



Guidelines for Alternative Community Supports

Revision November 2015

Community Living St. Marys and Area Guidelines for the Use of Self-Employed Workers

Intent

Community Living St. Marys and Area recognizes that some people with intellectual disabilities and their networks want the choice to hire and direct their own support. There is a long history of this option being available in Ontario through Special Services at Home as well as Passport funding. Now it is also clearly identified in the new legislation, Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act.

- Community Living St. Marys has a set of policies that inform all service through the agency including funds used to hire self-employed workers. This includes a set of principle statements that guide the work.
- These guidelines also meet any requirements under the Community of Social Services including the Quality Assurance Measures Regulation.
- Community Living St. Marys wants people supported by this Association to have quality support that promote the safety and well-being of everyone involved. This means that as a minimum standard all self-employed workers must have a Police Vulnerable Sector Check and personal references completed when they are hired. They may also need to obtain a standard First Aid/CPR certificate and keep this current. The requirements vary depending on the type of work the self-employed worker is doing and there may also be other requirements based on individual need. (See the requirement chart for more detail.)
- The focus should be on strengthening people along with their families and networks so that they can direct and take more control of their own lives. Because of this it is important to provide support in the form of training, teaching new skills or sharing new information with individuals and their families on a variety of topics such as how to interview, supervise or evaluate self-employed workers, setting goals etc. Contact with workers will come from the person and their family/network and not the Community Resource Coordinator.
- There are a number of alternative support arrangements that include self-employed workers and they are unique to the person's needs. Some examples are supportive neighbour, sharing a home with a person or family, supportive room-mate.

Role of Community Resource Coordinator

The Community Resource Coordinator will be involved in all situations where a person and their family are using a self-employed worker. They will ensure that:

- A service agreement has been developed with any new person and their family/network and the agency that reflects all allocated Ministry of Community and Social Services funding or any other support funding.
- The person with or without the support of their family and or network can direct their self-employed workers. It may be that a certain amount of time is needed to get the skills or confidence to be able to do this and so a plan for this needs to be identified by the CRC.
- Support is available for the person and their family in locating self-employed workers which might include creating ads, assisting with interviews, and checking references.
- Three character references have been checked for the self-employed worker.
- The self-employed worker provides a Police Vulnerable Sector Check.
- The self-employed worker may be asked to obtain and maintain a standard First Aid/CPR certificate.
- An agreement is in place and signed by all parties and is reviewed and updated yearly or sooner if needed.
- Other requirements are outlined for the specific role later in the Guidelines.
- Files are kept for each worker. These files are located in the Central Admin office. Information is also kept on ShareVision and some documents such as agreements may be in the supported person's main file.
- The person and their family/network have provided necessary information to the self-employed worker regarding their status and their responsibility and obligations being self-employed. A package with any new information or review of previous information should go to workers annually. Other important information such as the Quality Assurance Measures Abuse Awareness will be included.
- The person and their family/network have provided necessary orientation to the expectations of the role and unique needs of the person.
- There is a plan in place for the person and or their family/network to supervise the self-employed worker. This will be discussed annually during the development of the support plan.
- If there is no other support service from Community Living St. Marys, the CRC will develop a support plan with the person and their family/network.
- Invoices are approved by the person and or their family/network and submitted on a regular basis. The CRC will review and forward to the Central Admin office for processing.

- An individual budget is developed each year and monitored in collaboration with the person and or their family/network. The CRC will forward the monthly budget updates.
- Where there is perceived risk in a situation the CRC will address the issues and may access the risk analysis tool to investigate possible solutions.
- Annual training is provided to the supported person as outlined in the QAM legislation.
- The person can access planning/facilitation services as needed and monitors that the use of self-employed workers supports the person's plan.
- Regular contact is maintained with the person and family.
- Information regarding funding, regulations or legislation relating to self-employed workers is kept up to date and shared with individuals and their families/networks on a quarterly basis.
- **Overnight Monitoring Situations:** There are a number of situations where overnight monitoring involves neighbours who are self-employed workers. These situations are often unique because a team leader may be involved that needs to have direct contact for scheduling and information purposes with the self-employed worker.

Experience has shown us that a self-employed worker should not be used when;

- The person cannot direct their own worker and does not have family or a network to assist them.
- The person has support workers who are employees of Community Living St. Marys.
- There is a risk of injury to workers or some other identifiable risk involved in the situation.

At times there are situations where the guidelines are flexed to meet a person's specific need or a temporary crisis. The CRC will monitor these situations and use timelines for re-evaluation. The risk analysis tool can be used.

