

# INCLUSION LANGLEY SOCIETY

*Formerly: Langley Association for Community Living and Langley Child Development Centre*  
23535 44<sup>th</sup> Ave  
Langley BC, V2Z 2V2

## Home Share Services Family Guide

*June 2018*

## A. INTRODUCTION

Inclusion Langley Society (ILS) is a vibrant and dynamic organization that supports in excess of 1500 children and youth with special needs, adults with developmental disabilities and their families. The society's activities are guided by a strong set of values and principles formed through our relationships with the people we serve and their families and friends. We are proud to be an important asset for the communities of Langley and a voice for those who require our support and assistance.

We are a registered not for profit Society and charitable organization governed by a dedicated Board of Directors elected from the membership of the organization. Our elected Board of Directors is comprised of family members, self-advocates, members of the local business community and other interested community members.

The Society offers a broad range of programs and services that are funded by various Ministries and Crown Agencies of the Province of British Columbia. These include children's respite and support services, adult respite services, a full range of residential supports ranging from staffed homes to home sharing services. We are also proud to deliver supported living services, day services, personal network development services and customized and supported employment services. All the organization's services are externally accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities.

In addition to the delivery of services through contracts with various Ministries, the Society is very active locally, provincially and nationally in projects and initiatives that advance the inclusion and citizenship of people with developmental disabilities. We are fortunate to have dedicated staff, home sharing providers, and volunteers who are committed to the shared vision of inspiring a community where we all belong.

We welcome and encourage the participation of community members who have an interest in supporting the people we serve and our organization to be the very best.

**Vision:** Inspiring a Community Where we all Belong

**Mission:** The Inclusion Langley Society builds and strengthens community through advocacy, information and support. We provide services that improve the quality of life for children with developmental or special needs and adults with intellectual disabilities and autism spectrum disorder.

## **Services We Provide**

The Inclusion Langley Society delivers a variety of programs and services throughout the community.

### **SERVICES TO CHILDREN & YOUTH**

Extensive Family Support and Community Services for Children, Youth and their Families

### **RESPITE SERVICES**

Adult Respite Services

Respite for Children and Youth

### **CAREER & EMPLOYMENT SERVICES**

Partners In Employment

Youth Works

Customized Employment

Employment Satellite Service

### **COMMUNITY INCLUSION SERVICES**

Quantum Leap

Bridge Centre

Quest

Explorations

Connections

Individualized Day Services

Personalized Supports Initiative

### **RESIDENTIAL SERVICES**

Staffed Residential Homes

Individualized Residential Homes

Supported Living Services

In-Home Personal Care Supports

### **Home Share**

**For additional information about the services we provide, please visit our website at  
[www.langleyacl.com](http://www.langleyacl.com)**



## Accreditation

ILS is required to obtain certification through an established accrediting body. ILS has been accredited through the **Commission on Accreditation of Rehabilitation Facilities (CARF)**.

CARF is a private, non-profit international organization dedicated to the ongoing development and maintenance of standards for quality assurance in the social service sector. CARF is committed to continuous improvement of its standards, which must be reflected in every organization that receives their accreditation through CARF.

ILS has been accredited by CARF since 2003. CARF standards are rigorous, which means that the services provided by ILS are among the best available. Home Sharing Providers can be proud to contribute to the creation of service excellence. CARF Standards have been incorporated into the Terms and Conditions and the Handbook to assist you to meet your contractual expectations and provide quality services to the persons you support.

## BECOME A MEMBER

One strength of our organization is the many families whose family members have or are presently receiving services through our various programs as well as many care providers, friends and volunteers who have made a commitment to the organization. This membership can play a strong role in ensuring the continuation and growth of services and supports for individuals in Langley with a developmental disability.

MORE THEN EVER in the coming years the Society will be looking toward our membership to assist in our advocacy efforts to ensure the full range of services continue to be available. We also need your help to ensure that our community remains inclusive.

Whether you are a family member or you know someone who would simply like to support our work – we would appreciate having you all as members.

Please visit our website at [www.langleyacl.com](http://www.langleyacl.com) and go to JOIN US and then MEMBERSHIP to sign up TODAY !

## B. HOME SHARING

**W**elcome to ILS's Home Share services! Home Share services began in 2000 when we moved an individual, at their request, from a group home into a family home within the Langley community. Our service has grown rapidly since that time and we now serve over 100 adults with disabilities across our local community.

