

# Life Sharing Providers' Guide



A Guide for Independent Contractors Offering Life Sharing  
Services Under

A Life Sharing Service Agreement

With



Burnaby Association  
for Community Inclusion

Updated 2026

## Table of Contents

Welcome to BACI .....	5
Burnaby Association for Community Inclusion .....	5
Section A – Our Written Agreement with You .....	6
Part 1 – Our Contractual Relationship .....	6
Part 2 – The Role of CLBC.....	6
Part 3 - The Different Parts of our Agreement.....	7
Section B – Important Guidelines .....	12
Part 1: Understanding Your Role as a Contractor .....	12
What it Means to be an Independent Contractor .....	13
Mandatory Work Safe BC Coverage.....	14
Part 2: Understanding Our Role .....	16
Part 3: Fundamental Principles Guiding Your Work .....	17
Communication.....	17
Language also Matters .....	17
Conflict Resolution.....	19
Keeping Up to Date with Required Reports .....	19
Keeping Records .....	20
Confidentiality & Privacy .....	20
Supporting Successful Shared Living: Our Monitoring.....	21
Section C – Life Sharing Program .....	24
Part 1 –About Life Sharing .....	24
Life Sharing Program Overview .....	24
Taking on the Role of Sharing Contractor Life .....	24
Training for Your Role.....	25
Required Standards of the Service You Provide .....	25
Quality of Life Framework.....	26
Part 2 – Building Positive, Supportive and Respectful Relationships .....	27
Making a Good Start – Transition Planning .....	27
Understanding and Supporting the Individual’s Dreams and Aspirations .....	28
Understanding the Decision Making Authority .....	28

Community Inclusion and Advocacy .....	29
Respecting Religion, Culture, Traditions, Identity, Lifestyle, and Relationships.....	29
Sexuality .....	29
Rights and Responsibilities.....	30
Property and Financial Accountability.....	30
Visitors in the Home.....	34
Pets: .....	34
Vacation Plans/Travel.....	35
Part 3 – Ensuring Health and Wellbeing.....	36
Care Plans.....	36
Personal Care.....	37
Medications .....	37
Vulnerability and Safeguards - 360 Assessment .....	39
Behavioural Support Strategies .....	40
Behaviour Support and Safety Plans.....	40
Prohibited Behavioural Support Practices .....	41
Safety Practices in Your Home.....	42
Other Safety Precautions.....	43
Part 4 – Handling and Reporting Emergencies and Other Incidents .....	44
Handling Emergencies.....	44
Incident Reporting.....	44
Abuse and Neglect .....	46
Other Health and Safety Considerations .....	47
Support During a Hospital Stay .....	48
Part 5 – Taking Care of Yourself .....	48
Self-Care is Important.....	48
Illness or Other Circumstance Impacting Your Capacity to Fulfill Your Role .....	48
Respite .....	49
Smoking & Vaping .....	49
Alcohol, Cannabis and Other Substance Use.....	49
Violence Prevention.....	50
Conflict of Interest.....	50

Additional Employment.....	51
Life Sharing Support Society of BC (HSSSBC) .....	51
A Final Word .....	52
Section D - Resources .....	53
Required Reading for Contractors.....	53
Suggested Resources .....	53
Websites of Interest.....	53
Useful Contacts for Contractors .....	54
Expectations for Life Sharing Providers .....	55
Strategies to Anticipate and Avoid Conflict .....	55
Resolving Conflicts Informally.....	55
Define and Document the Conflict.....	56
Steps for Presenting Concerns and Escalating Conflict Resolution .....	56
Life Sharing Required Documentation and Activities Chart.....	57
Section E: Glossary of Terms (specific to Life Sharing).....	61
Index.....	66

# Welcome to BACI

This Handbook is only a guide and is not intended to provide legal advice or replace the language in the Life Share 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 Share Service Agreement, we recommend that you access legal advice.



We are delighted to have you on board as an independent contractor providing services to the people we support. As a Life Sharing Provider, you will be playing an important role in the lives of the individuals 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 your 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.

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## Burnaby Association for Community Inclusion

### Our Mission & Vision

**Vision** (What we want): A society that includes all people.

- 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

**Mission** (What we do): BACI creates places where people of all ages:

## Section A – Our Written Agreement with You

### Part 1 – Our Contractual Relationship

You, as the Life Sharing Contractor and BACI 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 our Life Sharing services and is responsible for ensuring that you and our agency meet all Life Sharing standards and expectations. CLBC Facilitators work directly with individuals to support their planning and satisfaction with services, Analysts oversee contracts and service quality. See more <https://www.communitylivingbc.ca/wp-content/uploads/Facilitator-and-Analyst-Roles-2-Page-Visual.pdf>

## What is the Coordinating Agency's Role?

We are a service agency that coordinates the services and support provided to adults with developmental disabilities following *CLBC Standards for the Coordination of Life Sharing*. 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 is below.

Section	Explanation
<i>These explanations do not replace the wording of the contract</i>	
1. Schedules	<ul style="list-style-type: none"><li>• The 10 schedules A to J are part of your legal agreement with us</li><li>• They include further details to explain the agreement. This Handbook is Schedule D. By signing this agreement, you agree to all these schedules.</li></ul>
2. Definitions	<ul style="list-style-type: none"><li>• Schedule A includes definitions of important terms in this agreement to help you understand the terms used and their scope. It is important for you to review and understand these terms.</li></ul>
3. Appointment as Independent Contractor	<ul style="list-style-type: none"><li>• This agreement appoints you as an independent contractor and not as an employee or partner of our agency. This means you must follow all applicable laws including human rights, health and safety, privacy and employment standards legislation and you must pay your own taxes and CPP to the Canada Revenue Agency (CRA) directly. See more on Page 13.</li></ul>
	<ul style="list-style-type: none"><li>• You must meet all CLBC requirements for approval.</li><li>• Each adult (anyone in the home aged 18+) in your household must successfully complete criminal record checks and other background checks.</li><li>• You must provide a Personal Driving Record (previously known as driver's abstract), a valid driver's license and vehicle insurance for you and others in the household who will be driving the individual.</li><li>• You must make sure you and everyone in your household understands and complies with written material we provide including notifications and other updates provided during the term of our agreement plus this Handbook, CLBC Policies and CLBC Standards. Keeping a binder with all these materials in one place in your home can help you to meet your requirements and/or to reference as needed if you are unsure of expectations.</li></ul>

<p>4. The Term of this Agreement</p>	<ul style="list-style-type: none"> <li>• Our agreement with you typically lasts for 1 year from the date signed unless we or you terminate before that time following required steps outlined in item 10 of this agreement.</li> <li>• Our goal is to create a stable Life Sharing arrangement for you and the individual. 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 Life Sharing arrangement remains a good fit.</li> <li>• Any extension of this agreement must be confirmed by you and BACI and will be subject to the same terms and conditions as this agreement.</li> </ul>
<p>5. Services</p>	<ul style="list-style-type: none"> <li>• The services you deliver under this agreement are outlined in item 5 of the agreement and more detail is provided in Schedule B and in this handbook which is referenced as Schedule D of this agreement.</li> <li>• Services must be aligned with Schedule E - Quality of Life Outcomes, Schedule F - CLBC Standards, and Schedule G - CLBC Policies. We will talk about these throughout this handbook, but you are responsible for making sure you understand and keep up to date on these standards and policies. Please be sure to ask questions and review any notifications we send to you about any changes.</li> </ul>
<p>6. Monitoring &amp; Reviews See Page 21</p>	<p><b>Rights of BACI and CLBC</b></p> <ul style="list-style-type: none"> <li>• Both our agency and CLBC are responsible to ensure a) the health and safety of the individual sharing your home and b) that you are meeting all your responsibilities outlined in this agreement. See CLBC Review Practices Page 23</li> <li>• This means both CLBC and our agency have the right to visit your home and conduct monitoring and reviews of the physical space, home environment, any equipment, and activities/services you are delivering as outlined in your agreement. See more about our monitoring practices on Page 21.</li> <li>• We both have the right to review your records for use of respite and other Supports to Shared Living (also known as additional monthly supports) outlined in Schedule C of your agreement.</li> </ul> <p><b>Your Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Signing this agreement means you are required to demonstrate that you assist in all monitoring by our agency and program reviews by CLBC: <ul style="list-style-type: none"> <li>• Providing access to all documents and paperwork requested</li> <li>• Providing access to the individual, others in the household, and any people you have hired under this agreement for respite or to help with other services. Note: CLBC chooses the homes they want to review each year.</li> <li>• Providing any details/explanations that CLBC or our agency request about your services.</li> <li>• Actively participating in all reviews conducted.</li> </ul> </li> </ul> <p><b>Costs of Participating in Monitoring and Reviews</b></p> <ul style="list-style-type: none"> <li>• Participating in reviews, monitoring or inspections is part of your agreement and all participants (you, BACI or CLBC representatives) attending need to cover their own costs associated with participating.</li> </ul>
<p>7. On Site Access</p>	<ul style="list-style-type: none"> <li>• You must give on site access to both BACI and/or CLBC <ul style="list-style-type: none"> <li>• With 1 hours' notice to monitor the health and safety of the Individual</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Immediately in an emergency, including but not limited to circumstances where either has reasonable grounds for believing that the health and safety of the Individual is endangered</li> <li>• You must give on site access to our Accreditation or other monitoring bodies along with CLBC during their annual review with 24 hours of notice. We will be with them, but they may want to speak with you or the Individual privately.</li> </ul>
8. Reporting & Recordkeeping	<ul style="list-style-type: none"> <li>• You must follow Schedule H of this agreement that details important reporting you must complete. More details are provided on pages shown below: <ul style="list-style-type: none"> <li>• Specific Occurrence Reporting <b>See Page:19</b></li> <li>• Critical Incident Reporting <b>See Page:44</b></li> <li>• Notable Changes Reporting <b>See Page:19</b></li> <li>BACI Reports <b>See Page:19</b></li> </ul> </li> <li>• It is also important you keep records and make these available to BACI as required <b>See Page:20</b></li> </ul>
9. Use of Personnel	<ul style="list-style-type: none"> <li>• Any Respite providers you use must be approved by BACI. You are responsible for recruiting, training and overseeing any approved Respite providers, and to have an annually signed written contract with each of them.</li> <li>• Your respite providers must meet the qualifications, training, first aid certification and clearance requirements as reviewed with BACI and meet CLBC Standards and comply with the CLBC Policies. See Page 59.</li> </ul>
10. Termination of Agreement	<ul style="list-style-type: none"> <li>• This Agreement may be terminated before the end of the term as follows: <ul style="list-style-type: none"> <li>• If you need to end our agreement, 90 days’ written notice is required.</li> <li>• If BACI ends the agreement 30 days’ notice is required.</li> <li>• If the Individual dies while in Life Sharing our agreement will terminate 30 days following the death.</li> <li>• Termination for cause* does not require any notice. *See 10a in your agreement for details</li> </ul> </li> <li>• You will be paid only for services provided up to the date of termination. You are not entitled to any further compensation when the agreement is terminated by either party.</li> </ul>
11. Dispute Resolution	<ul style="list-style-type: none"> <li>• Any disagreements or disputes you have in relation to your role are important to resolve as quickly as possible. Be sure to refer to Schedule J – Dispute Resolution Protocol to follow the steps there when disputes arise including: <ul style="list-style-type: none"> <li>• Complaints from Individuals – You must inform BACI &amp; follow Schedule J.</li> <li>• Disputes with BACI – We will work together with you to try to resolve the concern and follow Schedule J if we are not able to come to agreement.</li> </ul> </li> <li>• Disputes Regarding Agreement Termination – Termination will continue as planned and will not be delayed while we follow the steps in Schedule J, the Dispute Resolution Protocol. See also <b>Page Error! Bookmark not defined..</b></li> </ul>

