



Spring 2019

CCSS Newsletter

Guiding Principles

To promote greater success in community, we provide personalized services that are rooted in the following principles: **Choice, Voice, Respect, Relationships, Responsibility, and Growth!**

Our Philosophy

It is we.

It is not us and them.

We assist people to eat.

We do not feed them.

We assist people to bathe, dress and get ready.

We do not bathe, dress and get them ready.

We go out.

We do not go out on outings.

We go out with someone.

We do not take them out.

We ask people questions, give choices and suggestions.

We do not command, order or tell.

We are support persons who assist people in their homes.

We are not group home staff.

We support people who live with challenges.

We do not work with the handicapped.

We assist people to get ready for bed.

We do not put them to bed.

It is we.

It is not us and them.

Check Out These Links!!!

<http://commconn.ca>

<https://>

It Is We!

Hi Everyone!

Welcome to Community Connections Support Services first ever agency quarterly newsletter for the Home Share Program. I know! I know! WOW right? It's about time we had an awesome news letter to share among all you amazing Home Share Providers and other supporters. Keeping you updated of what's happening, changes, trends, events, and resources!

First, I would like to take this opportunity to say, Thank you! To all Home Share Providers for the amazing work you do, assisting, supporting, bringing people and community together! When you think about it.....The impact you're making for all is incredible and inspiring.

To date.....

Over the last year Community Connections Support Services has undergone some stimulating and exciting transformations within its agency. Changes in leadership and internal training instructors, new recruitment strategies, streamlining workflows, home share application process, adding more resources and interesting articles to our websites, implementing new accountability measures and many other innovative and creative ideas. Our commitment is to those we support by continuing growth, improving on practices and working collaboratively with all who are involved.

Let's take a moment and talk about Community Connections Support Services website. Did you know CCSS has a website? That's right! CCSS has worked diligently to create and improve the agency website <http://commconn.ca> for one easy place to find the information you need.

CCSS's website encompasses many resources, such as identifying service areas the agency provides support in, policies, fillable forms (CIR & billing forms), videos, career opportunities, guiding principles, mission statement and philosophies, communication platforms, training events, links to other stakeholders (CLBC) websites, news stories, caregiver support and networking, and much more. This site is for everyone – families looking to find out who and what services we offer, people interested in accessing our services, people interested in becoming home share providers, stakeholders, employees and home share providers currently contracting with CCSS.

Upcoming Contract Renewals.....

With Spring here, so is the time for renewing contracts.

- Contracts for Home Share Providers supporting people 65 years old and over.
 - Contracts were mailed out to Home Share Providers in March.
- Contracts for Home Sharing Providers supporting individuals under 65 years old.
 - Contracts will be mailed out to Home Share Providers in May.

Please ensure your contract is signed and each page within the contract is initialed

www.communitylivingbc.ca

<https://>

www.communitylivingbc.ca/about-us/policies

<https://>

www.communitylivingbc.ca/for-service-providers/home-sharing-providers/

<http://www.jonnyray.com/COPCS/Index.html>

<https://www2.gov.bc.ca/gov/content/.../social-development-poverty-reduction>

CCSS Orientation Resources.

If your looking for policy resources from the home share provider orientation, specific to home share supports.

Click this link:

<http://commconn.ca/i-am-a-home-share-provider-community-connections-support-services/resources/>

Know someone who's looking to become a Home Share Provider?

Click the link below and apply online.

http://commconn.ca/?page_id=449

Things to know!

For home share emergencies after hours:

Call CCSS' Emergency After Hour line to speak to a home share coordinator:

1-888-491-2907 ext. 830

before mailing back to Community Connections Support Services head office in Kelowna. Also, remember to return contracts within the first 30 days of receiving them

after you've signed and initialed. Once our office in Kelowna receives the contract, a copy will be returned to you by mail for your records. Thank you!

Also, the semi-annual update for Personal Profiles for individuals receiving our services is quickly approaching. Every year, twice a year, in the Spring and Fall, CCSS mails Personal Profiles out to Home Share Providers and other services areas for updating. Once you've received it, make any necessary changes to the information and return to our office in Kelowna within the first 30 days of receiving it.

CLBC Privacy and Information Management training for all Home Share Contractors and CCSS employees has arrived. All Home Share Contractors and employees are to have the training completed by March 31st.

