

Community Connections Support Services - Policies and Procedures

Section	Personnel Policy & Procedures
Subject	Job Requirements, Qualifications & Competencies – Subcontractors (pp034)
Applies To	Subcontractors
Effective Date	December 2017
Date Revised	

Policy: To ensure quality support, all subcontractors will maintain the following requirements, qualifications and competencies.

* **Note:** CCSS subcontractors consist solely of Home Share Providers. These two terms are used interchangeably throughout this policy.

Procedures:

All subcontracted services for home share will be provided under written agreement, and only after applicants to contract have successfully completed a screening process wherein it is found that the subcontractor sufficiently meets all legal and agency criteria necessary to provide service.

Pre-screening:

Applicants to home share must provide a current RCMP check (Vulnerable Sector) to CCSS before a comprehensive home study is conducted. The cost for this will be borne by the applicant. Results will be reviewed by CCSS and the agency will reserve the right to reject applicants based on the results received. If CCSS is satisfied with the results, the agency will proceed with the home study process.

Qualifications:

All qualifications for home share provision must be met before considering placement of a person in the subcontractor's home. Qualifications must remain current throughout the contractual period. Home share providers are expected to provide supporting documentation, where relevant, to Community Connections Support Services at time of approval and within scheduled renewal time lines thereafter.

- Current RCMP check (Vulnerable Sector) and clearance to proceed with home study (before home study process)
- Current Criminal Record Check (Minister of Justice) and clearance to provide support (at time of application and every 5 years thereafter)
- Current Driver's License (Class 5 or better)
- Current and adequate Automobile Insurance

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- Current and adequate Home Insurance
- Current First Aid/CPR certification
- Current and clean Driver's Abstract (at time of application and every 5 years thereafter)
- Physician approval letter (at time of application and every 5 years thereafter)
- Three References (minimum)
- Relevant education and/or experience
- Ability to provide individualized support services and meet all contractual requirements
- Ability to satisfactorily perform job related competencies
- Signed and dated Oath of Confidentiality and signed and dated agreement to review all applicable agency policies, procedures and protocols specifically contained in the Home Share Manual.

Reference Checks

The applicant to home share must provide CCSS with three references who can comment on the applicant's suitability to provide home share support. Additionally, if the applicant has previous contractual relationships with CLBC, MCFD or other support agencies, CCSS will request consent from the applicant to contact these organizations to establish the applicant's previous experience and service delivery history.

Job Requirements:

All home share providers must meet job related requirements identified in contractual language with CCSS. In addition, the following related duties are requirements of subcontracting with CCSS:

- Home share providers will provide support to the person served in line with respectful, individualized services rooted in choice, voice, respect, relationship, responsibility and growth.
- Home share providers will provide for a home atmosphere that is welcoming and inclusive for the person they support and respects the person's individual choices and preferences.
- Home share providers will make all attempts to integrate the person supported into family living and provide access to all necessary areas of the home (ie kitchen, bathrooms, recreation rooms, laundry room, etc).
- Home share providers will focus on the health and well-being of the person they support while facilitating learning experiences, community inclusion and participation and individual interests of the person supported.
- Home share providers will adhere to all relevant CCSS policies and procedures.
- Home share providers will participate, contribute and follow all protocols arising from planning for the person they support. This includes participation in writing ISPs, Health Care Plans, Behaviour Support and/or Safety Plans.

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- Home share providers will recognize the inherent vulnerabilities that the person they support lives with and will maintain a focus on participating in risk reduction efforts and other safeguarding measures intended to ensure the safety of the person. This will include, at minimum, completing documentation for medication monitoring charts, behaviour charts, financial ledger systems (where applicable), written risk assessments, individualized evacuation plans, health profiles, physician visits, incident reports and emergency management plans.
- Home share providers will attend training specific to providing support based on the individual needs of the person they support. Where the person they support requires a behaviour support and/or safety plan, home share providers must attend and successfully complete MANDT training offered by CCSS.
- Home share providers must also complete MANDT training if they wish to be considered for providing support to a second person in their home.
- Home share providers must facilitate, participate, contribute and complete action plans arising from all monitoring visits by CCSS.
- Home share providers are responsible for completing and submitting their own respite billing forms and providing documentation to fulfill qualification requirements.

