

COMMUNITY LIVING DURHAM NORTH

HOST FAMILY PROGRAM

Policy No: B-27 (Service Delivery)

Effective Date: January 30, 2012

Last Revision/Review: Apr. 30/16

Rationale:

To ensure the highest quality of service in a unique program that is delivered by Host Family Providers and not by employees of the agency.

Policy Statement:

The Host Family program provides the opportunity for an individual to live and grow in a nurturing family environment. The program is based in the vision of a community that respects the dignity and inherent value of all its members; a community that supports its members to participate, contribute and lead enriched and meaningful lives.

The program can also be conceived more broadly as a relationship between two adults; as one delivered by a supportive roommate, for example, as opposed to a nurturing family.

The Host Family program is funded and delivered under authority of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. See also Policy Directives for Service Agencies Regarding the Host Family Program, April 1, 2016.

The goals of the program are:

- To provide a safe and secure place to live in a Host Family setting;
- To promote a high quality of life; and
- To support and promote community inclusion, individual choice, independence and rights.

Senior staff will implement protocols designed to ensure that these goals are met.

Host Families are under contract with the agency and it is expected that they will share the values that are espoused by the agency. To this end, interested families are subjected to a very careful screening and selection process.

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

COMMUNITY LIVING DURHAM NORTH

HOST FAMILY PROGRAM

Procedure No: B-27-1

Effective Date: January 30, 2012

**Recruitment and Screening of Potential
Host Family and Respite Care Providers**

Last Revision/Review: Nov. 2, 2017

- Community Living Durham North will use a risk-based approach in its delivery of the Host Family Program and in its selection of Host Families and their Caregiver Respite Providers.
- In order to properly support Host Families and maintain placements, Community Living Durham North encourages Host Families to utilize the regularly scheduled respite care that is offered to them.
- All caregiver respite providers must go through the same screening process as Host Family Providers.

Screening Criteria

- Host Family Providers will be compassionate, respectful of people's differences, mature, have good decision making skills and demonstrate the ability and desire to meet the needs of a person with an intellectual disability.
- Host Family Providers must be physically, mentally, socially and emotionally capable of meeting the needs of the supported person.
- Host Family Providers must be willing and motivated to accept the individual as part of their family as well as willingness to foster and respect the individual's independence, dignity, self-determination, social inclusion and community participation.
- Host Family Providers must be available and willing to participate in orientation, training and ongoing monitoring and evaluation activities.
- Host Family Providers must have a secure financial status with adequate income to provide for the needs of their household.

Screening Process

- Interested Host Family Providers must participate in a careful screening and selection process conducted by the Program Manager or designate. This Home Study will be recorded on the *Assessment, Training & Placement Checklist (Form F-9)* and it will include:

- The submission of a completed application form (*Application Form, F-3*).
- A series of individual and family interviews (*Interview Format, F-2; Individual Householder's Self-Assessment, F-6; Family Relationships, F-7*).
- Personal, unrelated, references (*recorded on Reference Call Sheet, F-4*).
- A current (to within six months) criminal reference check including vulnerable sector search for all adults living in the home either full or part time.
- Where people have had prior involvement with a CAS and agree to sign a consent, CLDN will attempt to obtain a reference from that CAS.
- A Physical home study (*recorded on Physical Home Study, F-5*) verifying that the home and property constitute a safe living environment and comply with any applicable legislation or by-laws, including but not limited to: fire safety, health hazards and water quality testing, if applicable.
- A copy of valid driver's license and insurance.
- Verification of basic home, vehicle and liability insurance.
- Consideration of the providers abilities to assist in or contribute to people's goals, interests, needs, cultural or religious background, proximity to natural family members and any other determining factors such as physical attributes of the home.
- The results of the home study will be compiled into a written report. The report will document the linkage between the findings and the recommendations. The report will be forwarded to the Program Director for final approval.
- The outcome of the Home Study will be shared promptly with the applicant along with any recommendations.
- Reassessment will be required in any of the following circumstances:
 - Any significant changes involving the host family, the individual, and/or their living situation (e.g. physical/mental illness, death of a family member, accident).
 - When a new person is living in the home on a full-time or part-time basis.
 - When the primary caregiver in the Host Family is unable to continue providing care to the individual.
 - Where the service agency, individual and natural family has any significant concerns about the placement.

