



**NACL**

Suite 201 – 96 Cavan Street  
Nanaimo, BC V9R 2V1



(250) 741-0224



(250) 741-0227



[www.nanaimoacl.com](http://www.nanaimoacl.com)



# NACL

Nanaimo Association  
for Community Living

## HOME SHARE PROGRAM



For Persons Served and  
Families/Caregivers



NACL is proudly accredited by the Commission on Accreditation of Rehabilitation Facilities

follow us



[www.facebook.com/nanaimoacl](https://www.facebook.com/nanaimoacl)



[nanaimoacl](https://twitter.com/nanaimoacl)



[nanaimoacl](https://www.instagram.com/nanaimoacl)



*“Building inclusive  
communities,  
one bridge at a time.”*



Welcome to Nanaimo Association for Community Living (NACL) and our Home Share Program. This handbook has all the information on what you need to know about our Home Share services.

If you have any questions or want to see our full Policy and Procedure Manual, please contact the Program Manager.

We encourage you to read this handbook, and keep it for future reference.

## *What's Inside?*

### **PART 1 – About NACL**

- Our Mission, Vision, and Commitment Statements
- Statement of Diversity
- Services
- Board of Directors

### **PART 2 – General Information for Persons Served and Families/Caregivers**

- Individual Rights
- Personal Information
- Individual Planning
- Confidentiality
- Problem Solving
- Complaint Procedure
- Health and Safety
- Abuse/Harassment Prevention
- Advocacy
- Quality Assurance
- Suggestions and Feedback
- Accessibility

### **PART 3 – Home Share Program**

- About the Home Share Program
- How do I access the program?
- Who pays for the services offered?
- Who takes care of my finances?
- Who provides support with transportation?
- Respite Services in Home Share
- What if I have any medical concerns?
- Leaving Home Share Services
- Questions or Comments

# PART 1: About NACL



**Nanaimo Association for Community Living (NACL) is a non-profit society** formed under the Societies Act of British Columbia. NACL has been serving people with developmental disabilities in Nanaimo and the surrounding area since July 22, 1986.

A detailed history of Nanaimo Association for Community Living can be found on our website at: <https://www.nanaimoacl.com/our-history>

NACL has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2005.

Our mission and vision guide our programs, activities, and decisions.



*“A person-centered approach is the way we challenge ourselves, our communities, the people we support, and families to be innovative as we help each other live fulfilled lives.”*



*“Building inclusive communities, one bridge at a time.”*



## NACL's Commitments

NACL is committed to removing the barriers faced by individuals with a developmental disability that prevent them from reaching their full potential. Only through creating a society that is inclusive of all its citizens can this goal be obtained.

### ***Commitment to Community***

Being part of our Community is essential for our Association. Community, as we define it, means all its citizens. On a broader scope, NACL extends this definition of community to include our corporate partners. As a strong, vibrant agency, NACL takes a leadership role in building an inclusive community.

## ***Commitment to Inclusion***

---

The concept of inclusion is the foundation of NACL's values and principles. To not be included means to stand outside the community, and this can be a very lonely place. We strive to involve people of all abilities in our efforts towards a fully-inclusive society. Only by seeing everyone as equals can we be truly inclusive.

## ***Commitment to Service***

---

Person Centered Planning drives the development of all new services NACL provides. As historical service delivery models evolve, person-centeredness is the engine for change.



## **Statement of Diversity**

The Nanaimo Association for Community Living (NACL) acknowledges and respects the value of a diverse community. NACL recognizes that the scope of diversity includes gender, race/ethnicity, family status, age, mental/physical abilities, sexual orientation, religious beliefs, socio-economic status, and occupational focus.

NACL will maintain an environment that is supportive of these elements. We will promote inclusion within our organization and the communities we serve.

