

COMMUNITY LIVING DURHAM NORTH

ADMISSION CRITERIA AND PROCEDURE

Policy No: B-1 (Service Delivery)

Effective Date: Sep. 13, 2007

Last Revision: July 26, 2019

Last Review: May 15, 2020

Rationale:

This policy will ensure that CLDN participates collaboratively in the coordinated access system established by the Ministry of Children, Community and Social Services. However, children are not part of this coordinated access system. Also, the small number of people we support with Housing dollars provided by the Region of Durham may or may not be eligible for MCCSS funded developmental services. Therefore, this policy also articulates clear intake protocols for people in these exceptional classifications.

Policy Statement:

Under the direction of MCCSS, 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 this 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. Resource management decisions, made by the local DSO (i.e. Developmental Services Ontario), 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 are appropriate to 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: Clare Suggitt
for the Board of Directors

Date: July 26, 2019

COMMUNITY LIVING DURHAM NORTH
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Procedure No: B-1-1
The Central Point of Access – or DSO

Effective Date: June 30, 2011
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- Throughout Ontario, adults wishing to apply for residential, community participation supports, Passport funding 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

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- 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 declare it to the DSO within 2 business days of the resource becoming permanently vacated. One name will be provided through the Developmental Services Consolidated Information System (DSCIS) portal.
- Our own Intake staff will then review all relevant documentation provided through the DSCIS portal. If it appears the vacancy would be an appropriate one, for the person, a meeting will be set up to complete an Application for Service, and to discuss in more detail the needs of the person and the nature of our vacancy.
- CLDN will offer the vacancy to the person referred by the DSO if it is determined that they can be supported safely and successfully via the existing vacancy, at a cost that does not exceed its current funding allocation.
- Should an applicant not be successful, it is our role to inform the family in timely fashion. 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 Children, 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 90 days of the vacancy having been reported, Ministry protocols call for the successful applicant to be in receipt of service. This time frame may be delayed due to the following:
 - Person declined
 - Agency unable to accommodate person
 - Person/family has delayed acceptance (personal reasons)
 - Challenges recruiting a host family
 - Bereavement period
 - Family /person decline due to location
 - Unable to find compatible roommate
- 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: B-1-3

Applications for Children's Respite Services

Effective Date: Sep. 13, 2007

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- The Regional DSO serves the Adult system only; 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 use the DSO's criteria to ensure seamless transition between children and adult services).
 - 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, and a copy of the Respite Service Description.
- 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 Team Leader or Manager of the program will meet with the family to compile the basic support information necessary to ensure the

person's health and safety. 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. At this time the following information will be provided to families: Policy B-18 *Rights Review*, B-22 *Complaints*, B-24 *Statement of Rights* and CLDN's plain language booklet.
- 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

Where the funder is the Region of Durham

Effective Date: Sept. 13, 2007

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Last Review:

- 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.
- Referrals may be made to the Outreach Workers or directly to the Program Manager. In the latter case they will be passed along to the Outreach Worker who has the capacity to meet with the person to complete a full application package.
- Intake decisions will be made by the CHPI Outreach Worker in consultation, if need be, with the Program Manager.

During the intake, the following will be considered:

- 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.
- 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
- In addition, those supported through the CHPI program will have access to Harm Reduction supplies and to education around safe use and engagement in risky activity.
- CHPI Outreach Workers will have the necessary training to provide such a service to the homeless population; they will be able to do so safely, in accordance with best practices, and in partnership with other agencies who provide these services.

- 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: B-1-5
Upon Entering Service

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- During the move-in or transition process, the Residential Orientation Checklist (B-3) will be completed by the Team Leader or designate, 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. This process will also occur internally when persons move between locations.
- 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 of Support Services will complete, or have completed, the Request for Admission Information (form A-13) which is basically a reminder to complete some basic action steps relating to admission, such as:
 - 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* will be completed as fully, and with as much detail, as possible, before the provision of support actually begins.
- Form B -25 *Annual Support Agreement* will be completed with the person supported and their family/representative as support 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: Glenn Taylor
CEO

Date: May 15, 2020