<p>12. Fees &amp; Expenses</p>	<ul style="list-style-type: none"> <li>• All Fees that will be paid to you are set out in Schedule C of the agreement including <i>General</i>, and <i>Funding for Supports to Shared Living</i> and are subject to receipt of funds from CLBC for the Individual.</li> <li>• These fees are to cover all your expenses - food, transportation and other costs. No other amounts will be paid without the prior written consent of the Agency.</li> <li>• You may not charge any fees to the Individual in relation to your provision of the Services, or to cover any of your expenses in providing the Services.</li> <li>• If changes are made to your fees, you will be given 30 days notice along with an explanation for the change.</li> <li>• BACI may withhold funds from the fees if there are or may be amounts owing under this agreement or to indemnify if there is a claim against the service.</li> </ul>
<p>13. Liability &amp; Indemnity</p>	<p>You are responsible for injuries, loss or damage relating to the Life Sharing services. You are required to give BACI prompt <b>written notice</b> of any claims made against you and to indemnify BACI and affiliates from any such claims including:</p> <ul style="list-style-type: none"> <li>• Any breach of the agreement by you or a member of your household;</li> <li>• Any payments required under the <i>Income Tax Act</i>, <i>Workers' Compensation Act</i>, <i>Employment Insurance Act</i> or <i>Canada Pension Plan</i> and related laws;</li> <li>• Personal injuries or property damage to your home; or</li> <li>• Any wrongful act or violation of the law ("torts") committed by you or others in your household in providing the Life Sharing services.</li> </ul>
<p>14. Limitation of Liability</p>	<p>There is a Limitation of Liability of any claim with BACI. Any claims cannot be more than the Fees paid to you under the Life Sharing Service Agreement.</p>
<p>15. Insurance</p>	<p><b>CONTRACTOR LIABILITY INSURANCE:</b> You are required to show proof of comprehensive general liability insurance in the amount not less than \$2,000,000 inclusive per occurrence insuring against bodily injury, personal injury, and property damage, including liability assumed under a contract.</p> <p>This requirement can be met either by:</p> <ul style="list-style-type: none"> <li>• Social Service Group Liability Program (SSGLP) if approved by CLBC (a copy of the certificate will be provided to you by [BACI] once approved)</li> <li>• Your own private insurance that meets the above requirements and includes CLBC named as an additional insured, and a cross-liability clause.</li> </ul> <p>BE SURE TO REVIEW ALL DETAILS ABOUT THE SSGLP IN SECTION 15B OF YOUR AGREEMENT. Also see Page 14 of this handbook.</p> <hr/> <p><b>HOMESHARING PROPERTY SUPPORT PROGRAM HSPSP</b> – To be eligible, you must have an active Life Sharing agreement with a CLBC approved agency and <u>have proof of homeowner or tenant insurance</u>. HSPSP is a supplement to your own homeowner or tenant insurance to help offset major and minor damage. A copy of the certificate will be provided to you. See more about this insurance on Page 14</p> <hr/> <p><b>MANDATORY WORKSAFE BC Insurance:</b> You are required, with funds allocated in your agreement, to register and pay all your premiums to remain in good standing with WORKSAFE BC. Your Respite providers also need to do the same. <b>See Page 14</b></p>

15. Insurance (continued)	<b>OTHER INSURANCE: VEHICLE:</b> You must be able to show proof of a minimum of \$2,000,000 automobile third party liability insurance on <b>ANY</b> motor vehicle used to transport the Individual.
 <p>Be sure to speak to an insurance specialist to ensure you have enough coverage for any losses or liabilities that may result from your Life Sharing Service Agreement. It is important to note that neither CLBC nor the Agency represent or warrant that the HSPSP or the SSGLP contain insurance for all losses incurred. It is your responsibility to find out the nature and extent of coverage as well as any and all terms and conditions of each policy including any deductibles.</p>	
16. Confidentiality, Privacy & Document Retention	<ul style="list-style-type: none"> <li>You are responsible for complying with the Confidentiality, Privacy and Document Retention standards relating to the documents, reports and other records about the Individual and anything related to this Life Sharing Service Agreement, including storing the Individual’s personal information in locked, secure locations. See Page 20. All documents about the Individual are the property of BACI and must be provided to us 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. On Termination of your BACI Agreement you must return all paper records concerning the Individual and remove all records off your electronic devices.</li> </ul>
17. Notices	<ul style="list-style-type: none"> <li>Written Notices required under the Life Sharing Service Agreement shall be considered sufficiently given if delivered by hand, by Canada Post mail, electronic mail (email) or facsimile(fax) at the addresses listed in our agreement. Please be sure to keep your contact information, including name, mailing address, email, telephone and fax number, up to date with BACI.</li> </ul>
18. General	<ul style="list-style-type: none"> <li>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 Life Sharing Agreement and should be read carefully.</li> </ul>
19. Independent Legal Advice	<ul style="list-style-type: none"> <li>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</li> </ul>

*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 Contractor

<p>Follow through with services</p>	<ul style="list-style-type: none"> <li>• Be familiar with and deliver services as outlined in Schedule B of your agreement</li> <li>• Make sure you are meeting the outcomes outlined in Schedule E</li> <li>• Make sure you follow through on any instructions we give you relating to services and the individual</li> <li>• Report to us as soon as possible if you have any challenges in delivering these services to the standards set out by CLBC (Schedule F) and in this handbook</li> </ul>
<p>Comply with all applicable laws &amp; policies</p>	<ul style="list-style-type: none"> <li>• Be familiar with and follow all CLBC policies (Schedule G), laws, health &amp; safety standards, and regulations that relate to the service you deliver.</li> <li>• Maintain all applicable licenses and permits for the services delivered</li> <li>• Immediately report to us if you have violated any policies, laws or regulations and/or are under 3rd party investigation related to these services.</li> </ul>
<p>Maintain records that meet agency requirements</p>	<ul style="list-style-type: none"> <li>• Make sure you keep and can provide records showing that you delivered and billed for your services accurately</li> <li>• Maintain these records and books of account that meet agency requirements and maintain these records both during and for 7 years after the termination of this agreement.</li> </ul>
<p>Report as Required</p>	<ul style="list-style-type: none"> <li>• Review, clarify and follow through with all reporting requirements outlined in your agreement in Schedule H and all other reports required by BACI. See Page 19.</li> <li>• Submit reports in the format and time frame required.</li> <li>• Report to us immediately any medical emergencies, critical incidents or any changes in your circumstances that could impact the individual's service i.e. a household member being charged with a criminal offence or someone new in your household.</li> </ul>
<p>Participate in Planning</p>	<ul style="list-style-type: none"> <li>• Participate with us, the individual and their family/caregivers to develop the guides, plans, or other resources that we have outlined in this handbook</li> <li>• Use these plans to guide your work &amp; follow through on goals and action plans arising out of these plans.</li> </ul>
<p>Keep up Your Skills</p>	<ul style="list-style-type: none"> <li>• Provide services to best practice and health and safety standards.</li> <li>• Seek support from us as needed to ensure you maintain these standards.</li> <li>• Maintain required training and certifications. See Page 25.</li> </ul>
<p>Maintain Confidentiality</p>	<ul style="list-style-type: none"> <li>• Treat all information about the individual/family as confidential and adhere to privacy requirements even when you are no longer contracting with us as outlined in Schedule I and in Section 16 of our agreement.</li> <li>• Ensure that you do not release or disclose the contents of your agreement with us without written consent from us. See Page 21.</li> </ul>

<p>Participate in Service Monitoring</p>	<ul style="list-style-type: none"> <li>• Provide access to your operations/premises at reasonable times during this agreement as outlined in Section 7 of your agreement.</li> <li>• Participate in routine monitoring of your agreement and the services provided and be open to any feedback provided.</li> <li>• Facilitate opportunities as needed for BACI staff or designates to engage with the individual on site to observe, provide supportive interventions and/or provide training support to you.</li> <li>• Participate in program reviews and evaluations as requested. See Page 21.</li> </ul>
<p>Respect this Agreement</p>	<ul style="list-style-type: none"> <li>• Fulfill the contractual obligations yourself. Any agreement to sub-contract these services (even for Respite) is not permitted unless approved by BACI in writing (e-mail confirmation is acceptable).</li> <li>• Make sure all individuals in your household follow this agreement and meet all standards</li> <li>• Ensure your business does not engage in any services that might be a direct conflict of interest between you and BACI. When in doubt, talk with your Life Sharing Manager. See Page 51.</li> </ul>

## What it Means to be an Independent Contractor



Our Agreement states that you will operate as an **independent contractor** when delivering these services, not an employee. Independent contractors are separate businesses/ organizations or self-employed individuals. The definition of an independent contractor 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 contractor.

✓**Control:** You control how you deliver the services, within the requirements set out in the agreement, and any arrangements made with the individual and their 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 centred so outcomes are guided by the individual and their support network. When delivering these services, you are obligated to adhere to the laws of B.C., including but not limited to laws related to Human Rights, Multiculturalism, Personal Information Protection, and Employment Standards.

✓**Your Space and Equipment:** Unless otherwise agreed, you must provide the facility 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:** service rates are set by CLBC according to the needs of the individual. It is up to you to decide if you can operate comfortably within the rate before entering into an agreement with us.

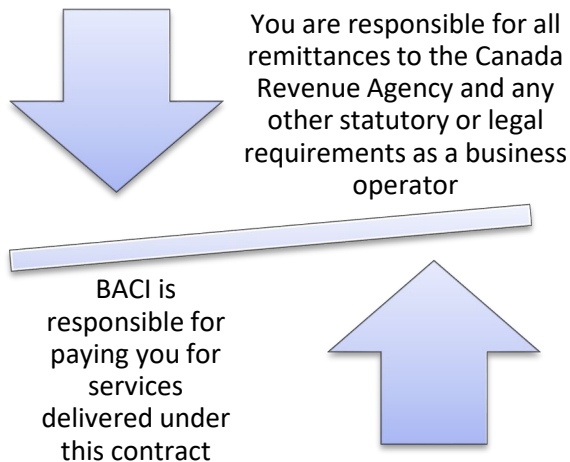
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*The B.C. Employment Standards Branch is responsible for determining who is an independent contractor. If you have questions, refer to their fact sheet provided with this handbook, or contact them at [https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/employment-standards-workplace-safety/employment-standards/factsheets-pdfs/pdfs/employee\\_or\\_contractor.pdf](https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/employment-standards-workplace-safety/employment-standards/factsheets-pdfs/pdfs/employee_or_contractor.pdf)*

## Your Obligations as an Independent Contractor:

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

You must pay your own income taxes and CPP premiums directly to the government and meet any other statutory requirements. 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.



## Liability and Property and Insurance

Upon request, we will provide you with a copy of the certificate and wording for insurance under the *Social Service Group Liability Program (SSGLP)* (if coverage approved) and the *Homesharing Property Support Program (HSPSP)* as outlined in Section 15 of your agreement with us. This insurance is limited, and 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 so want to be sure you have the right amount of coverage.

It is essential that you make sure you have your own Homeowner Property or Tenant Insurance. This insurance is a requirement to qualify for the supplemental property insurance Homesharing Property Support Program (HSPSP) available through CLBC. HSPSP insurance is paid by CLBC to specifically address minor and/or major damage that has occurred as the result of the direct action or negligence of the individual for whom you have been contracted to provide Home sharing. You can find more information about this insurance, including what it covers and any deductibles you will have to pay on the CLBC website <https://www.communitylivingbc.ca/for-service-providers/home-sharing/home-sharing-property-support-program/>

## Mandatory Work Safe BC Coverage

### Coverage for You as a Life Sharing Contractor

We are pleased to confirm that, as part of your Life Sharing Agreement, you have been allocated funds to use specifically to apply for and maintain WorkSafe BC coverage in your name. The Workers Compensation Act establishes a no-fault workplace accident insurance plan. Life Sharing Contractors qualify for coverage through Personal Optional Protection (POP). This coverage is an important resource for you. It provides you with a safety net should you be injured in your role as a Life Sharing Contractor.

As an example, as a Life Sharing Contractor, Mary injured her back when she was supporting Helen to get out of the car when going grocery shopping. Mary saw the doctor who completed forms to support Mary to make a WorkSafe BC claim. Mary was able to get coverage for physiotherapy treatments. Her confirmed injury prompted a referral to an Occupational Therapist through Health Services for Community Living to assess Helen's support needs, resulting in her getting a walker.

It is your responsibility to set up and maintain this coverage under Work Safe BC throughout your involvement in Life Sharing. This means making sure you know when and how to pay your premiums, so they are up to date, and your coverage doesn't lapse when you need it.

### Coverage for Respite Providers

If you contract with respite providers directly, the respite providers must also 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 Work Safe BC directly to determine the appropriate coverage required.

### WorkSafe BC - Frequently Asked Questions for Life Sharing Contractors:

Do I have to get coverage?

Yes! It is a requirement of your agreement with us to obtain WorkSafeBC **“Personal Optional Protection”** Insurance to protect you against income loss and to enable eligibility for medical and rehabilitation services if you're injured while performing Life Sharing services.

How much does it cost?

Life Sharing Contractors and their Respite Providers are in the industry classification **“Hiring or Providing Companion Services or Domestic Child Care Unit, (classification 764029)”** where *Life Sharing providers deliver care and support to no more than two physically challenged or developmentally delayed adults that reside with them. These individuals are in need of supervision and a minimum level of personal care*. <https://www.worksafebc.com/en/search#sort=Relevancy&q=classifications>

How do I apply for Personal Optional Protection?

Online at [worksafebc.com](https://www.worksafebc.com) is fastest or follow the link on the site to see other ways to apply.

How do I confirm my coverage for BACI to meet my contractual obligations?

Once you have been approved for coverage, you must provide your registration number to the BACI so we can print a clearance letter showing you have registered.

What if I don't make payments or cancel my coverage?

