COMMUNITY LIVING DURHAM NORTH

RESPITE SERVICES

Policy No: B-13 (Service Delivery)

Effective Date: September 28, 2009
Last Revision: December 11, 2019
Last Review: March 24, 2021

Rationale:

This policy identifies Respite as a strategic priority amongst CLDN's array of service options. Also, because our existing group home style Respite programs provide a distinct short-term service to a large number of different families and respite users, a distinct set of procedures is necessary in order to ensure service quality.

Policy Statement:

It is expected that long residential wait lists will continue, for a generation or more, to get even longer, and in this context Community Living Durham North sees respite as a critical component of the developmental services system. Senior staff will, over time, look for opportunities to increase our investment in this particular service stream.

CLDN will regularly survey respite users and families with a view to enhancing the quality of the respite we provide, and also in order to identify gaps in those services.

With regard to our group home based respite, available in Port Perry and Uxbridge, CLDN will communicate with families in clear terms about the nature of the service we provide, and about their own responsibilities as users of the service. An *Agreement for Care* form that outlines conditions of service must be signed by the family at the beginning of every visit. Alternatively, the respite guest, if able to consent and over 18 years of age, will sign a *Consent and Agreement for Care* form.

A modest fee will be charged to users of our respite service, but inability to pay will not render a person or family ineligible.

Approved by: Clare Suggitt
for the Board of Directors

Date: December 11, 2019

COMMUNITY LIVING DURHAM NORTH

RESPITE SERVICES

Procedure No: B-13-1	Effective Date: July 13, 2011
The Booking of Respite in Port Perry	Last Revision/Review: March 24, 2021
	Last Review:

Our home in Port Perry provides two kinds of out-of-home respite. One kind is for Monday – Friday and the other is for weekends.

- Guests visit on a six-week rotation. They do not have to book each successive visit, and they can typically expect to share the home with the same people, on each of their visits.

- For weekday stints, guests arrive at the home any time after 5:00 p.m. on Sunday and must be picked up at the Respite home by 4:00 p.m. on Friday. Transportation to and from the Respite program is the responsibility of the parent/guardian. Any transportation during the visit, for Respite-arranged activities, will be the responsibility of the respite staff.

- The Respite home operates 50 weekends annually. Each visit is arranged via the Team Leader, or designate, who creates an annual weekend schedule rotation.

- Weekend guests can arrive any time after 5:00 p.m. on Friday and must be picked up by 4:00 p.m. on Sunday. On long weekends, pick up time will be extended to Monday at 4:00 p.m. Again, transportation is the responsibility of the parent/guardian to/from the Respite program and all transportation during the visit is the responsibility of the agency.

- All visits are regularly re-occurring, and at the end of each of these visits the person and family are provided with a notice (a reminder) of their next visit.

- Guests are scheduled to visit the home with others who have similar interests and abilities. There are no protocols around the gender or age of would-be guests; compatibility questions and safety issues are managed through the scheduling process, by the Team Leader or designate.

- It can be difficult to accommodate families who want to change their visits, although an attempt will be made when special circumstances (weddings, etc.) arise. It is also extremely difficult to accommodate last minute requests, even when these are crisis based. We can accommodate only 3 to 4 guests at a time, depending on the location, so a last minute insertion would force someone else to be bumped.

- It is important that families call the program and cancel their visit as soon as they realize that they will not be able to make use of the spot. In this circumstance, it is the responsibility of the support staff who receives the cancellation call to contact other families to offer them the opportunity.

- Should a family cancel their visit, the agency cannot guarantee an alternate visit will be available.

Procedure No: B-13-2	Effective Date: September 15, 2011
The Booking of Respite in Uxbridge	Last Revision: March 24, 2021
	Last Review:

The Respite program in Uxbridge offers people and their families both weekends and longer blocks of respite time.

- Families can use a maximum of 44 days per year, and for the purpose of scheduling these days the year is divided into four quarters. Families can book up to a maximum of 10 days in three of these quarters, and in one of them, a longer 14-day allotment is available.

- To book respite visits, parents contact the Team Leader or designate of the Uxbridge program, directly, four times per year, during the following months:

  - **December** – to book for the months of January, February, and March.
  - **March** – to book for the months of April, May and June.
  - **June** – to book for the months of July, August and September.
  - **September** – to book for the months of October, November, December.

- A simple example: A family may choose to use only three days, in the first quarter; i.e. in January - March. In the second quarter, they use their 10-day maximum. In June, they book 14 days so that mom and dad can take a two-week holiday in July. In the final quarter, they choose to take their ten-day maximum, thus enjoying a total of 37 days during the year (not 44, because they chose to use only three days in the first quarter).

- Respite stays will be scheduled on a first come first serve basis taking into consideration the support needs and matches of the respite guests. Therefore, when possible, people are scheduled to visit the home with others who have similar interests and abilities.

