



Summer 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://www.communitylivingbc.ca>

It Is We!

Hi Everyone!

Hope all is well.

A few updates to share with you:

- CLBC Privacy Management Information training: Way to go to the all the Home Share Providers for completing their certificates! Everyone successfully completed the training before March 31st. Great job!
- Ken Munro who has been the Service Coordinator with Community Connections Support Service for the Home Share Program since the start of the program in 2010 and has managed other agency programs throughout his career with the agency for many years has retired from his position with Community Connections. We will certainly miss his presence, hard work, professionalism, and leadership. We wish him well in his new endeavors and hope all the best for him.
- James Croston who has been with the agency since 2011 as a Home Share Coordinator has been offered the permanent position as Service Coordinator for the Home Share Program and has accepted the position with gratitude. Before being an employee with Community Connections, James was a Home Share Provider contracted with the agency and has been the Acting Service Coordinator over the last few months working hard at learning the ropes. He is dedicated to ensuring the program runs to the standards and expectations of what the agency has set out for best practices and is focused on ensuring the services being provided to the people we support are the fullest, most positive supports Community Connections can offer.
- Erica Simon-Cumming, one of our East Kootenays Home Share Coordinators, is away on maternity leave and we're excited to announce that she and her family have welcomed a new baby girl! Congratulations Erica and family! We wish all the best for you and yours.
- Two new Home Share Coordinators and a Senior Home Share Coordinator have been added to Community Connections Home Share Team. Please welcome Kristina Powell, Jan McGinn, and Lea Thomson.

Lea, who was formerly Creston's Home Share Coordinator, has been promoted to the Senior position in Kelowna and is a great addition to the Kelowna team. Congratulations on your new position Lea!

Kristina who recently applied for the Creston position was successful in her application. Congratulations on your success Kristina! She is currently getting started contacting Home Share Providers for introductions. I think Home Share Providers will enjoy her professional approach and the experience she brings with her.



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<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>

CLBC Privacy of Information Management Training:
<https://www.communitylivingbc.ca/for-service-providers/privacy-and-information-management/>

CCSS Orientation Resources.

If you're 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 someone:

1-888-491-2907 ext. 830

Jan, who recently joined our team, is stepping in to manage Erica Simon-Cummings' caseload while she is off on maternity leave. Congratulations Jan! She brings much experience and knowledge with her. She is also currently starting to reach out to Home Share Providers for introductions.

All three Coordinators bring their own unique style to their positions. I think Home Share Providers will be pleased with the professionalism all three Coordinators bring. Welcome to the team everyone.

- Home share fee for service rates: CLBC is still working very hard to get things in order to present the new rates for fee for service to our agency for Home Share Providers. Community Connections hasn't yet received confirmation from CLBC to implement the new rates...but not to worry! As CLBC has indicated back in the spring of this year, the new rates will be retroactive to April 1st, 2019. Once the approval has been given from CLBC to make the changes to the new rates, Home Share Providers will be reimbursed for all applicable months. If you have any questions regarding the new rates please talk to your Home Share Coordinator or James Croston, Service Coordinator.
- Recently all Home Share Providers have been emailed a link to the Community Connections online Policy Manual along with the password to access it. In the past, Community Connections provided a hard copy of the policies and forms in the Home Share Manual and issued the manual every 3 years. Community Connections has decided that a better way to provide Home Share Providers with the most up to date policies was online for quick reference. If any Home Share Provider didn't receive the link and password please let your Home Share Coordinator know or check your junk mail inbox in case it landed in there.
- Satisfaction Surveys: Surveys for both Home Share Providers and Person receiving services were emailed out this Spring. Thank you for everyone who participated in the surveys. The information being collected from the surveys serves as a way for us to see how we're doing as a service provider and what may need to change in the future to provide better Home Share Services. We are hoping to share our findings with everyone this Fall. Your opinion and feedback matters and means the world to us. Please watch for the Fall edition of the news letter for the findings of the surveys.
- 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' website encompasses many resources, such as identifying service areas, policies, fill-able 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 we are 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. Check it out!

Annual Home Share Contracts.....

By now Home Share Providers supporting someone under 65 years old in their home



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Have a complaint about our services, staff, home share coordinator?

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 provide the best services for the people we support. <https://commconn.ca/>

Reporting.....

Whether going away for an extended trip, experiencing changes to your living situation, changing your contact information, or experiencing 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 and provide direction/support to you.

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

In the case of **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!

- **CLBC Annual Picnic**
Wednesday, June 26th –

should have received their annual contract in the mail. The contracts were mailed out towards the end of May. However, if anyone hasn't received their contract by now please let your Home Share Coordinator know, so we can mail another copy out to you. As mentioned in the Spring edition CCSS News Letter, Home Share Providers are to review their contract, initial each page, and sign them before returning to our Kelowna office at 275 Rutland Road North, Kelowna BC, V1X 3B1.

Once Community Connections Support Services receives your signed contract, a copy of your contract will be mailed back out to you for your records.

If you have any questions regarding your contract please don't hesitate to contact James Croston, Service Coordinator for the Home Share Program. He may be reached by dialing 1-888-491-2907, ext. 103.

First Day of Summer.....



Unfortunately, Summer may also mean forest fires.....

Summer is finally here (although it may not seem that way in the East Kootenays). We're still experiencing low temperatures most days and lots of cloudy, rainy days.





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Grand Forks Boundary Museum / 6145 Reservoir Rd. 11am to 3pm.

- **COPS – Central Okanagan Professional Caregiver Society / Annual General Meeting July 19th – RVSP at adultcare@shaw.ca of by calling 778-753-2625**
- **CCSS Community BBQ in East Kootenay's. - No date has been set yet, however, they will be taking place in the month of August for both Creston and Cranbrook. Please watch for a flier coming soon.**

Hopefully the weather has been better in your region.

With hot summer weather approaching, the threat of forest fires is sure to be on everyone's mind. Please ensure your Emergency Management Plans (EMP) are up to date and everything you require is ready to go in your 72 hour emergency bug out bag along with your road side safety kit.

Please remember that if your community goes on an alert or requires evacuation, you must follow direction from local authorities regarding evacuation, registration, steps to safety and routes to travel. Also, ensure you contact your Home Share Coordinator as soon as possible to inform them of what's happening. It is imperative that Community Connections Support Services and CLBC know where everyone is at all times to ensure everyone is safe.

This year, Community Connections Support Services Home Share Coordinators are utilizing a tool which can be downloaded for free off of the App Store for smart phones. The app is called "Voyent Alert". You can input a location or locations into the app to provide you current information on all alerts and evacuations orders in the areas. It's a great tool to have and one you may want to look into for yourselves to keep you updated. Check it out!

Come on down to the CCSS annual WE DAY!!!! West Kootenay's

Hey everyone!

It's happening again, please join us on July 19 for food, fun and frolic. Please see all the details in the posters below and please don't forget to RSVP so we can put a hot dog or burger on the grill for you!

See ya there!

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.

The next CCSS news letter release date is September 23rd.





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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/>