We will monitor your status with WorkSafe BC as part of ongoing monitoring by generating a clearance letter. The letter will report if you are not making your payments and therefore not meeting your contractual obligations. Your agreement could be terminated or suspended if you do not meet this obligation. **Please let us know if you are having any issues making payments so that we can help you to meet this contractual obligation.**

# Part 2: Understanding Our Role

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

## Support

Assistance, training and advice on matters related to the services you are providing

Access to books, videos, materials and workshops

## Resources

Up to date guidelines and service standards. Notification of any changes that could impact you

Pertinent and timely information about the individual and family including any support, care, or personal plans

## Monitoring

Monitoring and evaluation of the services you are providing to ensure standards and guidelines are followed

Regular contact with you to support you in providing effective services to the individual

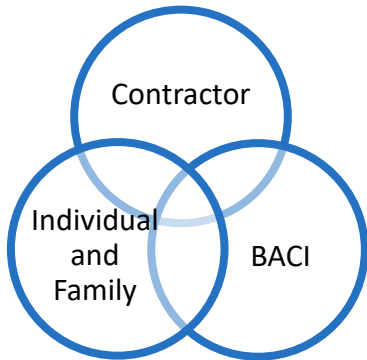
## Payment

Payment for services as agreed in the contract

# Part 3: Fundamental Principles Guiding Your Work

## Communication

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



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

- ✓ Keeping each other up to date about any plans or changes that could impact the service or the individual or their family
- ✓ Maintaining regular informal contact to anticipate and prevent problems
- ✓ Sharing any successes or progress made so we can all celebrate!!

You also need to keep us in the know by:

- ✓ Making sure you are familiar with and follow through with any formal reports you need to submit.
- ✓ Making prompt reports about any incidents or challenges that arise.

BACI also facilitates and supports communication in many ways, including

- ✓ offering training, providing resources such as templates of forms you can use to help you track things like medication administration or the individual's funds,
- ✓ sharing information such as info about community resources or about a specific diagnosis etc.
- ✓ providing conflict resolution or facilitation if communications have become difficult or there is an issue to be resolved.
- ✓ including you in our regular mailouts including BACI updates, LSN and BACI newsletters, and information on professional development and training opportunities.

**Keeping each other 'in the know' helps us all do a better job supporting the individual.**

## Language also Matters

The perceived value or worth of an individual 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 individuals. Below are some basic principles to follow when talking with and about people with disabilities. You can find further information at <https://www.canada.ca/en/employment-social-development/programs/disability/arc/words-images.html#h2.7>

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## 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 *they are 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 *they use 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 *individuals 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.
- ✓ **Use gender neutral language** – Recognize that everyone does not see themselves as either male or female. To be more inclusive, instead of referencing the person as he or she, him or her, replace by using they or them. *They went to the park*, or *their Handi-dart arrives at 8am*. See page 29
- ✓ **Use culturally sensitive language** – Learn about the individual’s cultural practices and how they like to speak about their culture or reference their background. Avoid jargon that references a culture negatively. He’s part native to *Their father is part of the T̓s̓ilhqot’in Nation* (have them help you learn how to pronounce it correctly. See page 29

## 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 impacting your relationship with the individual and/or family. 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 Life Sharing Manager. We can provide conflict resolution support.

## Keeping Up to Date with Required Reports

Timely reporting is important for ensuring quality and responsive services.

Report	Details	Due
Annual and Semi-Annual Report	Written report about the individual providing highlights so BACI is aware of any significant achievements, goal progress, challenges or changes they may be experiencing. Use the template provided so all key points are covered.	Every 6 months
Financial Records	If you are involved with the Individual's finances, you are required to maintain all records and receipts and to reconcile monthly to catch any discrepancies. Page 32	Monthly. Make available when requested.
Emergency Drill Reports	A record of each drill (Fire and 1 Other) involving the individual must be completed. Page 42	Quarterly.
Incident Reports	Critical and Internal Incidents need to be written following guidelines on Page 44	As they occur. Submit copy to BACI.
Specific Occurrence Reporting	Your job is to make sure you inform (call, text, email, etc.) BACI within five (5) days when the Individual declines any service, is planning to be away from Services for any reason i.e. visiting family, staying at a friends for more than thirty (30) consecutive	As they arise.

	calendar days or they have been away from your home for thirty (30) or more days during any calendar quarter (i.e. Jan-Mar, April-June, July-Sept, Oct-Dec).	
<b>Notable Incident Reporting</b>	You are required to let BACI now immediately (call, text, email etc.) of any significant changes in your home including but not limited to an additional household member moving in, significant illness of you as the Contractor, or loss of driver's license as examples. You must also report significant changes in the Individual's level of ability, health or behaviour.	Immediately as they arise

## Keeping Records

### For Each Individual 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 contractor. This file should include copies of the individual's most recent personal plan, the 360 Assessment and other support plans, emergency information and consent forms, a Fact Sheet, Missing Poster and any applicable health care plans and/or protocols and your completed Annual Reports. Make sure that you do not keep highly sensitive personal information in these files if no longer needed; forward it to BACI to hold in their files.

You may also need to maintain records about each individual you support that are required to meet the licenses and permits you have been issued to deliver these services. Please check with the officers or agents responsible for these permits for details.

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

We advise that you keep copies of all correspondence with BACI and the individuals you support, and all documentation showing that you have fulfilled your contractual requirements including files for each Respite Provider, See Section E, Page 57. Keeping a binder or file to store all contractual arrangements, licenses and permits, and all financial records etc. is also a good idea so you can easily find them.

## Confidentiality & Privacy



Each individual with whom you have a Life Sharing relationship, and their family have the right to have their personal information kept private even after the individual is no longer part of your Life Sharing. This includes medical, psychological, financial, employment and educational information. You should not provide personal or sensitive information about the individual to people outside BACI, without their consent. In the case of a child or an adult who does not have their own legal decision-making authority (e.g. Committeeship), this consent must come from the family or identified legal Representative. This applies to photos, names, information shared verbally 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. This applies to storage of paper and/or electronic copies of personal information. **BEFORE EXCHANGING ANY PERSONAL INFORMATION WITH OTHERS, YOU MUST ALSO HAVE APPROVAL FROM BACI.**

### Consent See more on Page 32 about Legal Decision Making & Consent

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

1. Consent to Collect, Store and Share Information This consent outlines that we will be collecting and storing the person they are supporting information and sharing it with BACI and CLBC.
2. Choice for Service that confirms agreement for each of the services an individual receives from BACI. This is typically completed once for each service the individual requests. We will provide you a copy of this consent for Life Sharing Services
3. Consent to Share Information with Health Care Support that authorizes us to share information with medical professionals.
4. Consent for Finances that clarifies if BACI has any responsibility for the person's funds. Written protocols will be put in place for any individual for whom BACI takes responsibility for funds, and these must be followed by the Life Sharing Contractor. See more on Page 30.
5. Photography Consent this consent must be in place if any photos are being used for public facing documents such as advertising, handbooks and newsletters.

**Remember that a Life Sharing Contractor is not permitted to give health care consent on behalf of an Individual for any form of treatment but can seek emergency assistance if the individual has a signed Consent for Health Care in place. This requirement does not prevent you from reporting abuse or neglect to the appropriate authorities or cooperating in any subsequent investigations.**

### **Emergencies and Consent**

There may be some unexpected circumstances when you have to release information, such as in a medical emergency. This might include list of medications and other relevant health information. Please note, the BACI **will identify the representative who is legally able to give consent for the individual if they are not able to consent directly to treatment offered.** If the person is unable to provide consent at the time of the emergency as determined by a Health Care Professional, and the Legal representative is not available, the health care provider makes the treatment decision.

### **Supporting Successful Shared Living: 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 individual 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 provide a chance to update one another.
- make sure that all is well with the health, safety and well-being of the individual(s) 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:

- Frequent monitoring in the first year - at a minimum of 30 days from the start of the Life Sharing, then every 2 months for the remainder of the year.
- Regular visits after the first year (times and frequency established in consultation with you) but include a minimum of 1 monitoring visit every 2 months.
- Arranging on-site visits to observe and provide support as needed.
- Consulting with others providing supports to the individual such as day program staff, employment support services staff.
- Consulting with the individual during each monitoring visit 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.

**Contractor Responsibilities**

- Provide access to documents.
- Provide access to the Individual, any persons residing at the Home and all Personnel.
- Provide explanations requested by CLBC or the BACI.
- Participate in an annual program review in the format instructed by BACI.
- Complete all required follow-up within timelines provided.

If there are concerns that either you, we or the individual have about the services you are providing, we will work with all of you to try to address them and make changes as needed. We expect these small hiccups as part of typical home life and/or as part of your learning to manage the expectations of your role.

Upon completion of each monitoring visit, the Life Sharing Manager will discuss the results and recommendations with you. They will set a timeline for any required follow up. Please be sure to complete these follow up tasks. If you run into challenges or need clarification, please contact BACI as soon as possible so your agreement with us remains in good standing.

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 individual(s) served always guide our decisions.

Note: If significant concerns are identified and remain unresolved within a reasonable timeframe, more formal procedures—including those specified in the Dispute Resolution Section J of our Agreement—may be initiated and could result in termination of the Life Sharing Contract Service Agreement.

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*

NOTE: CLBC completes an annual review of our Life Sharing services once each year. During this review, your home may be one of the homes chosen to visit. Your Life Sharing Manager will schedule this visit with you and will accompany the CLBC representative on the visit. The focus of their review is on our role as the Coordinating Agency.

# Section C – Life Sharing Program

## Part 1 –About Life Sharing

### Life Sharing Program Overview

Life Sharing is funded by Community Living British Columbia (CLBC) and coordinated by BACI. It is intended to provide safe, nurturing community-based shared living arrangements for adults with developmental disabilities. In this handbook, we call the people receiving Life Sharing individuals. Life Sharing is provided through contractors such as you, who welcome an individual into your home, sharing your space, responsibilities, and sometimes your family. Many of these individuals have family and/or support networks, who 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 or someone else acting as a Legal Representative under the Representation Agreement Act or a Committee under the Adult Guardianship legislation.



Life Sharing arrangements vary – depending on your situation and the unique needs of the individual you are supporting. Most arrangements involve an individual and a Life Sharing Contractor sharing an apartment or house. Some involve a whole family supporting an individual, with one family member being the primary Life Sharing Contractor. 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 Sharing Contractor Life

Life Sharing Contractors are very special people. You open your home and life to include an individual 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 Contractor. Those that are cited the most by experienced Contractors 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 individual 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 individual, 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 Contractor, 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 individuals equally. Individuals have rights that are to be upheld and respected by everyone involved with them. These are set out in the *BACI Rights Statement* that is available with this handbook. In your role, you are expected to uphold and safeguard these rights in all your interactions with the individual and their family and/or support network.

Every individual has the right to a physically, emotionally, and culturally safe environment that supports their dignity and privacy. Abuse, neglect or disrespect of any kind is not tolerated. You are expected to speak, dress and act 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:

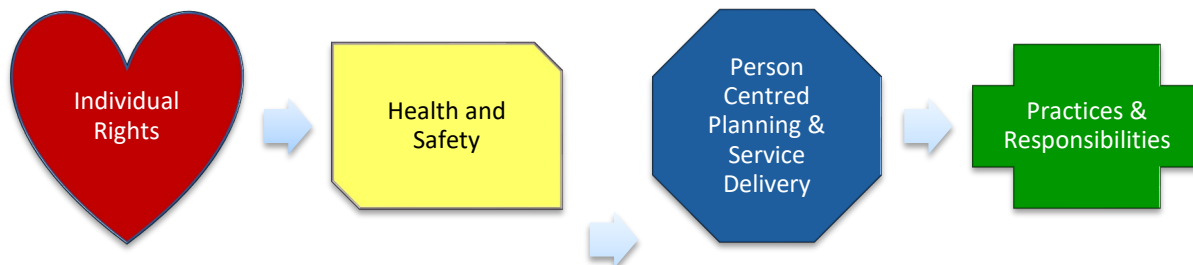
- a. Program values and how you can align your supports to meet them
- b. CLBC Privacy and Information Management Certificate Training.
- c. CLBC Home Sharing Standards Course <https://www.communitylivingbc.ca/CLBC-Service-Standards-For-Service-Providers/index.html#/>
- d. Basic healthcare expectations related to the individual you will be supporting.
- e. Therapeutic Crisis Intervention (if required).
- f. How and what you will be expected to document and what you must report.
- g. How to manage medications, when applicable for the person you are supporting.
- h. 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 Contractors for training and support. See Page 50.

### Required Standards of the Service You Provide

CLBC Standards for Life Sharing 2022 cover the following priority areas. This handbook will help you understand your role in each of these areas. Look for the symbol beside each topic in each of the next sections.



# Quality of Life Framework

Let's first look at the **Quality Life Framework** which covers all 4 priority areas. BACI applies the Quality Assurance Framework, which closely resembles Dr. Schalock's Quality of Life Framework. This framework guides us in setting clear expectations for meeting individuals' needs and supporting their choices to enhance their lives. As you review this chart, think about your role and how you can support the individual you have welcomed into your home, to experience these outcomes in the 8 outcomes listed.

