

Interim Standards Community Based Options Program

November, 1996
Nova Scotia Community Services

Preamble

The interim standards for the Community Based Options Program are intended to provide potential and existing service providers with standards on which to base his/her operation and ensure the provision of quality services for individuals served through the program.

Philosophy of Service

Community Based Options are settings designed so as to promote, encourage and facilitate the continued personal growth and development of each resident. This is to enhance his/her potential to live, work and socialize in the least restrictive, most integrative circumstances available in the community.

Program Definition

Community Based Options are defined as follows:

Community Residences: Adult foster homes in which room and board and minimal supervision is provided for 1-3 persons with a mental handicap or a mental disability.

Associate Families: Private households in which persons with mental handicaps are provided with the opportunity to live in a family situation. Families and residents are provided with training, relief and professional support on an ongoing basis. There is an expectation that existing skills will be maintained and new skills will be developed.

Supervised Apartments: Up to 3 persons with a mental disability or up to 3 persons with a mental handicap are provided with an opportunity to live in an apartment setting in the community. Staff may visit regularly or live-in, depending on the needs of the residents. There is an expectation that existing skills will be maintained.

Small Options: Up to 3 persons with a mental disability or up to 3 persons with a mental handicap are maintained in a purchased or rented unit. Trained staff are provided on a full time basis through a combination of live-in and shift models. There is an expectation that existing skills will be maintained and new skills developed.

Ministerial Approval

In order to be approved by the Minister to operate a community based option, a person or organization proposing to operate a community based option shall submit an application to the Minister which shall include such information as the Minister may require.

In order to be approved as a community based option and to be eligible to be a facility for which a municipality may receive reimbursement from the province for its costs in maintaining a person in a community based option, the service provider must comply with the requirements of these interim standards.

The Minister may refuse to approve the construction, renovation, acquisition or use of a building or buildings for the purpose of operating a community based option in those cases where the information provided is not satisfactory to him or where the information indicates that the proposed community based option will not meet the needs of the persons for whom it is intended.

The Minister may revoke approval for any reason including where, in his opinion, the needs of the person for which the community based option was established are not being met.

Funding

The Minister may provide 100% cost-sharing to a municipal unit for the cost of maintaining a person in a community based option provided:

- a) the person has been assessed according to these interim standards and is placed in a community based option which meets the requirements of these interim standards; and
- b) the municipality monitors the individual and their placement in the facility and monitors the facility as required by these interim standards; and
- c) the placement is consistent with the ability of the municipality to fund the costs of placement within their respective community based options budget allocation; and
- d) the person is maintained in a community based option approved by the Minister pursuant to these interim standards.

Based on the client's assessed level of care / program needs, the per diem rates for individuals maintained in community based options shall be approved at a level comparable to the per diem range for a comparable level of care in a licensed facility under the *Homes for Special Care Act*.

Assessment and Placement

No municipal unit or the Minister shall place a person in a community based option until a comprehensive assessment has been conducted of the individual and the level of care required by the individual has been determined by the Minister. The criteria for assessing the individual and determining the level of care required shall be the classification criteria used in respect of classification of individuals for placement in a Home for Special Care.

Consent for release of information signed by the client or guardian shall be obtained by the funding agent.

All relevant and pertinent information regarding the client shall be shared with the prospective community based option service provider who will then submit to the municipality, for approval, a service plan outlining their ability to meet the needs of the client.

Following placement in a community base option, the municipality will provide on-going monitoring of the service plan and placement through formalized and documented meetings with the client and the service provider in order to review program development, evaluate program efficacy as well as discharge planning.

Program Delivery

Clients residing in community based options will have Individual Program Plans (IPP's) developed in collaboration with the client, family, service provider, funding agent and other relevant support services.

The IPP's will include, but not be limited to, the following areas:

- physical
- social
- psychological
- spiritual

The service provider shall have written policies and procedures in place for responding to challenging behaviours. These shall include the use of non-aversive measures which adhere to a least restrictive approach to allow clients as much freedom of movement and expression as possible. These policies and procedures shall include, but are not limited to:

- a. the use of emergency/crisis procedures
- b. the obtaining of informed consent
- c. staff training
- d. compliance with provincial policy

Fire and Life Safety

The service provider shall:

- ensure that no person is maintained in a community based option that has not been approved by the Office of the Fire Marshal or his designate with respect to fire safety.
- request the Office of the Fire Marshal or his designate inspect the home annually.
- conduct bi-monthly fire drills in the home and maintain a record of same.
- have an emergency evacuation and relocation plan approved by the Office of the Fire Marshal or his designate, which is exercised and revised at least once every three years.

Home Environment

No bedroom in a community based option shall accommodate more than one client.

No bedroom for a client in a community based option shall have a floor area of less than one hundred square feet.

A basement room where the floor is more than three feet below ground level shall not be used as a bedroom for a client in a community based option.

No client or staff member in a community base option shall be maintained in the attic of a home.