### **Family Orientation to Home Share Services**

Once CLBC has approved funding for your family member, they will often provide you with up to three service providers who can offer support to you. CLBC refers to this process as 'preferencing'. As part of the decision to have your family member's Home Share services provided by ILS, we are happy to meet with you to discuss what we can offer and whether we can meet your needs.

We encourage you to ask questions and make sure this is the right service for you and your family. If you get home and think of further questions, give us a call, we are here to make sure you have all the information you need and to answer your questions.

### **Overview**

Home Share services will support and assist you to plan a home environment that will address your personalized needs and desires. Each Home Share is specifically tailored to the individual. In all situations the individuals share not only their physical space but also their lives with the Home Share provider. In some instances, the individual may prefer a separate suite but the Home Share provider is always available for support.

There may be assistance and support with relationship building, life skills, meal preparation, personal care and the use of community resources and generic services. In other instances, the home sharing situation may be characterized by more independent relationships. The members of the home may go their own ways and come together at specific times throughout the day.

Our team of Home Share Coordinators are dedicated to finding the best possible match for an individual's ideal living situation. We are committed to ensuring their living situation is safe, secure and supportive.

Some individuals come to us with specific care providers in mind, while others will ask for assistance to find someone to share a home with. Members of our Home Share team will meet with you and your family to talk about everything you would like for your new living situation.

ILS also meets with prospective care providers and completes an extensive home study process. Only those individuals who are interested in fostering a true sense of home are considered.

The individual is able to choose a care provider that has similar values and interests. Transitions into home share vary from person to person. Some individuals know right away that this is a good fit while others prefer to “try out” the situation through respite first to see if it is a good match.

## **Confidentiality**

ILS acknowledges that, due to the nature of services we provide, you and your family entrust us with important and personal information. This relationship with you requires us to ensure we have made provisions for maintaining the highest degree of confidentiality and respect for your privacy when handling your personal information. Only relevant and pertinent information will be shared with your consent.

All Home Share providers must sign a confidentiality agreement and these obligations for confidentiality and privacy are included in their contract for services. Home Sharing providers are obligated to maintain confidentiality even after the Home Sharing contract has ended.

Sometimes individuals request that either the Home Share provider or ILS keep certain information confidential, even from their family. It is important for you to know that we will respect this request except in situations where not sharing the information could jeopardize the health, safety or well-being of your family member or someone else.

## **Getting Started**

Once you've chosen ILS as your preferred provider for Home Share, one of our team members will be in touch to set up a formal intake. During this meeting we will gather the following information from you and/or your family member:

- Relevant history
- Health considerations
- Day to day support needs
- Personal preferences
- The ideal home, preferred neighbourhood

- Values and beliefs
- Special support needs or considerations for a potential Home Share provider such as mental health, behavioural, nutritional or environmental requirements.

We encourage you to bring any previous assessments from school or other documents that may assist us in supporting you to this meeting.

As part of our internal requirements we will also request that you work with us to complete a risk assessment, care plan and sign a release of information to allow us to speak with others who have supported you in the past.

## **Next Steps**

With the information that you have provided to us, we will begin to search for potential Home Share providers who can meet your family member's needs. We complete a thorough screening process, including background checks to ensure that we are offering your family member a safe and stable home. ILS is dedicated to ensuring that our Home Share Providers are screened and monitored to the highest quality standards. Home Share Providers must go through a rigorous home study process prior to being offered to a family as a potential option. Our home studies ask over sixty questions over a series of meetings and include at least of two home visits.

Once we have one or more potential Home Share providers identified, we will make arrangements for you and your family member to review the information that we have gathered in our screening process. If you wish to continue to explore the options presented, we will arrange a time for you to meet the potential Provider(s) and visit their home.

If at any time during this process you decide it is not a good fit for you or your family member just let us know. This is a big decision for you and the potential Home Share Provider and it is important to enter into it knowing that you have the right match.

Once you and your family member have made a decision to proceed, we will set up a transition meeting. This meeting includes the new Home Share provider, members of our team and any other people that you would like to invite. The purpose of the transition meeting is to review your specific support needs, define roles and responsibilities and make a plan for the physical move. Talking through the small details in depth at the beginning diminishes the chance of

misunderstandings occurring at a later date. Please be open and honest with your expectations and any questions you may have. ILS will produce minutes for the transition meeting and provide a copy to everyone for future reference.