Quality of Life Framework	
Outcome	Description
Independence	
Personal Development	Individuals pursue their interests, have opportunities for personal growth and skill development, and have access to necessary information and support.
Self-Determination	Individuals make decisions in their lives about things that matter to them.
Social Participation	
Interpersonal Relationships	Individuals have meaningful relationships with family and friends.
Social Inclusion	Individuals participate in community life in roles they, and society value.
Rights	Individuals have autonomy and their decisions are respected.
Well-Being	
Emotional	Individuals feel safe in their home and community. They have a positive sense of self and trust the people in their lives
Physical	Individuals are physically healthy and active. They have access to the health care they require.
Material	Individuals have the financial resources to do the things that are important to them.



# Part 2 – Building Positive, Supportive and Respectful Relationships

## Making a Good Start – Transition Planning

Person  
Centred  
Planning &  
Service  
Delivery

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 individual 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 individual 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 individual 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 individual can be a good way to build relationships (paint colour etc.).
- Determining how the costs of moving will be dealt with.
- Deciding how the individual's 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 individual's personal space and belongings including not using their belongings in any way.
- Arranging the date when the individual's personal effects, furniture, pets will be moved in so that you have time to complete a thorough inventory of all their belongings for your records and for the individual to keep; See Page 30
- 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 Manager.
- Making sure you have an inventory of the individual's 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 individual does not have the ID listed, make arrangements to secure any missing documents.
- Making a list of places to contact with address changes such as, the doctor/dentist office, the bank, Cell Phone company etc.
- 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 shared living arrangement is successful. See Page 21 for more details.

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

Building a successful Life Sharing relationship with the individual involves understanding the lifestyle they desire as well as their 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 an individual, and

guides the delivery of all services. It includes goals and measurable objectives and is reviewed and revised yearly. This plan is usually developed with BACI staff or by another agency involved with the individual, with input from the individual and the family/support network. The individual's personal plan is your main map or guide in providing support for them.



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



**Required Program Report:** You must be familiar with and follow this plan. You will be required to report on the status of the goals in your monthly individual reports. See Page 19.

## Understanding the Decision Making Authority



As a Life Sharing Contractor, you are not designated as the legal guardian of the individual. However, because you will be an important part of the individual'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. **It is important to recognize that you do not have the authority to make legal, financial or health care decisions on the individual's behalf.** Make sure you understand the legal

status of the individual and are clear about who can make decisions if the individual cannot. If it has been determined **legally** that the individual cannot make decisions on their own, one of the following options will likely be in place for them → A "Committee of Person or Estate", a Representative under a Representation Agreement, the Public Guardian or a Temporary Substitute Decision Maker (TSDM).

Under law, all adults have the right to make decisions for themselves. Individuals 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. **If these are in place, they will be in writing and provided to you.**

For more information check out Nidus <https://nidus.ca/information/> or Public Guardian and Trustee <https://www.trustee.bc.ca/> or PLAN <https://plan.ca/>

## Community Inclusion and Advocacy

Part of your role is to help broaden the circle of friends and build new social opportunities with the individual. 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 individual's personal plan. Individuals are expected to pay for the costs of admission or participation in such activities.



Be aware of the individual'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.



## Respecting Religion, Culture, Traditions, Identity, Lifestyle, and Relationships

When welcoming the individual into your home, it is important that you respect their right to their own beliefs and choices. This also means not imposing your beliefs and choices on them even if you feel strongly about them. This is called Cultural Competency.

This applies, but is not limited to:

- **Their Religious Choices** – including supporting opportunities for them to connect with their culture of faith (or to not have a faith) and making reasonable accommodations regarding any lifestyle preferences (decorating their environment, clothing, etc.) or moral decisions, dietary choices related to their religion or culture, etc.
- **Their Culture and Traditions that Matter to them** – including supporting them to connect with family, friends, or other important connections within their culture and helping them to participate in celebrations, family events and gatherings.
- **Their Sexual Orientation, Gender Identity, and Expression** – including accommodating their choices to:
  - connect with other important people, groups, or events from within the 2SLGBTQIA+community, if they want.
  - use and be referred to by their preferred name and gender pronouns.
  - pursue gender affirming transitions and make medical decisions that affirm gender identity if desired.
- **Relationships** – including having their family, friends, and/or support networks welcomed into their home and encouraged to be involved in their lives.

## Sexuality

Sexuality is a natural part of the development and growth of human beings. It is inherent in expressions and perceptions of self. Individuals 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 individual 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. Then follow the agreement and support the individual to do so as well. Do not impose your own moral choices or judgements on the individual. Inform the Life Sharing Manager of any issues regarding sexuality that arise and ask for specific training if needed.

## Rights and Responsibilities

Helping the individual 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 individual to learn about, exercise and advocate for their rights (e.g. individuals are supported to vote if they choose to do so).
- ✓ make sure the supports you provide reflect individual rights (e.g. considerations of privacy, confidentiality, and personal dignity)
- ✓ be sure to provide opportunities for the individual to understand and learn to balance their rights with the rights of others in the household.
- ✓ support them to discuss and explore possible safeguards when their decision or choice poses a risk or harm. See Page 39.



## Property and Financial Accountability

### Individual's Property

A possessions inventory should be completed by you in conjunction with the Individual and family/representative when they move into your home. You are required to review and update this inventory annually prior to your contract renewal. A copy of this inventory should be sent to BACI annually.



### Individual's Income

The individual will have their own income that they will either manage themselves or will confirm who and how others will help them manage these funds if they need support. This plan will be included in the overall care plan you receive for the individual so you know if and what role you might play in supporting the individual with their finances. We update this plan annually or more often if needed.

Some of their funds must be paid to you as their 'User Fee' for your Life Sharing. Your Agreement outlines the User Fee to be paid monthly. This fee is typically included in the

government funding they receive. The most convenient way for you to receive this User fee is to have it sent directly to you. BACI can assist with arranging this. Please note that some supported individuals may wish to pay their portion of the User Fee directly to you. This is something that should be discussed before the Individual moves in.

### Common Sources of Income

Examples of the individual’s income are shown below:

PWD	Most Individuals meet the criteria for government funding called the Persons with Disability Benefits (PWD) and are eligible for these benefits.
OAS/GIS/PPP GST Credit	Some individuals receive Old Age Security (OAS) and the Guaranteed Income Supplement (GIS) if they are over 65 years of age. Some individuals may also qualify for PPP depending on any work income they have received prior to turning age 65 and/or the GST Credit if they have limited earnings.
Canada Disability Benefit (CDB)	The CDB is a federal benefit for people with disabilities living on a low income who are of working age. The benefit aims to address the disproportionate level of poverty experienced by people with disabilities. The maximum benefit amount is \$2,400 a year, or \$200 a month.
Employment Income	Some individuals may also have paid work and will receive a pay cheque. This might be regular work, on-call, contract, or seasonal work. If they are also receiving PWD, they will need to report this income each month.
Savings or Trust Income	Some individuals may have other sources of income such as a Registered Disability Savings Plan (RDSP) or a Trust Fund set up in their name. These are usually managed by a family member. Neither you, as a contractor, or our organization can take on a role in managing these kinds of funds on behalf of an individual. However, these funds must be included in the individual’s annual income tax return that you may have a role in helping them to complete.

### Levels of Support with Finances

While we all have a role in helping to safeguard the individual’s funds, the individual and/or legal guardian makes the choice about how they will manage funds. At start of service, they will be consulted to determine what level of support the individual needs and wants. This will be documented in their care plan along with a signed consent indicating level of support selected. These plans are reviewed annually or as needed.

### If the Individual will be Managing Their Own Finances

**Individual** You will have no designated responsibilities in managing funds or tracking how they spend their money. But you can be a resource/support to them with their consent i.e. you might provide verbal guidance or intermittent check-ins regarding bills or reporting responsibilities to support the individual. Be sure to check in with the individual, check their care plan and personal goals regarding finances, and talk with BACI to clarify your role and how you can best help the individual to safeguard their funds.

Note: It is strongly recommended that you assist the individual to keep receipts for larger purchases (over \$100) for return and warranty purposes. This can be part of your ongoing support for the individual.

Family or Designated Representative

**If the Family or a Designated Representative Manages Funds with or on Behalf of the Individual**

In some cases, the Individual's family or Legal Representative may take on financial responsibility with the consent of the Individual. Any roles or responsibilities assigned to you as the Life Sharing Contractor will be negotiated with the assigned family member/legal representative. We will work with you and the designated person to make sure it is clear how the individual has access to their spending money. Because the family or designated representative has assumed the management of the individual's money, they should be handling, and you should not take on any direct role in:

- ✓ Banking
- ✓ Budgeting available funds to cover all the individual's costs
- ✓ Paying bills
- ✓ Paying for the individual's personal supplies/clothes, etc.
- ✓ Managing any savings

Note: If you have questions about how a financial representation agreement works for the individual you are supporting, please refer to Page 28 on 'decision making authority'. Additionally, if you have concerns about how funds are being managed, be sure to consult with the Life Sharing Manager so we all do our best in supporting the individual's financial self-determination.

Public Guardian and Trustee

**If the Public Guardian and Trustee (PGT) Manages Funds for the Individual**

Typically, in these cases, the individual requires full support with their finances. You will need follow the requirements of the PGT to access needed funds for the individual's expenses and copy your BACI LS Manager in all requests. You will be responsible for tracking and submitting required receipts to them. It will be important that you have a clear system in place that meets their standards. You will need to deal directly with the PGT.

**If You Will Have a Role Supporting the Individual to Manage their Finances**

Home Share Contractor

The Care plan will outline the specific roles and responsibilities you will have. BACI will work with

you and the individual along with their family/representative to develop guidelines based on the wishes of the individual (or their legal guardian) for the use of their funds.

Because you are directly involved in supporting or managing their funds, the following requirements must be met. These requirements not only help to safeguard the individual's funds but also protect you from any misunderstandings about how funds were spent. It is important that you develop clear systems that are easy for you to keep track of all transactions involving the individual's funds. In developing your system, you need to also make sure you do not engage in any of the prohibited practices listed in the next section.

Monitoring Visits with your Life Sharing Manager provide you with important support. Managers will ask to see your receipts and financial records so they can provide an extra set of eyes to be sure all the individual's funds are accounted for. They can also help you to problem solve if you are having challenges with your tracking systems so you can come up with a way that works for you.

Systems must include:

- ▶ Copies of receipts of all transactions – purchases made, bills paid, cash withdrawals, deposits (other than those made directly to the account by auto-payment), etc.
- ▶ Detailed financial records showing all activity such as a ledger, bank statements that can be matched against receipts etc. These must be maintained for a minimum of 7 years under Canadian law. It is also good practice to keep copies to safeguard you if any questions arise regarding the use of funds.
- ▶ Evidence that the individual's money is only used for designated and appropriate purposes as outlined in the guidelines.

BACI has resources that might be helpful to get you started in building your systems.

### **Prohibited and Restricted Practices Related to Funds and Assets**

To safeguard both you as a Life Sharing Contractor and the Individual, it is important that you understand and follow these practices at all times. If you receive alternate direction from the individual's family or legal representative such as the Public Guardian and Trustee, please consult with the Life Sharing Manager immediately to ensure you remain in compliance with your contractual obligations with us.

#### **Prohibited at all Times: The following are never allowed:**

- Opening a joint account with the individual or becoming an authorized signatory on the individual's bank account. Any transactions through the individual's account must be made by the individual or in the presence of the individual with their approval.
- Borrowing money from an individual's funds even if they offer it to you.

**Restricted practices** – These can only be practiced if a written formal agreement has been signed that specifies when and under what circumstances they are allowed and how you must document them:

- Using any form of access to an individual's bank account – debit card, credit card, online banking. This means you must never complete electronic or on-line transactions on behalf of the person; this includes the entry of a password or PIN. → The use of debit cards, credit cards and on-line banking can add a level of financial risk for the individual. If an individual wishes to use these services, they must be able to complete the transaction independently (verbal support is permitted) or you must have a formal agreement that meets CLBC and BACI requirements that specifies what support you can provide and when and how it should be provided.
- Getting involved in supporting or managing funds with balances over \$5,000. Please consult your Life Sharing Manager immediately, if the individual's funds exceed this amount and you have been asked to play any role in supporting the individual with them.

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### **Wills and Beneficiaries**

All individuals have the right to create a will. Please contact BACI if an individual or family/representative wishes to create one. It is important that they understand that under provincial legislation, a **Life Sharing Contractor is not permitted to be named as an Executor** to an individual's will. Further to this a Life Sharing Contractor and the Contractor's family and friends are **not able to receive an inheritance** from the supported Individual.