We commit to:

- *Services that respect individual and cultural differences;*
- *Promoting cultural awareness and understanding within the Association and community;*
- *Endeavoring to reflect the diversity of our community through our Board of Directors, staff, and volunteers;*  
*and*
- *Not tolerating discrimination of any kind.*

## **OUR SERVICES**

Nanaimo Association for Community Living (NACL) provides services for people living with developmental disabilities.

- *Services are targeted to youth age eight (8) and up, and adults who are 19 years or older;*
- *We serve approximately 215 people;*
- *NACL employs approximately 180 staff and contracts with over 90 home share providers.*

## ***NACL's Current Programs***

---

- **Community Inclusion** (Monday to Friday 8:30 a.m. to 3:00 p.m., and Saturday 10:00 a.m. to 2:30 p.m.)
  - ✓ *Actions Day Program*
  - ✓ *Actions Expansion – Life Long Learning*
- **Residential Services** (provided 24/7)
  - ✓ *Caspers Way Home*
  - ✓ *Hammond Bay Home*
  - ✓ *Jingle Pot Home/Carriage House*
  - ✓ *Kennedy Home*
  - ✓ *Maxey Road Home*
  - ✓ *Nottingham Home*
  - ✓ *Portsmouth Road Home*
  - ✓ *Turner Connection Home*
  - ✓ *Sherwood Home*
  - ✓ *Westwood Lake Home*
  - ✓ *Uplands Housing Development*
- **Home Share** (a program where a person is matched with contractors to live with)
- **NACLWorks! Employment Services** (a program that helps people find jobs)
- **Snoezelen Room** (a multi-sensory room, booked by appointment – ask for details if you're interested)

Referrals for these services, except for the Snoezelen Room and Child and Youth Residential, are accepted through Community Living British Columbia (CLBC). Child and Youth Residential Services are referred by the Ministry of Children and Family Development (MCFD). Waitlists for services are maintained by either CLBC or MCFD, as applicable.



## **BOARD OF DIRECTORS**

---

As a registered non-profit society, NACL has a membership which is open to everyone by donation (except employees). You can become a member, too. NACL holds an Annual General Meeting once a year to elect a Board of Directors, plus talk about the past year and our future plans.

The Board of Directors establishes the vision, mission, values, principles, and Code of Ethics to guide the employees, Home Share Providers, and contractors who support the people we serve. They also set the policies NACL uses to manage the organization.

The Board hires and oversee an Executive Director, who is responsible for implementing those policies and overseeing NACL employees and Home Share Providers, as well as making day-to-day decisions about NACL operations.

## ***PART 2: General Information for Persons Served and Families/Caregivers***



### **Individual Rights**

Nanaimo Association for Community Living recognizes that the individuals we serve have certain rights and responsibilities, and we strive to provide you with information about those.

Nanaimo Association for Community Living recognizes that the individuals we serve have certain rights and responsibilities, and we strive to provide you with information about those.

Persons served have the right to freedom from:

1. *Abuse;*
2. *Financial or other exploitation;*
3. *Retaliation;*
4. *Humiliation; and*
5. *Neglect.*

In further detail, persons served have the right of:

- ***Equality and non-discrimination.***

Persons with disabilities have an equal and effective legal protection against discrimination on all grounds.

- ***Accessibility.***

People with disabilities have access to buildings and homes, to transportation, to information and communications technology, and to other facilities and services so they can participate fully in all aspects of life.

- ***Freedom of expression and opinion, and access to information.***

People with disabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive, and impart information and ideas on an equal basis with others and through all forms of communication of their choice. Further, children/youth in care can be consulted and express their views, according to their abilities, about significant decisions affecting them. They have the right to be informed about and to be assisted in contacting the representative under the *Representative for Children and Youth Act* or the *Ombudsperson*.

- ***Liberty and security of the person.***

People with disabilities, on an equal basis with others:

- ✓ *Enjoy the right to liberty and security of person; and*
- ✓ *Are not deprived of their liberty unlawfully or arbitrarily.*

- ***Respect for privacy.***

No person with a disability, regardless of place of residence or living arrangements, shall be subjected to arbitrary or unlawful interference with his or her privacy. Further, children/youth in care have the right to privacy during discussions with members of their families, subject to any court order made after the court has had an opportunity to consider the questions of access to the child/youth and during discussions with a lawyer.

