

# Life Sharing Providers' Guide



A Guide for Independent Providers Offering  
Home Sharing Services Under  
A Life Sharing Service Agreement

With



Burnaby Association  
for Community Inclusion

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# Welcome to BACI

We are delighted to have you on board as an independent provider providing services to the people we support. As a Life Sharing provider, you will be playing an integral role in the lives of the people you support, their families, caregivers and the broader community. We thank you for taking on this important role and trust that you will find it a rewarding experience.

## About This Handbook

This Handbook is a guide to our contractual relationship and Life Sharing services. It is meant to provide support and practical information to assist you in meeting your responsibilities under the Life Sharing Agreement. It also includes important contact information for you. Please read it carefully and let us know if you have any questions. Updates and revisions to this Handbook will be provided to you as needed.

**“This Handbook is only a guide, and is not intended to provide legal advice or replace the language in the Life Sharing Service Agreement. If there is any inconsistency between this Handbook and the Agreement, the terms of the Agreement apply. If you need clarification on any of the terms of the Life Sharing Service Agreement, we recommend that you speak to a lawyer.”**

**Section A of this Handbook** provides information about the Life Sharing Service Agreement. It does not replace the wording of the contract. We encourage you to read the Agreement carefully.

**Section B of this Handbook** provides some important guidelines and fundamental principles that you are required to follow while providing Life Sharing services

**Section C of this Handbook** includes an overview of the Life Sharing program and how your service fits into it as well as any special program expectations.

**Section D of this Handbook** includes some important resources to support your work.

## Our Mission & Vision

### Vision (What we want):

A society that includes all people.

### Mission (What we do):

BACI creates places where people of all ages

- Connect with family and friends
- Achieve hopes and dreams
- Learn and grow
- Have choices respected
- Access quality supports and services
- Believe in and advocate for the rights and responsibilities of everyone.

# Section A – Our Written Agreement with You

## Part 1 – Our Contractual Relationship

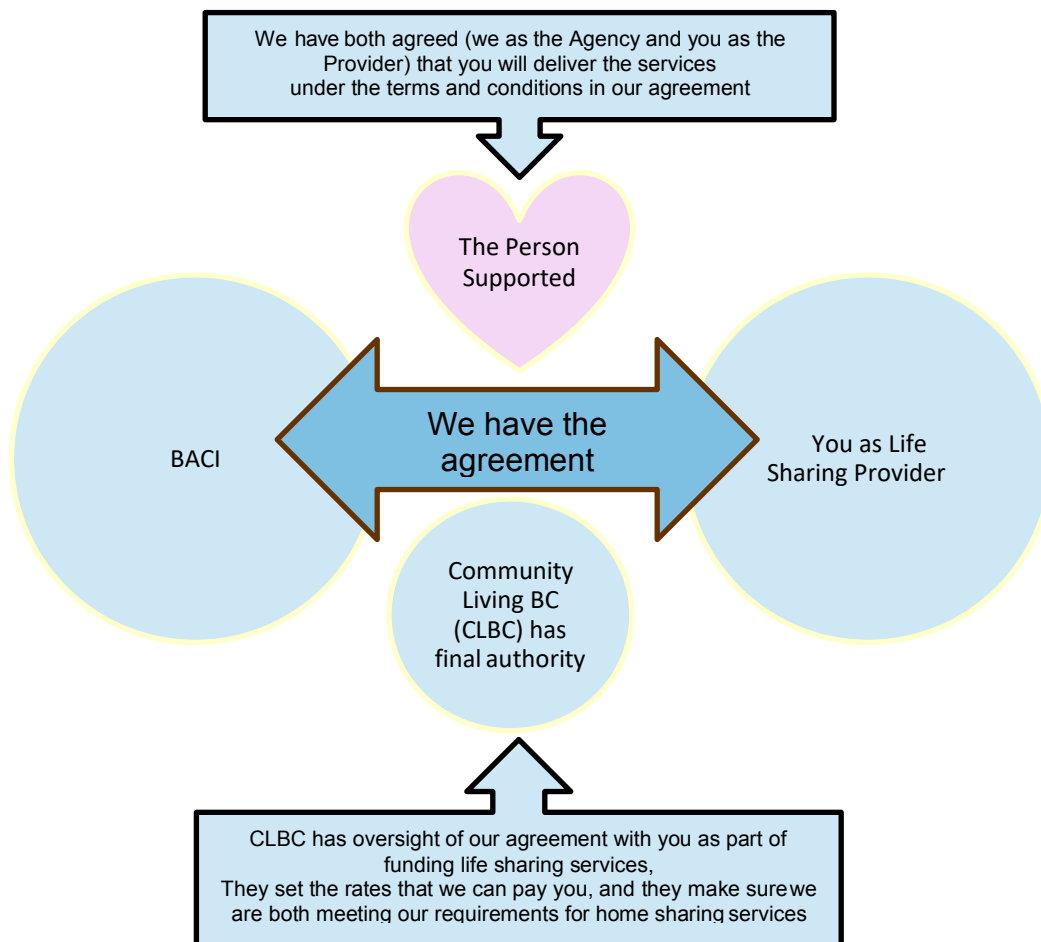
You and the agency have entered into a contractual relationship. We both have legal rights and responsibilities under the Life Sharing Service Agreement. These rights and responsibilities may be enforced by a Court.

The purpose of the Life Sharing Service Agreement is to set out our mutual obligations, including the services you will provide, how much you will be paid, and how either party may end the relationship.

Be familiar with your Life Sharing Service Agreement and the standards relevant to the services that you are providing. Keep a copy handy for easy reference.

## Part 2 – The Role of CLBC

The government regulates Life Sharing services in British Columbia through Community Living BC (also known as CLBC). The diagram below shows how we work with CLBC:



## Who is CLBC?

CLBC is a provincial crown agency created under the *Community Living Authority Act*. CLBC provides oversight and funding to support adults with developmental disabilities and their families in British Columbia. CLBC funds most of our Life Sharing services and is responsible for ensuring that you and our agency meet the Life Sharing standards and expectations.

## What is the Agency's Role?

We are a service agency that coordinates the services and support provided to adults with developmental disabilities. We have a funding agreement with CLBC. We enter into a services contract with you for delivery of the Life Sharing services.

## Part 3 - The Different Parts of our Agreement

Each section of the Life Sharing Service Agreement addresses an important part of our contractual relationship. A brief explanation of these sections are listed below.

1. The **Schedules** are part of the Life Sharing Service Agreement. They include a description of the services and fees, as well as the standards and expectations that you are required to follow when providing home sharing services. This Handbook is one of the Schedules.
2. Terms in the agreement that are capitalized have specific meanings that are set out in the **Definitions** section and Schedule A.
3. **(a)** You have been retained as an **Independent Provider**, and not as an employee or partner of the Agency. With full consideration of how the person's needs are met, you determine how, when and where you provide Life Sharing services. This is determined by you therefore you are responsible for:
  - Complying with all applicable laws, including human rights, health and safety, privacy and employment standards legislation
  - Paying your own taxes and CPP premiums directly to the government. You will not receive a T-4 from the Agency.

You are not entitled to any benefits, payments or other rights given to employees of the Agency.

**(b)** You are required to satisfy certain **Terms and Conditions** both before and during the Life Sharing Service Agreement, including:

- Meeting all requirements required by CLBC;



- Successfully completing the required background checks (including a criminal record check, driver's abstract and proof of valid driver's license, motor vehicle insurance, WorkSafe BC registration and physician's clearance); and
- Confirming that you and anyone living in your home has reviewed and is familiar with all of the written material we have provided to you.

Although you will typically provide us with proof of the above information, your signed agreement with us gives us automatic permission and authority to ask for this information about you from third parties such as ICBC or other authorities when required throughout our agreement with you so that we make sure these conditions are and continue to be met.

4. The **Term** of the agreement is for 1 year, unless either of us decides to end it sooner (see section 10). Before the end of the Term, we may agree to extend or continue the Life Sharing relationship.

*Our goal is to have successful, long term, and stable placements. Many of our providers enjoy lengthy and satisfying relationships with people sharing their homes. We review and renew each year to be sure everything is still working well for both parties and that changes in levels of support are able to be met. It is a chance for all involved to reflect on and make sure the placement remains a good fit.*

5. The **Services** that you have agreed to provide are described in the Life Sharing Service Agreement, and Schedules including this Handbook. You are responsible for providing the services in a way that complies with these obligations.
6. The Agency and CLBC have the right to **Monitor and Review** your services. This is an important way for us to support you, and make sure that the person living with you is healthy and safe. Our monitoring will involve:

- Meeting with you at regular intervals. During the first few months, we will meet with you more frequently – every 30 to 90 days.
- Arranging on-site visits to observe and provide support as needed.
- Consulting with the person in your home.
- Connecting with members of the support network.
- Reviewing the documentation that you provide us, including the required reports, incident reports and other information and records.

If any concerns are identified, we will work with you to address them and make changes as needed. Decisions about the renewal of the Life Sharing relationship are based on our monitoring and evaluation. We will provide you



with copies of the monitoring checklists that we use.

7. From time to time, the Agency will require **On Site Access** to your home where services are delivered.
- We will give you at least **1hour notice** for routine visits. Our practice is to schedule these visits with you so the time and day work for both of us.
  - Sometimes, we may require **emergency access** if we have reasonable concerns about a person's health and safety. We are not required to provide notice in these cases.
  - You are also required to give access to **accreditation agencies** as part of our quality control practices. In addition, **CLBC** may request a site visit. We will provide a minimum of 24 hours of notice to you regarding Accreditation or CLBC visits. We will accompany all of these visitors to your home but they or you may wish to speak privately together.

Our Life Sharing Services are accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF), along with other programs in our organization. CARF conducts on-site visits. They may want to visit your Life Sharing Service as part of their site visit to our agency. We can discuss this in more detail when and if you are included in a site visit.

8. (a) There are a number of **Reporting and Record Keeping** requirements in the Life Sharing Service Agreement. These include:
- **Specific Occurrence Reporting**, which helps us track disruptions in service. This reporting is required **5 days** of certain events, including when:
    - The person has declined any services (for example, has refused to stay at the Home or with an approved Respite provider);
    - The person has or will be away from the home for more than 30 days, either consecutively or within a calendar quarter (even if with an approved Respite provider).
  - **Critical Incident Reporting** is required following any event that is detrimental to the person being cared for, to you, or to any member of your household. Please review our guidelines for critical incident reporting found in Section C.
  - **Notable Changes Reporting** is required for any changes, such as a significant illness in the household that could affect the person and/or the Life Sharing services, or significant changes to the person's level of ability, health and/or behaviour. Note that you **must have prior approval** of certain changes, including if:



- A new household member is moving in; or
  - You are considering adding any people who require care or support.
- During your formal monitoring tool, you are required to report on the use of respite. You will also have regular conversations with your Life Sharing Manager regarding the use of respite during monitoring visits.

**(b)** You are required to **Keep Records** relating to the Life Sharing services, including correspondence with the Agency and copies of the person’s personal plan and care plan or support guide, emergency information, a Home-to-Hospital form (if applicable) and any applicable health care plans or protocols. See Section B - Part 3 of this handbook for more details on record keeping.