## Other Types of Support with Finances

No matter whether you are involved directly with an individual's finances or not, the individual may need your support with other financial responsibilities that can be difficult to navigate. When identified as a need, you may be expected to assist the individual to comply with requirements for Provincial (PWD) and Federal (OAS/GIS) and the GST Credit and/or get assistance to do so: These tasks include:

- ▶ Following up immediately should the individual not receive their monthly cheque on time.
- ▶ Assisting them to submit all required documentation in a timely manner when requested by the Ministry or Services Canada.
- ▶ Assisting the individual to report their income monthly (PWD) or annually (Guaranteed Income Supplement).
- ▶ Assisting with an application for Old Age Security and the Guaranteed Income Supplement (and CPP if eligible) or other eligible financial supports such as the Canadian Dental Care Plan (CDCP), Disability Tax Credit (DTC) or Canada Disability Benefit (CDB). See more details about these types of support in the Glossary Page 61
- ▶ Informing the Life Sharing Manager of any unresolved issues with Income Assistance or Old Age Security or other income sources.
- ▶ Assisting them with annual income tax returns.

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Your Life Sharing Manager is an important resource for you. If your role in helping to safeguard the funds of the individual is new to you and feels challenging, be sure to seek their support so you feel confident and comfortable meeting your contractual obligations.

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## Visitors in the Home



Both you, other members of the household and the individual should feel comfortable having their friends and family visit. Like any household, rules may need to be established so that everyone can enjoy visits without causing discomfort for others who may not be part of a visit.

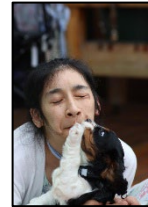
If you are planning to have a visitor stay in your home for more than 14 days and/or you have people who stay regularly at your home (i.e. a partner or friend who comes on weekends or regular intervals), please let BACI know. Depending on the circumstances, long term or regular visitors who are over 18 will need to complete a criminal records check. Although we encourage your friends and family to fully include the Individual in their social circle, they should not participate in providing any intimate care to the person unless they have been fully vetted in the same manner as a respite provider. See Page 37.

## **Pets:**

Pets are a part of many homes and provide companionship and comfort. It is each Life Sharing Contractor's responsibility to ensure that any pets you have are well trained and do not present any added risk to the Individual sharing your home. If you are considering

acquiring a new pet for your home, it is important to let BACI know before this occurs. Some individuals have allergies or fears that would be affected by this decision, and a review of these challenges should take place.

In some circumstances, an Individual may wish to obtain a pet or already have one that they wish to bring with them to their new home. This decision needs to be considered carefully to ensure that everyone understands their role and responsibility pertaining to the pet's care (i.e. paying veterinary bills, potential damage to the home, etc.). A conversation about this at the time of matching is considered best practice to ensure there are no surprises or disappointments later.



## Vacation Plans/Travel

It is a natural part of family life to take vacations together. You may sometimes want to take holidays out of the province or country and have the individual accompany you.



It is important that you inform BACI of all travel plans in writing in advance to be sure you have the correct consents in place. You must have advance written permission from the appropriate decision maker for any individual who has a Committee of Person or a Representative under a Representation Agreement. You must also inform BACI and carry the individual's personal identification, medical information, and emergency numbers with you.

For holidays outside of B.C., it is mandatory that the individual has adequate and appropriate out-of-province and/or out-of-country medical insurance – even for 'quick trips' across the border. Be sure this is in place prior to travel.

If you are leaving your home community with an individual for more than 12 hours, check with the BACI to assess the need for a "Risk Assessment".

If you are going out of the country, you must also have a permission letter from the designated decision-making authority or BACI, proof of the individual's citizenship, appropriate medical insurance coverage, medical information and emergency numbers. Travel rules for crossing borders may change, so check before you leave home.

Please be sure to review the [CLBC policy](#) and [Q&As for CLBC-Contracted Service Providers About the Policy: Travel Outside of BC with CLBC-Funded Services](#)

Note: Holidays out of the province can be for a maximum of 30 days only. See CLBC policy above for more information.

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

## Part 3 – Ensuring Health and Wellbeing

### Care Plans

You are responsible for supporting the individual's health and wellbeing.




Care Plans are required for all individuals accessing Home Share. In addition, Personal Care Plans and/or Health Care Plans and Health Care Protocols will be developed for those with complex health or rehabilitation needs



To supplement the personal plan, described above, specific plans will help guide the type and level of support you will need to provide.

Every individual receiving BACI services has a care plan. A care plan describes the assistance and support that they need in daily living. It is tailored to reflect the unique preferences and support requirements of each individual. The individual 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.



Health and Safety




Person Centred Planning & Service Delivery

A care plan usually contains information such as the following:

- Personal and emergency contacts,
- Description of the person e.g. 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,
- Plan for safeguarding the individual's finances and personal assets.

The care plan 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 individual and their family before providing Life Sharing. Care plans are updated by you and the individual annually.

If you notice significant changes in the person supported, do not wait for a review to bring this to the attention of your Life Sharing Manager and also to the family (if consent has been provided).



Health and Safety

## Personal Care

Some individuals need direct assistance with personal care and hygiene routines. If this type of support is needed, these routines will be outlined in the Care Plan as described above. You are expected to provide personal care in a way that ensures the privacy and dignity of the individual and promotes the highest level of independence and personal choice possible. This helps the individual learn appropriate touch, language and personal boundaries through consistent modelling. It also provides comfort, consistency of routine and familiarity for the individual while protecting everyone involved. ***Do not allow anyone else in your household to provide personal care - only BACI approved caregivers are allowed to do so.***



Person Centred Planning & Service Delivery


### 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 individuals you are caring for:

- Avoid private parts during affectionate touching or hugging.
- Allow as much privacy as possible while ensuring safety.
- Follow the care plan.
- 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 individual, as per their care plan. This could include using equipment such as braces or a wheelchair. It may also require 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.



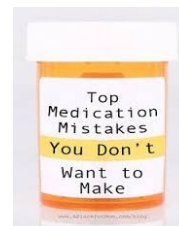
Health and Safety

You must ensure that the individual has annual medical, dental and other health care visits and that you keep track of all health-related appointments on the template we provide. In most cases, you will need to attend the appointment with the individual. 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.

## Medications

The care plan 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.

- If you will be supporting the individual by administering their medication, you must have procedures in place regarding receiving, storing, and tracking the administration of each medication. You must maintain an up-to-date record of their medications, both prescription and non-prescription and track daily



administration on a medication record. BACI can provide you with examples you can use or adapt.

- If the individual manages their own medication either independently or with some assistance, your support may be needed to encourage and maintain their autonomy. The level and type of support required is documented in the individual's care plan.

You must complete the BACI competency-based training in Medication Administration and Management if you are involved in supporting an individual with their medications.

## Health Care Plans & Health Care Protocols



A health care plan is required for individuals 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 one of their contracted service providers. If the individual has a health care plan/protocol, you must have a copy of it and follow it. It may be attached to the care plan.



NOTE: If the health care plan/protocols include activities that require a Delegation of Task such as Glucose Testing, G-Tube feeding, etc., Health Services for Community Living nurse (HSCL) or an approved delegate will need to train you and confirm your competency to perform these tasks. This Delegation of Task will be documented and only permits you, as the trained and 'delegated' person, to perform the task and only for the individual for which you've been trained. See Glossary for more details.

### Health Care Plan Requirements

- ✓ includes all areas where the individuals require planned medical / therapeutic support,
- ✓ is developed with involvement from qualified health professionals (Health Services for Community Living (HSCL) professionals) who must approve the plan in writing,
- ✓ is developed with active involvement of individuals, their families, or other supporters, including you,
- ✓ is consistently monitored for its effectiveness and changes made as needed,
- ✓ is to be followed by the Life Sharing contractor including respite contractors who:
  - must be 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 individual.

## Vulnerability and Safeguards - 360 Assessment

Safeguards are **intentional actions** designed to help reduce a person’s vulnerabilities and to help protect good things in their lives. Although each of us lives with some vulnerability based on our life situations and unforeseen things that may occur, people who have a developmental disability can be more vulnerable because they may not have had the opportunity to develop an array of safeguards in their lives. Here are a few examples:

- Not having friends and family in their life they can count on,
- Not being actively involved in their community,
- Not having a job and enough money to manage comfortably,
- Not knowing about and feeling confident exercising their rights,
- Being discounted for who they are and what they can contribute,
- Experiencing discrimination in their community at work, school or in public places,
- Having challenges expressing themselves and feeling heard,
- Being influenced and taken advantage of by other.

At BACI, we complete a 360 Assessment - Vulnerability and Safeguard Assessment with each individual prior to their move into your home and review and update it annually. This helps us to determine the types of safeguards that may be needed and the frequency of monitoring that is required.

### Types of Safeguards

<p><b>Formal Community Safeguards</b>          These are typically laws, regulations, or policy and standards. As an example, our agency has a formal role in providing safeguards for the individuals we support through our monitoring role and processes. Some other examples include the role of the RCMP, CLBC, or the Public Guardian and Trustee.</p>	<p><b>Informal Community Safeguards</b>          These are actions people take as citizens and neighbours to support one another. Examples of this type of safeguard include Neighbourhood Watch, neighbours checking on each other’s houses, ride sharing among members of a faith community, etc.</p>
<p><b>Formal Personal Safeguards</b>          These often involve a contract, protocol, or individualized plan tailored to address a person’s unique circumstances and vulnerabilities. Examples of this type of safeguard include behavioural support plans, health care plans, individualized bathing guidelines, dysphagia management plans, and personal care protocols, etc.</p>	<p><b>Informal Personal Safeguards</b>          These typically happen naturally when people have rich, personal support networks involving trusted and caring personal relationships with unpaid people in their lives. Examples of this type of safeguard are highlighted when individuals we support have full lives in community and the opportunity for the types of connection that stimulate real relationships e.g., colleagues at work or school, other parishioners at a faith community, being a regular at a local coffee shop or fitness class. These offer another level of the social safety net around an individual.</p>

Life Sharing Contractors play a key role in helping to build and maintain these safeguards. Be sure to talk with the Life Sharing Manager about the 360 Assessment (Vulnerability and Safeguard Assessment) for the individual in your home and how you can help to nurture identified safeguards with the individual.

You can read more about safeguards, and strategies for incorporating them into your planning and supports with individuals in Life Sharing settings, by reviewing the resources created by CLBC which can be found on their website at <https://www.communitylivingbc.ca/resources/safeguards-resources/safeguards-resources-documents/>

## Behavioural Support Strategies

Contractors are expected to interact with individuals 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 individuals 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 individual to control and correct their own behaviour. It can include natural consequences, praise, encouragement, modeling, rules, limits and counseling. 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 individuals whose behaviour is challenging to the point where it seriously interferes with learning, daily activities, and participation in community activities or puts themselves or others in danger, require a Behaviour Support Plan. An accompanying Safety Plan will be included if the behaviour places the individual or others in jeopardy.



**Behaviour support** is a systematic and planned approach to prevent or reduce challenging behaviours and enhance quality of life for individuals. 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 individual and all the people within their social network.



**A Safety Plan** is an individualized, written document designed to support Contractors and others to respond to and de-escalate unsafe behaviour and protect the individual 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 if a Behaviour Support Plan is in place. It is a companion document focused specifically on addressing unsafe behaviours within 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- November 2024*) and requires certain written authorizations. A Safety Plan can only be developed with the support of a qualified Behavioural Consultant.



It is essential that you understand your role in implementing an individual's behaviour support or safety plan. You must follow the guidance of the CLBC *Behaviour Support & Safety Planning - A Guide for Service Providers 2024*

## Prohibited Behavioural Support Practices

The following practices can **never** be used as behavioural techniques, even in an emergency.

- 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 a mechanical restraint is used such as a lap belt, table or any other method used to keep them in a chair or on a toilet or in a wheelchair or to otherwise restrict their free movement because of danger to themselves or others.
- Ongoing removal of personal belongings from a person's environment.
- Seclusion i.e. the separation of an individual 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.
- Limiting an individual's independence or mobility through removal of accessibility aids (e.g., glasses, hearing aids, wheelchair, etc.).
- Withholding of personal funds, or finances for the purpose of behaviour control.
- Unauthorized use of monitoring devices. Page 42.
- Use of a restricted practice for the convenience of caregiver/household member.

**As a Life Sharing Contractor, 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 the person is safe. Report it immediately as a Critical Incident and contact the Life Sharing Manager directly.**

## Resources to Support Effective Behavioural Support

- Foundations of Good Support - [https://s33156.pcdn.co/wp-content/uploads/Foundations\\_of\\_Good\\_Support.pdf](https://s33156.pcdn.co/wp-content/uploads/Foundations_of_Good_Support.pdf)
- Tools available on the CLBC website - <https://www.communitylivingbc.ca/for-service-providers/service-providers-documents/behaviour-support/>

## Safety Practices in Your Home



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 **4 fire drills each year** with the individual where you practice evacuating the home including identifying best exit and going to the planned meeting place. You must also have fire safety equipment such as smoke detectors and fire extinguishers, and emergency lighting such as a flashlight.

You also need to make sure you have a fully-stocked first aid kit in an accessible location in your home and in your car if you are transporting the individual. Check and restock these kits after every use and at least annually. Replace any items that have expired. We have a checklist you can use to confirm adequate contents.