- ***Health.***

People living with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability.

- ***Education.***

People with disabilities can access general tertiary education, vocational training, adult education, and lifelong learning without discrimination and on an equal basis with others.

- ***Work and employment.***

The right of persons with disabilities to work on an equal basis with others.

- ***Protection and safety in situations of risk and humanitarian emergencies.***

Protection and safety of persons with disabilities will be preserved in situations of risk and humanitarian emergency.

- ***Freedom from torture or cruel, inhuman, or degrading treatment or punishment.***

No-one shall be subjected to torture or to cruel, inhuman, or degrading treatment or punishment. No-one shall be subjected without his or her free consent to medical or scientific experimentation.

- ***Freedom from exploitation, violence, and abuse.***

All appropriate legislative, administrative, social, educational, and other measures need to be taken to protect persons with disabilities from all forms of exploitation (including financial), violence, and abuse, including their gender-based aspects.

- ***Living independently and being included in the community.***

Disabled people have the same right as everyone else to live where and with who they want.

- ***Adequate standard of living and social protection.***

The right of persons with disabilities to have an adequate standard of living for themselves and their families. Further, children/youth in care have the right to be fed, clothed, and nurtured according to the community standards, and to be given the same quality of care as other children.

- ***Participation in cultural life, recreation, leisure, and sport.***

Persons with disabilities have access to services from those involved in the organization of recreational, tourism, leisure, and sporting activities. Further, children/youth in care have the right to participate in and receive the religious instruction of their choice, and to receive guidance and encouragement to maintain their cultural heritage. In addition, Indigenous children have the right to receive guidance, encouragement, and support to learn about and practice their Indigenous traditions, customs, language, and belong to their Indigenous communities.

NACL therefore:

- *Provides you with information so that you make informed choices;*
- *Involves you in the planning of services and activities;*
- *Supports you to explore other options when you change your mind or make a mistake;*
- *Involves you and others who know you well to explore risks and develop plans to minimize those risks;*
- *Educates you about your rights and responsibilities; and*
- *Reviews those rights and responsibilities with you annually.*



## Personal Information

When you are referred and accepted to a NACL service, we ask for basic information. However, when we begin your person-centered planning, we will ask for more detailed information to understand your strengths and needs, so we can provide the best possible services.



## Individual Planning

At NACL, we work with you on what is called a Person Centered Plan (PCP for short). This is a comprehensive, individualized document that ensures services and supports reflect your needs, preferences, and dreams. You will be able to fully participate in the planning process. You will guide the planning process and decide who from your support network will participate.

The plan covers many different areas of your life. It is important that the information you give us is accurate and up-to-date, so we can adjust our services to meet your changing needs.

We keep a copy of your plan in your individual file. We will provide copies of your plan to you and others involved in developing your plan, with your consent as needed.

Should you leave Home Sharing services, we archive your file – but it is still available should you require access to it. Our commitment is to always keep the information secure and confidential, even after a person leaves the program.



## Confidentiality

NACL upholds the rights of all persons served and their families to privacy and confidentiality. To ensure you have the right to have information about you treated in confidence:

- *You or your family members, guardians, committees, or representatives will participate in intake meetings and be fully informed of your privacy rights and access to personal records, including:*
  - ✓ The use of Home Share's **Personal Information Consent Form**;
  - ✓ The use of release forms for obtaining third party information;
  - ✓ The process for accessing their personal records; and
  - ✓ Complaint procedures regarding privacy concerns.