- 9. Use of Personnel** is permitted **only** with our consent, and **only** for Respite (which is short term relief in providing Life Sharing services). You are responsible for arranging and overseeing any approved Respite providers. Respite providers must also go through the appropriate screening process and provide BACI with all necessary documentation (criminal record check, drivers abstract, valid drivers license etc.)
- 10.** The Life Sharing Service Agreement may be **Terminated** before the end of the term. In most cases, **notice** is required to terminate the agreement. If you need to terminate the Life Sharing arrangement, you are responsible for providing 90 days’ written notice to the Agency. The Agency may terminate by providing you a minimum of 30 days’ notice. However, termination for **cause** does not require any notice. The Agency is responsible for paying you for services provided up to the date of termination. You are not entitled to any additional payment, severance or notice as a result of the termination of the Agreement.
- 11.** If a dispute or complaint is made, you are responsible for following the **Dispute Resolution** process set out in the Life Sharing Service Agreement. We have created a handy chart that you can use to help guide this process for you. You can find this in Section D – Resources at the back of this handbook.

**12.** All of the **Fees** that will be paid to you are set out in Schedule C of the Life Sharing Service Agreement. The amounts set out in the agreement compensate you for all your expenses, including food, transportation and other costs. No other amounts will be paid without the prior written consent of the Agency. The fee amount may be revised by the Agency with 30 days’ prior written notice.



**13.** The **Liability and Indemnity** section describes your responsibility for injuries, loss or damage relating to the Life Sharing services. You are required to give the Agency **prompt written notice** of any claims made against you. If the Agency becomes liable for claims that are your responsibility, you are required to repay (indemnify) the Agency.

- Any breach of the agreement by you or a member of your household;
- Any payments required under the *Income Tax Act*, *Workers' Compensation Act*, *Employment Insurance Act* or *Canada Pension Plan*;
- Personal injuries or property damage to your home; or
- Any wrongful act or violation of the law (“torts”) committed by you or others in your household in providing the Life Sharing services.

**14.** In addition, there is a **Limitation of Liability** of any claim you may have against the Agency. Any claims cannot be more than the Fees paid to you under the Life Sharing Service Agreement.

**15.** You are responsible for ensuring that you have sufficient **Insurance Coverage**. You may want to speak to an insurance specialist to ensure that you are sufficiently covered for any losses or liabilities that may result from the Life Sharing Service Agreement.

**(a)** You are responsible for obtaining a minimum of **\$3 million motor vehicle insurance** on any motor vehicle use to transport the person.

**(b)** You are also responsible for obtaining **workers' compensation** coverage in the form of Personal Optional Protection (POP). This covers income loss and medical costs for workplace injuries. Contact WorkSafe BC to register for this coverage. Find more information at [worksafebc.com](http://worksafebc.com) and in Section B of this handbook.

**16.** You are responsible for complying with the **Confidentiality, Privacy and Document Retention** standards relating to the documents, reports and other records relating to the Life Sharing Service Agreement, including storing personal information in locked, secure locations. All documents about the person are the property of the Agency, and must be provided to the Agency within 30 days of collecting or creating these documents. You must keep all records for a minimum of **7 years**. No documents may be stored outside of Canada.

**17.** **Notices** required under the Life Sharing Service Agreement will be sent to the address in the Agreement. Please be sure to keep your contact information, including name, address, email, telephone and fax number, up to date with the Agency.

**18.** The Life Sharing Service Agreement includes a number of **General** provisions relating to various legal issues, including assignment, the Court's jurisdiction, the rights of third parties, and amendments. All of these provisions are important parts of the Home Sharing Agreement and should be read carefully.

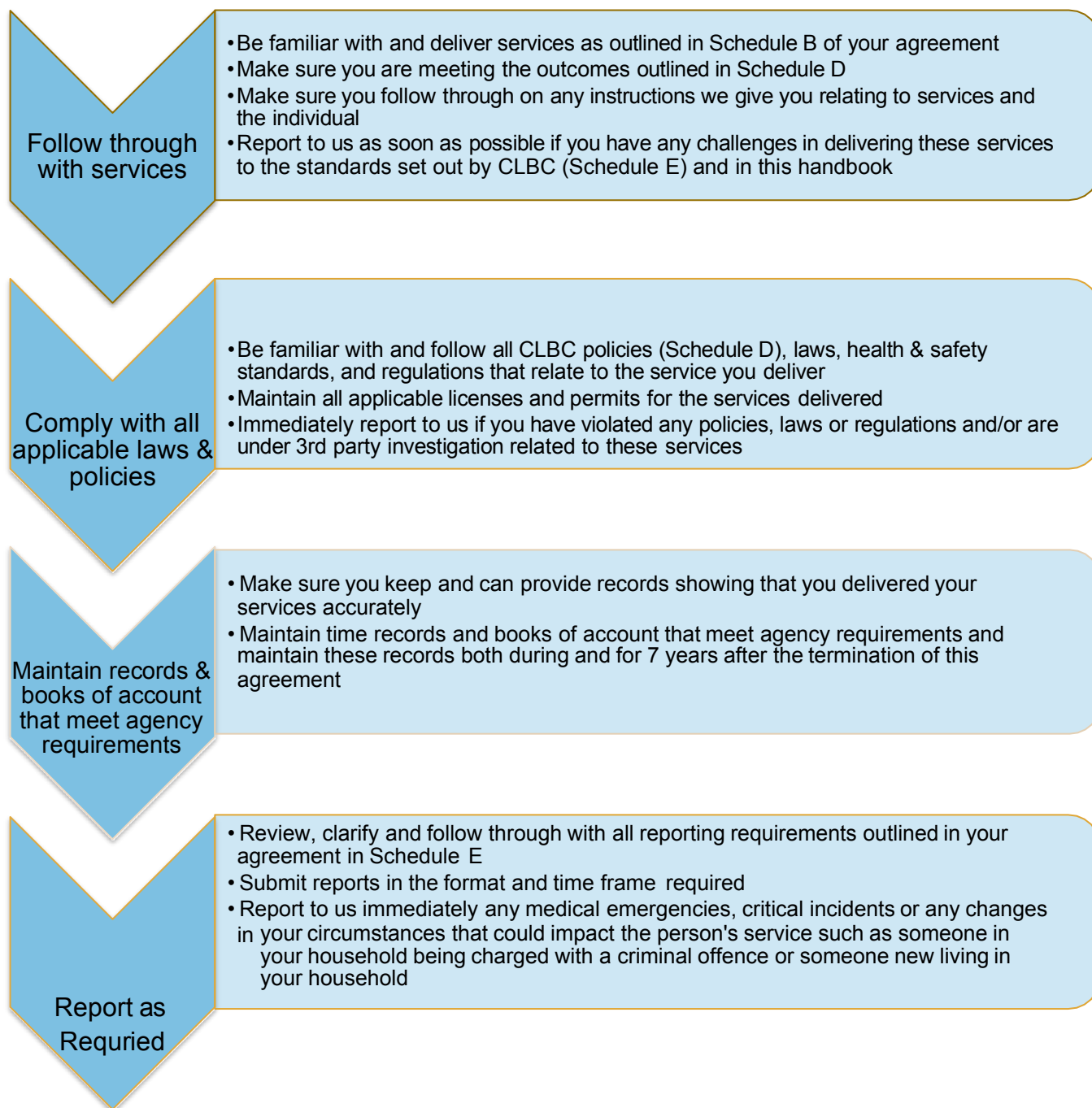
**19.** As part of signing the Life Sharing Service Agreement, you agree that you have been advised to seek **Independent Legal Advice**. You acknowledge that you have read the agreement, and are aware of its contents, and the rights, obligations and remedies of both parties.

*Always be sure to understand what has been written in your agreement before signing.*

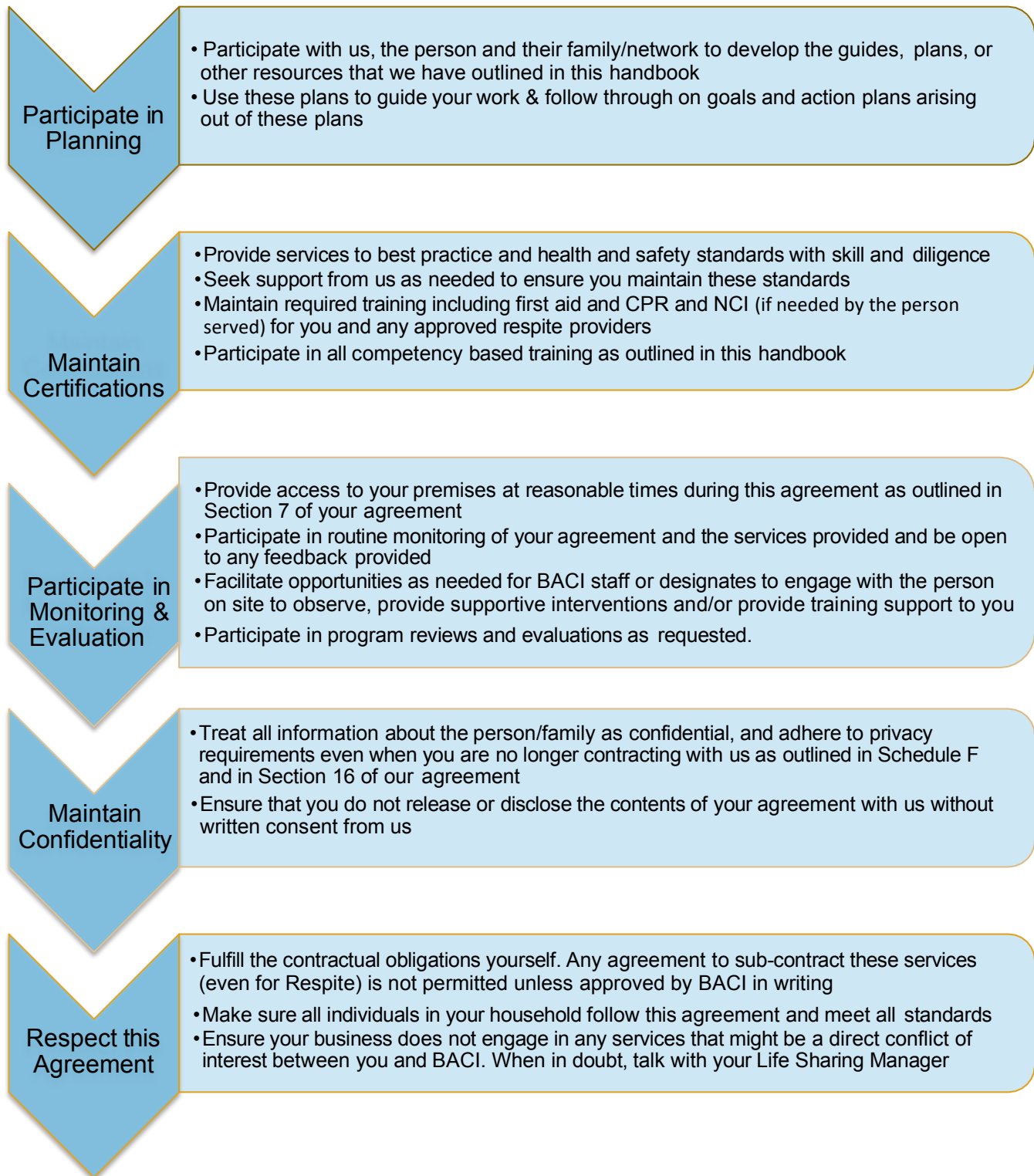
***Be sure to get independent legal advice.***

# Section B – Important Guidelines

## Part 1: Understanding your role as a Provider



## Understanding Your Role (continued)



## What it Means to be an Independent Provider

Our Agreement states that you will operate as an **independent provider** when delivering these services, not an employee. Independent providers are separate businesses/ organizations or self-employed individuals. The definition of an independent provider is determined through several tests. Generally, if you control how, when and where you carry out your duties, use space and equipment that you own, and have a chance to make a profit or loss, you are an independent provider.