All rooms in a community based option for the use of clients shall be kept clean, well ventilated and free from offensive odours.

The temperature in a client's bedroom shall be in accordance with the client's personal preference, if this is feasible.

Every client in a community based option shall be provided with appropriate bedroom furnishings which shall include adequate drawer space, a bedside table and adequate closet space in which to hang his/her clothing.

All beds and mattresses for the use of clients in a community based option shall be clean and comfortable. Bed linen and blankets shall be kept clean and shall be sufficient for comfort.

Clean and dry towels shall be available at all times to the clients of a community based option.

Every client shall be provided with clean bed linen at least once a week, more frequently if required.

The service provider will ensure that the community based option is properly maintained both indoors and outdoors.

Every community based option shall have adequate toilet and bathing facilities.

Furnished space will be provided for cooking, dining and recreational activities in a community based option.

Client Records

The service provider shall maintain a file for each client. Records shall be objective, accurate, current and relevant, and regularly reviewed.

The service provider shall make a report in writing to the municipality, within the first 15 days of April, July, October and January, covering the three calendar months immediately preceding, providing an up-date on client progress.

No person shall disclose a record or any part of a record relating to a resident or any information contained in the record except in the course of his/her duty or when required by law.

Medical Services

Every client of a community based option has the right to be examined and treated by a qualified medical practitioner of his/her choice.

Every client of a community based option shall be personally seen by a qualified medical practitioner at least once every year and the medical practitioner shall examine the medical records of the client and determine on each occasion whether the resident requires a physical examination.

The service provider shall maintain records of all medical appointments, medication, dosages and changes recommended by a qualified medical practitioner.

The service provider shall assist in arranging for regular dental care, eye care, private consultation and/or treatments prescribed by a qualified medical practitioner, and other special needs.

Medication

There shall be a record kept for each client of a community based option who is receiving medication and the record shall indicate the resident's name, address, age, sex, weight, food and drug sensitivities and allergies; the type and dosage of medication; the manner in which the medication is to be administered; the physician who prescribed the medication; the date of the prescription and the date of discontinuance.

Current information shall be available regarding medication use and possible side effects of medication prescribed for clients.

There shall be written policies and procedures which govern the safe administration, handling and storage (eg. locked cupboard) of medications, and record keeping (to include staff-administered and self-administered medications).

All staff of a community base option shall have received training in the safe administration of medication.

The service provider shall have a written policy and procedure regarding action and documentation required in the event of medication change/errors.

Nutrition and Food Services

Every community based option shall provide to its clients nutritionally well balanced meals served at morning, noon, and evening.

The service provider shall ensure there is provision for special diets, including the serving of snacks or providing access to food and drink between meals as indicated in individual nutrition care plans. Special nutrition care plans shall be recommended or reviewed by a dietician or

physician.

There is respect for the religious, ethnic and cultural differences of clients.

The service provider shall consult with a dietician in respect to all matters relating to the planning, preparation and storage of food.

Confidentiality

The service provider shall have a written policy on confidentiality which includes, but is not limited to, client information, staff confidentiality and client access to files.

Abuse

The service provider shall have written policies and procedures on the detection and reporting of suspected or actual abuse and/or neglect of clients which is up to date and reflects the prevailing law. All allegations of abuse and/or neglect are to be reported.

The written policies and procedures on abuse and/or neglect shall comply with the Department of Community Services abuse protocol.

Insurance and Liability

The service provider shall carry adequate liability insurance, and proof of the liability insurance coverage shall be submitted with the application to operate a community based option and with every renewal thereafter and at such other times as the Minister may require.

The service provider shall ensure comprehensive insurance coverage is in place at all times sufficient to provide for protection of all clients, employees, the service provider, and properties.

The service provider shall comply with the Department of Community Services Policy on Passenger Vans.

Financial

The service provider shall ensure Personal Use Allowances are provided and maintained in accordance with Department policy.

The service provider shall prepare monthly and annual financial statements following standard accounting practices and procedures.

Personnel

The service provider shall have written personnel policies which include, but are not limited to, job description, job responsibility, qualifications, salary, employee benefits, probationary period and a signed statement of confidentiality.

The service provider shall have policies and procedures in place to ensure that employees are

appropriately trained and have the necessary skills and knowledge to perform his/her duties.

As a minimum requirement, all service providers and employees of a community based option shall have the following training prior to employment:

- fire and life safety
- first aid and CPR
- medication
- non-violent crisis intervention

All service providers and employees of an existing community based option shall receive the above referenced training within three months of the issuance of the Interim Standards Community Based Options Program.

The service provider shall conduct written performance appraisals for each employee on an annual basis and more frequently for new/probationary employees.

Clothing

The service provider shall ensure that every client of a community based option has his/her own clothing of the correct size and which is clean, neat, in good repair, suitable for the climate and appropriate for the client.

Service Evaluation

The service provider shall develop a formalized system to enable clients, client's families, municipalities, and other stakeholders, opportunities to provide feedback and input into the services provided.