



LIFE SHARING MONITORING TOOL

A tool developed to assess and evaluate the quality of service provided to individuals to support them to lead happy, healthy and safe lives.

Table of Contents

1. INSTRUCTIONS	(page 3)
2. PLANNING	(pages 4-5)
• TRANSITION PLANNING	(page 4)
• PERSON CENTRED PLANNING	(page 5)
3. QUALITY ASSURANCE INDICATORS	(pages 6-14)
• RELATONSHIPS	(page 6)
• COMMUNICATION STYLE	(page 7)
• PERSONAL HEALTH AND SAFETY	(pages 8-9)
• BEING PART OF THE COMMUNITY	(page 10)
• PERSONAL GROWTH AND DEVELOPMENT	(page 11)
• HOMELIFE	(page 12)
• LSN CONTRACTORS AND SUPPORT STAFF	(page 13-14)

INSTRUCTIONS

This *Monitoring Tool* is to be used to evaluate the quality of services being provided according to BACI's Quality Assurance Indicators. This tool can be used by the LSN Managers, by an external reviewer or as a self assessment by the Life Sharing Network care providers.

Each Indicator includes service expectations. The designated person to complete this monitor tool must determine whether expectations in each area are being met or whether improvement is required. The tool allows the reviewer to comment upon key findings for each standard and provides an area for the reviewer to develop an action plan to address required improvements. Based on the assumption that all services can be improved upon and the practices of continuous quality improvements, **goals should be identified in areas where expectation is not met.**

Details of Review

Name of individual: _____ D.O.B. _____

LSN Contractor's name: _____

Contract Date: from _____, 200__ to _____, 200__

Name and title of reviewer: _____

Name(s) of people present during the evaluation: _____

Date of review: _____

Copies of the completed review should be provided to the life sharing provider and individual served (and / or legal representative, if appropriate). The original should be maintained by LSN BACI

TRANSITION PLANNING

Standard: This section will be completed when an individual is coming into service or there is a change of service. Careful preparation is required to provide continuity for the individual. It is important that we understand what is important to and what is important for the individual in order to provide the best service. This tool covers expectations set out by CLBC and BACI.

Indicator: Individual is prepared for the new home & life sharing network			
Service expectation	Yes	No	
When possible, individuals initiate or are involved in the decision to move, the planning process, and the choice of home & life sharing network.			
Indicator: Life sharing network and secondary support(s) are prepared for the transition of individual			
Service expectation	Yes	No	
A transition plan is developed in collaboration with individuals, their personal support network, CLBC representative, LSN manager, the LSN contractor, and any other service providers/contractors prior to the move and responsibilities of each key person are reviewed and understood.			
The plan reflects the wishes of the individual (and their chosen personal support network), ensures the individual's transitional needs will be met, and has specific timelines			
The plan identifies that written records and relevant documentation is provided to the LSN manager.			
Copy of LSN Manual and the contract was reviewed and provided to LSN contractor by the LSN manager.			
Indicator: Follow-up ensures the success of the transition and encourages improvements			
Service expectation	Yes	No	
A copy of transition plan is shared with all service providers (LSN, Day services & other service providers)			
Past support strategies that have been successful are transferred to the new home			
All personal effects are forwarded to the new home			
If needed, the individual is supported to purchase furniture/personal items			
When the answer is yes, please provide evidence to the LSN manager. When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion Date

PERSON-CENTRED PLANNING

Standard: Person Centered Planning is about the person and his/her life – now and the future. It’s about what is **important to** a person and **what he/she wants** and hopes for in his/her life. All of us do person centered planning in our lives (daily, monthly, weekly, yearly, and more). **Good planning helps all to choose the actions to make things happen in our lives.**

Indicator: Each individual has a written plan that directs the goals of his / her service			
Service expectation	Yes	No	
Individual have a documented plan that identify the goals and action plans to meet each goal			
Goals identified are measurable & achievable			
individuals participate in planning for the service according to their wishes and abilities			
LSN and others chosen by the individuals are involved in developing and implementing the plan			
Indicator: each individual is supported to achieve goals outlined in his / her plan			
Service expectation	Yes	No	
The plan is plain language & easily understood by the individual & all support persons.			
Steps are taken by the LSN provider to implement the plan			
Individual's activities are consistent with what s important to and what's important for he/she as indicated by his/her plan			
Steps taken to achieve goals are evaluated and changes are made based on this progress			
LSN provider has a system for tracking progress toward goals			
When the answer is yes, please provide evidence to the LSN manager. When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion Date

QUALITY ASSURANCE INDICATORS

RELATIONSHIPS

Standard: All people served through our Association are supported to express their opinions about various relationships and are helped to strengthen their present relationships and develop new, meaningful ones.