Competencies:

- **Home**
 - Ensures that the home is well maintained, clean, organized and free of hazards.
 - Demonstrates respect and courtesy for the person's belongings and private spaces in their home.
 - Ensures free and liberal access to all family areas of the home (ie kitchen, laundry room, bathroom, etc).
 - Attends to removal of physical hazards and/or emerging risks in a timely way.
- **Team Work**
 - Solicits information from CCSS home share coordinator
 - Provides information regarding the person supported to CCSS in an open and timely manner to ensure the agency is aware of emerging needs and or any difficulties providing support.
 - Works with others involved in the person's life to problem solve and demonstrates teamwork.
 - Accesses community resources available to assist in the support of the person served such as HSCL, DDMH, Behavioural Consultants, CLBC.
 - Asks for direction and feedback when necessary
 - Seeks to resolve conflict in a positive and constructive manner
- **Knowledge**
 - Demonstrates a good grasp of the developmental issues for the individuals receiving

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the service

- Demonstrates a good grasp of the ecological issues for those receiving the service (context, family, community, socioeconomic)
- Demonstrates a good grasp of techniques and strategies that will assist those receiving the service to achieve their objectives
- Demonstrates a good understanding of the underlying reasons for using the techniques and strategies (contact is purposeful)
- Demonstrates a good understanding of problem solving methods including assessment, planning, implementation, and evaluation
- Demonstration of awareness of bias and does not allow it to impact practice

• Skills

- Demonstrates support to individuals including those in distress
- Demonstrates good listening skills
- Demonstrates ability to assess needs, suggest appropriate interventions, and evaluate action and practice
- Demonstrates the ability to send clear, well organized verbal messages
- Demonstrates the ability to write clear, well organized written messages, records, charts.
- Demonstrates the ability to advocate on behalf of those receiving services
- Demonstrates the ability to carry out planned change in a logical and supportive fashion

• Self in Relationship

- Initiates self-reflection and a willingness to consider and incorporate feedback
- Demonstrates awareness of personal dispositions and issues that interfere with ability to work with specific individuals or issues
- Demonstrates awareness of the impact of their personal history and experience on practice and interpersonal relationships

• Ethical Behavior

- Demonstrates a high level of respect for individuals who are receiving the service
- Demonstrates an ability to establish clear, appropriate boundaries with individuals receiving the service
- Demonstrates a clear understanding of limitations of scope and skills
- Demonstrates a good sense of personal power and uses it appropriately
- Demonstrates clarity about issues such as confidentiality, informed consent, self-determination
- Is familiar with and adheres to the CCSS Code Of Ethics
- Demonstrates an interest in working collaboratively with other relevant professionals

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and community agencies to ensure the best support for the person served.

- **Health Requirements**

- Home share providers must be in good health as determined by the requirements of support provision
- Any incidence of communicable disease is to be reported to the home share coordinator as soon as possible.
- Home share providers must demonstrate knowledge of best practices when providing direct and/or personal care.

- **Conduct and Behaviour Requirements**

- The use of abusive language, showing disrespect for individuals receiving services, or engaging in sexual or other forms of personal harassment will not be permitted.
- While friendly or familial relationships between home share providers and individuals receiving support are acceptable and indeed are expected, home share providers are prohibited from participating in, or initiating intimate or sexual relationships with the individual(s) in their home. Failure to do so may result in CLBC and/or RCMP investigation, loss of contract with CCSS and possible criminal charges.

For further information on this policy or permission to reprint, please contact:

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