Types of Alternative Support that use Self-Employed Workers and the Requirements Involved

There is a set process that the Community Resource Coordinator uses to support a person and their family to set up alternative support situation and it may look different for each type of arrangement.

- Shared Living Arrangements:
This includes associate family situations both full-time and part-time, supportive room-mates who share a home and communal living options.
Requirements:
 - *Police Vulnerable Sector Check for everyone over 18 living in the home*
 - *3 character references for CRC to contact*

- *Current First Aid/CPR*
- *A signed agreement*
- *Signed Oath of Confidentiality*
- *Proof of million dollar liability car insurance*
- *House insurance*
- *Statement of Physical and Emotional Health*
- *Approval process includes a home inspection, fire inspection and getting to know the person's character (see more detail in "Approval Process for Sharing a Home")*

- Supportive Neighbours:
This includes all levels of being "neighbourly" that provide support to someone.
Requirements:
 - *Police Vulnerable Sector Check for everyone over 18 living in the home*
 - *3 character references for CRC to contact*
 - *May require current First Aid/CPR depending on the situation*
 - *A signed agreement*
 - *Signed Oath of Confidentiality*
 - *May be asked for a resume to consider the person's experiences*

- Overnight Monitoring:
Specific arrangements of monitoring through the night in someone's home.
Requirements:
 - *Police Vulnerable Sector Check*
 - *3 character references for CRC to contact*
 - *First Aid/CPR*
 - *A signed agreement*
 - *Signed Oath of Confidentiality*
 - *May be asked for a resume to consider the person's experience*

- Self-Employed Support Workers:
Requirements:
 - *Police Vulnerable Sector Check*
 - *3 character references for CRC to contact*
 - *First Aid/CPR*
 - *A signed agreement*
 - *Signed Oath of Confidentiality*
 - *Proof of million dollar car insurance (dependent on situation)*
 - *Resume*
 - *Any other certification a person/family require*

Best Practices for Community Resource Coordinator

- If a per diem rate is being used such as for shared living arrangements, the rate will be determined based on all of the factors involved including the person's unique support needs, available support budget and any other considerations. A per diem should be based on a 24 hour period that includes an overnight.
- In a full-time shared living arrangement there must be respite options in place that are agency screened. This could be a part-time provider, person's own family etc. This respite is part of a back-up plan that can be implemented if a full-time provider becomes sick or has an emergency that impacts the supported person.
- Invoices for a self-employed worker should not be submitted ahead of hours worked or per diem nights worked. This is a best practice and avoids confusion if the visit gets cancelled at the last minute.

Shared Living Arrangements (Share Your Home) Process

Approval Process for Shared Living Arrangements

1. Initial Phone Call

- Talk about the concept of sharing a home and life.
- Begin to explain process and what's involved.
- Plan a meeting date.

2. First Visit

- Community Resource Coordinator meets and shares with discretion some basic information about the potential match if applicable.
- Explain the approval process and expectations of sharing a home with someone.
 - o Discuss requirements of medical, Police Vulnerable Sector Check, and house check.
 - o Ensure that people know that costs for checks can be reimbursed.
 - o Discuss compensation and tax exempt status.
 - o Share information about their status as self-employed workers.
- Talk about the role of the agency, Community Resource Coordinator and provider.
- Talk about the role of support workers and or self-employed workers if applicable.
- Leave an application form to be completed by family.
- Ask for three references.
- Leave a blank copy of the fire check and house check form.

- Leave a sample copy of an Agreement.

3. Once Application Form has been Received

- Watch for possible red flags such as:
 - o They are not willing to have a Police Vulnerable Sector Check completed.
 - o They are running a boarding home.
 - o Health or physical reason identified that would impact negatively.
 - o Pets, smoking, children (if that's an issue for the person looking to share a home.)
- Check references.
- Make appointment for second visit.

4. Second Visit

- Review application form.
- Ask the "getting to know you" questions. Build in questions from the person's background that may raise issues.
- Leave forms:
 - o Statement of Physical and Emotional Health
 - o Confidentiality and Respect
 - o Insurance Company information – Statement of adequate insurance
- Ask for all adults living in the home to get a Police Vulnerable Sector Check
- Let them know that a standard First Aid/CPR certificate will be required.
- Let them know that the next visit will include the fire and house check.

5. Third Visit

(booked after insurance, Police Vulnerable Sector Check and medical have been received)

- Finalize all forms
 - o Confidentiality
 - o Physical and emotional health
 - o Police Vulnerable Sector Check
 - o Copy of home owners and car insurance
 - o Get receipts for cost of Police Vulnerable Sector Check and medical
 - o Review Quality Assurance Measures information and share form on reporting abuse
- Complete house and fire safety tours

6. Fourth Visit

If there is a specific person in mind for the match then an introduction could happen at different stages in the process anywhere after the first visit or screening. The person will bring any family/network members who they choose. Any specific needs for support or respite will also be discussed. The Community Resource Coordinator will support a process of further meetings and time spent getting to know each other once everyone agrees to move forward. This will be specific to the person's needs and wishes.