To ensure you are prepared for local emergencies such as wildfires, flooding, extreme heat, earthquake and/or a home emergency such as fire, an emergency plan is strongly recommended. You should also practice and document at least **4 different emergency drills each year** (earthquake, power outage, medical emergency, natural disaster, etc.). As part of annual health and safety monitoring visits, BACI will want to see copies of the drills you have conducted.

Be sure you have a standard meeting place and have practiced going to this location during your drills.

**Ongoing Safety Monitoring:** BACI staff will have conducted an initial Home Study (that includes a health and safety) visit when you first applied to be a Life Sharing Contractor. We will continue to conduct annual safety visits as part of our monitoring practices outlined on Page 21 . We will use our Monitoring Tool to review your home to ensure a safe environment for the individual. We encourage you to use the Monitoring Tool 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, check out this website

<https://www.canada.ca/en/health-canada/services/healthy-living/reports-publications/seniors/is-your-home-healthy-easy-steps-maintaining-healthy-home.html>

**Use of Monitoring Devices** If you are contemplating any form of monitoring device such as an audio (baby) monitor, motion detector, camera, etc. to keep an individual safe or for other purposes, you must talk with your Life Sharing Manager before using. While these can be useful resources there are privacy considerations that CLBC needs to ensure are in place before they can be authorized.



## Other Safety Precautions

Please be sure to pay attention to and ensure you are following these precautionary measures:



- Hazardous household products are stored and used safely.
- Vehicles are well-maintained and include emergency equipment and first aid kits.
- Each driver who will be driving the Individual is required to request and submit a Personal Driving Record (previously known as driver's abstract) from <https://onlinebusiness.icbc.com/cli/>
- The individual is encouraged to carry identification while in community and away from home.
- Community and traffic safety, assertiveness and interactions with strangers, and other safety-skills, are encouraged.
- Safeguards are in place when the individual is engaged in activities where support or assistance may be needed to ensure safety (e.g., swimming, boating, hunting, etc.).



# Part 4 – Handling and Reporting Emergencies and Other Incidents

## Handling Emergencies

An emergency is a situation that places an individual 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. **You must contact your LSN manager when there is an emergency.** They will respond and provide support as necessary and work with you to ensure 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 individual's emergency contact numbers and information, near the phone.
- ✓ Make sure you have a signed consent to transport the individual to hospital
- ✓ Make sure you have a completed Emergency Profile and Missing Persons Form.



## Incident Reporting

### Reporting Emergencies and Other Incidents



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

### Critical Incidents

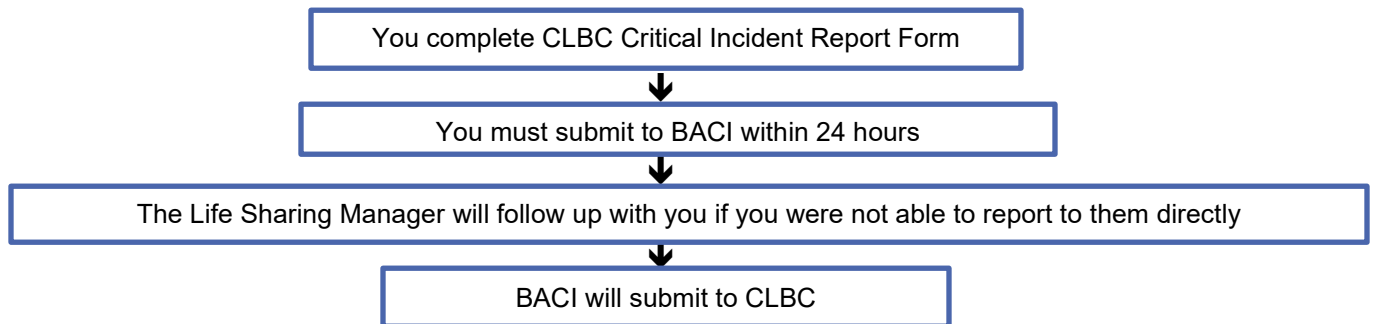
A critical incident is any event that is detrimental to the person being cared for, or to you or other members of your household. A critical incident is also any event that constitutes an infringement of an individual's rights; and/or is unusual or extraordinary in nature. See examples below:

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

ABUSE		OTHER INCIDENT TYPES	
Emotional Abuse	<input type="checkbox"/>	Aggression Between Individuals	<input type="checkbox"/> Misuse of Illicit Drugs or Licit Drugs
Financial Abuse	<input type="checkbox"/>	Aggressive / Unusual Behaviour	<input type="checkbox"/> Motor Vehicle Injury
Physical Abuse	<input type="checkbox"/>	Attempted Suicide	<input type="checkbox"/> Other Injury
Sexual Abuse	<input type="checkbox"/>	Choking	<input type="checkbox"/> Poisoning
Neglect	<input type="checkbox"/>	Death	<input type="checkbox"/> Service Delivery Problem/Disruption of Services
<b>RESTRICTED PRACTICES</b>	<input type="checkbox"/>	Disease / Parasite Outbreak	<input type="checkbox"/> Unexpected Illness/Food Poisoning
Restraint	<input type="checkbox"/>	Fall	<input type="checkbox"/> Use of Seclusion
Restriction of Rights	<input type="checkbox"/>	Medication Error	<input type="checkbox"/> Weapon Use
	<input type="checkbox"/>	Missing / Wandering	

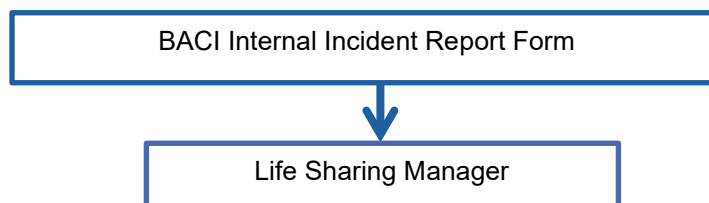
If you witness or are involved with a critical incident, you **must**:

- contact the individual’s family according to consents
- contact your Life Sharing Manager and
- complete a critical incident report as outlined below



### Other Incidents

Other incidents are less significant but important to report. These include fall, 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 Life Sharing Manager or their back up and complete a BACI Internal report



# Be Prepared

## Missing Person

Life Sharing Contractors must take proactive measures to ensure that individuals do not go missing.



Individuals should be supported to explore their neighbourhood and review basic safety practices to minimize the risk of becoming lost or confused.

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

## Abuse and Neglect

Individuals 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 contractor, you are strictly prohibited from subjecting the individual to such abuse or neglect, or from allowing an individual 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 an individual by a contractor 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 individual's requirements for food, shelter, medical attention or supervision that endangers the safety of an individual. 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 that an individual 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 Life Sharing Manager or back-up provided 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 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.

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It is not your responsibility to notify the family; that is the responsibility of BACI.

## Other Health and Safety Considerations

### Nutrition

Part of your responsibility is to meet the nutritional needs of the individual you live with. Use Canada's Food Guide as a reference for meal planning. Encourage individuals to make choices within the substitution guidelines of the Food Guide. Follow any nutritional plans and preferences in the care plan, including any dietary requirements, cultural considerations, 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 <https://www.foodsafe.ca/>



### Standard (Universal) Precautions



Observe basic cleanliness routines such as regular hand washing and understand and follow standard health precautions at all times when providing personal care for an individual. Always treat blood and other bodily fluids as potentially dangerous.



#### 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!

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, [https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/managing-occupational-health-safety/infectious\\_disease\\_guide.pdf](https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/managing-occupational-health-safety/infectious_disease_guide.pdf)

### Vaccinations

As required by the Public Health Officer (PHO) you and members of your household must receive vaccinations as per local PHO orders. BACI will notify you when such orders are in place and will require verification.

You may also 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 individual 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 contractor 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 an individual 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 individual.

If it is an emergency, notify your Life Sharing Manager and they will arrange to meet you at the hospital if necessary. Remember to bring the individual's most recent "Consent for Health Care Support" form that authorizes you to seek assistance in a medical emergency.

Remember, Life Sharing Managers are **not to sign off** on anything on the individual's behalf.

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 individual or carry out medical or nursing duties such as administering medication, or intravenous, moving the person or changing dressings.

Be aware of the individual'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 individual 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 Manager 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. CLBC has some useful resources that may be of help to you

<https://www.communitylivingbc.ca/resources/aging-knowledge-hub/caregiverresources/>



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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 Manager.

## Respite

(also referenced by CLBC as Individual and Family Wellness Support)

From time-to-time Life Sharing Contractors need a break from their responsibilities in order to maintain their own emotional and physical wellbeing. All Life Sharing agreements contain funding for respite. Some contracts will have additional respite, over and above the minimum, based on the disability related needs of the individual.

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 individual goes to another home. We strongly encourage you to make use of this provision. 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 recruiting, selecting, signing a service delivery agreement with them, training, supervising and paying each respite provider. See <https://homesharingbc.ca/> for more information about this potential support.

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 in your absence. This means you must actively supervise them to be sure they:

- a. Have the qualifications, up to date first aid, and other certifications required.
- b. Have abilities and attitudes compatible with the individual's needs and preferences.
- c. Meet the Criminal Record Checks (CRC) and other background check requirements.
- d. Have been oriented and trained by you to effectively meet the needs of the individual(s).
- e. Comply with all the same standards that you must meet including CLBC standards and policies and all standards outlined in your agreement and this handbook.

## Smoking & Vaping

There may be occasions where the Life Sharing Contractor or the supported Individual either smoke or use a vaping device. In order to ensure that there is a healthy and comfortable environment for everyone it is important to ensure that clear expectations are set early in the Life Sharing relationship. In all circumstances, smoking and vaping should occur outdoors (outside the house, vehicles, etc.) to prevent exposure to second-hand smoke or vapors.



We recommend that Life Sharing Contractors designate a safe area outside the home for smoking/vaping purposes. Life Sharing Contractors are responsible for relaying this expectation to their Respite Providers.

## Alcohol, Cannabis and Other Substance Use

BACI understands that social drinking is a part of the culture and a commonly accepted practice among many individuals and families. The legal use of recreational cannabis may also be accepted by certain individuals and families, but may not be a commonly accepted practice, as recreational cannabis use was only recently made legal.

It is our expectation that Life Sharing Contractors will always conduct themselves in a manner that demonstrates positive role modeling, and that they will exercise good judgment and use common sense. This expectation extends to the Life Sharing Contractor's decision to consume alcohol or cannabis while providing support to the person in their care. Specific guidelines for alcohol or cannabis use should be mutually agreed upon between you and the individual/family before service begins. Note: If there are issues with the individual's compliance with agreed upon guidelines, please alert BACI so that together, we can explore any risks and be proactive in addressing any existing or emerging issues for the individual and for your household.

Your first obligation as a Life Sharing Contractor is to provide a safe and secure environment at all times for the person you support. There may be occasions where the consumption of alcohol, cannabis or another substance impairs your capacity to provide this, and to respond appropriately to any emergency that might arise. On these occasions, it is your responsibility to provide pre-arranged, alternate support for the person in your care, thereby always ensuring responsible and competent support.

It is unacceptable for you to be under the influence of illegal drugs.

## Training and Professional Development



BACI provides you with access to Life Sharing specific training developed by the BCCEO Network on Open Futures Learning as well as in house training events and professional development opportunities which can offer new information, new contacts, and new ways of meeting challenges. You can find out more through your Life Sharing Manager.

We encourage you to let us know about issues or subjects in which you would like training so we can help to facilitate access if possible.

## Violence Prevention

Some individuals may have behaviours that could cause you harm if not appropriately managed. Make sure you are familiar with the *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 individual's care plan, behaviour support plan and/or health care protocols. We also suggest you take Therapeutic Crisis Intervention Training available through BACI. This type of training may be mandatory as part of your agreement to serve an individual.

## Conflict of Interest

It will be important to balance your role as a Life Sharing Contractor with other roles you hold to be sure you do not inadvertently set up a conflict of



interest. As a contractor, you could be in a conflict of interest if your self-interest conflicts with the interests of BACI and/or the individual sharing your home. An example is a Life Sharing Contractor selling products to an individual being served.

Contractors 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 Contractor.
- Not selling goods or services or entering into a business relationship with the individual 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.

## Additional Employment

You may engage in other contracted work, employment or business activities, provided that they do not interfere with the provision of Life Sharing as per your agreement and they do 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.