You and your family member are responsible for furnishing the bedroom and any other private living spaces that they will be using. In some cases the Home Share Provider may have furniture available to assist. It is the responsibility of the family to arrange for the individual's personal belongings to be moved to their new home. Our Home Share Coordinators can recommend a moving company or help facilitate the arrangements. In some cases the Ministry of Social Development and Poverty Reduction may have funds to assist with the cost of moving.

All individuals in receipt of Home Share services are required to make an individual contribution to the Home Share Provider. The amount of the contribution is determined by your age and Community Living BC. The amount is \$716.13 per month for individuals under the age of 65 and \$1005.80 per month for individuals over 65. This amount is reviewed by Government annually and there may be adjustments from time to time. The Home Share Coordinator will be able to provide you with the exact amount prior to the move-in date.

As part of their contract, the Home Share Provider is responsible for supplying the home accommodations, utilities, basic cable, meals, respite support and general repairs and maintenance to the home. Your family member, apart from their individual contribution, should not be asked to contribute to any of these household expenses. Should your family member wish to have additional services (movie channel, wi fi, separate phone line, cell phone, etc.) then it is their responsibility for covering this cost.

Your family member is responsible for their own clothing, personal toiletries and any over the counter medication or medication not covered under Pharmacare. Your family member is also responsible for paying any leisure/recreation costs, vacation costs or other fees associated with their lifestyle.

## **After the Move**

After your family member has moved into their new home with the Home Share Provider we encourage you to have regular communication with one another. This relationship is paramount in ensuring success in any Home Sharing situation – you need to feel confident and comfortable communicating with them about the needs of your family member and your wishes for their support. We ask our Home Share Providers to be a partner with you in developing a positive relationship by establishing open and positive communication.

Home Share Providers will include you in social events, Personal Planning meetings and other important occasions in your family member's life. Do not hesitate to let the Care Provider know when and with what information you would like to be contacted and what is important to you as a family.

Our Home Share services team is can also be a valuable resource for individuals and families. We are available to consult, collaborate and provide you with assistance. If you have any issues or concerns which you feel the Home Share Provider is not equipped to address, please contact your designated Coordinator. Keeping the Coordinator informed of any information, issues or concerns regarding the Home Share Provider, and how they are supporting your family member is of the utmost importance to ILS. It is always best to speak about concerns or questions as soon as they arise so we can assist to resolve them in a prompt manner.

## **The Role of the Home Share Provider**

Home Sharing is a very unique service and we work to tailor each Home Share setting to meet the unique needs of each individual. Due to the important role that the Home Share Provider holds, it is vital that they are available to your family member 24 hours/day for support and assistance. During vacation times or other periods of rest they are responsible for arranging for qualified respite, for informing you when they will be away and ensuring that you are aware of who is available during their absence.

Home Share Providers are responsible for the safety, support and general well being of your family member. Home Share Providers are responsible for working in collaboration with you and your family member to ensure that they are supported to experience a good life. Home Share Providers are committed to developing and nurturing positive relationships with yourself and other members of your support network. When an individual has other supports in their life,

it is the Home Share Provider's responsibility to regularly communicate and work collaboratively with these groups.

### **Inclusion and Community Connections**

The development of a warm and welcoming relationship between the Home Share Provider and your family member is the key to a good match. An important part of their role is to include your family member in events and activities within the home and in the community. Providing regular support and assistance to access the community, meet people and develop & maintain friendships is one of the primary roles for any Home Share Provider. Being aware of the needs of your family member along with knowing what and who is important to them is vital for the success of the shared home.

### **Transportation**

The transportation needs of each individual varies greatly and should be discussed as part of the transition plan and whenever there are changes within the individual's schedule. Although ensuring access to transportation is the Home Share Provider's responsibility, there are many ways that this can be achieved. Most Home Share Providers will use a combination of private and public transportation (i.e. handydart) to meet the needs of your family member. In some cases an individual is able to travel independently and can access a transportation subsidy through their disability benefits provider. Due to the rising costs of travel, we recommend developing a plan that suits everyone's needs when the transportation requirements of your family member are more extensive.