✓ **Control:** You control how you deliver the services, within the requirements set out in the agreement, and any arrangements made with the person and his or her support network. This means that BACI sets the outcomes expected to be delivered under this agreement within the quality standards established both by our agency and CLBC and any other government bodies overseeing these types of services. You determine the process for meeting these outcomes. Our services are person and/or family centred so the person and his/her support network guide outcomes. When delivering these services, you are obligated to adhere to the laws of B.C., including but not limited to the Human Rights, the Multiculturalism, the Personal Information Protection, and the Employment Standards Acts.

✓ **Your Space and Equipment:** Unless otherwise agreed, you must provide the home, and have access to a vehicle to deliver these services. You are also responsible for purchasing the supplies and equipment needed.

✓ **Opportunity to Make a Profit or Loss:** BACI service rates are set by CLBC so they are standardized within the sector and competitive with rates offered by other agencies. It is up to you to decide if you can operate comfortably within the rate before entering into an agreement with us.

## What it means to be an Independent Provider:

As a provider, you are responsible for all payments associated with this agreement.

In cases where the person doesn't live with you, such as with Respite, you are responsible for all remittances to the Canada Revenue Agency and any other statutory or legal requirements as a business operator.

You will be paid on the basis of your agreement with us. You will not receive T-4 slips from us and we do not make any remittances to the Canada Revenue Agency on your behalf. If you have questions about your income tax status, we suggest you consult a tax professional or accountant.

It is important that you consult an insurance professional to ensure you have adequate liability, property/ household, vehicle and other insurance. **You are responsible for any damage to your home or property as a result of providing these services.**

The B.C. Employment Standards Branch is responsible for determining who is an independent provider. If you have questions, refer to their fact sheet provided with this handbook, or contact them at <http://www.labour.gov.bc.ca/esb/>.

## WorkSafe BC Coverage

### Coverage for You as a Life Sharing Provider

As independent operators, all Life Sharing Providers are advised to purchase and maintain coverage under WorkSafe BC. The Workers Compensation Act establishes a no-fault workplace accident insurance plan. Life Sharing Providers qualify for coverage through the **Personal Optional Protection (POP)** option.

### Coverage for Respite Providers You Hire Directly

If you contract with respite providers directly, it is the respite providers' responsibility – also as independent operators – to obtain personal optional protection (POP) coverage for themselves. If you hire respite workers as employees directly, you may need to register as a small business employer. In either scenario, respite workers must have coverage and you must be able to provide documentation of this coverage. To find out more about coverage for your respite workers, we recommend you contact WorkSafe BC directly to determine the appropriate coverage required.

### WorkSafe BC - Frequently Asked Questions for Support Living Providers:

#### **Do I have to get coverage?**

It is strongly recommended that Providers obtain WorkSafe BC “**Personal Optional Protection Insurance**”. This insurance protects you against income loss and enables eligibility for medical and rehabilitation services if you're injured on the job.

#### **How much does it cost?**

The amount you pay depends on the business you're in and the coverage you've purchased. Life Sharing Providers are in the industry classification “**Hiring or Providing Companion Services or Domestic Child Care Unit, (classification 764029)**” if they share their home as a Life Sharing Provider *with no more than two people who are physically-challenged or developmentally-delayed residing with them.*

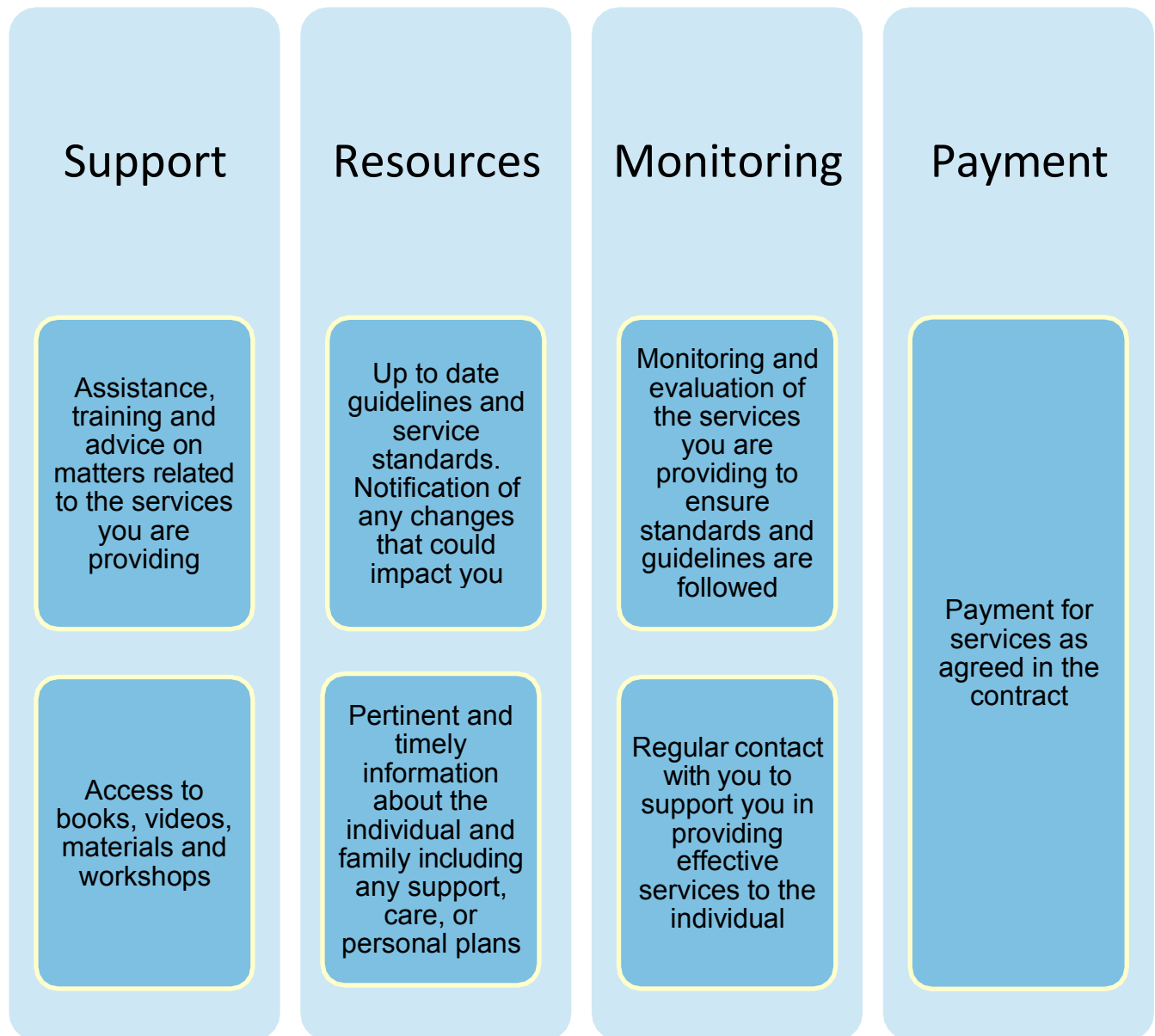
#### **How do I apply for Personal Optional Protection?**

1. Online at [worksafebc.com](http://worksafebc.com)
2. Complete the pdf form that can be downloaded from [worksafebc.com](http://worksafebc.com) and follow instructions for mailing your application to them.



# Part 2: Understanding Our Role

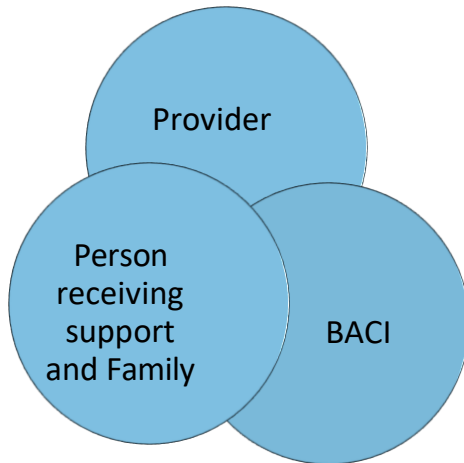
As part of our agreement with you, BACI is obligated to provide you with:



# Part 3: Fundamental Principles Guiding Your Work

## Communication

Open and regular communication is the key to successful relationships with both BACI and with the person and their family or network no matter what service you are providing.



As a provider, you are accountable to both BACI and the person (and family if appropriate) whose support you are providing. To help facilitate effective communication, both BACI and you, as the provider, must commit to:

- Keeping each other up to date about any plans or changes that could impact the service or the person or his/her family
- Maintaining regular informal contact as a way to anticipate and prevent problems
- Sharing any successes or progress made so we can all celebrate!

**Keeping each other ‘in the know’ helps us all do a better job supporting the person.**

Providers also need to:

- ✓ **Make sure you are familiar with any formal reports you need to submit** (check Section C in this handbook for required Program Reports and #8 in Section A of this handbook and in your written agreement. Talk with your Life Sharing Manager if you are unsure)
- ✓ **Make prompt reports about any incidents or challenges that arise** (please discuss the specific reporting processes to be used with your Life Sharing Manager.)

BACI facilitates and supports communication in many ways, including offering training, providing resources such as communication books or medication charts. We provide conflict resolution or facilitation if communications have become difficult or there is an issue to be resolved. BACI also e-mails out information on a regular basis to both families and Providers, including program updates, newsletters, and information on professional development and training opportunities.

## Language

The perceived value or worth of a person can be affected by the language used by the people around them. For many years, people with disabilities have been identified by their disability first, and as people second. They have often been described as helpless victims to be pitied and cared for, or feared and ignored. Words that are negative, depersonalizing, stereotypical and sometimes offensive have often been used.

It is important to use language, both written and verbal, that enhances dignity and engenders respect for all people. Below are some basic principles to follow when talking with and about people with disabilities. You can find more detailed information on the website

[http://www.esdc.gc.ca/eng/disability/arc/words\\_images.shtml](http://www.esdc.gc.ca/eng/disability/arc/words_images.shtml).