- *Whenever possible, you must provide the information yourself.*
- *When shared by employees/Home Share Providers, only information which is deemed essential is to be given.*
- *Where employees, Home Share Providers, or volunteers provide the information, it is to be done with your consent, utilizing Home Share's **Personal Information Consent form** unless due to health or impairment, you are unable to do so.*
- *All records, files, and notes pertaining to persons served are the property of NACL, and are subject to its control. Furthermore, all records (electronic and paper) are securely stored, and retained and/or disposed of in accordance with applicable laws.*

If you have any concerns, speak to your Home Share Manager.

## Problem Solving

Person Centered Planning at NACL ensures a proactive approach in preventing and dealing with concerns or problems. Throughout the planning process we communicate directly with you, your families/caregivers, staff, and home share providers. Any concerns are resolved with everyone involved.

## Complaint Procedure

Persons served or their family members have the right to be heard. You should not wait to tell us if you or they are having a problem or have a complaint. It's your responsibility to tell us about it as soon as possible, and we will help in any way we can to solve the problem.

***NOTE: There will be no retaliation or barrier to service if a person served has a complaint.***

NACL encourages everyone to try to resolve a conflict.

- *First, you or your family members/caregivers should try to talk to your Home Share Provider directly.*
- *Reach out to your Home Share Manager for support in conflict resolution with your Home Share Provider.*
- *If possible, you can use our special form (**SD015-P – Complaint Resolution Form**) to write out the complaint. If you can't write it, you can come to the front desk at NACL's Administration Office, and we'll make sure to find someone who can help.*
- *We will talk to everyone involved, to gather as much information about the incident as we can. You can have someone come with you for support.*
- *Within 14 days of the complaint being filed, the Home Share Manager heading the investigation will prepare a report about the incident, including the actions taken to resolve the complaint.*
- *If you don't like the results you can tell us why, we'll look at it again, and we'll meet with you to discuss any possible changes to the decision about the complaint.*
- *The Board of Directors is the highest level for complaint resolution at NACL.*
- *If you are still not satisfied with the Board of Directors' decision (if it goes to them), you or your family member/caregiver can contact the BC Government's Advocate for Service Quality. We will give the contact information needed.*



## Health and Safety

Nanaimo Association for Community Living (NACL) is committed to promoting health and safety agency-wide. NACL ensures all persons served receive the highest quality of safe care and support, based on their individual health and safety needs, and employees/Home Share Providers have a healthy and safe environment in which to work.

In its effort to maintain this environment, NACL will:

- *Actively promote health and safety in the organization;*
- *Ensure the health and safety needs of all persons served are addressed in Person Centered Plans;*
- *Endeavour to maintain safe working conditions;*
- *Develop safe service delivery and work procedures, providing the necessary training to staff or Home Share Provider/caregivers to successfully meet the health and safety needs of persons served; and*
- *Enforce compliance with safety procedures, directives, and relevant legislation by all employees/Home Share Providers, including:*
  - ✓ Federal and provincial legislation;
  - ✓ WorkSafeBC regulations;
  - ✓ Community Living BC (CLBC)/Ministry of Children and Family Development (MCFD) standards of care;
  - ✓ The Commission on Accreditation of Rehabilitation Facilities (CARF) health and safety standards; and/or
  - ✓ The Collective Agreement (wherever NACL staff is involved).



### ***Emergency Procedures***

---

Home Share Providers are required to have personalized emergency plans in place for their home. It is a requirement that they are certified in first aid, and each home must be equipped with first aid and earthquake kits.



## Abuse/Harassment Prevention

NACL recognizes that persons served shall not be subjected to any form of abuse/harassment. We are committed to eliminating and/or minimizing the risk of abuse/harassment through the following practices:

### ***NACL's Core Values***

---

Our vision of community inclusion for the people the agency serves guides our programs, activities, and decisions. Therefore, appropriate personnel policies, procedures, and practices are developed, maintained, and adhered to by NACL employees/Home Share Providers. Per NACL procedure, staff will not engage in any behavior detrimental to a person (person served, employee, visitor, etc.) which would be considered harassment or abusive.