### **Managing Personal Finances**

It is the responsibility of the Home Share Provider to assist your family member to remain in good standing with Provincial (PWD) and Federal (OAS) funders by:

- Following up immediately should your family member not receive their monthly cheque on time
- Submitting all required documentation in a timely matter to the appropriate Employment Assistance Worker (EAW)
- Assisting your family member to report their income
- Responding to specific requests in a timely matter
- Informing the Coordinator of any unresolved issues with Income Assistance or Old Age Security

Home Share Providers can play an active role in assisting your family member to budget and manage their funds. At the transition planning meeting, we will discuss how you would like your family member's finances to be handled. There are some individuals who are able to manage their finances independently and others who require assistance.

Where assistance is requested, Home Share Providers are entrusted with the responsibility of protecting the funds and ensuring all transactions are recorded and accounted for. At any time, with permission from your family member, you or ILS can examine these financial records. Home Share providers are not permitted to add their name to your family members account.

### **Income Tax Returns for Your Family Member**

Unless you have expressed differently, it is the responsibility of the Home Share Provider to ensure that your family member's completed Income Tax Return is filed by April 30<sup>th</sup> each year. The Notice of Assessment is retained by the individual, the Home Share Provider or shared with the family depending on your preference.

### **Medical Consent**

Home Share Providers are not permitted to sign any forms that authorize medical or dental procedures. The health care system has their own process for obtaining consent and we encourage you and your family member to ensure that you are aware of these decisions. The Home Share Coordinator can assist you to obtain additional information if required.

### **Medical Appointments**

Unless otherwise agreed to, Home Share Providers are asked to accompany your family member to all of their medical appointments. All medical needs must be promptly attended to by both regularly scheduled appointments and additional appointments whenever necessary. Your family member should receive annual physical check-ups, optometry examinations every two years, annual dental check-ups and any other appointments as needed. Some families request to be present at all medical appointments for their family member. We encourage you to let us know what your preferences are.

### **Emergency Preparedness**

The key to effective emergency response is good emergency preparedness. It is the Home Share Provider's responsibility to develop an emergency preparedness plan appropriate to their home, and suitable to your family member's support needs. We encourage everyone to visit the

Government of Canada Emergency Preparedness website where it gives tips on how to create a plan.

Home Share Providers are required to keep an Emergency First Aid Kit in their homes and vehicles. They are also required to complete a Fire Drill and Earthquake Drill with your family member four times per year. This is a good time to explain why they are conducting a drill and to ensure their safety in the event of a real fire or earthquake.

### **Changes to the Home**

The Home Share provider is responsible for alerting you and their assigned Coordinator if there are any changes to the composition of their home or if they are undergoing major renovations that may disrupt your family member's home life for a period of time. We are committed to working with everyone involved to ensure that your family member's support remains a priority during these times.

## **C. ONGOING MONITORING**

**O**ngoing monitoring is a very important part of the support that ILS's Home Share Services provides to your family member. On-going monitoring and support happens through monthly reports that are submitted by Home Share Providers, home visits, conversations with you and your family member, annual planning and other opportunities to check in.

### **Monthly Reporting Requirements for Home Sharing Providers**

Home Share Providers are required to submit monthly reports for your family member to their assigned Coordinator. These reports assist us to monitor services, ensure that goals are being met and that health and safety needs are addressed. With your family member's permission, you can request to have a copy of this report at any time.

### **Incident Reporting**

ILS works with Home Share Providers to prevent serious incidents from occurring. Despite our best efforts, health events and other occurrences do happen from time to time. Home Share Providers are required to report all health and safety incidents immediately to you and the assigned Coordinator. The Coordinator will follow up with the Home Share Provider to ensure that your family member is safe and complete any other requirements related to the incident.

You are welcome to contact the Home Share Provider and the Coordinator to discuss the incident in more detail.

### **Interim and Annual Reviews**

Home Share Coordinators will check-in with your family member and the Home Share Provider on a regular basis. They will also conduct a more formal home visit at least twice a year or more often as needed. These reviews allow ILS to ensure that all processes are being followed and that the contractual obligations of the Home Share Provider are being met. Coordinators will contact you and your family member for feedback as part of the review.

### **Personal Planning**

You and your family member will be invited to participate in a personal planning process within the first year that they are matched with a Home Share Provider. We encourage you to invite the people who are important to your family member to participate. Personal plans help to identify what is important to your family member and directs our day-to-day work as we assist them in pursuing their short and long-term goals. Key parts of personal planning include goal setting, action plans, monitoring, documentation and evaluation to ensure his/her interests and desires remain at the forefront. Personal planning is an ongoing process and plans are reviewed and renewed at least annually.

