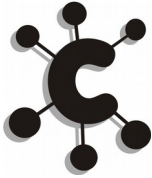


Community Connections Support Services

**Annual Complaint &
Allegation Review**

2015



Community Connections Support Services

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Annual Complaint and Allegation Review 2015

Community Connections Support Services is an agency providing services to people living with a disability in the East and West Kootenay, Boundary Region and Central Okanagan. Services currently offered include Community Support, Staffed Residential Support and Home Share Coordination.

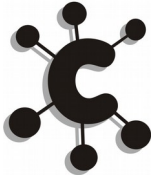
Our agency has witnessed a shift in community inclusion and responsiveness over the last number of years and a stronger awareness of community living issues by the general population. With this increase in community awareness has also come an increase in citizens' concerns regarding the safe and consistent support of those living with a disability. We view this positively and welcome any complaints or concerns regarding services which we are responsible for. In effect, community awareness has provided for a natural safeguard for services, especially in remote communities and in relatively autonomous services such as Home Share Support.

In response to complaints, allegations and requests for investigations, we have developed a comprehensive complaint / allegation management system and formalized our policies and procedures to reflect our interest in being responsive, accountable and professional in dealing with concerns expressed by our employees, the people we support, stakeholders and our community members. We continue to streamline our process to be in concert with current CLBC standards and expectations and enhance procedures as we become more proficient in dealing with investigations.

This report is developed to identify possible trends, causes and solutions in areas of service requiring improvement. In addition, our intent is to analyze our current response system to identify ways to improve efficiency and effectiveness.

Findings for 2015

Community Connections Support Services received a total of five (5) documented complaints for the period between September 2014-August 2015. In addition, we conducted four (4) investigations regarding allegations against Home Share Providers.

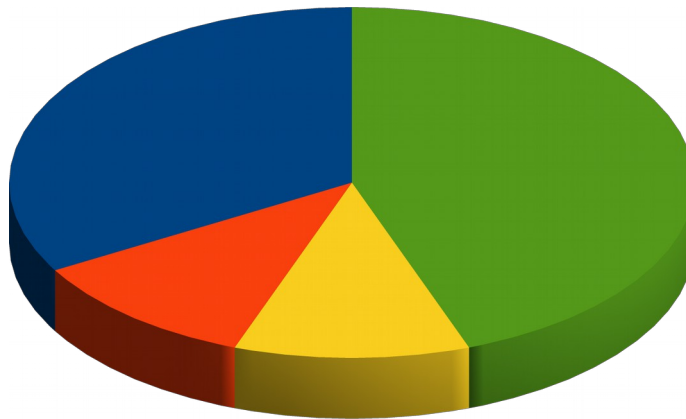


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Distribution of Complaints and Allegations

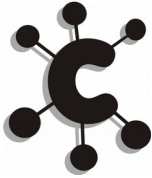


- Complaint regarding service provision
- Complaint regarding policy and procedures
- Complaint regarding employee
- Investigation of Home Share supports

Complaints

Community Connections Support Services received and responded to three (3) formal complaints during this reporting period. Specifics regarding each complaint, procedures used to determine an action plan, and follow up are all captured within each formal response to complaint. Detailed information can be made available upon request and with the consent of parties involved. The following is a breakdown of each complaint received:

- Complaints regarding service provision (3 total)
 - Lack of follow up with caregiver outlining reporting expectations and role definition. Home Share Coordinator reiterated lines of communication, role definition and expectation to report directly to CCSS.
 - Lack of support to caregiver. Caregiver made the assumption that CCSS and CLBC are the same agency. Complaint redirected to CLBC.
 - Noise levels disturbing neighbors to the residence of person supported. Noise reduction measures implemented with a commitment to revisit.



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- Complaints regarding CCSS Policy and Procedures (1 total)
 - Claim by an applicant that there was a privacy breach due to sharing of contact information.
- Complaint regarding CCSS Employee (1 total)
 - Claim of service coordinator failure to accommodate employee needs.