## Home Share Provider Requirements

---

NACL Home Share Providers must have:

- ✓ *A criminal record check;*
- ✓ *Equivalent of Emergency First Aid with CPR-C and AED.*

## Training

---

Home Share Providers are offered training in:

- ✓ *Supporting Individuals through Valued Attachment (SIVA);*
- ✓ *Person Centered Thinking (PCT)/Person Centered Planning (PCP); and*
- ✓ *Ongoing in-service training specific to persons served's individual needs.*

## Standards/Regulatory Compliance

---

NACL must remain in compliance with the various standards and regulations of providing community social services, including:

- ✓ *Community Living BC (CLBC) standards of care;*
- ✓ *The Commission on Accreditation of Rehabilitation Facilities (CARF); and*

### Who Abuses People with Disabilities?

Abuse can happen to anyone – however, people with disabilities may be more at risk of being abused than others. People with disabilities are most often abused by people they know. This can be anyone with whom they have some contact, as a patient or client. An individual can also be harassed by another person served, or anywhere outside in the community such as restaurants, markets, hospitals, sports facilities, etc.

### Identifying Abuse/Harassment

The following chart will help you determine whether you are being abused or not.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Sharing feelings	You feel safe and strong enough to tell the caregiver how you really feel.	You feel awkward telling the caregiver how you really feel.	You are afraid to tell the caregiver how you really feel because you fear being put down or threatened.

RELATIONSHIP FACTORS	HEALTHY RELATIONSHIP	UNHEALTHY RELATIONSHIP	ABUSIVE RELATIONSHIP
Disagreements	You can have disagreements and still talk respectfully to each other. You resolve your disagreements.	Your disagreements often turn into fights.	You are afraid to disagree because you do not want to the caregiver to get angry and violent. The disagreement is an excuse for abuse.
Dealing with changes in circumstances (for example, if your condition changes or if there is something new in your life)	As circumstances change, you and the caregiver talk about the changes and agree on any changes that may be needed with your care.	The caregiver does not want to talk about how things are changing, or is slow to change when your circumstances change.	The caregiver refuses to adapt to changes, even if the care is no longer appropriate. Or, the caregiver makes changes without consulting or telling you in advance.
Medication and adaptive devices (for example, canes, hearing aids, or other equipment to help with a disability)	You and the caregiver understand and follow your medication requirements. Your assistive aids are in good repair, and available to you when you need them.	Sometimes medications are missed or late. Sometimes adaptive devices are not kept in good condition, or are not available to you when needed.	The caregiver uses medication to try to control you, or the caregiver steals your medication. The caregiver threatens to deprive you of your medication or assistive aids.
Verbal abuse and violence	You and your caregiver do not say mean things to each other. There is no physical violence.	There have been a few incidents of putdowns, and mean or controlling behavior in your relationship. There is no pattern of violence.	The caregiver hurts you and does not stop even if you say it is hurting. The caregiver has injured you. The physical or sexual abuse and/or intimidation are increasing.

**SOURCE:** *humanservices.alberta.ca, 2018*

If you suspect that someone (including you) may have been abused or neglected, you must follow these steps:

- *Watch for the signs of abuse listed above.*
- *Tell someone about what is happening.*
  - ✓ If the person you tell does not seem to take you seriously, tell someone else, and keep telling people until you find a person who is helpful. The more people that know about the abuse, the more likely it is that someone will be able to help stop it.

- *Protect yourself from:*
  - ✓ **MEDICATION ABUSE:** In this case, notify your Home Share Manager or a trusted member of your support team, and get medical attention if needed.
  - ✓ **SOMEONE HURTING OR SCARING YOU:** Contact your Home share Manager and if you are in immediate danger, phone 911.

## If a Person Served Has Been Abused...

NACL will:

- *Ensure the person's immediate safety and well-being;*
- *Call the police if the person's safety is at immediate risk;*
- *Complete a Critical Incident Report and contact Community Living BC within 24 hours;*
- *Explain the options available to the person; and*
- *Cooperate fully with any investigation by the police and/or Community Living BC, the Office of the Public Trustee, or the Regional Health Authority.*



## Advocacy

NACL supports the rights of individuals and their families through three kinds of advocacy:

### 1. *Personal Advocacy*

---

We advocate on behalf of persons served and families to get the support you need.