*Be sure to pay attention to your capacity to balance your responsibilities as a Life Sharing Contractor with other employment you might take on*

## Life Sharing Support Society of BC (HSSSBC)



Funded by CLBC, HSSSBC is a resource available to you. You can log into their main page <https://homesharingbc.ca/> and look under Services and under Resources to find relevant information to support you. Here is a sampling of supports you can access through them:

<a href="#">Resources, tools and information</a>	<a href="#">Ask an Expert Service</a>	<a href="#">Training</a>	<a href="#">Respite Support and Resources</a>
Practical resources, helpful tools, and information to support Life Sharing Contractors.	Expert panel to help with questions about service delivery, service agreements, finances, health, or anything related to Life Sharing	Offers training & hosts events where Life Sharing Contractors can learn directly from experts in a range of fields	Support in finding qualified respite workers + guidance with recruitment, training resources for respite workers, and support through the criminal record check

## **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.

**Together we can help build a more inclusive community,  
and support individuals to live fuller lives as citizens of  
British Columbia.**

# Section D - Resources

## Required Reading for Contractors

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 on Adult Rights
- ✓ Employment Standards Fact Sheet on Independent Contractors
- ✓ BACI Safety Checklist
- ✓ 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 Life Sharing (Adults)
- ✓ Taking Care! A Guide for Caregivers on How to Improve Their Self-Care
- ✓ Emergency Profile
- ✓ Care Plan
- ✓ WorkSafe BC Booklet: “We’ve got you covered - Personal Optional Protection insurance”

## 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
- Monitoring Tool

## Websites of Interest

Appropriate language	<a href="https://www.canada.ca/en/employment-social-development/programs/disability/arc/words-images.html#h2.7">https://www.canada.ca/en/employment-social-development/programs/disability/arc/words-images.html#h2.7</a>
BC Human Rights Tribunal	<a href="https://www.bchrt.bc.ca/">https://www.bchrt.bc.ca/</a>
Canada Revenue Agency (CRC)	<a href="http://www.cra-adrc.gc.ca">www.cra-adrc.gc.ca</a>
Community Living BC	<a href="https://www.communitylivingbc.ca/">https://www.communitylivingbc.ca/</a>
Criminal Record Reviews BC	<a href="https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check">https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check</a>
Disability Alliance of BC	<a href="https://disabilityalliancebc.org/">https://disabilityalliancebc.org/</a>
Employment Standards	<a href="https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards">https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards</a>
Government of Canada-Public Safety	<a href="http://www.safecanada.ca">www.safecanada.ca</a>
Health and standard precautions	<a href="https://www.healthlinkbc.ca/healthwise/blood-and-body-fluid-precautions">https://www.healthlinkbc.ca/healthwise/blood-and-body-fluid-precautions</a>
Health Services for Community Living	<a href="https://www.vch.ca/en/service/health-services-community-living">https://www.vch.ca/en/service/health-services-community-living</a>
Life Sharing Support Society BC	<a href="https://homesharingbc.ca/">https://homesharingbc.ca/</a>
Inclusion BC	<a href="https://inclusionbc.org/">https://inclusionbc.org/</a>
Information & Privacy Commissioner	<a href="https://www.oipc.bc.ca/">https://www.oipc.bc.ca/</a>
Ministry of Children & Family Development	<a href="https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development">https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development</a>
Multiculturalism	<a href="https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/multiculturalism">https://www2.gov.bc.ca/gov/content/governments/multiculturalism-anti-racism/multiculturalism</a>
Public Guardian and Trustee	<a href="http://www.trustee.bc.ca">www.trustee.bc.ca</a>

Services for People with Disabilities Gov't of BC	<a href="https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities">https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities</a>
Workers Compensation Board (WCB)	<a href="https://www.worksafebc.com">https://www.worksafebc.com</a>

## Useful Contacts for Contractors

BACI	Community Emergency Contacts:
<p><b>BACI</b></p> <p>Address 130-4946 Canada Way, Burnaby, BC</p> <p>Phone: 604-299-7851 Fax: 604-299-5921</p> <p>Email: <a href="mailto:lifesharing@gobaci.com">lifesharing@gobaci.com</a></p> <p>Your LSN Manager's Name &amp; Number:</p> <p>_____</p> <p>_____</p>	<p><b>Poison Control Emergencies</b></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>Hotlines</b></p> <ul style="list-style-type: none"> <li>• <b>Mental Health Hotline</b> 310-6789 (BC Crisis Line)</li> <li>• <b>Suicide Prevention Hotline</b> 1-800-SUICIDE</li> </ul>

# BACI Life Sharing Contractor – Conflict Resolution

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

## Expectations for Life Sharing Providers

Life Sharing Providers are encouraged to be proactive in anticipating and preventing conflicts. By considering the following recommendations, providers can help maintain positive relationships and avoid unnecessary disputes.

### Strategies to Anticipate and Avoid Conflict

- Be realistic about your own expectations and recognize the limitations of people and situations. Understanding what is reasonable can help prevent misunderstandings and frustration.
- Consider the significance of any issue and determine whether it is worth pursuing a dispute. Assessing whether a matter is truly important can save time and energy and minimize unnecessary conflict.
- Practice honesty and communicate openly. Make sure your own wants, needs, and expectations are clear to yourself and those involved. Transparent communication is key to avoiding confusion and promoting mutual understanding.

### Resolving Conflicts Informally

When conflicts arise, Life Sharing Providers are encouraged to first seek informal solutions before moving to more formal processes. The following strategies can help address disagreements in a constructive and respectful manner:

- Take a step back and try to look at the situation objectively. Giving yourself distance can help you better understand the issues at hand and respond thoughtfully rather than emotionally.
- Make an effort to see things from the other person's perspective. Considering their viewpoint helps promote empathy and may reveal solutions that meet both parties' needs.
- Work toward a compromise. While it may not be possible to get everything you want, reaching an agreement where both sides get part or most of what they need can be more productive than holding out for a perfect solution.

- Discuss your perspective with someone you trust to gain honest feedback. It is important to maintain confidentiality while seeking an outside opinion.
- If you feel too close to the conflict or find it difficult to remain objective, consider asking someone else to advocate for you or negotiate on your behalf.
- Engage an informal mediator. This should be a person whose judgment, objectivity, and fairness are trusted by everyone involved in the conflict.

## **The Formal Conflict Resolution Process**

This process supplements but does not replace the language in #11 of your agreement with us.

### **Define and Document the Conflict**

The Life Sharing Provider seeking resolution should clearly define the conflict and, if possible, put the details in writing. This documentation should include the history and present circumstances of the dispute—explaining how the conflict arose and describing the current situation.

Additionally, it is important to outline the factors believed to be causing the problem. Identifying these contributing elements helps clarify the nature of the dispute and provides a basis for discussion during the resolution process.

Finally, the Life Sharing Provider should specify how they would like the dispute to be resolved and explain why this resolution is appropriate. Clearly stating the desired outcome and its justification supports a more effective and focused resolution process.

## **Steps for Presenting Concerns and Escalating Conflict Resolution**

The Life Sharing Provider should then present the concern:

The Life Sharing Provider should first bring their concern to the LSN Manager. However, if the conflict involves the LSN Manager, the concern should be reported directly to the Senior Manager of Life Sharing.

If the Senior Manager of Life Sharing is one of the parties in the conflict or is unable to resolve the issue, the concern should then be escalated to the Executive Director(s).

If the Executive Director(s) cannot resolve the conflict or is one of the parties involved, the concern should be presented to the Conflict Resolution Committee, which is a sub-committee of the Board of Directors.

# Life Sharing Required Documentation and Activities Chart

<i>Life Sharing Contractors are required to keep confidential records and make reports as outlined in their agreement. This chart provides a quick snapshot of timelines and details.</i>			
Requirement	Details	Required Actions	Page Reference
<b>At Each Occurrence/As Needed</b>			
Critical Incident Report	Use CLBC Report Form available at <a href="https://www.communitylivingbc.ca/for-service-providers/critical-incident-reporting/">https://www.communitylivingbc.ca/for-service-providers/critical-incident-reporting/</a>	Submit completed report to BACI	Page 44
Notification of any new people joining your household or youth who turn 18 who are living in your household	People who are living in the household or staying for an extended period i.e. children or adult children returning for summer months.	You must inform BACI of any new addition to the household. Note: Anyone over the age of 19 requires a successful Criminal Record.	Page 7
Proof of Required Vaccinations	If required by Public Health Order for all in household, BACI will notify Life Sharing Contractor.	Submit to BACI	Page 47
Notable Changes	Any significant changes impacting the Life Sharing - either with the Life Sharing Contractor or the individual.	Contact BACI immediately	Page 20
Special Occurrences	Absences from services or declining service must be reported.	Contact BACI immediately	Page 20
<b>Monthly</b>			
Use of Respite	Any use or non use of these funds must be reported.	Keep LSN Manager informed whenever respite is used	N/A
Monthly Invoice	Amounts as per Schedule C in your agreement	Submit Monthly (if applicable)	N/A
Financial Reconciliation	If you have a role (as outlined in the Individual's Care Plan) in managing or supporting the Individual's money, reconcile each month.	Keep financial records including receipts in your file for review during monitoring.	Page 32

*Life Sharing Contractors are required to keep confidential records and make reports as outlined in their agreement. This chart provides a quick snapshot of timelines and details.*

Requirement	Details	Required Actions	Page Reference
Monthly Medication Administration Records	If you provide direct support to the individual with their medications.	Keep medication records in your file for review by BACI.	Page 37
<b>Every 3 Months (Quarterly)</b>			
Monitoring Visits in the Home with Life Sharing Contractor and Participant	Must include separate visits with the Life Sharing Contractor and the Individual.	Action Items arising out of visits must be completed i.e. Missing paperwork, completion of annual training etc. & reported to BACI.	Page 21
Emergency Drill Reports	Complete a fire and 1 other drill every 3 months.	Keep on file.	Page 42
<b>Every Year (Annually)</b>			
Agreement Renewal	Opportunity to review and discuss the Life Sharing Arrangement and confirm continuation if appropriate.	Initiated by BACI	Page 8
Work Safe BC Renewal	Life Sharing Contractors pay Work Safe BC directly annually or quarterly and must be up to date in their payments.	BACI to print clearance letter prior to agreement renewal	Page 14
Medication Administration Training	If involved in managing the individual's medications.	Contact BACI to book	Page 25
Health and Safety Inspection	Completed as 1 of the monitoring visits.	Give access to your entire property for this inspection as per your agreement.	Page 21
House/Property Insurance	Annual premiums must be paid and documentation available.	Verification at or prior to agreement renewal	Page 14
Annual Health Care Appointments for the Individual	Documentation of annual medical, dental, and other relevant health check ups.	Track all visits & results. Include details of appointments and results in the Monthly Individual Report.	Page 37
Vehicle Insurance	For all vehicles used to transport the Individual. Keep on file.	Verification during Annual Health & Safety Monitoring or as needed.	Page 11
Personal Driving Record	Must be requested from <a href="https://onlinebusiness.icbc.com/clio/">https://onlinebusiness.icbc.com/clio/</a>	Need Driving records each year at time of agreement renewal for all drivers in the household who will be transporting the Individual.	Page 43

*Life Sharing Contractors are required to keep confidential records and make reports as outlined in their agreement. This chart provides a quick snapshot of timelines and details.*

Requirement	Details	Required Actions	Page Reference
Possessions Inventory	Update inventory each year or as personal property changes	Submit prior to agreement renewal	Page 30
<b>When Expired</b>			
First Aid Renewal	First Aid and CPR Certificates	Submit copies to BACI	Page 25
Criminal Record Checks	For each adult in the home	Needs to be completed every 5 years. Initiated by BACI	Page 7

## Respite Provider Requirements (For Each Respite Provider You Engage)

*Be sure to maintain a confidential file at your home for each Respite Provider so you have 1 place to reference during monitoring visits or as requested to confirm completion of all requirements.*

Requirement	Details	Schedule
CLBC Privacy and Information Training -Certificate	Maintain Copy of Certificate in Your Files	Initially
Vaccinations - Vaccinations i.e. COVID 19 or Individual specific	Maintain Copy of Vaccination Confirmation in Your Files - Page 47	As per PHO requirements
Life Sharing Respite Agreement	Develop and complete a formal written agreement with each Respite Provider - Page 49	Annually
Health & Safety Checklist - Respite	You will need to complete a checklist with each provider if they provide respite in their home. You can use a copy of the one we use with you or make your own with similar areas covered.	Annually
Work Safe BC Coverage	Each provider must have current Work Safe BC Coverage. You will need to verify by printing a copy of their clearance record. Page 15	Annually
Personal Driving Record - Driver's Abstract	Your respite providers can get their Driving Record online <a href="https://onlinebusiness.icbc.com/clio/">https://onlinebusiness.icbc.com/clio/</a>	Annually
Vehicle Insurance	You will need to verify they have a copy of their up to date insurance that meets the requirements on Page 11	Annually
Therapeutic Crisis Intervention Certificate (when applicable)	Only if relevant to the individual supported. Talk with BACI about options for completion.	Annually
Medication Administration Certification (when applicable)	Only if relevant to the individual supported. Talk with BACI about options for completion.	Annually

*Life Sharing Contractors are required to keep confidential records and make reports as outlined in their agreement. This chart provides a quick snapshot of timelines and details.*

Requirement	Details	Required Actions	Page Reference
First Aid & CPR Certificate		Maintain Copy of Certificate & Renewals in Your Files	3 years
Criminal Record Checks		Maintain Copy of All records in Your Files	5 years