Here's the CLBC link for the Privacy of Information training:

<https://www.communitylivingbc.ca/for-service-providers/privacy-and-information-management/>

This link will take you right to the CLBC website to the Privacy and Information Management Training. When completed, fill in your information (Name & Date) print a copy of your certificate or save to your computer to use as an attachment when passing along to either your supervisor or home share coordinator.

For those of you who haven't completed the training by the due date, March 31st, I strongly encourage you to do so right away. Not completing this training could impact your contract term. CCSS will be following up with those who haven't completed training within the first week of April. This mandatory training directed by CLBC was shared with everyone back in October of 2018, providing ample time for completion.

SPRING is Here.....



With Spring comes flooding and slides.....



Have a complaint about our services, staff, home share coordinator..... orHave a complaint!

Click this link below and submit your thoughts. We are always open to hearing what you have to say! Our goal is for continuous quality improvement to best service the people in our services.

<http://commconn.ca/>

Reporting.....

Whether going away for an extended trip, changes to your living situation, contact information, or an incident resulting in a CIR or Non-CIR. It is **IMPORTANT** to ensure you notify your home share coordinator or agency right away, so they may update the information or provide direction/support to you.

Remember when it comes to reporting CIR and Non-CIR. They are required timelines to keep in mind.

CIR resulting in **Urgent Incidents** (any allegation of abuse or neglect, unexpected death)

Employees and subcontractors are to notify their service coordinator or home share coordinator **IMMEDIATELY**.

For all other incidents (CIR or Non-CIR) you have up to 24 hours to submit and report the incident.

Save the Dates!

Kelowna

- April 4th, 2019 –

With winter coming to a close we all have to be mindful of the risks associated with living in beautiful Southern BC. Temperatures rising, snow melting, rivers reaching their capacities, and the ground shifting becoming unstable can result in many unfortunate situations..... Make sure you're prepared!!!! Know what's happening within your community, surrounding communities and travel routes if you're planning on taking a trip. Ensure your emergency travel kits and road side safety kits are checked and updated before hitting the road.

Remember, if for some unfortunate reason your community goes on an alert or requires evacuation, follow your community's direction, whether registering, next steps or safe routes to travel. Also, ensure you contact your supervisor, home share coordinator or agency right away to inform them of what is happening. It is imperative that CCSS and CLBC know where everyone is at all times to ensure everyone is safe.

Did you know CLBC has a free home share course available on their website?

"CLBC's online Standards for Home Sharing course has been developed in partnership with Open School BC and provides an overview of the standards, principles, and promising practices associated with this residential option." The course contains a lot of information required for being a home share provider.

"Whether you are new to home sharing or a seasoned veteran, this course will help clarify your role as a home sharing provider. This course explains the standards, policies, and expectations of Community Living BC (CLBC) that supports and funds home sharing."

Click this link to take you to CLBC's home share course:

<https://www.communitylivingbc.ca/for-service-providers/home-sharing-providers/home-share-standards-course/>

Article from CCSS website:

Home Share Announcement

From Margaret and the team at COPCS:

Dear COPCS Members,

On February 26th, COPS received an invitation from John Horgan (Premier of B.C.), Shane Simpson (Minister of Social Development and Poverty Reduction) and Katrine Conroy (Minister of Children and Family Development).

The COPS Executives were invited to represent our members on February 28th for the announcement regarding rate increases for caregivers in BC. The Premier and Minister's expressed a sincere thank you to all caregivers across the province. The recognition given to caregivers was extremely emotional for all those who attended.

We look forward to discussing details further from this event in our upcoming General Meetings. Sincerely, Executive Members of the Central Okanagan Professional Caregivers Society.

Jack Sawatzky (COPCS), Margaret Milsom (COPCS), Premier John Horgan, Minister

Healthy Relationships
Series. Part 1.
Introduction to sexual
health. Register: Call
toll-free 1-855-437-
7095 or email
laurel@posabilities.ca

Shane Simpson

Please Note:

If you have great news stories, upcoming events, interests relating to home share you may want to share in the CCSS news letter please email: james@commconn.ca.

West Kootenay's

- May 4th, 2019 – First Aid / CPR course. Fruitvale, BC. Contact / Register by April 18th: Emily Tidmarsh / healthandsafety@commconn.ca

Next CCSS next news letter release June 21st and will continue quarterly.

East Kootenay's

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