Eligibility and Ineligibility

- A Host Family Provider cannot have a natural or adoptive relationship with the person requiring support.

- A person cannot be placed in a Host Family wherein two people are already placed (see Policy Directives for Service Agencies Regarding the Host Family Program for a series of exemptions and extenuating circumstances). This two person cap does not affect households formed prior to April 1, 2016 but, after this date, a third or fourth person who moves out cannot be replaced. The cap applies to all future placements.
- Host Families can maintain their employment if this is consistent with the needs of the supported person, or if accommodations can make it consistent.
- Single people and non-traditional families may also qualify as Host Family Providers.
- If a Host Family is in a position or in a relationship that poses a conflict of interest (e.g. they are or become a staff member or board member), the host family service contract will include details concerning how to best mitigate the associated risks. Strategies might include third party involvement and/or additional screening and monitoring of the placement.

Procedure No: B-27-2

Orientation and Training

Effective Date: January 30, 2012

Last Revision/Review: Aug.18, 2016

- Upon successful completion of the Home Study, Host Family Providers are given a copy of the Home Provider's Manual and a general orientation to CLDN, including an overview of its philosophy, vision and mission.
- Expectations around confidentiality are reviewed and signed.
- The following agency policies and procedures are reviewed, and a copy is included in the manual:
 - Policy A-1 Public Relations and Media Coverage
 - Policy B-6 Money Management Supports
 - Policy B-9 Health & Safety of Supported Persons
 - Policy B-11 Medication Administration
 - Policy B-15 Emergency Response & Reporting Systems
 - Policy B-19 Prevention of Assault and Abuse
 - Policy B-21 Serious Occurrence Reporting
 - Policy B-22 Resolution of Concerns and Complaints
 - Policy B-24 Statement of Rights
- Host Family Providers are required to participate in the following training courses: Quality Assurance Measures, First Aid/CPR and training regarding abuse prevention and reporting policies. Providers are encouraged to participate in additional seminars and workshops that develop new competencies or improve upon on existing skills.

Procedure No: B-27-3
Placement Process

Effective Date: January 30, 2012
Last Revision/Review: Aug.18, 2016

- Placement is essentially a matching process based on mutual compatibility. The factors to be considered are legion: the person's goals, interests, social connections, health and safety needs, cultural and linguistic backgrounds, proximity to natural family members and their wishes, etc.
- A series of pre-placement visits will occur prior to placement. The purpose of these visits is to ensure suitability and to provide a successful transition for both the person and the provider. The number of visits will be determined on an individual basis and will consider the needs of all involved.
- Prior to placement, a service contract will be signed detailing remuneration, the responsibilities of the Host Family Provider, those of CLDN (see below) and procedures for terminating the placement and/or service contract. This contract will be reviewed and signed on annual basis.

Procedure No: B-27-4
**Ongoing Support and Monitoring Provided
by CLDN (as per Service Contract)**

Effective Date: January 30, 2012
Last Revision/Review: Nov. 2, 2017

- A Personal Support Plan, as described in *Policy B-4 Personal Support Plans*, will be made available to the Host Family Provider. It details the person's specific needs and how to effectively meet these needs, any behavioural challenges along with intervention strategies based on positive behaviour supports, and the person's hopes and dreams. Providers
- The Program Manager or designate will meet face to face with the Host Family Provider and the person at least once every two months. There will also be a minimum of one unannounced visit per year. The purpose of these visits is to support the placement, both the person and the Host Family, and to help build the relationship. The visits are also to ensure that minimum performance standards continue to be met (i.e. that the Host Family is fulfilling its role and responsibility in supporting the person, and that the residence continues to be a safe living environment). Additionally, this frequency of visits assists in the resolution of any concerns about the placement.
- Visits will include a documented, physical check of the residence and property to ensure the person's living space is clean and safe. This physical check will extend to a consideration of health hazards, fire safety and water quality testing, where applicable, and other officials or third parties will be involved if required.
- The Program Manager or designate will meet in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at least quarterly and separately from the Host Family, in order to receive feedback and address any issues the person may have in a personal and confidential manner.

