

Section II

Part 3

How a Supported Individual Joins the CLS

Our aim is to provide the best service for individuals when they join the CLS. To ensure the health, safety and best care of individuals entering their new home, there is a procedure that must be followed. This procedure is also a requirement of the Adult Care Regulations.

Recommendations for new supported individuals are received from various funding agencies (for example, Community Living British Columbia, Ministry of Health, ICBC, etc.). Requests for service from the CLS can also come from individuals and their families/networks. The Community Living Society looks at all recommendations and requests in order of their occurrence.

When a referral is made to the CLS, a confidential profile of the individual is provided from the funding agency containing a lot of personal information about that person. This information is used to help evaluate whether the referred individual and the CLS will be a good match. The information should not be more than 6 months old and may contain such things as age, interests, medical information, family contacts and health and safety requirements.

Discussion will then take place between the appropriate Director, the Coordinator and Family Members to review the profile to determine what type of supports will best suit the individual's needs. A review will also be undertaken to determine if there is adequate funding to ensure CLS employees are adequately trained to meet any and all health concerns the individual may have and to ensure there is enough staffing time available to meet the needs of the referred individual.

In the case of a shared home, if deemed appropriate, a series of visits will be scheduled. The first visit could include the referred individual, their family/network, Coordinator and Director. Subsequent visits would be made to meet the individuals presently living at the residence and their family members. This provides an opportunity for interaction and sharing concerns between all interested parties. One or more overnight visits at the residence may also be scheduled.

In addition to the above, the Director will seek the opinion of other experts such as the Licensing Officer, other associations, and various medical professionals to ensure the placement of the referred individual is in the best interests of all involved.

Through this series of interactions and visits, the personal needs, goals, preferences and interests of the individual are identified and an assessment is made to determine if they can be assured. All professional, medical and financial support needs not in place will be requested prior to final determination.

Once it is agreed between the prospective individual, the Community Living Society, all family members and the funding agency, that the individual will be receiving support through the CLS, information is gathered for the new individual using the “Your Service Expectations” document. The “Your Service Expectations” document also serves to provide information about the CLS to prospective individuals and their family/networks. Then, a meeting will be held to confirm the resources are in place to support the individual, to ensure that all relevant information about the referred individual has been gathered, to set a schedule and to finalize details of the supported individual moving into their new home.

Some of the information gathered in the “Your Service Expectations” document is used to complete a Personal Contact sheet, which is found in each Individual’s Personal Binder. These binders are located at the residence. The Coordinator is responsible to update the Personal Contact Sheet and submit it for changes to the Senior Administrative Assistant. The Senior Administrative Assistant will provide a copy to the CLS vocational service, as necessary.

A more detailed description of the process used to consider new individuals to the CLS is contained in the Screening and Planning Process document. This document is used by the Directors and the Executive Director and is located in the Administrative Office.

Management of Financial Accounts for the Individuals CLS Supports

It is important to CLS to offer families choices. As a service provider CLS takes its responsibility to ensure fiscal accountability in regard to individuals’ accounts seriously. CLS acknowledges that families differ in their desire to oversee their family member’s accounts and, as a result,

families are given options in regard to the level of involvement that best suits their needs.

- CLS will provide individuals supported with accounting services to ensure that their accounts are balanced monthly and that all expenditures are accounted for in cases where it is the family's wish that they not have access to the accounts in question.
- In those cases where families prefer to have independent access to their son's or daughter's accounts, CLS cannot assume responsibility for monitoring and auditing their accountabilities. In these cases, families will have sole responsibility for their family member's accounts and the subsequent auditing and balancing functions.

In all cases, families will be requested to complete an accountability option form indicating their preference. This form will be kept on file. Families will be asked to review their choice and re-sign the form every two years.

Plain Language Information for Individuals we Support

Explanation of Staffing Responsibilities for Individuals we Support and their Families

CLS has the responsibility to:

- Provide staffing for the individuals we support.
- Follow all B.C. Employment Standards (this includes standards around the hiring and termination of employees).
- Ensure that there is a fair process for all performance issues, as described below.
- Follow the B.C. Human Rights Code: we cannot discriminate on any of the following grounds: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, criminal or summary conviction offence unrelated to the employment or intended employment of that person.
- Follow CLS policy.
- Make sure that individuals we support have input into feedback for employees and input in to decisions made regarding staffing - **but**

CLS reserves the right (because of the above responsibilities) to make any final decisions.

The Individual has the responsibility to:

- Have input into staffing and the training of new staff.
- Give CLS feedback about staff performance.
- Follow the BC Human rights code as guided by CLS.
- Follow the CLS fair process for any performance issues with staff.

The CLS process for dealing with performance issues with staff is:

- 1) The staff person is told what the concern is, preferably by the person who has the concern – this could be you the supported individual, or another CLS staff person.
- 2) If the concern continues the staff person is informed in writing by CLS what the concern is, and what they are expected to do to fix the situation.
- 3) If the concern continues, and the staff person has not done the things they were requested to do, they may be moved from their position.