### **Natural Supports**

Families are an important part of the monitoring process. If there are any questions or concerns that arise as part of your regular visits and conversations with your family member or the Home Share provider please contact us right away. We are always happy to hear from you and will work collaboratively with you to resolve any concerns.

### **Complaint Resolution**

It is extremely important to ILS that we address any complaints about our Home Share service in a prompt, effective and professional manner. For minor concerns, your first point of contact would be with the Home Share Provider. It is our hope that any minor concerns will be easily addressed through direct and open communication.

Should you feel that your concern is of a higher nature and/or not addressed to your satisfaction with the Home Share Provider, we encourage you to speak with the assigned Coordinator in our

office. Our experience has shown that most concerns can be resolved as a result of this engagement with us.

If, however, you remain dissatisfied we invite you to contact the Manager of Home Share Services who will work with you to find a solution. In the rare event that a solution cannot be reached, please contact the Manager of Quality Assurance for assistance and support.

## **D. INDIVIDUAL RIGHTS**

ILS is committed to ensuring that your family member is afforded the same rights that all citizens enjoy every day of our lives in accordance with all applicable laws. Respecting the rights of individuals is an important part of providing support. ILS's self-advocate committee has developed and distributed the following Bill of Rights to help guide us in our work:

### **Self-Advocate Bill of Rights**

#### **Everyone has the right to:**

Be included

Support

Live in a safe place

Employment

Privacy

Be treated respectfully

Have time to think and respond

Choose what they do in their day

Have fun

Good medical and dental care

Protection of their personal information

Communicate in his or her own way

Speak up

## **E. ILS ROLES & HOW TO CONTACT US**

### **Home Sharing and Adult Respite Coordinator**

Our Home Sharing and Adult Respite Coordinators are your first point of contact if you have any questions or concerns. They are responsible for liaising with the Home Share Provider to ensure that contractual obligations and the needs of the person being supported are met. The responsibilities of the Coordinator include screening of new Home Share Providers, matching Supported Individuals with Home Share Providers, problem solving with the individual, family and Home Share Provider, processing invoices for payment and monitoring the services for effectiveness and quality.

### **Manager of Home Sharing and Adult Respite**

The role of the Manager is to supervise Coordinators in the delivery of services and to ensure that the Home Share Service meets with the standards set by the Inclusion Langley Society, our accrediting body and Community Living BC. Where necessary, the Manager is also responsible for assisting the Coordinators to resolve issues and for ensuring that best practices are consistently applied throughout service delivery. The Manager of Home Sharing and Adult Respite is also available in the event of an emergency where you are unable to reach your designated Coordinator.

**Other positions within ILS that you may have an opportunity to interface with include:**

### **Manager of Programs and Services**

The Inclusion Langley Society has two Managers of Programs and Services. Their role is the coordination of services that include Staffed Residential, Community Inclusion and Employment Services. These Managers oversee a team of qualified supervisors in the direct support of person(s) receiving these services through ILS. The Managers will from time to time provide back up to the Manager of Home Share and Adult Respite when she is not available.

## **Quality Assurance Manager**

Our Manager of Quality Assurance is responsible for the continuous quality improvement initiatives as well as complaint management. If you have a complaint about a service that is provided through ILS that is not able to be resolved through the appropriate Manager, please contact the Manager of Quality Assurance for assistance.

## **Executive Director**

The Executive Director is the head of our organization and is ultimately responsible for the leadership, management and quality assurance of the organization. In terms of Home Sharing and Adult Respite, the Executive Director is the final contact for any issues or concerns that are unable to be resolved by the Manager of Home Sharing and Adult Respite or the Manager of Quality Assurance.

## **Office Locations & Contact Information**

### **Adult Respite and Home Share**

102-20689 Fraser Highway  
Langley BC V3A 4G4  
Fax: 604-534-4763

Office hours are typically 8:00 am – 4:00 pm Monday through Friday. This office has no reception or drop slot capability. Call in advance to ensure that someone is in the office before stopping in. An alternative location for dropping off documents is at the ILS Head Office below.

### **ILS Head Office**

23535 44th Avenue  
Langley, BC, V2Z 2V2  
Tel: 604 534 8611  
Fax: 604 534 4763  
website: [www.langleyacl.com](http://www.langleyacl.com)

Office hours are 8:00 – 4:00 Monday through Friday. There is always someone available to submit your documents to during these hours (reception is closed from 12-1 daily for lunch). There is also an after-hours drop box at the front door.