

S-484 RELIEF SERVICES FOR HOST FAMILY RESOURCES



Version 2 effective November 19, 2009

(previously RF-20)

Policy

Preamble

Continuity of care is essential for adults residing in home sharing resources. The best way to ensure a successful placement is to provide adequate support and relief services to host families.

The tolerance of host families and their family members toward difficult behaviour can vary and may change given different circumstances. It is important to examine the needs of host families with relation to each adult.

Policy

Valoris must offer a regular and emergency relief service that is adapted to the needs of both the host families and the adults in care. This service aims to ensure the continuity of care to the adults under the Home Share program.

Procedure

1. Relief services are planned in conjunction with host families in order to help them satisfy the needs of the adults in their care.

During the development or review of an adult's plan of care, the worker and the host families will determine the form, frequency, conditions and duration of relief services required.

Relief services may be offered within or outside of the home sharing resource and must meet the needs of the adult and host families alike.

Where possible, the individual providing relief services should be known to the adult. If the adult receives relief services from other host families, a pre-placement visit must be arranged to allow the adult to meet them. The adult should receive relief care from the same host families in order to ensure continuity.

It is preferable to utilize informal care providers (natural family, host families' extended family, homecare provider, etc.) prior to using official services (Home Share Program, etc.).

Regular relief services may include:

- Arranging a visit for the adult with the natural or extended family;

- Arranging for supervision in the host families' residence by a trusted individual, extended family or friends of host families;
- Registering the adult in community programs;
- Placing the adult for a day or a weekend in another home sharing resource;
- Seeking assistance from collaborators or health professionals;
- Referring the adult to employment services.

2. Steps to follow

Host families must advise the adult's advisor as quickly as possible and within five days of the need for assistance from other host families. An advisor will identify a relief home for the adult in order to ensure the best possible matching between for the parties involved.

If relief services are offered by individuals other than host families for a period of more than seven days, such as family or friends of the host families, the advisor must complete an abridged assessment in order to ensure that it is a safe place.

Valoris trusts host families to choose the person offering respite for the adult in their care. In making this choice, host families must consider the age, maturity, gender and capabilities of the person offering relief, as well as the adult's individual needs. Host families may only reveal information to the person offering relief that is directly related to the supervision and care of the adult. Confidentiality concerning the adult's natural family or other information is of the utmost importance. Host families must provide the person offering relief with a contact phone number in case of emergency, as well as the Agency's phone number and the 24/7 Emergency Service number. Host families must inform the person offering relief of the procedure to follow when administering medication to the adult. Host families must also advise the person offering relief that the use of subversive measures is forbidden. Compensation will be established with the adult's advisor in advance.

At no time during their relief period will host families be requesting relief services be permitted to provide relief services to other host families.

Host families who provide relief services must respect all of the Agency's requirements and policies.

3. Emergency Relief Services

In the event of an emergency, host families requiring assistance must contact the adult's advisor to arrange for services appropriate to the circumstances.

In the absence of the adult's advisor, an on-duty service advisor is available to respond to emergency calls from host families.

Outside of office hours, host families can call the 24/7 Emergency Service and an on-duty advisor will contact them.

4. Reimbursements / compensation

4.1 Relief Services from other host families

Host families are allowed 36 sleep-overs of relief per year from other host families, at 100% compensation. After these, the compensation will be withdrawn. These relief days are not cumulative from one year to the next.

When an adult receives relief care from other host families throughout the year, the relief days are pro-rated at 3 sleep-overs per month.

Definitions

Host families: A family consisting of one or more persons in which a service agency places a person with an intellectual disability who has no relationship with this family, so that this person resides there and receives care, support and supervision for which the host families will be paid by the service agency.