Indicator: The individual has had a planning meeting and related goals have been documented			
Service expectations		Yes	No
Individuals are supported to achieve their goals related to friends and family			
Individual is provided the opportunity to meet new people			
Individual is supported to maintain contact with family and friends via phone, mail etc.			
Individual is supported to meet with family and friends.			
LSN Contractor respects each individual's informed choice about friendships and relationships he/she chooses to (or not to) maintain.			
When the answer is yes, please provide evidence to the LSN manager. (dates, stories of meeting)			
When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion date

COMMUNICATION

Standard: Understanding the way each person communicates is very important. Our association supports people to enhance and refine their communication skills. This support is provided in respectful ways that do not place pressure on the individual. Staff are trained and supported to communicate with each individual in his/her chosen communication style.

Indicator: The individual has had a planning meeting and related goals have been recorded			
Service expectations		Yes	No
The LSN Contractor uses a positive method of communication. All people in the support network understand and use this method consistently.			
Understanding that behaviour is communication. Approaches are developed if one's communication/behavior is impeding theirs or someone else's quality of life. These approaches will be developed with the support network (including professional consulting specialists), are documented and used consistently by all.			
All strategies and guidelines used, including any restrictions must follow CLBC Policy and copies must be provided to the LSN Manager and to CLBC.			
LSN Contractor keeps LSN Managers and the support network informed of significant events and provides regular updates (ie. CIR, Semi- annual reports).			
When the answer is yes, please provide evidence to the LSN manager. (copies of methods of support, CIR's)			
When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion date

HEALTH and SAFETY

Standard: Throughout all services provided through our Association a commitment to the promotion and maintenance each person's health and safety is most important.

Indicator: LSN Contractor ensures that each individual with significant health care issues has a plan that identifies critical health care needs. This should be reviewed at a minimum of once a year or as required.		
Service expectations	Yes	No
The health care plan covers health care issues and required support		
Qualified health professionals are involved in the development of the health care plan and approve the plan in writing		
Individual, LSN Contractors & support network are involved in the development of the health care plan (HCP)		
Each person providing support to the individual is familiar with the HCP and its protocols and receives the necessary training.		
Treatment/support plans, such as prescribed medications and specific behavioural approaches are followed and monitored appropriately.		
LSN Contractor keeps information about medication, its purpose and guidelines for when a dosage is missed on hand.		
LSN Contractor ensures health care is provided according to the HCP.		
The HCP is monitored for its effectiveness in directing health care and changes are made to the plan as needed		
LSN Contractors are clear on who has the legal authority to make health care decisions, emergency versus ongoing care, and role of the family. The individual or the LSN contractor has a copy of any documentation as to who the legal authority is (e.g. representation agreement, role of committee, power of attorney, etc) and also info is included on fact sheet.		
Individual is supported to maintain good oral hygiene and to care for health aids (e.g. dentures, glasses)		
Individual's meals and snacks are nutritious, appetizing and meet special dietary requirements.		
Individuals have a G.P., dentist and any required specialists (e.g. neurologists, physiotherapist, psychiatrist) and see them as required.		
Symptoms of illness, significant changes in ongoing conditions (diabetes, weight loss/gain) are monitored and medical attention is sought promptly and report to the LSN Manager.		
LSN Contractors are aware of how to respond to an emergency situation, including ways to support individuals to evacuate the home under emergency circumstances.		
LSN Contractors has an evacuation plan, emergency kit, annually tested fire extinguishers and smoke detectors.		
LSN Contractors keep hazardous products (e.g. matches, cleaning agents,etc.) in locked areas away from individuals when necessary.		
LSN Contractor ensures that the home meets the individual's accessibility needs (specialized systems and adaptations for individuals with hearing/visual impairments, mobility issues etc.)		
LSN Contractor promotes safe practices with regards to life skills (e.g. carrying I.D., street safety, assertiveness skills etc.)		
LSN Contractor promotes safety precautions when the individual is involved in high-risk activities (e.g. boating, hunting). The support network and LSN manager must be informed prior to the activity.		

HEALTH and SAFETY (cont'd)

When the answer is yes, please provide evidence to the LSN manager (copies of HCP, legal authority, updated med list, protocols, diet plans, assessments, record of medical appointments, evacuation plans etc).

When the answer is no, please provide details of your plans to meet the goals

Evidence/Plan	Person Responsible	Target date	Completion date

BEING PART OF THE COMMUNITY

Standard: All people served through the Association are provided with opportunities and support to develop meaningful and usable skills. All people will be served in valued and supportive environments.

Indicator: The individual has had a planning meeting and related goals have been documented				
Service expectations			Yes	No
The individuals use or are supported to use a variety of community services.				
The LSN Contractor and support network assist and monitor that the individuals goals related to community participation are met.				
Individuals are supported to develop relationships with other members of their community (e.g. neighbours, local shop owners etc)				
Individuals are given opportunities to contribute to their community in a way that is meaningful to them (e.g. employment, volunteer etc.)				
When the answer is yes, please provide evidence to the LSN manager. (copies of methods of support, CIR's) When the answer is no, please provide details of your plans to meet the goals				
Evidence/Plan	Person responsible	Target date	Completion date	

PERSONAL GROWTH AND DEVELOPMENT

Standard: All people served through the Association are provided with opportunities and support to develop meaningful and usable skills. All people will be served in valued and supportive environments