- CLDN will make relevant policy directives (e.g. B-21 Serious Occurrence Reporting) known to Home Providers and ensure that protections embedded in policy (e.g. B-22 Resolution of Concerns and Complaints) are available to Home Providers.
- The Program Manager or designate will document and maintain written records of all monitoring visits/inspections of the Host Family and of meetings with both Host Family Providers and supported people. Copies of the inspection results will be provided to the Host Family Provider and to the supported person, or to his/her family.
- CLDN will facilitate contact between the individual, their family/guardian and the Host Family Provider, as appropriate.
- CLDN will provide ongoing support to the Host Family Provider as needed and provide ongoing training and refreshers to the Host Family, at least annually (e.g. First Aid/CPR, transition support, community information, connection to other Home Providers, etc.).
- The Program Manager will arrange planned and emergency respite for the Host Family Provider where this has been included in the terms of the service agreement.
- CLDN will provide 24-hour emergency back-up as defined in *Policy B-15 Emergency Response and Reporting Systems* and assume a duty of care in situations where the placement cannot be maintained or must be terminated.
- Where a Host Family has indicated their intent to move to a new residence outside of the catchment area, a meeting will be held to discuss whether they wish to continue to support the individual in the new home/location. Equally, there will be discussion with the individual about whether he/she would like to move with the host family to their new home/location.
- The MCSS Program Manager and Developmental Services Ontario will be informed if the family and supported person are moving out of the catchment area.
- If the individual does not plan to accompany the Host Family to the new location or cannot be accommodated there, CLDN will work with the person to determine how he/she may be supported and accommodated elsewhere.

Procedure No: B-27-5

Effective Date: January 30, 2012

Expectations of Host Family Providers

Last Revision/Review: Nov. 2, 2017

- The Host Family Provider will be a willing and active participant in training and orientation, including pre-placement visits, CPR and First Aid Training, and training regarding abuse prevention and reporting policies.
- The Host Family Provider will understand the reason for regular visits and inspections, including the annual unannounced visit, and will fully cooperate with same.

- The Host Family Provider will promptly report to the agency in the event of:
 - An incident the Host Family considers a Serious Occurrence, or any other significant concern.
 - Any significant change involving the Host Family, the person supported, and/or their living situation (e.g. an illness, accident or address change; the death of a family member or another change in the household make-up).
 - A new adult coming into the home as a full time or part time resident.
 - The Host Family Provider becoming incapable of continuing to provide proper care to the person.
 - Any other significant concern arising that could impact the individual.
- In addition, Host Family Providers will:
 - Foster the individual's independence, dignity, self-determination, social inclusion and community participation.
 - Provide a safe and secure living environment providing access to health care, nutritious meals and the opportunity for privacy.
 - Provide a caring and supportive atmosphere that encourages the supported person to participate in the day to day activities of the home, as a member of the family.
 - Implement components of the Personal Support Plan as agreed from time to time with the Program Manager.
 - Enable visits with the person's family and friends, as appropriate.
 - Provide assistance with basic needs and other activities of daily living.
 - Maintain financial and program records and participate in regular reviews of these records with the Program Manager, or designate.
 - Use only respite providers that have been pre-screened and approved by CLDN.
 - Be an active participant in ongoing planning meetings and in the annual review of the supported person's Personal Support Plan.

Procedure No: <u>B-27-6</u> Financial Arrangements and Compensation	Effective Date: <u>Apr. 30/16</u> Last Revision/Review:
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- Host Family Providers will be paid on a per diem basis, for costs incurred, and the daily rate will be stipulated in the service contract. The contract will also identify other eligible expenses such as travel to medical appointments and will establish a reimbursement rate.

- Agreed per diems are entirely dependent on the varying needs of supported people, and there is no grid or published schedule.
- The level and nature of respite provided to the Home Provider will be a factor in determining the per diem.
- No portion of the per diem will be paid by the supported person. Full payment will be made by CLDN's Finance department by cheque or electronic transfer.
- Whereas people who reside in group homes receive an "institutional rate" and pay all but an amount designated as a comfort allowance to the supporting agency, people in Host Family arrangements receive a lesser "room and board" amount, pay an amount to the agency that is reduced accordingly, and retain the same amount of money as a comfort allowance.
- Like the agency's group home budget, our Host Family budget includes a Personal Needs line that funds a modest amount of personal expenditure for each supported person.

Approved by: _____ Date: _____
CEO