7. Creating an Agreement

Once all requirements have been met and all parties are in agreement, an approval will be made and the Community Resource Coordinator will support the person and the family to create an agreement.

8. Ongoing Monitoring and Support

The Community Resource Coordinator will provide ongoing support in the following ways:

- Monthly visits to monitor full-time situations, checking in separately with both parties to make sure everything is going well. Notes from each visit will be kept. Part-time situations may require bi-monthly visits depending on the needs. This could include unannounced visits.
- Act as a resource to problem solve and work through any issues.
- Complete yearly updates to house and fire checks and the annual renewal check-list.
- Support yearly updates to the agreement.
- Review Quality Assurance Measures information and complete form on reporting abuse.
- Ensure any self-employed workers meet the basic requirements.
- Ensure there is a support plan in place and that the person has access to life planning if interested.
- Annual discussion and documentation of abuse prevention and any other QAM requirements.
- A new Police Vulnerable Sector Check is required every five years.

Regular Monitoring Visits

At regular visits, the CRC would check in around the following things;

- Catch up with the supported person separately to find out how things are going.
- Find out from the provider what the person has been up to and how things are going in general.
- Ask about their health and any medical appointments.

- Review the person's financial information and check bank statements etc.
- Ask about any goals from the support plan or life plan.
- Ask about connections with family and friends.
- Ask about any respite visits.
- Ask about any changes in the home that might affect the fire or house inspection check-list. The CRC would do visual inspections of the home when they visit to scan for issues.
- Ask the provider about any concerns they have or where they might need support.

Re-evaluating a Shared Living Arrangement

The CRC will evaluate any shared living arrangement in the following circumstances:

- The provider, someone living in the home or the person supported has a major change in their physical or mental health.
- There is a significant change in the family structure such as a death or divorce.
- There is a significant change in the living situation such as a move planned to a new home or community.
- The person communicates in any way that there is some concern. For someone who doesn't use words this could include unexplained weight loss or behaviour.
- Concerns are brought forward by family and friends.
- Any other red flag that the CRC is aware of.

When the CRC initiates an evaluation of a shared living situation it would involve some or all of the following things;

- Notifying family and friends and involving them in discussions and decision-making.
- Spending additional time with the person supported to understand their wishes.
- Meeting with the provider to discuss concerns or changes that may be needed. This will be documented in a letter and signed off by the provider.
- CRC would provide additional support, training or monitoring as needed.
- The CRC would notify the Director of Planning Services of any concern that does not have a quick solution and this might also be shared with the Executive Director if needed.
- In cases where there is a health and safety concern, the CRC would coordinate emergency respite on either a short-term or long-term basis.
- If a change is needed that requires planning the CRC will request the involvement of Planning and Facilitation Services.

Supportive Neighbour Process

Approval Process for a new Supportive Neighbour generally includes;

- An initial screening conversation with the CRC.

- An interview that includes the person and their family/network.
- Proof of meeting the requirements for a supportive neighbour.
- The development of an agreement that specifies the supportive relationship.
- Involvement of any support services involved including the team leader who may be scheduling.
- Establishing tenant relationships with the landlord. This is different in every case sometime the landlord is a parent or family member or could be a third party or even William Hanly.
- Getting to know the supported person through an orientation and spending time together.

Ongoing Monitoring and Contact with Supportive Neighbours;

- CRC checks in with the supportive neighbour quarterly to see how things are going. At this time the CRC would also be asking the person and their family how things were going. If concerns were raised the CRC would coordinate discussions amongst the parties involved.
- Agreements would be updated annually.

Overnight Monitor Process

Approval process for a new overnight monitor generally includes;

- An initial screening conversation with the CRC.
- An interview. Depending on the situation the CRC may have a second interview that includes the person and their family or this may be part of the first interview.
- Proof of meeting the requirements for an overnight monitor.
- The development of an agreement.
- Involvement of support services involved.
- Getting to know the person's support needs through an orientation process.

Ongoing Monitoring and Contact with Overnight monitors;

- CRC checks in with the overnight monitor as well as the person and their team leader on a regular basis. This might vary from person to person. If concerns are raised the CRC will coordinate finding a solution with everyone involved.
- The CRC submits invoices on a bi-weekly basis.
- The CRC may have a role of helping to schedule overnights.
- Agreements will be updated annually.