### 2. *Self-Advocacy*

---

We support persons served and families to enhance their advocacy skills so they can advocate for themselves.

### 3. *Systems Advocacy*

---

We advocate for support and change within the systems that affect our persons served.

## ADVOCACY RESOURCES FOR PERSONS SERVED

- **Community Living BC**

**PHONE:** 1-877-660-2522

**WEBSITE:** [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

**E-MAIL:** [CLBCInfo@gov.bc.ca](mailto:CLBCInfo@gov.bc.ca)

**VISIT:** 7<sup>th</sup> Floor – Airport Square  
1200 West 73<sup>rd</sup> Avenue, Vancouver, BC V6P 6G5

## ADVOCACY RESOURCES FOR PERSONS SERVED

### ▪ Inclusion BC

**CONTACT:** Tina Dam, Community Inclusion Advocate

**E-MAIL:** [advocacy@inclusionbc.org](mailto:advocacy@inclusionbc.org)

**WEBSITE:** [www.inclusionbc.org](http://www.inclusionbc.org)

**PHONE:** 1-844-488-4321

### ▪ BC Self-Advocacy Organizations

✓ Supporting Advocates in Leadership (SAL)

**CONTACT:** Eve Reinarz

**E-MAIL:** [info@salnanaimo.ca](mailto:info@salnanaimo.ca)

**PHONE:** (250) 753-1907

**VISIT:** 271 Pine Street, Nanaimo, BC V9R 2B7

### ▪ Representative for Children and Youth (RCY)

**PHONE:** 310-1234 (*24-Hour Helpline – no area code is required*)

*To connect with one of the RCY's advocates, call (toll-free): 1-800-476-3933*

**WEBSITE:** [www.rcybc.ca](http://www.rcybc.ca)

**VISIT:** Suite 400 – 1019 Wharf Street, Victoria, BC V8W 2Y9

### ▪ BC Office of the Ombudsperson

**PURPOSE:** The Office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions.

**PHONE:** 1-800-567-3247

**WEBSITE:** [www.bcombudsperson.ca](http://www.bcombudsperson.ca)

**MAIL:** PO Box 9039, STN PROV GOVT, Victoria, BC V8W 9A5

**VISIT:** 2<sup>nd</sup> Floor - 947 Fort Street, Victoria, BC



### Quality Assurance

We at NACL ensure quality services by maintaining conformance to the following standards:

- *CARF's Aspire to Excellence, Quality Individualized Services and Supports, and Employment and Community Services standards;*
- *CLBC's and MCFD's standards of care; and*
- *Licensed group homes meet the standards of the Community Care Facilities Licensing.*

This includes a commitment to continuous quality improvement, which is reported on annually in our Performance Review on NACL's website. This report outlines the achievements of the year and the plans for improvement in the coming year.



## Suggestions and Feedback

We welcome your suggestions and feedback about the services we provide. You can give this in many ways:

- *Tell your Home Share Provider about it.*
- *Contact your Home Share Manager.*
- *As part of our overall commitment to improving our services, we ask you to complete a survey once a year about how satisfied you are with the services you are accessing. There is a different survey for each program, so you may receive more than one.*



## Accessibility

NACL promotes accessibility and works to remove barriers. If you face a barrier to accessing our services or the community, please contact your Home Share Manager.

## PART 3: Home Share Program

Nanaimo Association for Community Living (NACL)'s Home Share Program provides a residential option for adults who prefer a smaller or more family-based living environment. Services are provided by contracted Home Share Providers/Caregivers. They share living space and domestic responsibilities, and provide whatever level of support is appropriate to an individual's needs. This may include:

- *Recreational support;*
- *Community participation;*
- *Life and home skill development; and/or*
- *Personal or health care and development.*

Home sharing is provided in individual homes in the community. Support is provided up to 24 hours a day, 365 days a year, depending on the needs of the individual and the support required.