Indicator: The individual has had a planning meeting and related goals have been documented			
Service expectations		Yes	No
Individuals involve their support network (family, friends, and advocates) in decisions.			
LSN contractor provides support to the individual in a way that respects their rights to choice and decision making.			
Where appropriate, individuals are supported to manage their responsibilities (administering their own medications, using public transit, managing their money, using the telephone)			
Individuals' skill development is encouraged, supported and documented			
The LSN contractor supports the individual to exercise and advocate for their rights around Citizenship (please indicate how the individual participates as a citizen) : <ul style="list-style-type: none"> • Voting • Employment • Volunteering • Community board member/club member • Advocacy group • Education/ training programs 			
The LSN Contractor always considers the individuals rights to privacy, confidentiality and dignity while providing support.			
Individual is provided with opportunities to learn their rights are balanced by responsibilities.			
A range of activities, at home and in the community, is offered to the individual and they are supported to participate.			
When the answer is yes, please provide evidence to the LSN manager. (copies of methods of support, schedules, list of community involvement)			
When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion date

HOME LIFE

Standard: All people served through the Association are supported to keep safe and comfortable homes. All homes will reflect the tastes and meet the needs of those who live in them. People are supported to choose and lead their selected lifestyles.

Indicator: The individual has had a planning meeting and related goals have been documented			
Service expectations		Yes	No
.Individual's right to privacy is respected (e.g. private telephone conversations, privacy in their room)			
Individual is supported to actively participate in household chores			
Each individual has the opportunity to personalize his or her room including pictures and mementoes of his or her history and culture.			
Individual has access to household items and amenities (e.g.TV, phone, kitchen)			
Individuals are encouraged to develop a sense of ownership and belonging within the home. They take a role in planning social events and inviting their friends and family over.			
The home and outdoor area is accessible by individuals using mobility aids.			
Individuals are supported to join in conversations and express their choices.			
Individuals have responsibilities for meal preparation and clean-up.			
When the answer is yes, please provide evidence to the LSN manager. (copies of methods of support, schedules, lists, calendars, photos)			
When the answer is no, please provide details of your plans to meet the goals			
Evidence/Plan	Person responsible	Target date	Completion date

LSN CONTRACTOR AND SECONDARY RESPITE CONTRACTOR

Standard: LSN Contractors and Secondary Support Contractors are trained through the Association to provide support in ways that explore and respect people’s choices. This support focuses on ensuring personal safety and the promotion and maintenance of good health.

Indicator: The individual has had a planning meeting and related goals have been documented		
Service expectations	Yes	No
Information related to the individual and services is current, organized, easy to locate, and arranged in a user friendly format and are available for the LSN Contractor and respite contractor.		
LSN Contractor hires Secondary respite contractors whose abilities are compatible with the needs of the individuals.		
LSN Contractor provides the secondary respite contractor with the necessary orientation in regards to the individual’s personal planning, goals and needs.		
Emergency information lists facts (physical description, profile, guidelines for support, medications, emergency contacts, and a current photo).		
LSN Contractors and secondary respite contractors have emergency plans (i.e. fire, earthquake etc....) and appropriate safety equipment such as fire extinguishers, fire alarms, first aid kits etc...		
Procedures for administering and managing medications. Guidelines for providing support (personal care, responding to allergies, nutrition....)		
LSN Contractors and secondary respite contractors have a list of contacts and is clear about who to contact in an emergency and what each person’s responsibilities or role is.		
The LSN Contractor and secondary respite contractors understand their responsibilities for responding to critical incidence, suspected abuse, and challenging behaviour and the documentation required.		
LSN contractor has training and mentoring abilities to provide support, direction, and feedback to secondary and respite contractors.		
LSN Contractor and secondary respite contractors are readily available to the supported individual, and others providing services to the individual.		
LSN Contractor and secondary respite contractors work collaboratively with professional supports		
LSN Contractors and secondary respite contractors have a positive relationship with the individual that reflects mutual respect, trust, and ethical conduct.		
There is a guideline regarding smoking in the home and the community that is respectful of non-smokers’ and smokers’ rights		
Quarterly or monthly reports are sent to BACI’s LSN and CLBC as required by contract and/or upon request.		

LIFE SHARING NETWORK - DOCUMENTATION CHECKLIST

CONTRACTORS NAME:	
SUPPORTED INDIVIDUAL'S NAME:	
PLANNING MEETING:	DATE:
CONTRACT SIGNED:	DATE:

SUPPORTED INDIVIDUAL'S DOCUMENTATION	DATE
Budget	
Historical Information	
Fact Sheet	
Personal Services /Support Plan CLBC	
Health Care Plan/Behavioral Support Plan	
Annual Planning Meeting	
Guardianship Documentation	
Consents	
Semi-Annual Report	
Monitoring Tool	

CONTRACTOR'S DOCUMENTATION	DATE
Code of Ethics	
Confidentiality Agreement	
Terms of Contract(s)	
Contract(s)	
Training Certificates	
First Aid	
Non-Violent Crisis Intervention	
-	
-	
Copy of Drivers License/B.C.I.D.	
Vehicle Insurance	
Criminal Record Search	
Reference Check	
Homestudy	
Applicaton	
Resume	