- Guests arrive and leave at designated times mutually agreed upon between the family/person and the Team Leader or designate. It is important that times be followed as much as possible to ensure that adequate staff supports are in place for the respite guests.

- Transportation to and from the Respite program is the responsibility of the person or the parent/guardian. Any transportation during the visit for Respite-arranged activities will be the responsibility of CLDN staff.

- If the person or family makes an appointment or commits to an activity that is scheduled to occur during the Respite visit, like Dance class or Hockey, all transportation to and from will be the person's/family's responsibility. Respite staff will not provide such transportation.

- As in Port Perry, it is extremely difficult to accommodate last minute requests, even when these are crisis based. We can accommodate only 3 to 4 guests at a time, depending on the location, so a last minute insertion would force someone else to be bumped. It is important that families call the program and cancel their visit as soon as they realize that they will not be able to make use of the spot. In this circumstance, it is the responsibility of the staff who receives the cancellation call to contact other families to offer them the opportunity.

- Acceptance of this kind of last minute vacancy will not be counted as part of the person's regular Respite allotment.

Procedure No: B-13-3		Effective Date:	July 3, 2009
Intake /Arrival		Last Revision:	March 24, 2021
		Last Review:	

Each person using the Respite program will have his own binder or duo-tang which shall include:

- *Support Information* with detailed information about the respite guest. At the beginning of each visit the *Support Information* will be reviewed with the family and person. New information will be recorded by the family prior to the visit via the *Agreement for Care/ Intake Form (E-6)*. Alternatively, if the person is able to provide consent and is over 18 years of age, he or she may complete the *Consent and Agreement for Care* (E-6a). The staff and family and/or person will sign off on this mini-review having taken place.

- If neither the person nor family discloses updated information, CLDN will not be held liable for occurrences that result from this failure to communicate important information.

- Blank forms ready to complete for the next visit; i.e. *Agreement for Care/ Intake Form (E-6) or Consent and Agreement for Care* (*E-6a); Respite Medication Record/Authorization Form (E-7) or (E-7a) Annual Medication Authorization; and the optional Personal Belongings Checklist (E-8*).
- Schedule of the next visit for our ~~adult~~ guests at the Port Perry Respite location.

- Staff are expected to complete daily service activities in the AIMS database. These service activities are printed as communication and are sent home at the conclusion of the respite stay.

Upon arrival, the family and guest will meet with the member of the staff team who has been designated to complete the intake procedures on that day. This mini-review shall include:

- The completion and signing, by the family, of our *Agreement for Care/Intake (E-6)* form. Via this form, the family authorizes CLDN to act, in the event of emergency, in the best interest of their family member and in accordance with CLDN's best judgment. The family also provides CLDN with an emergency contact number. Finally, by signing the form, the family agrees, in the context of each specific visit, to a set of basic terms and conditions (e.g. concerning transportation, payment, the sharing of information, etc.).

- A scan of the guest's *Support Information.* The family or person will have added new information prior to visit via either Form *E-6 or E-6a (see above)* and they along with staff will sign off that this update has taken place. Should any additional new information be disclosed during this review, staff are to note it on the *Support Information* document.

- Respite Intake staff are to notify the entire team that changes have occurred by putting a "Change Alert" in the Program Communication Agenda and by sending the alert to all team members' personal CLDN email accounts and the program email account.

- Staff will input the arrival time of the Respite guest into the Respite billing database during the intake process.

- A review of the *Personal Belongings Checklist (E-8)* with the respite guest and his or her family, with personal items being checked off the list as they are unpacked. This form is optional but if the family or person decides not to use it CLDN will not accept responsibility for lost items.

- For guests who require assistance managing their spending money, staff will update the guest's spending ledger (already in AIMS) to indicate the amount of money brought into the home by the respite guest. This entry must be dated.

Parents/guardians are responsible for ensuring their family member has sufficient clothing, personal care supplies and money to participate in all planned activities scheduled to take place during their visit. $60.00 is the maximum amount that can be held at any given time. If the amount will exceed $60.00 the Program Manager is to be informed.

Respite staff will keep abreast of the local entertainment scene and plan accordingly. Whenever possible, it is the agency's responsibility to notify families in advance if special clothing or equipment is required for the visit.

For persons arriving with medication, the Medication Authorization procedure below is an integral part of the Intake process.

