clear that the person in question is not eligible (e.g. it is disclosed that he or she does not have a developmental disability, but a physical disability, or a head injury dating to an accident suffered during adulthood), every effort will be made to provide the person with the information they need (including a referral where possible) in order to seek the services for which they are eligible.

- When a vacancy occurs in our own service system, we are required to report it to the DSO which will then apply Ministry-approved selection criteria and provide us with a short list of people.
- Our own Intake staff must then meet with all of the people short listed. Each family will be provided with a copy of this policy, a copy of the appropriate Service Description and with a copy of policy B-24, *Statement of Rights*.
- CLDN will offer the vacancy to the person who can be most safely, and most successfully, supported by the existing vacancy, at a cost that does not exceed its current funding allocation.
- It is our role to inform in timely fashion the people and families who have not been successful in this process. And, because of privacy considerations, we can only explain in general terms that the vacancy can better accommodate the needs of another candidate. Families who wish to dispute our decision will be referred back to the DSO and, if they wish, will be given the names and numbers of appropriate contacts at the Ministry of Community and Social Services.
- Following the Intake decision, and depending upon the program in question, it may be necessary to plan a gradual transition into service. Toward this end, one or more pre-placement visits are normally arranged.
- Within 45 days of the vacancy having been reported, Ministry protocols call for the successful applicant to be in receipt of service. However, our ability to meet this target is conditional upon the DSO providing us in timely fashion with the person's application package. Without this package it may not be possible to quickly compile the basic support information that is necessary to ensure the person's health and safety.
- Notwithstanding the DSO's referral, pre-placement visits, etc., CLDN reserves the right, whenever it determines that it can no longer support a person in a safe and successful manner, to engage the Durham service system, the DSO and the Ministry in order to obtain additional resources or to effect the person's transfer to a more appropriate service provider.

Procedure No: <u>B-1-3</u>	Effective Date: <u>Sept. 13, 2007</u>
Applications for Children's Respite Services	Last Revision/Review: <u>Jan. 30, 2017</u>

- The Regional DSO is funded by the Ministry of Community and Social Services – not by the Ministry for Children and Youth Services therefore, it is solely concerned with the adult system.
- In the case of applications for Children's Respite, eligibility and prioritization continue to be undertaken by CLDN.

- Eligibility criteria for Children’s Respite Services are:
 - the applicant must have a developmental disability (CLDN will request a written, professional diagnosis where the disability is not apparent).
 - the person must reside in Durham Region and be able to access our program.
- Service inquiries will be referred to the Manager of Support Services or, in her absence, to the Director of Community Supports, and will receive a response within two business days.
- If it seems likely, or even possible, that the person is eligible, this designated Intake staff will meet with the applicant and family (as appropriate) to review the person’s needs and wishes. They will be provided with a copy of this policy, a copy of the Respite Service Description and with a copy of policy B-24, *Statement of Rights*.
- The availability of program space and/or resources will be subsequently determined by the agency’s management team. If space and/or resources are not available, the applicant’s name will be placed on an internal wait list/database. In this case, CLDN’s designated Intake Worker will make regular (every six months, at least) contact with all families waiting for respite.
- When a vacancy arises, or resources become available, CLDN’s designated Intake Worker will “sort the waitlist” based on urgency of need and length of time on the list. He or she will also consult with the Respite Team Leader and Manager around issues of compatibility. Beyond the scheduling process, no rules are in place in our Respite Home to deal with issues of age, gender or challenging behaviours, so questions of “fit” have real importance.
- Once a conditional Intake decision has been made, the Respite Team Leader or Manager will contact the successful applicant or family member to arrange a meeting and a brief visit to the program and to also schedule pre-placement visits (typically a day visit and overnight stay). The purpose of the pre-placement visits is to ensure compatibility and confirm that the service meets the individual’s needs.
- Prior to the first pre-placement visit, the designated intake worker will meet with the family to compile the basic support information necessary to ensure the person’s health and safety. An offer to provide information specific to their child’s disability will be made at this time. They will also need to review with the family the Respite program’s special protocols and scheduling processes.
- Upon successful completion of the pre-placement visits, an offer of service will be made.
- The Manager of Support Services will remain involved with all child service recipients insofar as it remains important to refer the family to the DSO on or about the child’s 16th birthday in order to facilitate an orderly transition to adult services.