**Take time to frame your language in a way that is respectful and enhances dignity.**

- ✓ **Put people first, and disability second** - Instead of disabled person or defective child, use *person with a disability* or *child with an impairment*.
- ✓ **Avoid using depersonalized disability or medical diagnosis as a label for a person** - Instead of globally describing someone as “the developmentally disabled”, “the retarded”, “the learning disabled”, “invalids” or “epileptics”, use *people who have developmental disabilities*, *child with a learning disability*, *someone with a mobility impairment* or *someone with epilepsy*.
- ✓ **Use emotionally neutral expressions** - Instead of saying someone is suffering from or afflicted with cerebral palsy, or is a stroke victim, say he or she is a *person with cerebral palsy* or *someone who has had a stroke*.
- ✓ **Emphasize positive abilities, not limitations** - Rather than saying that someone is confined to a wheelchair or housebound, say that *he or she uses a wheelchair* or *is taught at home*. Don't use terms such as able-bodied or normal in contrast, as they imply that the person with a disability is abnormal.
- ✓ **Use words to empower and value people as contributing community members** - Avoid referring to people as family burdens or problems who need placements, case management, and professionals to make decisions for them. Talk about *people and families who have strengths, support needs, preferences, cultural beliefs and personal goals, and who face challenges*.
- ✓ **Avoid offensive words** - Words such as cripple, retard, moron, deformed and mongoloid are offensive and derogatory. Use *person with a limp*, *person with a developmental disability* or *child with Down Syndrome* instead.

## Conflict Resolution

Sometimes differences of opinion or other conflicts arise. The best way to prevent them is through frequent and frank communications. Don't let little things that are bothering you go by. Be proactive. Bring them up in a non-accusing way, using problem-solving techniques such as:

Don't let things that are bothering you go by.



Eventually they will become too much and will come out in ways that might be destructive.

## Some Tips

- ✓ Always talk to the person you are having the problem with first. Don't gossip about the problem with others.
- ✓ Give the person a chance to state their side of the story and try to understand their perspective.
- ✓ Listen actively and look for ways to resolve the situation.

These practices can often lead to a simple solution that prevents the problem from becoming bigger and adversely affecting your relationship with the person and/or family. Often finding a mutual solution to a difficult situation helps to build trust and strengthen your relationship. If you cannot solve the problem yourself, contact your BACI Life Sharing Manager. We can assist you in creating a shared commitment or provide conflict resolution support.

## Keeping Records

### For Each Person You Support

You are expected to keep a file with information needed both to provide service and to live up to the obligations of being an independent provider. This file should include copies of the person's Fact Sheet. Make sure that you do not keep highly sensitive personal information in these files once it is no longer needed; forward it to BACI for retention in the person's central file.

### For the Services You Are Providing and for Your Obligations as a Provider

We advise that you keep copies of all correspondence with BACI and the people you support, and all documentation showing that you have fulfilled your contractual requirements, i.e., First Aid certificates, etc. Keeping a detailed record book showing all contractual arrangements is also a good idea.

## Confidentiality & Privacy

Each person and his/her family receiving service have the right to have personal information about them treated in confidence. This includes medical, psychological, financial, employment and educational information. This obligation continues indefinitely, even after the service relationship you have with them is over.

You should not provide personal or sensitive information about the person you are caring for to people outside of BACI without their consent. In the case of a child or an adult who is not making their own decisions, this consent must come from the family or Representative. This applies to photos and names, as well as written reports or other information. Keep such information in a private and secure place in your home, separate from your own personal information, and where it cannot be accidentally seen by others. **BEFORE EXCHANGING ANY PERSONAL INFORMATION, YOU MUST ALSO HAVE APPROVAL FROM BACI.**

Different people need different levels of support to provide consent or share information. For example, a person may do their own banking, but you may need to take them to the bank, help them fill out the forms, and keep track of which bills to pay at what time. Or you may deal with the parent, in a situation where the parent has Committee (Legal Authority to Make Decisions). Such requirements should be explained in the person's care or other plans. Always make sure you understand the legal status of the people you are supporting, and contact BACI if you do not know or feel you are being asked or expected to do things not provided for in the care plan.

### More about Consent

It is important to understand that each person and/or their legal guardian must provide consent in the following areas:

Consent  
Needed

1. Consent for Service that confirms agreement for each of the services a person receives from BACI. This is typically completed once for each service the person requests. We will provide you a copy of this consent for Life Sharing Services
2. Consent for Health Care Support that authorizes treatment in the case of a medical emergency. This form is completed annually with each person.
3. Consent for Finances that clarifies if BACI has any responsibility for the person's funds. Written protocols will be put in place for any person for whom BACI takes responsibility for funds and the Life Sharing provider must follow these.
4. Photography/Video Consent allows BACI to use a specific photo or video.
5. Consent to Collect, Store and Share Personal Information authorizes BACI to have access to collect and or share information.
6. Consent for Virtual Visits authorizes virtual communication when in-person communication is not an option.

### **Emergencies and Consent**

There may also be some unexpected circumstances when you have to release information, such as a medical emergency. BACI will identify who is legally able to give consent for the person if they are not able to consent directly. If the person is unable to provide consent at time of the emergency, share only what is necessary, use appropriate language, and have the advance written permission of the person or BACI for these types of emergency situations. Note: Each person or their legal representative must sign "*Consent to Share Information with Medical Professionals*" with BACI to authorize treatment in case of a medical emergency. Make sure you have a copy.

## Supporting Successful Placements: Our Monitoring and Review Process –

Our monitoring and reviews are an important way we support you to have a successful Life Sharing experience. It is also our way of making sure the person you have welcomed in your home is healthy and safe and that you are meeting the standards and expectations of our agreement with you.

We are responsible for regularly monitoring the service you provide as well as for completing an annual evaluation. This is a great way for us to keep in regular contact with you to:

- offer you support and update one another;
- make sure that all is well with the health, safety and well-being of the person you are supporting;
- ensure you are following through in meeting your contractual obligations;
- ensure we are following through in meeting our contractual obligations;
- provide an opportunity to connect and resolve any concerns.



Our monitoring will involve:

- Meeting with you at regular intervals (times and frequency established with you) but include a minimum of 1 monitoring visit every 3 months.
- Arranging on-site visits to observe and provide support as needed;
- Consulting with others providing supports to the person such as day program staff, employment support services staff
- Consulting with the person and their family or team;
- Checking to be sure required training/certifications have been completed and any new training needs are identified and addressed;
- Reviewing any documentation you have provided to us including required reports, any incident reports or other information/records.

### **Provider Responsibilities**

- Provide access to documents;
- Provide access to the person, any persons residing at the Home and all Personnel;
- Provide explanations requested by CLBC or the Agency
- Participate in an annual program review in the format instructed by the Agency.

If there are concerns that you have or that we have about the services you are providing, we will work with you to try to address them and make changes as needed.

Considerations about agreement renewal will be based on our monitoring and evaluation. Your participation in these processes is important. The safety and well-being of the person served always guide our decisions.

We will provide you with copies of the monitoring checklists we use.

*Our monitoring and evaluation practices are designed to support you in providing high quality care*



# Section C – Life Sharing Program

## Part 1 – About Life Sharing

### Life Sharing Program Overview

Life Sharing is funded by Community Living British Columbia (CLBC). It is intended to provide safe, nurturing community-based shared living arrangements for adults with developmental disabilities. Life Sharing is provided through providers such as you, who welcome a person into your home, sharing your space, responsibilities, and sometimes your family. Many of the people supported have family and/or support networks, which may also be involved in their lives. Some people choosing this living option are unable to make some decisions on their own, and may have a parent acting as a Committee, or a Representative under Adult Guardianship legislation.

Life Sharing arrangements vary – depending on your situation and the unique needs of the person you are supporting. Most arrangements involve a person and a Life Sharing Provider sharing an apartment or house. Some involve a whole family supporting a person, with one family member being the primary Life Sharing Provider. Whatever your particular arrangement, we thank you for taking on this important role and trust that you will find it a rewarding experience.

### Taking on the Role of Life Sharing Provider

Life Sharing Providers are very special people. You open your home and life to include a person and their support network. In doing so, you will get to know this person, and likely their family and/or support network. You will also learn something about yourself.

### Personal Qualities to Support Your Work

There are many qualities that can help you be successful as a Life Sharing Provider. Those that are cited the most by experienced Providers include being flexible, adaptable, organized, and accepting. Additionally, to enjoy the give and take of the relationship, it also helps to be a good problem-solver and communicator who has a sense of humour and likes to learn new things. And, of course, knowing how to take care of yourself is important too, so you don't burn out.

### Core Responsibilities

Your role is to provide safe care and support for the person you have invited into your life, in an accepting, inclusive environment. You are responsible for the safety, health and the well being of the person 24 hours a day. You need to make sure that they have opportunities for personal and social development within your household and with their family and in the broader community. You are also responsible for communicating with BACI the person, and, where appropriate, their family or Representative.

## Core Values

Making sure people live high quality lives in community is a core principle of Life Sharing. As a Life Sharing Provider, you are expected to behave in ways that reflect the inclusive philosophy of BACI and the Life Sharing Program, and that are in keeping with standards that value and respect all people equally. All people enjoy rights that are to be upheld and respected by everyone involved with them. These are set out in BACI's Statement of Values & Principles that is available with this handbook. In your role, you are expected to uphold and safeguard these rights in all your interactions with the person and his/her family and/or support network.

*Make sure you know, understand, and follow the Statement of Values & Principles*

Every person has the right to a physically and emotionally safe environment that supports his or her dignity and privacy. The welfare of people is of the utmost concern. Abuse, neglect or disrespect of any kind is not tolerated. You are expected to speak and conduct yourself in ways that are respectful and appropriate.

## Training for Your Role

As part of your orientation to our Life Sharing Program, you will be supported to complete the following core training components. We have designed these as competency based training exercises (which means we will have some way of testing your learning) to ensure you feel competent and comfortable in your role in each of the areas listed here:

- a. Program values and how you can align your supports to meet them
- b. Basic healthcare expectations related to the person you will be supporting.
- d. How and what you will be expected to document and what you must report.
- e. How to manage medications, when applicable for the person you are supporting.
- f. How to provide other supports specific to the person you are supporting

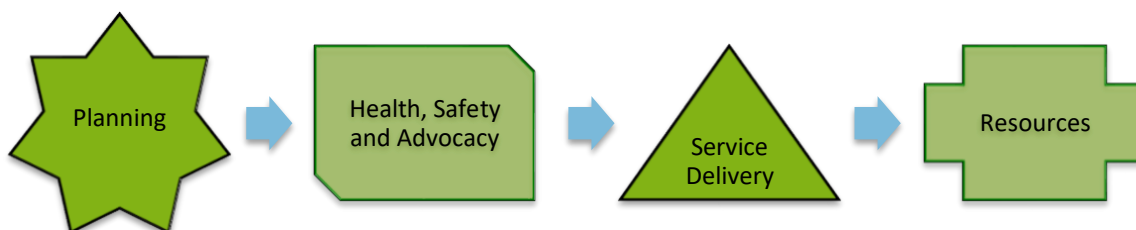
You will also be expected to maintain current CPR and First Aid certification.

In addition, to support your ongoing role, BACI provides regular opportunities for you to join your fellow Life Sharing Providers for training and support. See Part 5 for more details.



## Required Standards of the Service You Provide

CLBC has outlined some standards for Life Sharing Providers that cover the following priority areas. This handbook will help you understand your role in each of these areas.



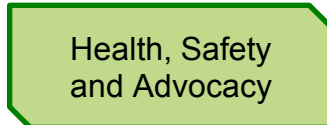
## These Standards in Practice



### Planning

- **Person-centred planning:** Each person is supported to develop and accomplish long- and short-term goals through a personalized planning process. Providers support these plans.
- **Health care planning:** Life Sharing Providers ensure that each person with significant health care issues is supported by planning that identifies critical health care needs.
- **Transition planning:** When an person moves into their new home, there is careful preparation to provide continuity for the person and to ensure the Providers are aware of the person's needs.