Allegations

During the period between September 2014-August 2015, CCSS investigated a total of four (4) allegations against Home Share Providers contracting with the agency. Specifics regarding each investigation, procedures used to determine an action plan, and follow up are all captured within each formal Investigation Report. Detailed information can be made available upon request and with the consent of parties involved. Allegations were registered and addressed in the following areas:

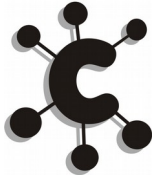
- Allegation of neglect (1)
- Allegation of emotional abuse and neglect (2)
- Allegation of emotional abuse and endangering person supported (1)

In all cases, investigations were conducted with relevant parties to establish facts and develop action plans. Where applicable, Home Share Providers received support from their Home Share Coordinators and the agency to follow applicable CCSS Policies and Procedures. CCSS continues to implement a formal investigation process whereby interviews are conducted, findings are determined and recommendations are established. Comprehensive investigation reports are written and shared with all relevant parties. In addition, investigation summaries are provided to the party being investigated. "Open Complaint" files are regularly reviewed to ensure that all on-going investigations are conducted within agency established time lines and all parties are kept informed as to the status of the investigation. Where resolution has been reached by way of terminating the contract between the Home Share Provider and CCSS or satisfying recommendations arising from the investigation, the matter has been considered "Closed". In cases where investigations have been inconclusive, CCSS continues to monitor outcomes for the people supported and/or has assisted in developing Safeguard Plans to ensure the safety and success of the people supported.

What We've Learned

Complaints received and addressed by the agency all resulted in successful resolution and led to the following outcomes:

- a better understanding and consistent application of training and information sharing from the agency to contracted caregivers regarding reporting expectations, role definition and lines of communication



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- Importance of educating caregivers on delineating roles of CCSS and CLBC and reporting relationships
- a better understanding that NIMBY remains present in some of our communities and a strategy to exhaust all options available to our agency to remedy material complaints to lessen the impact on those we support
- revisiting and referencing current privacy and confidentiality issues and demonstrating knowledge and application of current FIPPA guidelines
- an opportunity to review and educate employees on constructive dispute resolution techniques and ethical behaviour and enhance logical thinking strategies

Investigation of the received allegations of Home Share Providers resulted in the following outcomes and findings:

- Two (2) investigations of allegations against caregivers resulted in unsubstantiated findings. As a safeguard measure, CCSS elected to increase monitoring efforts for a six (6) month period and provide additional support to the provider and person supported
- One (1) allegation was partially substantiated and resulted in the move of the person supported out of the caregiver's home. CCSS determined that this caregiver would no longer be considered as an option for providing services
- One (1) allegation was found to be unsubstantiated but revealed an implication for further training in behaviour management strategies. CCSS offered an increase in monitoring, support and provided training opportunities to the caregiver over a six (6) month period

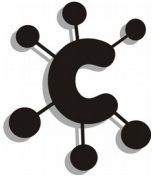
Agency Actions for Procedural Improvement

While increased effort has been made to address complaints and allegations fairly, comprehensively, and within time-lines; the process continues to be informed as we deal with allegations and complaints in an on-going way. We continue to remain open to amending current practices to ensure best practice and welcome feedback in this regard.

- Continue to revise and formalize investigative processes
- Offer training in dispute resolution
- Enhance management knowledge of current standards, legislation and public policy
- On-going evaluation of current procedure and application

Formal Commendations

While we recognize the necessity of collecting and analyzing trends from the complaints we receive, we believe that there is also value in acknowledging any formal commendations received in the same time period, as it lets us know what to do more of and enhances our quality improvement efforts. CCSS received eight (8) formal commendations during the period between September 2014-August



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2015. These commendations are separate from any reported in our Annual Satisfaction Survey Report.

1. recognition that our efforts resulted in great positive growth and outcomes for a person supported
2. funder impressed with CCSS resources and materials for Home Share Providers and reports them to be organized and comprehensive
3. recognition of leadership ability and expertise of WK service coordinator for Community Support Services
4. recognition of knowledge, wisdom and professionalism of service coordinator for Home Share Support Services
5. acknowledgment from a caregiver for the exceptional supports provided to her and the person she supports from CCSS
6. commendation for CCSS making a difficult decision to move a person supported and having that change result in positive outcomes
7. commendation for the thorough work of service coordinator for Home Share Support Services
8. acknowledgment of efforts made by CCSS to increase responsiveness to CLBC concerns and requests for changes in procedures

Our intent is to increase our efforts to capture this positive feedback to ensure accurate records. Copies of commendations can be made available upon request.

Complaint and Allegation Review Generated:
Generated by:

October 2015
Jacqueline Burnham
Quality Assurance Manager