Procedure No: B-1-4

Effective Date: Sept. 13, 2007

Where the funder is the Region of Durham

Last Revision/Review: Oct. 17, 2018

- The Region of Durham funds two full time direct support positions in the Community Homelessness Prevention Initiative (CHPI) Program.
- To be eligible for this program, participants must have a low income (income below the Household Income Limits as set out by the Region of Durham), have legal status in Canada and have assets less than \$50,000 (single person) and \$75,000 (couples and families).
- As funding is provided by the Region of Durham, this program is available to eligible residents of north Durham (the townships of Scugog, Brock and Uxbridge) regardless of whether or not they have an intellectual disability.
- When there is a vacancy on this caseload, candidates will be identified through a review of our internal wait list. Referrals come to us through multiple sources including, but not limited to, ODSP Caseworkers, Ontario Works Caseworkers, Adult Community Support Services and other community partners.
- The intake decision will be made by the agency's management team and will be based on the following considerations:
 - Given the nature of the caseload, the person must be capable of living independently.
 - The person must be at risk of homelessness, and the severity of the risk will be taken into account.
 - Service is available only to people with low incomes, as defined by the Region of Durham, who have legal status in Canada.
 - All referrals will come to the Program Manager who will then determine which direct support worker has the capacity to meet with a person to complete a full application package.
- Typically, a person's eligibility for service, or continuation in service, is not conditional upon appropriate behavior (see Policy B-16 *Supporting People with Challenging Behavior*). However, in the case of new applicants, it will be an open question, to be addressed on a case by case basis, whether it is appropriate to place someone with seriously dysfunctional or anti-social behavior on the caseload of a single worker who has several other people to support. A person's eligibility to receive or remain in service with the CHPI Program will be determined through reference to the Housing Outreach Service Standards established by the Region of Durham.

- If a person is found to be ineligible for service, or is not the successful candidate for a particular vacancy, he or she will have access to an appeal process outlined in B-22 *Resolution of Concerns and Complaints*.
- Once a person is deemed eligible all personal information is inputted into the “Homeless Individuals and Families Information System (HIFIS).” This is the software used to record data and manage program information for people accessing supports from the CHPI Program.
- Those being supported through the CHPI Program have the same rights that every other Canadian citizen enjoys as set out in Policy B-24.
- In accordance with the Region of Durham’s *Housing Outreach Service Standards*, those supported by the CLDN’s CHPI Program can expect:
 - To be treated in a non-judgmental and respectful way
 - To be free from discrimination and harassment
 - To appeal decisions without fear of punishment
 - To freely provide feedback regarding agency programs and policies
 - To be involved in all decisions affect them
 - To identify their own goals and receive support to achieve them
 - To be given information about services and resources in order to make informed decisions
 - To have all forms and requests for information explained
 - To have all personal information treated confidentially
- All staff working in the CHPI Program will follow the Serious Occurrence Reporting protocol outlined in the *Housing Outreach Service Standards – 5.6.4*. In addition, as per Service Standard 2.7.10, any incident involving a criminal investigation or alleged contravention of prohibited conduct will be reported to the Region of Durham within 72 hours.

Procedure No: <u>B-1-5</u> Upon Entering Service	Effective Date: <u>June 30, 2011</u> Last Revision/Review: <u>Sep. 24, 2012</u>
--	--

- During the move-in or transition process, an orientation checklist will be completed by staff, documenting that the various essentials the person needs to know have been shown or explained to him/her – things like the location of the bathroom, how to use the phone, and the location of the private places for meeting with family and friends.
- Upon admission, each person and/or family will be given a copy of the Policies and Procedures that speak to:
 - How to make complaints (B-22)
 - The Rights Review Committee (B-18)
 - Our Statement of Rights (B-24)

- Also upon admission, the Manager responsible for the “receiving program” will ensure that basic action steps relating to the admission are in fact performed:
 - ODSP office is notified, as required;
 - Family has made clear our first point of contact;
 - Family has made clear who should and should not receive different gradations of correspondence, including general mailings, like newsletters;
 - AIMS database is updated.
 - Finance Department is informed about correct billing amounts and of the involvement of third parties, like Catulpa, if any.

- Form B-10 *Support Information* is completed as fully, and with as much detail, as possible, before the provision of support actually begins.

- During the completion of B-10, serious health issues may be disclosed. These health issues do not disqualify a person from receiving service. It is important to collect this information to ensure that the supports developed for the person meet his individual needs, and also to ensure – in the case of a communicable disease – that protocols can be put in place to safeguard the well-being of other supported people, and staff.

- During Intake, people and families will be advised that they might wish to discuss the Hepatitis B vaccine with their physician. If it is determined that inoculation is indicated, CLDN will cover that cost.

Approved by: _____ Date: _____
CEO