Our Home Share Team focuses on optimizing independence, self-determination, and choice – while ensuring safety. Therefore, we:

- *Recruit and screen community members who provide services under contract to NACL;*
- *Work with both individuals and Home Share Providers/Caregivers to find the best possible match;*
- *Provide training and support to make it a sustainable placement;*
- *Promote long-lasting relationships between individuals and Home Share Providers/Caregivers, and the development of a strong network of support that includes the individual's family, the Home Share Provider's/Caregivers' family, and the community; and*
- *Work to honor the different values and backgrounds of individuals and families when matching individuals with Home Share Providers/Caregivers, and providing holistic support.*



### How do I access the program?

Referrals to all of our programs are accepted through Community Living British Columbia. Individuals with independent funding may self-refer. Upon receipt of a referral from Community Living British Columbia (CLBC), the following process will be followed by the appropriate/designated NACL management staff:

- *Your referral form will be reviewed, and management staff will determine NACL's ability to meet your needs.*
- *We are committed to supporting all eligible individuals; however, at times we may not have a suitable placement.*
- *Should we be unable to serve you, a written confirmation will be forwarded to the referring body, outlining the rationale for the decision.*
- *If you choose not to accept our service, we will provide information on potential alternate resources.*

**Note:** CLBC holds the waitlist for our Home Share services – and they will determine who will be referred.



This is a time for you to learn more about our services, and for us to learn more about you and your support needs. During this time, we will review potential approved Home Share Providers/Caregivers. Finding a suitable match involves considering factors such as your preferences, interests, lifestyle, and family background.

We may need to recruit a new caregiver, or assess someone referred by you.

We will then begin the Person Centered Planning process. This includes:

- *Meeting with you and your family to explain our services and policies;*
- *Providing an orientation to the Home Share Program;*
- *Completing relevant consent forms;*
- *Completing an all about me form;*
- *Gathering information about your wishes and various support needs; and*
- *Identifying personal goals.*

Once we feel we have a good potential match, we will share the Home Study Report with you and components of your Person Centered Plan with the potential Home Share Provider. If you both feel comfortable proceeding, we will then book an initial meeting at the home. During this process we will continue to look at other options to provide you the opportunity for choice.

If the match seems good to both parties, we will begin to discuss plans for the transition.

The transition phase is an opportunity for everyone to get to know each other, work out how they will live together and plan for the move.

The transition phase may move quickly or take several months, depending on the individuals involved.

During this phase, we provide:

- *Support for planning the logistics and timing of the move for the individuals and caregiver to spend trial periods of time together and get to know the neighborhood.*
- *Any training required for the caregiver, depending on the individual they are living with and supporting, they may also have specific training related to those individuals' needs.*
- *Arrangements for preparations or adaptations required for the home.*
- *Close monitoring of the new arrangement for several months and reporting it to Community Living BC, which funds the program.*



## Who pays for the services offered?

Most individuals in home sharing arrangements receive disability benefits from the Ministry of Social Development and Poverty Reduction.

Base amount from the Ministry of Social Development and Poverty Reduction, which includes:

- *Amount allotted to the Home Share Provider for "Shelter:" \$716.13*
- *Amount allotted to the Person Served for "Comfort Allowance"*

What does “Shelter” cover?

- *Room*
- *Food*
- *Hydro*
- *Access to television entertainment*
- *Telephone access (if persons served does not use a cell phone a landline is needed)*
- *Heat*
- *Transportation to important appointments*
- *Internet*

What does “Comfort Allowance” cover?