## Section E: Glossary of Terms (specific to Life Sharing)

Term	Details
Accreditation	Accreditation is a formal, independent verification that a program or agency meets established quality standards that reflect good practice. In BC, agencies delivering services funded through Community Living BC (CLBC) if their funding is over a minimum threshold, must be accredited by an accrediting body such as CARF, COA, or Accreditation Canada.
Accrediting Representatives	Often called surveyors, accrediting representatives typically conduct in person visits within all programs and services that are being accredited to observe service in action, review paperwork, and talk with persons served, staff and contractors to review and assess conformance with standards established by the accrediting body. They may ask to visit your home and talk with you and the individual sharing your home to understand how the agency is supporting and monitoring your shared living arrangement.
Adult Guardianship	A legal arrangement allowing another person to make decisions on behalf of an adult who cannot make decisions themselves.
Agency/ Coordinating Agency	Organizations coordinating Life Sharing Services under contract with Community Living BC are often referred to as the agency.
Canada Disability Benefit	The Canada Disability Benefit is a federal benefit for people of working age with disabilities living on a low income. The benefit aims to address the disproportionate level of poverty experienced by people with disabilities. The maximum benefit amount is \$2,400 a year, or \$200 a month.
Canada Revenue Agency	The Canada Revenue Agency (CRA) is the revenue service of the Canadian federal government, and most provincial and territorial governments. The CRA collects taxes, administers tax law and policy, and delivers benefit programs and tax credits.
Canadian Dental Care Plan	The Canadian Dental Care Plan is a federal dental plan intended to make the cost of dental care more affordable for eligible Canadian residents. The CDCP works in collaboration with existing provincial/territorial income assistance program dental benefits.
CLBC Annual Review	CLBC has a standard practice of conducting reviews with each organization coordinating Life Sharing Services. This review includes visiting a sampling of homes.
Committeeship and Committee	An arrangement where the Public Guardian and Trustee, a private individual, or a trust company is granted the authority to manage someone's finances and/or personal decisions if they're not capable. The person managing a person's affairs is called a committee.
Community Inclusion	Services that enhance the daily activities of a person including leisure-oriented, volunteer work, paid employment, work contracts, life skills training, retirement-oriented for the aging, or a combination of any of the above. Community Inclusion services may occur at any time during the day since the primary objective is to accommodate the interests and needs of the person receiving services. It can be based in the community setting (" <i>community-based</i> ") or out of their home (" <i>home based</i> ").

Term	Details
Competency Based Training	Training that involves a demonstration of skills learned or competency achieved. It might involve a short quiz or a demonstration of a task such as performing CPR at the end of CPR Training.
Conflict of Interest	A conflict of interest arises when personal interests or relationships cause bias in decision-making and/or unfair influence on the choices of a person served.
CPP – Canada Pension Plan	The Canada Pension Plan (CPP) retirement pension is a monthly, taxable benefit that people can receive after the age of 60 if they have been working and paying CPP premiums while working.
CRC or CRRP	Criminal Record Checks (CRC) are formal background checks of any criminal activity and are required under the Criminal Record Review Program (CRRP) for any adult over the age of 18 who works with children or vulnerable adults whether paid or volunteer.
Cultural Competency	Ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual's racial, ethnic, religious and/or social groups or sexual orientation.
Delegation of Task (DOT)	The assignment of a task, typically done by a medical professional known as a 'regulated professional', to a caregiver (Life Sharing Contractor, Respite Provider etc.) known as 'unregulated care provider'. The delegation can only be approved after the medical professional has provided formal, documented training to the designated caregiver and has assessed their capacity to complete the task independently. The delegation of a professional health care task (such as glucose testing, g-tube feeding etc.) requires consent of the individual or their legal decision maker and the agreement of the health care professional, the host organization, and the designated Life Sharing Contractor.
Dignity of Risk	The right of a person served to experience the consequences of one's choices, free from undue "protection" which would diminish the potential enjoyment and benefits
Diversity	Differences due to cognitive or physical ability, culture, ethnicity, religion, economic status, gender, age, or sexual orientation.
Disability Tax Credit (DTC)	DTC is a federal, non-refundable tax credit that can help people with disabilities or their eligible family members reduce the amount of income tax that they owe. There is no age limit for applying, and eligibility does not depend on income. Approval for the DTC is based on how an impairment affects your daily life, not on the type of disability that you have. If you qualify, you can receive retroactive payments for previous years.
Emergency Supply or Preparedness Kits	Supplies stored in 1 location that can be used to shelter in place during an emergency. See details here <a href="https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag">https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag</a>
FGT-Funding Guide Template	CLBC Funding Guide Template - FGT (now called Program Budget) specifies the amount of funds that can be allocated for services and associated costs

Term	Details
FIPPA - Freedom of Information and Protection of Privacy Act)	BC's Freedom of Information and Protection of Privacy Act; it sets rules for how personal information must be handled.
GIS – Guaranteed Income Supplement	The Guaranteed Income Supplement (GIS) is a monthly payment you can get if you are 65 or older. The Supplement is based on income and is available to Old Age Security pensioners with low income. See more at <a href="https://www.canada.ca/en/services/benefits/publicpensions/old-age-security/guaranteed-income-supplement.html">https://www.canada.ca/en/services/benefits/publicpensions/old-age-security/guaranteed-income-supplement.html</a>
Grab and Go Kit	Emergency supplies gathered in a kit or backpack so that it can be taken when an emergency forces an evacuation to another location. See <a href="https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag">https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag</a>
GSA - Guide to Support Allocation	CLBC Guide to Support Allocation (GSA) determines the CLBC portion of funding that will be paid for an individual based on their GSA score that represents their level of support needs.
GST Credit Program	The goods and services tax/harmonized sales tax (GST/HST) credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset the GST or HST that they pay. People are automatically considered for the GST/HST credit when they file their taxes.
HCP-Health Care Plan	A plan that details each health issue a person receiving services may face on a regular basis, including a description of the issue, medications, daily plans to support this person in the difficulty, names and numbers of support people, and contingency plans ( <i>i.e. Protocols and emergency responses</i> ).
HSCL - Health Services for Community Living	Health Services for Community Living (HSCL) is a community-based team supporting adults with developmental disabilities and complex health care needs. Referrals are made through CLBC. The HSCL Team includes Nurses, Occupational Therapists, Physiotherapist, Registered Dietitian, and Dental Hygienist.
Household Members	Anyone living in the home whether full or part-time such as family members who go away to school or work and return home for breaks etc. Adult visitors who stay for extended periods (over 14 days) may be considered members of the household and be required to complete Criminal Record Checks
IF - Individualized Funding	A model where individuals or their families receive funding directly to arrange and manage their own services, including hiring providers.
Informed Decision Making	Occurs when a person has all the relevant information to be able to make a decision with a good understanding of the possible consequences. Some individuals are clearly able to demonstrate an understanding of options presented and can make an unequivocal choice, while others require varying degrees of support. See Supported Decision-Making.
Least Restrictive Environment	The environment which is designated as specific to each person's needs as possible: the physical surroundings accommodate their ability, taste and interests; the activities are planned with and by the person receiving services as much as possible; the support staff are chosen and make choices with the person's served needs.
Legal Representative	A person or organization legally appointed (e.g. power of attorney, representation agreement) to act on behalf of someone else.

Term	Details
OAS – Old Age Security	Old Age Security (OAS) is a monthly payment available to seniors aged 65 or over who meet the legal status and residence requirements. See more at <a href="https://www.canada.ca/en/services/benefits/publicpensions/old-age-security.html">https://www.canada.ca/en/services/benefits/publicpensions/old-age-security.html</a>
Natural Supports:	Support provided on a voluntary basis by an individual's support network, including family, friends, neighbours, co-workers, and others. Additional support may come from participation in associations (e.g., social clubs and groups) or community activities that have public participation (e.g., sport teams, adult interest groups like garden clubs and community choirs, faith communities).
Personal Driving Record (also known as driver's abstract)	A driving record, also called a driver's abstract, is a record of a driver's driving history. It lists when their driver's licence was first issued, plus any driving tickets or other offences they've received in the previous five years.
POA - Power of Attorney POA)	A legal document that allows a capable adult to name another person (the attorney) to manage their financial and legal affairs if they cannot do so on their own.
PWD (Persons with Disabilities Program)	A provincial program that provides monthly income, health benefits, and supports for adults with long-term disabilities.
Quality Assurance / Monitoring	Ongoing support for and review of each Life Sharing to ensure safe, healthy homes that meet provincial standards. Coordinating Agencies are responsible for conducting regular monitoring visits, providing training, and supporting Life Sharing Contractors. CLBC sets the overall service standards, reviews agency practices, and conducts annual reviews.
RDSP -Registered Disability Savings Plan	A long-term savings plan for people with disabilities that includes government contributions and does not affect PWD benefits.
Representation Agreement	A legal document in BC where an adult authorizes someone they trust to help make decisions about care, health, or finances.
Respite	Respite, (sometimes referred to as <i>supports to shared living or individual and family wellness support</i> ) provides temporary coverage for Life Sharing Contractors in which another approved person takes over caregiving duties either in the Life Sharing Contractor's home or at their own home.
Respite Provider	An approved caregiver (under contract with or an employee of the Life Sharing Contractor) who provides short-term or temporary care for a Life Sharing Contractor in their absence.
Risk Assessment	An assessment we use to identify and reduce potential risks to the health and safety of individuals we support.
Safety Plan	An individualized, written document that outlines strategies and procedures to respond to unsafe behaviours and reduce risk of potential to harm to the individual or those around them. Can only be developed by a qualified professional approved by CLBC.
Supported Decision-Making	Strategic support to help individuals to understand relevant information that may be hard for them to understand, so they can make their own choices, rather than others defaulting to make decisions for them.

Term	Details
Therapeutic Crisis Intervention	An approach to a crisis situation with a person served that emphasizes 2 key factors: 1/ Support - Environmentally and Emotionally to reduce stress and risk, 2/ Teaching and Modelling better ways to cope with stress.
Visitors in the home	Anyone who spends time in the home who is not a member of the household and living in the home (see Household Members above). This can include family members and friends of any member of the household as well as other people such as house cleaners, Life Sharing Mangers, CLBC representatives, health professionals etc.

# Index

- Abuse and Neglect, 46
- Accreditation, 8, 61
- Additional Employment, 51
- Alcohol, Cannabis and Other Substance Use, 50
- Behaviour Support
  - Safety Plans, 40, 41, 50, 53
- Behavioural Support Strategies
  - Prohibited Behavioural Support Practices, 41
- Canada Disability Benefit, 31, 34, 61
- Canada Revenue Agency (CRA), 7, 61
- Canadian Dental Care Plan, 34, 61
- Capacity to Fulfill Your Role, 48
- Care Plans, 36, 38
- CLBC Home Share Standards Course, 25
- Community Inclusion, 29
- Confidentiality, 11, 12, 20
- Conflict of Interest, 50
- Conflict Resolution, 19
- Consent, 10, 12, 20, 21, 31, 32, 48
- Cultural Competency, 29, 62
- Delegation of Task (DOT), 38, 62
- Disability Tax Credit, 34, 62
- Document Retention, 11
- Emergency Drills, 19, 58
- Emergency Response kits, 43
- Fees, 10
- Finances
  - Levels of Support with Finances, 31
- First Aid Kit, 42
- Glossary of Terms, 61
- Handling Emergencies
  - Critical Incidents
    - Other Incidents, 44
- Hazardous household products, 43
- Health Care, 21, 37, 38, 48, 58
- Home Sharing Support Society of BC
  - HSSSBC, 51
- Hospital Stay, 48
- Incident Reporting, 44
- Independent Contractor, 13, 14
- Independent Legal Advice, 11
- Individual's Income, 30, 31
- Insurance, 10, 14, 15, 27, 58, 59
- Language, 17, 18
- Medication Administration, 17
- Medications, 37
- Missing Person, 46
- Monitoring, 8, 13, 22, 42, 59
- Monitoring Devices, 41, 42
- Nutrition, 47
- Person Centred Planning, 25
- Personal Care, 37
- Personal Driving Record
  - Previously known as driver's abstract, 7, 43, 58, 64
- Personal Optional Protection, 15, 53
- Pets, 34
- Possessions Inventory
  - Individual's Personal Property, 30
- Prohibited and Restricted Practices Related to Funds and Assets, 33
- Property and Financial Accountability, 30
- PWD, 31, 34, 64
- Quality of Life, 8, 26
- Records, 19, 20, 57
- Report, 12, 19, 46, 57, 58
- Respect, 13
- Respite, 13, 15, 20, 49, 51, 57, 59
- Rights and Responsibilities, 30
- Safeguards
  - Vulnerability and Safeguards, 39, 40
- Sexuality, 29
- Smoking & Vaping, 49
- Standard (Universal) Precautions, 47
- Training, 25, 50, 51, 58
- Transition Planning, 27
- Vacation Plans/Travel, 35
- Vaccinations, 47, 57, 59
- Violence, 50
- Visitors in the Home
  - Over 34
- Wills and Beneficiaries, 33
- Work Safe BC, 14, 15, 58