### Health, Safety and Advocacy



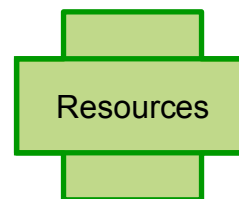
- **Individual care and support:** The Life Sharing Providers provide an environment that encourages the physical and emotional health and well-being of each person. Medical and dental needs are attended to for each person and special-care needs are met for people with physical disabilities.
- **Safety and security:** The home guidelines and procedures are designed for the safety and security of all people with particular attention to the special needs of people with physical disabilities and those who are unaware of danger.
- **Rights:** Providers respect every person's rights and act as an advocate for these rights.
- **Home atmosphere:** Providers provide a home-like environment that allows people to live a rewarding life.

### Service Delivery



- **Activities:** Each person has the opportunity to take part in daily activities and participate with as few restrictions as possible in typical home living. People have the opportunity and means to communicate their wishes and feelings, to develop satisfying social relationships, and develop skills that promote maximum independence.
- **Family and friends:** Providers welcome the involvement of family and friends
- **Community involvement:** Life Sharing Providers make full and effective use of community resources and initiate community contacts that promote inclusion for all people.

### Resources



- **Leadership and co-ordination of support:** Life Sharing Providers are qualified and experienced and have regular, direct contact with each person receiving service, respite providers, and others involved in the person's life.
- **Training of respite providers:** Life Sharing Providers ensure that respite providers are familiar with their responsibilities and receive necessary training. Respite providers demonstrate suitability for providing good quality support to the people they are supporting.
- **Guidelines and procedures:** The home has guidelines and procedures that meet all requirements of health, safety, fiscal responsibility, individual documentation, and record keeping.
- **Communication and problem-resolution:** The person experiences meaningful relationships that promote mutual respect, independence, and quality of life. Communication channels are clear. Effective ways of preventing problems and resolving individual differences are used and encouraged.

## Part 2 – Building Positive, Supportive and Respectful Relationships

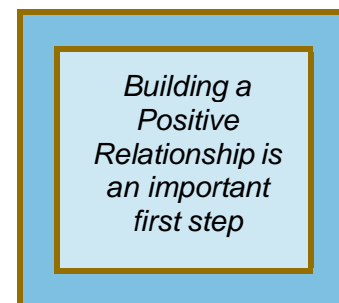
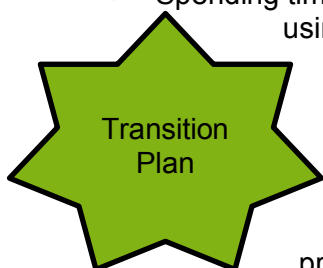
### Making a Good Start

BACI is committed to planning and facilitating the transition to a new Life Sharing arrangement. We believe that getting off to a good start increases the chances of success over the long term.

Both you and the person you have invited into your life will be involved in planning how the transition will work. Timelines for this transition will vary based on the needs and circumstances of the person as well as your household. Whether the transition phase is extended or more condensed, you can expect some logistical and emotional impact for everyone involved as you settle into this new arrangement. It goes with the territory!

#### Some planning steps to complete before and during the move:

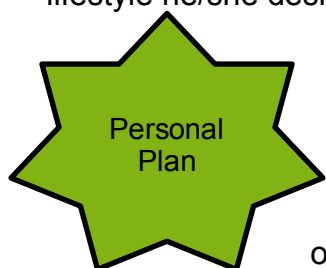
- ✓ Spending time getting to know the person is paramount. We help you to build your relationship using a graduated approach starting with visits, lunch and/or dinner together, and other shared activities and then moving to an overnighter or weekend stays as time allows;
  - ✓ Any painting, renovations, or physical adaptations to be done - involving the person can be a good way to build relationships (paint colour etc).;
  - ✓ Determining how the costs of moving will be dealt with;
  - ✓ Deciding how the persons personal space and privacy will be arranged – it will be important to ensure that all members of the household understand and agree to respect the persons personal space and belongings including not using their belongings in any way
- ✓ Arranging the date when the persons personal effects, furniture, pets will be moved in so that you have time to complete a thorough inventory of all his/her belongings for your records and for the person to keep;
- ✓ Planning the logistics of the moving day and how best to make this happen so everyone is comfortable
- ✓ Making a list of observations and questions to discuss with your Life Sharing Network Manager
- ✓ Making sure you have an inventory of the persons identification documents which should include: BCID and/or BC Medical Card; Birth Certificate or Passport, Medical Alert (if applicable) and other relevant documents such as Social Insurance Card or Gold Card. If the person does not have any of this ID listed, make arrangements to secure any missing documents.
- ✓ Planning a way to celebrate the move and your new life together!!



To support this transition, BACI will be providing regular monitoring and support to be sure all is in place and the placement is successful. This monitoring will take place at the time of the move, within 30 days, and between 30 – 90 days moving forward. See our section on Monitoring and Evaluating Your Services for more details about what to expect during these visits. You can read more about our monitoring visits in Section B.

## Understanding and Supporting the Person's Dreams and Aspirations

Building a successful Life Sharing relationship with the person involves understanding the lifestyle he/she desires as well as his/her dreams or aspirations.



BACI uses a person centred planning approach to guide services including those offered through Life Sharing. A personal plan sets out the dreams, goals, strengths, needs, preferences and aspirations of a person, and guides the delivery of all services. It includes measurable

goals and objectives, and is reviewed and revised yearly. This plan is usually developed by BACI staff or by another agency involved with the person, with input from the person and the family/support network.

The person's personal plan is your main map or guide in providing support for him or her.

Each person is supported to develop and accomplish long- and short-term goals through a personalized planning process. Home Sharing Providers are part of the planning and implementation team helping to follow through on plans, identify progress, and make adjustments to meet changing needs.

## Making a Shared Commitment

The beginning of a Life Share relationship is a time full of promise and potential - the perfect time for everyone to share with each other what they expect to give and get from the relationship. Taking the time to listen and respond to each other's expectations, and reach a shared commitment of how you will be in relationship with each other is a key first step in establishing a relationship of equality and mutual respect.

In each Life Share Relationship the commitment shared between the members will be created differently and will reflect the unique nature of the relationship. However, here are some pointers to consider when creating your Shared Commitment...

### How do we create our Shared Commitment?

- ✓ Set aside at least two hours to create your shared commitment – it might not take this long – but you don't want to run out of time!
- ✓ Make sure that you gather in a place that is comfortable for everyone – share some food, - making a commitment is a celebration!
- ✓ Please invite everyone who lives in the home and is part of the extended family.
- ✓ Decide how you are going to make a record of your commitment – in writing, on tape, on video, write a song or a poem, do a piece of artwork, or even write a story.

## What do we include in our Shared Commitment?

- ✓ Your hopes and dreams for the relationship (trust, honesty, respect – what do these mean to each of you?)
- ✓ What about privacy?
- ✓ How do we resolve conflict?
- ✓ Favourite meals?
- ✓ Personal deal breakers?
- ✓ How to celebrate holidays – real tree, fake tree, no tree?
- ✓ Bed time, up time?
- ✓ Shower schedule – how much hot water is there?
- ✓ Family – invited guests or ‘the door’s always open’
- ✓ Pets - yes, never, maybe, unlikely?
- ✓ Friends over– yes, never, sometimes?
- ✓ Touchy stuff – sex, drugs and partying- yes, never, maybe, likely?

## How do we honour our Shared Commitment?

Your Life Sharing Manager may have been part of creating and recording your Shared Commitment, but if not, please forward them a copy and keep a copy for yourself and revisit it often. All relationships grow and change over the years as do the people in them, therefore it is important go back and check each year to see if your Shared Commitment is still true and reflective of your Life Share relationship – if it is, great! If not, have chat, renew your commitment and continue the journey.

## What happens if we break our Shared Commitment?

A Shared Commitment is something that everyone in the relationship strives to honour and from time to time everyone is going to fall short. If the time comes when someone in your relationship isn't honouring the Shared Commitment, the first step is to have a conversation. Try and uncover why the commitment is not being met. Ask questions, seek to understand, and compromise. Don't draw lines in the sand, strike a position or make ultimatums. Check out the Provider Conflict Resolution information and other valuable resources on the BACI Life Sharing web page. Talk to each other, trusted friends and your BACI Life Sharing Manager.





## Understanding the Decision Making Authority

As a Life Sharing Provider, you are not designated as the legal guardian of the person. However, because you will be an important part of the person's life, it is likely that they will call on you for support in understanding and making decisions. Your role is a delicate one that requires you to think through and make sure you are not biasing decisions based on your values and beliefs but helping the person to think through the options available and the consequences of different choices. **Additionally it is important to recognize that you do not have the authority to make legal, financial or health care decisions on the person's behalf.** Make sure you understand the legal status of the person you are caring for, and are clear about who can make decisions if the person cannot.

In cases where the person is not able to make decisions on their own, one of the following options is likely in place for them. They may have a "Committee of Person" authorized through a Public Trustee, a Representative under a Representation Agreement, or a Temporary Substitute Decision Maker for Health Care Decisions.

*Recent legal changes in B.C. describe the Rights of adults who are receiving support to make decisions for themselves, and explains what happens if they need help making decisions. People are presumed to be capable until legally proven otherwise, and the way a person communicates is not a factor in determining capability. Some adults may have Representation Agreements, through which they have legally designated someone they trust to help manage their affairs and make personal care, financial, health or legal decisions for them. Some may also have an appointed Committee, usually a parent, who acts on their behalf.*

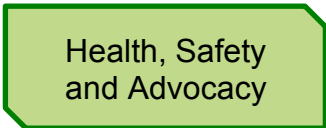
More information about representation agreements, as well as plain language versions of *Consent to Health Care and the Role of the Public Guardian and Trustee* as well as other useful resources on this subject are available from BACI or the Office of the Public Trustee at their website listed in this handbook.

## Community Inclusion and Advocacy

Part of your role is to help broaden the circle of friends and build new social opportunities with the person. Recreational and other community activities should form a part of what you provide. Ideally, this should happen in natural settings in the community, with peers if possible. Your choice of activities should be guided by the person's personal plan. People are expected to pay for the costs of admission or participation in such activities.



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Delivery



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Be aware of the person's rights and responsibilities in the community. Stand up for the person if you feel they are not being respected and treated with dignity. Help them develop their own self-advocacy skills, so they can speak on their own behalf in the wider community.

## **Religious Activities**

BACI is a non-denominational agency, serving people of all religious beliefs. We encourage and support the right of each person to freedom of religious choice. As a Provider, you will respect and support peoples choices and make reasonable accommodations regarding things such as dietary or moral decisions based on religious belief. Do not take a person to a religious meeting or event without express consent from the person.

## **Travel**

While many adults can provide their own permission, if you are planning to take a trip outside your home community, be sure you have the correct permissions in place. You must have advance written permission from the appropriate decision maker for any person who has a Committee of Person or Representative under a Representation Agreement. You must also inform BACI and carry medical information and emergency numbers with you.