- *Clothes*
- *Hygiene products*
- *Extracurricular activities (swimming, etc.)*
- *Gifts for family and friends*
- *Personal cell phone*
- *HandyDart tickets*
- *Long distances charges for telephone use*



## Who takes care of my finances?

If you require any support with your banking, we expect that your care provider will maintain accurate documentation of financial transactions and activities. This will be outlined in your Person Centered Plan.



## Who provides support with transportation?

It is the responsibility of the Home Share Providers/Caregivers to support you in using public transportation, including HandyDart if you are able. They may also transport you in their own vehicles. Home Share Providers/Caregivers are expected to drive with due care and attention, and adhere to all requirements of the Motor Vehicle Act. They are also responsible for maintaining their vehicle and carrying adequate insurance.



## Respite Services in a Home Share

Respite is a temporary, short-term arrangement provided when Home Share Providers/Caregivers or Persons served requires a break. NAACL encourages Home Share Providers to access respite to maintain and support the arrangement on an ongoing basis.



## What if I have any medical concerns?

Through the Person Centered Planning stage, medical concerns would be outlined, such as:

- *Seizures, allergies, dysphagia, etc.;*
- *Communicable disease(s) such as HIV, Hepatitis B/C, Tuberculosis, etc.; and/or*
- *Safety concerns such as self-injury, injury to others, ingesting foreign objects, violent outbursts;*
- *Health care plan.*

Your support team will consult with your doctor, dentist, or a medical professional from the Health Services for Community Living (HSCL) team (Registered Nurse, Occupational Therapist, Physiotherapist, Speech Therapist, Dietician, or Dental Hygienist) to help you stay healthy.

### Medications

When living in Home Share, we encourage individuals to arrange with the pharmacist to have all the medications prescribed to you by your doctor blister-packed with a label attached that has your name, medication name, and times to be given. Your Home Share Provider can support you with this if needed.

***Notes:** When you require medication for whatever reason, your support needs for medication administration will be outlined in your Person Centered Plan.*

### ***PRN Medications***

All PRN medications must be accompanied by a Health Care Plan or Protocol from the Health Services for Community Living Nurse (HSCL) under the Vancouver Island Health Authority (VIHA).

***Notes:** When you require medication for whatever reason, your support needs for medication administration will be outlined in your Person Centered Plan.*

### ***Seizures***

- If you have seizures, a protocol will need to be in place as deemed necessary by Health Services for Community Living (HSCL).
- If you take a PRN seizure medication, this will be outlined in your Health Care Plan.

### ***Wheelchairs/Walkers/Special Equipment***

If you use any adaptive equipment, we will support you to ensure it is all maintained as needed.

### ***Personal Care***

Home Share Providers can assist you with your personal care as needed and outlined in your Person Centered Plan.

## ***In the event of a serious injury, operation, or time away from the home...***

Prior to returning, protocols may need to be in place regarding adaptive equipment, lifts, and transfers.

### **EXIT** Leaving Home Share Services

Sometimes you might want to change your living arrangement:

- *It hasn't worked out and you are looking for a different Home Share;*
- *Your needs can be better met by another service or agency;*
- *You move out of our service area;*
- *Continuous unsuitable conduct is happening that can be harmful to you or others; and/or*
- *You need or want a different service.*

Whatever the reason, we are here to help plan for and support your transition to a new living arrangement. We prepare a detailed **Exit Summary** with you, and document your experience. We will share this with the new service provider as requested, and work with you and other agencies or programs to plan for your transition.



### Questions or Comments?

If you have any questions or comments about our home sharing program, please contact our Senior Home Share Manager at any time:

**Brianna Otto**

*Senior Home Share Manager*

*(250) 741-0224, ext. 243*

*[brianna.otto@nanaimoacl.org](mailto:brianna.otto@nanaimoacl.org)*

*We look forward to working with you!*



# NACCL

Nanaimo Association  
for Community Living

*Suite 201 – 96 Cavan Street*

*Nanaimo, BC V9R 2V1*

*Tel: (250) 741-0224*

*Fax: (250) 741-0227*

*Website: <http://www.nanaimoacl.com>*