

HOME SHARE NEWS

FOR COMMUNITY CONNECTIONS SUPPORT SERVICES

Your Home Share Service Coordinators

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JAMES CROSTON **1978-2019**

By Brian Burnham

It is with a very heavy heart that we let you know that we lost James Croston to cancer on Saturday, November 9, 2019. James, for those that may not have known him, was a Home Share Provider, Home Share Coordinator, Senior Coordinator and the Service Coordinator for Home Share at Community Connections. He literally performed every role with respect to Home Share at the agency and developed many great relationships with coworkers at the agency, Home Share Providers and our communities in his various roles along the way.

I will miss his tremendous sense of humour, his persistent quest for knowledge, constant commitment to improve things, his intensity and, most of all, his friendship.

James is survived by his loving family who were by his side throughout his illness,

particularly his young son and daughter. A Go Fund Me page has been set up with the proceeds going to James' kids. The link is here should you wish to donate.

As you can imagine, it will take us a few days to catch up on work that we had promised, my apologies particularly for the delay in getting out the breakdowns of the recent Home Share increases and retroactive payments if they applied to you. I will get those out to you as soon as I can.

Thank you all for your support of the CCSS team and especially your support of James.

He will be dearly missed. •

NEW RATES: BACKGROUND, ETC

By Brian Burnham

We are just finishing up making sure that new rates and retroactive payments are applied properly and getting that information out to you as soon as possible. The rate sheets that we will provide include the GSA level and number of flags of the

person you support and the corresponding rates (according to CLBC's fiscal year of April 1, 2019 through March 31, 2020).

We thank you for your patience as we know that a lot of people have inquired about rate increases and why in a number of cases, increases were late or not forthcoming. We hope that the information we pass along with this letter will explain things sufficiently. If you have any questions, as always, please consult your Home Share Coordinator who will help get answers.

"A good laugh and a long sleep are the two best cures for anything." — Irish proverb

UPDATE ON PERSONNEL:

By Brian Burnham

James Croston

As we have mentioned before, we are so very sad to lose a key member of our home share team earlier in November, James Croston, to cancer. Our condolences to his young family as well as other family and friends which includes the community of Home Share Providers, Coordinators and the people we serve. James was one of a kind and will be incredibly missed

Lindsay Peabody and Joel Gunther

We have decided to replace James' role at the agency with two people; in the East and West Kootenays, Lindsay Peabody, who has been both a Home Share and Senior

Home Share Coordinator, has become the Service Coordinator for Home Share in the region. We know you will be in great hands with Lindsay and she looks forward to working with the agency and CLBC to make sure that the people we support and our Home Share Providers are well supported.

"Care is a state in which something does matter; it is the source of human tenderness." — Rollo May

Likewise, we welcome Joel Gunther in the role of Service Coordinator for Home Share as well as his previous roles in the Central Okanagan of Service Coordinator for our Residential and Community Support services. Joel is looking forward to coordinating the Home Share team in Kelowna and expanding his role and skills to include Home Share.

Kristina Powell

We welcome Kristina Powell to the Home Share team in Creston as Home Share Coordinator.

Jan McGinn and Wendy Kemble

We also welcome Jan McGinn and Wendy Kemble to the team as Home Share Coordinators filling in as we replace Erica Simon-Cumming who we are happy to announce welcomed a second child to her burgeoning family and coordinate some personnel changes. Thanks all for joining our team!

WORKSAFE BC - UPCOMING CHANGES

By Brian Burnham

As you know, the agency contracts for slightly less than standard CLBC rates for Home Share as we have taken the initiative to make sure that all Home Share providers are covered under the agency's WorksafeBC (WSBC) account.

We have received information from

WSBC that this may not be necessary and that, as subcontractors, it may be at your option to purchase your own WSBC coverage if you wish. We are currently discussing this issue with WSBC and will let you know in advance of any changes.

AFTER HOURS/ EMERGENCY NOTIFICATION CHANGES

By Brian Burnham

Please note the change in informing us and CLBC of after hours emergencies. Through consultation with CLBC, we will no longer be responding to overnight or weekend calls. As many of you know, we have had an after hours line that has indicated a Home Share Coordinator who has been on call to respond to emergencies. As this line is not used frequently (about 4 to 5 times per year), we don't feel that it is necessary to maintain this service.

Going forward, we expect that you will follow these guidelines according to our policy (attached) HS 040 Incident Reporting:

1. If a critical incident occurs after hours that needs to be reported that is an emergency and needs to be reported immediately (unexpected death, abuse, neglect) please call the CLBC/ MCFD after hours line at 1-800-663-9122.
2. If an incident occurs after hours that needs to be reported but does not need to be reported immediately (see above), please secure the situation according to the policy attached. Please note that if a critical incident occurs on the weekend that is not an emergency, we have up to five days to submit the Critical Incident Report to CLBC and you can contact your Home Share Coordinator to pass along the appropriate Incident Report first thing on the next business day.
3. There are urgent or emergency situations that come up that may fall outside these guidelines. Please contact the CLBC/ MCFD after hours line and your Home Share Coordinator as soon as possible the next business day for support if

in doubt.

Please review the attached policy for direction and consult your Home Share Coordinator should you have any questions.



ONLINE FIRST AID CERTIFICATION

By Brian Burnham

There have been several Home Share Providers that have inquired or used online firms to renew their First Aid and CPR certification. We understand the convenience of using this service, however, as there is no practical demonstration of the skills required to perform CPR possible in an online course, we can't accept these courses to complete the contractual requirement of completion first aid/ CPR. We encourage all of our Home Share Providers to complete a course offered through the agency, local community college or St. John ambulance. The standard required is the Emergency First Aid with CPR level A course - it is one day in length and usually costs between \$90-125. If you have any questions about which course is required, please contact your Home Share Coordinator before registering.

PHYSICIAN CLEARANCE LETTERS

By Brian Burnham

During a comprehensive review of our Home Share program, we recognized that we required a physician's clearance letter upon approval for new Home Share Provider applicants and didn't require it again. Unfortunately, this practice might lead to people going for many, many years without a physician clearing them for duty. We have decided to have Home Share Providers complete this requirement during the home approval process and every 5 years thereafter from now on.