If you are crossing into the U.S., or traveling internationally, you must also have a permission letter from the designated decision making authority or BACI, proof of citizenship for the person, appropriate medical insurance coverage and medical information and emergency numbers.

In the current environment, travel rules for crossing the border may change, so check before you leave home. If you are leaving your home community with a person for more than 12 hours, check with a Life Sharing Manager to assess the need for a "Risk Assessment"

## **Long Term Visitors**

If you have family or friends visiting you and staying longer than 14 days, they must provide a written criminal record search completed by their home city or country.

## **Sexuality**

Sexuality is a natural part of the development and growth of human beings. It is inherent in expressions and perceptions of self. People have the right to learn about and explore their sexuality and sexual identity in developmentally appropriate ways. Be aware that you are sharing common space with the person and that you need to have ground rules with which you are both comfortable. Clarify individual preferences and expectations about things such as TV shows and videos, touching, and language, and agree on what is appropriate, documenting it in the Shared Commitment. Then follow the agreement and support the person to do so as well. Do not impose your own moral choices or judgment on the person. Inform BACI's Life Sharing Manager of any issues regarding sexuality that arise, and ask for specific training if needed.

## Rights and Responsibilities

Helping the person exercise their rights and understand their responsibilities is an important part of your support. The following is a checklist showing expectations of your support:



- ✓ support the person to learn about, exercise and advocate for their rights (example, people are supported to vote if they choose to do so)
- ✓ make sure you have a plain language statement of individual rights available at the home that reflects the philosophy of community living (example, dignity of risk, least restrictive environment)
- ✓ make sure the supports you provide reflect individual rights (example, considerations of privacy, confidentiality, and personal dignity)
- ✓ be sure to provide opportunities for the person to understand and learn to balance their rights with the rights of others in the household

Each home sharing arrangement is different and support is delivered according to the unique needs of the person. What works in one home will not necessarily work in another. Please be sure to consult with the Life Sharing Manager if you have any questions or concerns about how best to build a positive, supportive and respectful relationship with the person in your care.



## Part 3 – Ensuring Health and Wellbeing

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### Individual Support Plans

You are responsible for supporting the person's health and wellbeing. To supplement the personal plan, described above, specific plans will help guide the type and level of support you will need to provide.

Individual Support Plans (ISP) are required for all people accessing Life Sharing. In addition, ISP and/or Health Care Plans and Health Care Protocols will be developed for those with complex health or rehabilitation needs.

Every person receiving BACI services has an Individual Support Plan (ISP). An ISP describes the assistance and support that he or she needs in daily living. It is tailored to reflect the unique preferences and support requirements of each person. The person usually completes it initially, often with assistance from their family, and BACI, if needed. It is a confidential document that contains personal information, and should be treated as such.



An Individual Support Plan usually contains information such as the following:

- Personal and emergency contacts
- Description of the person example, gifts, talents, likes, dislikes, important issues, triggers for behaviours, potential challenges, significant life experiences
- Description of potential risks such as going missing
- Description of personal support network
- Personal care and health needs including diet, favourite foods, sleeping patterns, washroom routines, therapies, medical and specialist appointments, medications, allergies, and any other medical concerns
- Communication needs and support including preferred learning style and successful teaching strategies
- Community involvement including safety protocols when in the community, preferred activities and supports needed

The ISP is a big help to you – it should guide the care and support you provide. Always have a copy of the plan. Review it and discuss any issues or concerns with the person and their family before providing Life Sharing. You and the person update ISPs annually.

If you notice significant changes in the person supported, do not wait for a review to bring this to the attention of the family (as outlined in consents) and the Life Sharing Manager.

## Personal Care



Some people need direct assistance with personal care and hygiene routines. If this type of support is needed, these routines will be outlined in the ISP as described above. You are expected to provide personal care in a way that ensures the privacy and dignity of the person, and promotes the highest level of independence and personal choice possible. This helps the person learn appropriate touch, language and personal boundaries through consistent modelling. It also provides comfort, consistency of routine and familiarity for the person while protecting everyone involved.

***Do not allow anyone else in your household to provide personal care - BACI-approved providers are allowed to do so.***

### Standards of Personal Care

Touch and personal interactions are integral components of providing personal care. Make sure you adhere to the following guidelines when touching the people you are caring for:

- Avoid private parts during affectionate touching or hugging.
- Allow as much privacy as possible while ensuring safety.
- Follow the Individual Support Plan (ISP).
- Let the person feel in control and be able to stop the touching at any time, except in a dangerous situation.

### General Health Care

You are responsible for meeting the health care needs of the person you are caring for, as per the ISP. This could include using equipment such as braces or a wheelchair, and following established routines and instructions regarding feeding, allergies or other medical concerns. Only carry out routines that are set out in writing in the care plan. The ISP includes details about when and how to administer prescription and non-prescription medications and procedures and ramifications of missed doses.

Keep all medications in a safe storage place. Some people may take their own medications while others may need your support. If you wish, you can set up a medication chart that includes name of medication, dosage and time, with initials. Ask BACI for an example if you want to use it.

You will be required to keep track of all therapy, medical, dental and other health related appointments and, in most cases, attend the appointment with the person.

You are responsible for keeping informed about any changes to medications or other medical routines, and for ensuring there is enough medication (blister-packed) or supports for other medical needs.

## Health Care Plans & Health Care Protocols



A health care plan is required for people who have complex health or rehabilitation needs that require professional involvement. It sets out what procedures are required, who can perform them and who monitors them. It includes appropriate protocols such as seizure management, physiotherapy, and/or a delegation of task. It is developed by Health Services for Community Living Branch of Ministry of Health (HSCL), or by Vinge or one of HSCL's contracted service providers. If the person has a health care plan/protocol, you must have a copy of it and follow it. It may be attached to the care plan.

### Health Care Plan Requirements

- The health care plan covers areas where people require planned medical / therapeutic support
- Qualified health professionals (Vinge or Health Services for Community Living professionals) are involved in the development of the health care plan and approve the plan in writing
- Those supported, their families, or other supporters are involved in the development of the health care plan
- The health care plan is monitored for its effectiveness in directing health care and changes are made to the plan as needed
- Life Sharing providers including respite providers
  - are familiar with protocols outlined and receive training as necessary;
  - must ensure that health care is provided according to the health care plan
  - are clear on who has the legal authority to make health care decisions, emergency versus ongoing care, and role of the family
  - have been informed regarding any representation agreements, committee of person or temporary substitute decision makers that are in place and are aware of their purpose and the role of these decision makers if one has been appointed for an person.

### Behavioural Support Strategies

Providers are expected to interact with the people they support in valuing and respectful ways that support their rights, safety and dignity. This caring relationship forms the basis for positive and appropriate behaviour. Always strive to assist people to develop self-control, self-confidence, self-discipline and sensitivity to their interactions with others.

*Please be familiar with and follow the Community Living B.C. **Behaviour Support & Safety Planning - A Guide for Service Providers** provided with this guide.*

Redirection and correction should be a positive learning experience that teaches the person to control or correct their own behaviour. It can include natural consequences, praise, encouragement, modeling, rules, limits and counselling. It must not include punishments such as spanking or removal of basic rights such as food or privacy. Positive and preventative strategies that help establish a positive atmosphere can maximize the opportunities for appropriate behaviour. For example:



- Establishing clear and consistent expectations and explaining them in a simple, straightforward way
- Stating limits in a positive way
- Focusing on the behaviour, not the person
- Stating what is expected instead of asking questions
- Giving time for someone to respond to change
- Reinforcing appropriate behaviour with words and gestures
- Ignoring minor incidents
- Observing and anticipating

## Behaviour Support and Safety Plans

Some people whose behaviour is challenging to the point where it seriously interferes with learning, daily activities, and participation in community activities or is critical or unsafe placing the person supported or those around them in jeopardy, require a Behaviour Support Plan. An accompanying Safety Plan will be included if the behaviour places the person or others in jeopardy.

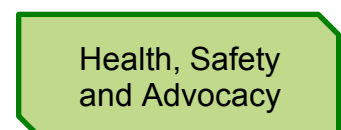


**Behaviour support** is a systematic and planned approach to prevent or reduce challenging behaviours and enhance quality of life for the person. Behaviour support is a set of function based strategies that combine the science of behaviour, information about physical and mental health, and person-centred values. Behaviour support planning focuses on proactive, positive strategies. The goal is to positively address socially significant behaviours and skills in a way that will benefit the person and all of the people within their social network.



**A Safety Plan** is an individualized, written document designed to support providers and others to respond to and de-escalate unsafe behaviour and protect the person and/or others from harm. Unsafe behaviour is behaviour that is of such intensity, frequency or duration that the physical safety of the person or those nearby is put at risk. A Safety Plan may **only** be developed in conjunction with a Behaviour Support Plan. It is a companion document focused specifically on addressing unsafe behaviours in the context of an overall behavioural approach to improving quality of life. A Safety Plan is a serious further step with additional approval and review requirements. The strategies in a Safety Plan are designed only to de-escalate unsafe situations and reduce risk of harm. A Safety Plan includes **restricted practices** (defined in the CLBC **Behaviour Support & Safety Planning - A Guide for Service Providers**) and requires certain written authorizations. A Safety Plan can only be developed with the support of a qualified Behavioural Consultant.

As a provider, it is essential that you understand both your role in implementing any behaviour support or safety plans that are in place for the person in your care. You must follow the guidance of the CLBC *Behaviour Support & Safety Planning - A Guide for Service Providers*



## Prohibited Practices

Prohibited practices can **never** be used as behavioural techniques, even in an emergency. Prohibited practices include:

- Physical or corporal punishment, such as punching, slapping, pulling hair, spraying with water or using excessive physical force
- Punishment, ridicule, neglect, humiliation or retaliation, such as swearing, yelling, demeaning attitude, or name-calling
- Electric shock, including electric prods or Tasers
- Use of noxious substances (i.e. Tabasco Sauce, lemon juice, detergent or pepper)
- Misuse or overuse of a drug for a non-therapeutic or non-medical effect
- Use of a psychotropic drug without medical authorization
- Leaving a person unattended when in any form of approved restraint
- Ongoing removal of personal belongings from a person's environment
- Seclusion i.e. the separation of a person from normal participation and inclusion, in an involuntary manner. The person is restricted to a segregated area, denied the freedom to leave it, and left alone.

As a Life Sharing Provider, you are expected to take all necessary steps to ensure that these prohibited practices are never used.

In the event that an incident involving a prohibited practice occurs, ensure it stops immediately and ensure that the person is safe. Report it immediately as a Critical Incident.

## Safety Practices

You are expected to provide a safe home environment, including adequate fire and other emergency plans, precautions, and procedures. This should include fire procedures. It is recommended that you practice and document at least 6 fire drills each year. You must also have fire safety equipment such as smoke detectors and fire extinguishers, and emergency lighting such as a flashlight.

Make sure you have a fully stocked first aid kit in your home and in your car if you are transporting the person. Check and restock the kit after every use and at least annually.

- Antiseptic towelettes (Handi-wipes)
- Band-Aids in various sizes
- Sterile gauze and eye pads
- Gauze roll
- Non-allergenic tape
- Large and small pressure dressings
- Roll crepe tensor bandage
- Triangular bandages
- Scissors
- Tweezers
- Safety pins
- Disposable gloves
- Source of cold (ice pack, frozen peas, chemical cold)
- Mouth shield for CPR (child and adult)
- Protective eye goggles

Be sure you have an emergency response gathering location and have practiced going to this location during your drills.

It is recommended that you practice and document at least 6 earthquake drills each year.

**Ongoing Safety Monitoring:** BACI staff will have conducted an initial safety visit when you first applied to be a Home Sharing provider. We will continue to conduct annual safety visits as part of our monitoring practices outlined in Section B of this handbook.

We will use the BACI Monitoring Tool. This practice helps to ensure a safe environment for the person. We encourage you to use this list as a regular check and to self-monitor and evaluate the safety of your home environment regularly. We will provide you with a copy. For more information on home safety, go to the website listed on the back of this handbook.

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## Part 4 – Handling and Reporting Emergencies and Other Incidents

### Handling Emergencies

An emergency is a situation that places a person or a caregiver at risk, and/or that requires the assistance of a doctor, nurse, 911, or BACI. Examples include a fire, vehicle accident or earthquake. Contact the Life Sharing Manager in the event of an emergency. He or she will respond and provide support as necessary. You will be expected to make sure critical incident reports are completed. **Call 911 if it is a medical or safety emergency.** Contact the family, or designated family emergency contact if the family is not available.

**You are required to report all incidents to BACI.**

#### Important Tips

- ✓ Keep emergency phone numbers for fire, police/ambulance, poison control, and BACI, along with the person's emergency contact numbers and information, near the phone
- ✓ Make sure you have a completed Emergency profile.



### Critical Incident Reporting

#### Reporting Emergencies and Other Incidents

Reporting the incidents that arise in a person's life helps us to understand and respond more effectively to each person's needs. As a provider, you are required to report all incidents even those that may feel less significant to you such as cuts and bruises.

#### Critical Incidents

A critical incident is any event that is detrimental to the person being cared for, or to you or other members of your household. A critical incident is also any event that constitutes an infringement of a person's rights; and/or is unusual or extraordinary in nature.

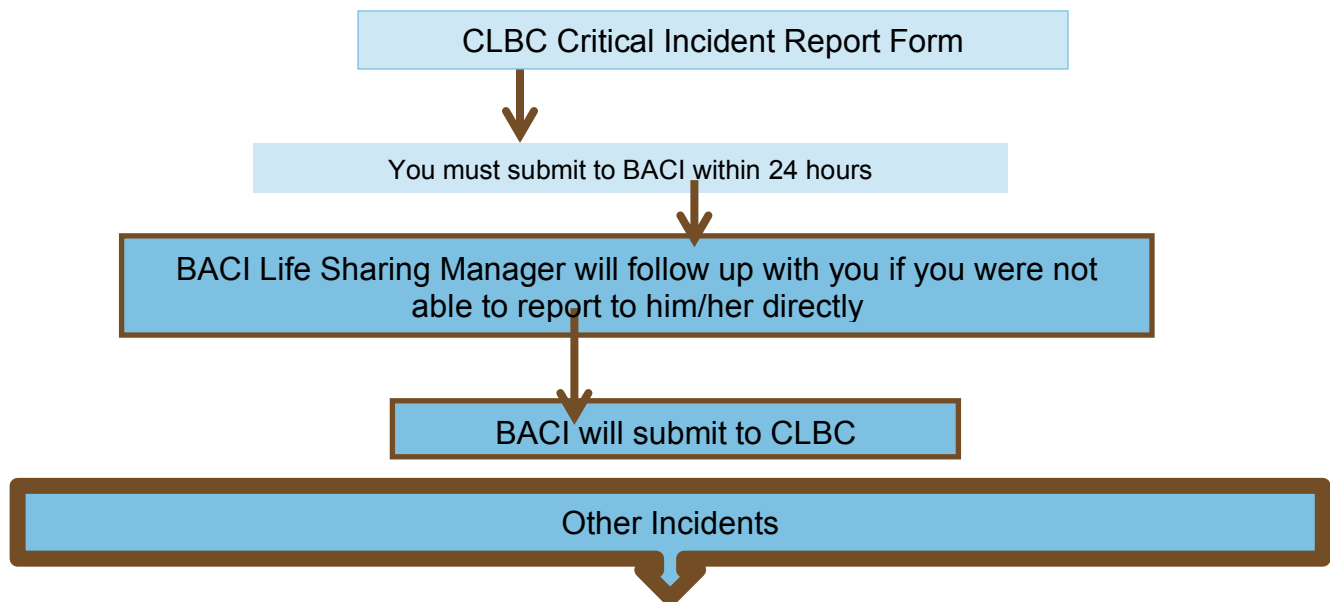
Please be familiar with and follow Community Living BC Guidelines for Reporting Critical Incidents

Examples include

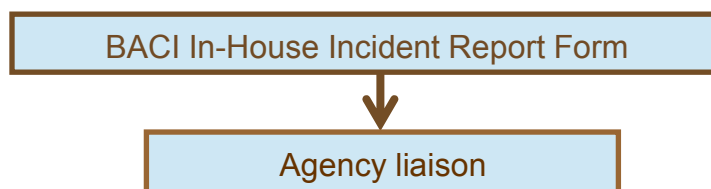
- ✓ injury requiring medical attention,
- ✓ suspected or actual abuse,
- ✓ aggressive or unusual behaviour,
- ✓ car accident,
- ✓ poisoning,
- ✓ medication error,
- ✓ exposure to a communicable disease such as Hepatitis B,
- ✓ suicide or attempted suicide
- ✓ use of illicit drugs
- ✓ unauthorized use or possession of a weapon
- ✓ unusual illness or unexpected death,
- ✓ missing person,
- ✓ damage to the provider's home or a public facility.
- ✓ sexual assault
- ✓ anything requiring emergency medical, fire or police involvement
- ✓ "near-misses" or "close-calls"

If you witness or are involved with a critical incident, you **must**:

- contact the person's family as outlined in consents;
- contact the BACI Life Sharing Manager, and;
- complete a critical incident report as outlined below.



Other incidents are less significant but important to report. These include falls, cuts, or other minor injuries that do not require medical attention. Call the family (as required and with consents – some may not want to be alerted about these types of incidents) and the BACI Life Sharing Manager, and complete an in house report.



# Be Prepared

## Missing Person

Life Sharing Providers must take proactive measures to ensure that people do not go missing. People should be supported to explore their neighbourhood and review basic safety practices to minimize the risk of becoming lost or confused.

Health, Safety  
and Advocacy

The Life Sharing Provider must develop a missing or wandering person protocol that can be referenced by all who support the person. The protocol should include a recent photograph and a list of the person's favourite locations or likely places to search. It should also clearly indicate the specific conditions under which the person should be considered missing. A missing or wandering person is a reportable critical incident. Life Sharing Providers must be guided by that policy when reporting this type of event.

## Abuse and Neglect

People served through our Life Sharing Program, like all members of our community, have the right to live, work, play, learn, and participate in everyday activities in a safe and secure environment, free from abuse or neglect of any kind. No form of abuse or neglect will be tolerated. As a provider, you are strictly prohibited from subjecting the person to such abuse or neglect, or from allowing a person to be abused or neglected by others while in your care. You are expected to protect those you support from abuse and neglect. Abuse or neglect of a person by a provider is grounds for immediate termination of the agreement, and may also result in future legal action.

**Abuse** is the deliberate mistreatment of an adult that causes physical, mental or emotional harm, or damage to or loss of assets. Specific types of abuse include: physical, psychosocial or emotional, verbal, sexual, financial, and medication abuse.

**Neglect** is defined as any deprivation of an person's requirements for food, shelter, medical attention or supervision that endangers the safety of a person. It includes any failure to provide necessary care, assistance, guidance, basic necessities or attention to an adult that causes, or is likely to cause, serious physical, mental or emotional harm or substantial damage to or loss of assets.

**If you suspect a person may have been abused or neglected, you must report it.**

Follow these steps:

- Ensure the immediate safety and well-being of the person.
- Notify the BACI Life Sharing Manager immediately to get guidance on next steps.
- Notify the police if it is an emergency.
- Obtain medical attention if needed.
- Complete a Critical Incident Report form and return to the BACI Life Sharing Manager immediately.
- Cooperate fully with any investigation by police and/or Community Living B.C., the Office of the Public Trustee or the Regional Health Authority.

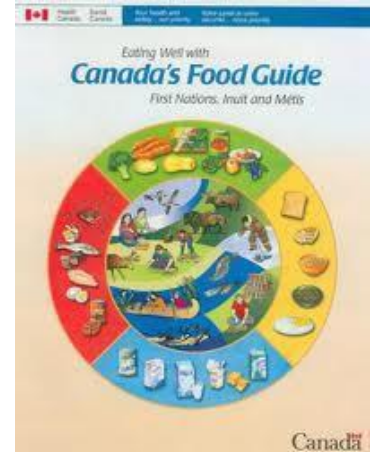


It is not your responsibility to notify the family; that is the responsibility of the Life Sharing Manager.

## Other Health and Safety Considerations

### Nutrition

Part of your responsibility is to meet the nutritional needs of the person you live with. Use Canada's Food Guide as a reference for meal planning. Encourage people to make choices within the substitution guidelines of the Food Guide. Follow any nutritional plans and preferences in the care plan, including any food preferences, intolerances or allergies. Handle food safely, paying particular attention to adequate cooking and refrigeration and to preventing contamination. We encourage you to take a Food Safe course.



### Standard (Universal) Precautions

Observe basic cleanliness routines such as regular hand washing, and understand and follow



#### WASH HANDS

Wash your hands with soap and hot water for at least 20 seconds after you have had contact with blood or other body fluids, after going to the bathroom, before preparing or eating food, and after removing latex gloves. Use hand lotion to help keep your hands from becoming chapped or irritated. Intact skin is your first defense against infection!

standard health precautions at all times when providing personal care for a person. Always treat blood and other bodily fluids as potentially dangerous. Use latex/vinyl gloves when providing personal care that involves blood or other body fluids, or when touching non-intact skin

or items/surfaces contaminated with blood or body fluids. Disinfect contaminated surfaces, items and materials with bleach or in the dishwasher or microwave. For more details on standard precautions, check out the website listed on the inside cover of this handbook.

### Immunizations

You may want to consider immunizations against Hepatitis A, Hepatitis B and influenza. You are responsible for arranging your own immunizations, blood tests and boosters.

Please Note that if the person we have placed in your care is a carrier of Hepatitis B, you will be notified and we strongly advise you to be immunized. If you choose not to be immunized, we may not consider you as a provider for someone who is a Hepatitis B carrier. We also suggest that you do not perform personal care duties.



## Support during a Hospital Stay

Sometimes you may have to transport or accompany a person to the hospital. If it is a planned stay, be sure to advise the Life Sharing Manager in advance and have the necessary consents and paperwork in place for the authorized treatment. This type of visit should be part of the overall care plan and involve advance planning with the team supporting the person.

If it is an emergency, notify the BACI Life Sharing Manager and if it is deemed critical, arrange to meet them at the hospital. Remember to bring the person's most recent "Consent for Health Care Support" form that authorizes treatment in the case of a medical emergency.

At the hospital, you should act as the person's advocate; support them and provide information to medical staff as required. This may include acting as an interpreter, providing food, personal care and emotional support, and liaising with medical staff. You are not allowed to sign consent forms on behalf of the person or carry out medical or nursing duties such as administering medication, or intravenous, moving the person or changing dressings.

Be aware of the person's rights and dignity while being cared for in the hospital. Advocate on their behalf if needed. Inform BACI if you have any concerns about the care or treatment the person received while in hospital. File a critical incident report, including any such concerns



## Part 5 – Taking Care of Yourself



### Self-Care is Important

Being a Life Sharing Provider has an impact on you and on the other members of your household. There are many positive benefits and opportunities. There can also be stresses and challenges – physical, mental and emotional. We suggest that you take good care of yourself first. We will provide you with a copy of a practical guide to self-care called *Taking Care! - A Guide for Caregivers on How to Improve Their Self-Care*. We suggest you read it.

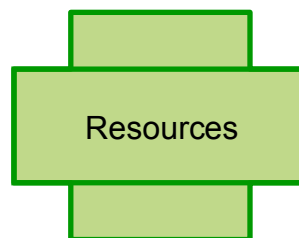
The following are some other things you should be aware of in order to protect and take care of yourself and make the Life Sharing experience a positive one for everyone involved.

### Illness or Other Circumstance Impacting Your Capacity to Fulfill Your Role

It is critical that you notify BACI immediately if you are ill or are otherwise unable to fulfill your role as a Life Sharing Provider.

### Respite

Respite arrangements can be flexible to meet your needs and schedule. It could mean someone coming into the home and you going away. Or it could mean the person goes to another home. We strongly encourage you to make use of this provision and can help you with finding respite care providers. Respite providers will be contracted and supervised directly by you as outlined in your agreement.



Please Note that if you have received approval in writing by us to directly hire your respite, you have 2 sets of responsibilities:

1. You are directly responsible for selecting, hiring, training, monitoring and paying each respite provider;
2. You continue to be responsible for all the services provided to the standards outlined in your agreement with us and this handbook even when the respite provider is providing services for you in your absence. This means you must actively supervise the respite provider and make sure they:
  - a. Have the qualifications, up to date first aid, and other certifications required;
  - b. Meets the background check requirements;
  - c. Have been oriented and trained by you to effectively meet the needs of the person(s);
  - d. Complies with all the same standards that you must meet including CLBC standards and policies and all standards outlined in your agreement and this handbook

## Substance Use (& Abuse)

BACI supports a healthy, smoke-free environment. Providers should use common courtesy around people they live with. Specific guidelines for smoking should be mutually agreed upon between you and the person/family before service begins and documented in the Shared Commitment. These include refraining from smoking in the same room or vehicle as the person being cared for, or smoking only outside or in a designated room.

If using alcohol, be sure that your judgement is not impaired while providing support to the person. It is unacceptable for you to be under the influence of illegal drugs.

*Be sure to recognize your capacity to balance your responsibilities as a Life Sharing Provider with other employment you might take on*

## Training and Professional Development

BACI offers training events and professional development opportunities on a regular basis which can offer new information, new contacts, new ways of meeting challenges, and a sense that you are not the only one dealing with things. We encourage you to participate in them, as well as other opportunities offered in the community. We also encourage you to let us know about issues or subjects in which you would like training.

## Violence Prevention

Some people may have behaviours that could cause you harm if not appropriately managed. Make sure you are familiar with CLBC Behaviour Support & Safety Planning - A Guide For Service

Providers provided with this handbook, as well as any issues and strategies about behaviour in the person's care plan, behaviour support plan and/or health care protocols. We also suggest you take

Nonviolence Crisis Training available through BACI. This type of training may be mandatory as part of your agreement to serve a person.

Health, Safety and Advocacy

## Additional Employment

You may engage in other contracted work, employment or business activities, provided that it does not interfere with the provision of Home Sharing as per your agreement and does not constitute a conflict of interest. In carrying out other work, you are not permitted to use BACI property, equipment or premises, represent BACI or bring BACI into disrepute.

## Conflict of Interest

It will be important to balance your role as a Life Sharing Provider with other roles you hold to be sure you do not inadvertently set up a conflict of interest. As a provider, you could be in a conflict of interest if your self-interest conflicts with the interests of BACI and/or the person receiving Life share. An example is a Life Sharing provider selling products to a person being served.

Providers should take care to avoid a conflict or apparent conflict of interest situation by:

- Making sure that relatives or others living in your household are not involved in the screening or monitoring of you as a Life Sharing provider.
- Not selling goods or services or entering into a business relationship with the person for whom you provide Life Sharing, or members of their family/support network.
- Making sure that other contracts or employment do not interfere with your ability and availability to provide Life Sharing.
- Not using BACI property or services for personal use.

## A Final Word

In closing, we wish to thank you again for taking on the special job of providing Life Sharing for adults with developmental disabilities. We encourage you to use this handbook and the other resources we have to offer.

### Life Sharing is a Relationship

Life Sharing means living with and sharing all of life's experiences together and forming a supportive and caring relationship. Life Sharing is a 3-way relationship between you, the person with disabilities/their family and BACI. Each of the members have a role to play in the relationship, and each member comes to the relationship with a set of hopes, dreams, and expectations.

While every Life Sharing relationship is unique, there are some hopes and expectations that are common, such as the hope of a good life, lived with purpose and the expectation to be treated and supported with respect.





# Section D - Resources

## Required Reading for Providers

The following documents have been included as attachments to this handbook. Please be sure to review them carefully as they outline the expectations set out in your agreement.

- ✓ BACI Statement of Values & Principles
- ✓ Employment Standards Fact Sheet on Independent Providers
- ✓ BACI Monitoring Tool
- ✓ Community Living B.C. Behaviour Support & Safety Planning - A Guide For Service Providers
- ✓ Community Living B.C. Critical Incidents: Service Provider Requirements
- ✓ Community Living B.C. Standards For Home Sharing (Adults)
- ✓ WorkSafe BC Booklet: *"We've got you covered - Personal Optional Protection insurance"*
- ✓ Community Living B.C. Privacy and Information Management

## Suggested Resources

These forms have been provided for you to use and/or adapt to support you in meeting your contractual requirements:

- Communication Log
- Medication Chart
- Canada Food Guide
- Medical Appointment Form
- Activity Log Form
- Ministry of Health Personal Assistance Guidelines
- My Compass Planning Tool



## Useful Contacts for Providers

BACI	Community Emergency Contacts:
<p><b>BACI</b>            Address: #190 – 6450 Roberts Street,            Burnaby, BC, V5G 4E1            Phone: 604-299-7851            Fax: 604-299-5921            Email: info@gobaci.com</p> <p><b>BACI Life Sharing Manager</b>            Name:             Phone:             Email:</p> <p>Karey DeGenova, Senior Manager of Quality Assurance &amp; Life Sharing: 778-888-4282</p>	<p><b>Poison Control Emergencies</b>            24-hour Line: 604-682-5050 or            1-800-567-8911</p> <p><b>Poison Control Non Emergencies</b></p> <p><b>RCMP</b></p> <p><b>Community Living BC (Adult Services)</b></p> <p><b>BC Health Link: 811</b></p> <p><b>Hotlines</b></p> <ul style="list-style-type: none"> <li>• <b>Mental Health Hotline</b>              604-310-6789 (BC Crisis Line)</li> <li>• <b>Suicide Prevention Hotline</b>              1-800-SUICIDE</li> </ul>

## Websites of Interest

- Employment Standards [www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)
- Workers Compensation Board [www.worksafefbc.com](http://www.worksafefbc.com)
- Government of Canada-Public Safety [www.safecanada.ca](http://www.safecanada.ca)
- Canada Customs and Revenue Agency [www.ccr-a-drc.gc.ca](http://www.ccr-a-drc.gc.ca)
- Ministry of Social Development (MSD) [www.gov.bc.ca/hsd](http://www.gov.bc.ca/hsd)
- Office of the Public Trustee [www.trustee.bc.ca](http://www.trustee.bc.ca)
- Appropriate language [www.esdc.gc.ca/eng/disability/arc/words\\_images.shtml](http://www.esdc.gc.ca/eng/disability/arc/words_images.shtml)
- Multiculturalism [www.embracebc.ca](http://www.embracebc.ca)
- Human Rights [www.bchrt.bc.ca](http://www.bchrt.bc.ca)
- Criminal Record Reviews [www.pssg.gov.bc.ca](http://www.pssg.gov.bc.ca)
- Ministry of Children & Family Development [www.mcf.gov.bc.ca](http://www.mcf.gov.bc.ca)
- Health incl. standard precautions [www.bchealthguide.org](http://www.bchealthguide.org)
- Community Living BC [www.communitylivingbc.ca](http://www.communitylivingbc.ca)
- Information & Privacy Commissioner [www.oipc.bc.ca/](http://www.oipc.bc.ca/)
- Health Services for Community Living [www.vch.ca/your\\_health/health\\_topics/health\\_services\\_for\\_community\\_living/](http://www.vch.ca/your_health/health_topics/health_services_for_community_living/)
- Disability Alliance [www.disabilityalliancebc.org/](http://www.disabilityalliancebc.org/)
- Inclusion BC [www.inclusionbc.org/](http://www.inclusionbc.org/)

# Provider – Conflict Resolution

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As a provider to BACI through a Life Sharing Network Agreement you may find yourself, from time to time, in conflict with others (families, service providers, other providers or BACI staff). When conflict arises BACI expects and encourages you to resolve differences in a respectful and at least cordial manner. The following information is intended to assist you to resolve conflict successfully and in accordance with BACI's expectations.

## Expectations

We recommend that providers try to anticipate and avoid conflicts by:

- Being realistic about their own expectations and the limitations of people and situations.
- Deciding how important a matter is and if it is really worth disputing.
- Being honest and communicating openly. Providers should make clear to themselves and others what they want, need, or expect.

## Resolving Conflicts Informally

We suggest that providers first try to resolve conflicts using one or more of the following methods:

- Step back and try to be objective about the situation
- Try to put yourself in the other person's position
- Negotiate a compromise. Sometimes people are better off getting most or part of what they want now than spending time trying to get everything
- Explain your position to someone you trust to give honest feedback about whether you are being reasonable and fair – being careful to maintain confidentiality at all times
- Get someone to advocate or negotiate on your behalf if you are too close to the problem or too emotional about it
- Get an informal mediator, someone whose judgment, objectivity, and fairness all parties trust.

## The Formal Conflict Resolution Process

If a conflict cannot be resolved informally, BACI has adopted a formal conflict resolution procedure as follows:

The provider seeking resolution should clearly define and put in writing if possible:

- The history and present circumstances of the dispute. (How did this conflict come about and what is the current situation)
- The factors that you think are causing the problem
- How you want the dispute resolved and why it should be resolved that way.

The provider should then present the concern:

- First, your LSN Team Manager unless the conflict is with the LSN Team Manager and the report should be made to the Senior Manager in charge of the LSN. If the conflict cannot be resolved at this level, then
- Second, to the Senior Manager responsible for the LSN, unless the Senior Manager is one of the parties in the conflict. If the conflict cannot be resolved by the Senior Manager, then
- Third, to the Executive Director(s). If the Executive Director(s) cannot solve the conflict or if the Executive Director(s) is one of the parties, then
- Fourth, to the Conflict Resolution Committee, a sub-committee of the Board of Directors.