Procedure No: B-13-4	Effective Date: May 31, 2010
Medication Authorization	Last Revision: March 24, 2021
	Last Review:

- In the Respite program parental instruction is tantamount to a physician's prescription. Parents/guardians (or the person, if able to provide consent ~~and over 18 years of age~~) will authorize CLDN staff members to administer medication ~~to their family member~~ via the *Respite Medication Record/Medication Authorization form (E-7).*

- Medication is to be provided in either a clearly labelled dosette or in a pharmacy prepared bubble pack. The labeling of the dosette should include the person's name, the name of the medication, strength, dosage, and details concerning administration. These instructions, taken from the dosette label or the bubble pack, must be transcribed, during the Intake process, onto the *Respite Medication Record/Medication Authorization form (E-7) or Annual Medication Authorization (E-7a).*

- Staff must complete a visual check of the dosette to ensure the medication contained in each compartment matches what is written on the back of the dosette. Any discrepancies between the dosette and the label must be corrected with the family during the intake process.

- Whether it comes in a dosette or bubble pack, only enough medication required for the respite stay is to be left at the program.

- Medication intended for use as a PRN must also be authorized by the family (or by the person) and entered onto the *Respite Medication Record/Medication Authorization* form *(E-7)* or the *Annual Medication Authorization (E-7a).*

- Common household medications and topical treatments classed as over the counter products (e.g. Tylenol, Gravol, Robitussin) are purchased by the program and can be used by Respite guests in accordance with their individual PRN Treatment Guidelines as outlined on the *Respite Medication Record/Medication Authorization* form *(E-7).*

- Stock bottles (i.e. bottles for shared use) are permitted for the above mentioned over the counter PRN medications. When preparing and administering such medications, staff must wash their hands and take other normal hygienic precautions in order to not contaminate the stock medicine. This procedure involves carefully pouring the correct number of pills into the sterile lid of the stock medication bottle without touching either the pill(s) or the inside of the lid. When the correct number of pills is in the lid they are poured into a clean medication cup. Finally, the lid is secured on the stock bottle. This procedure keeps both the pills in the bottle and the inside of the lid sterile.

- If a visitor complains of a headache or some other minor symptom Respite staff may contact the family directly to request permission to administer an appropriate remedy. If the person is able to provide consent ~~and is of age~~, they can simply request the medication and staff will provide it to them. If the indicated OTC medication is not available in the home but it is definitely a common household medication, staff will assist the visitor to purchase it and will then administer it. If the family cannot be reached, a *Respite Medication Record/ Medication Authorization* form *(E-7)* or *Annual Medication Authorization (E-7a)* may have been signed during intake. If so, the signed form will be taken as implied consent and the family will be notified of our action at the point of discharge.

- It is critical that families are immediately informed of any medication incidents that occur during a person's visit, and other irregularities like adverse reactions should also be communicated as they occur. If the family cannot be reached, the information needs to be communicated effectively within the home and shared with the family at the point of discharge.

- The procedure for the actual administration of the medication, observation of "the five (5) Rights," etc. will be in accordance to policy B-11 Medication Administration.

- Respite staff should be familiar with Policy B-11 *Medication Administration* in its entirety, while noting that this procedure, specific to the Respite Program, contradicts B-11 in certain areas and, in those spots, takes precedence over it.

Procedure No: B-13-5	Effective Date:	July 3, 2009
Managing Personal Finances	Last Revision:	January 30, 2017
	Last Review:	March 24, 2021

- Some respite guests require the support of CLDN staff to manage their personal spending money during their respite stay. When this is so, and upon arrival at the Respite home, staff will document the amount of money and/or gift cards brought by our guest on the personalized spending money ledger that is in the AIMS database - Finance tab.

- The funds and/or gift cards will be put in a clearly marked envelope in a locked cabinet.

- Each expenditure must also be documented in AIMS. All receipts for every purchase will be kept during the Respite guest's stay and attached to a printed copy of the person's spending ledger.

- At the beginning of every shift, staff will check the AIMS spending ledger and all receipts in order to ensure accuracy, and will electronically verify in AIMS that they have done so. Any discrepancy will be reported to the Program Manager.

- The spending ledger will be printed from the AIMS database and reviewed with the family at departure time. It will then remain on file with CLDN.

- All spending money and/or gift cards remaining upon departure is to be returned to the individual or their family. Staff are to update the AIMS spending money ledger to indicate the money has been returned and show a balance of $0.00

Procedure No: B-13-6	Effective Date:	July 3, 2009
Lost and Found Items	Last Revision:	September 15, 2011
	Last Review:	March 24, 2021

- There is a designated "Lost and Found" location in both Respite programs. Parents/guardians are welcome and encouraged to take a look each time they visit.

Procedure No: B-13-7	Effective Date:	July 3, 2009
Departure	Last Revision:	December 11, 2019
	Last Review:	March 24, 2021

- On the day of departure, support staff and the person leaving will be responsible for packing based on the *Personal Belongings Checklist (E-8)* if it was completed upon arrival. Items are to be checked off as they are packed and returned to the person.

- Staff will input the time of departure of the respite guest onto the Respite Billing database.

- The Team Leader will ensure that all billing information is accurately compiled on the Respite Billing Database weekly. The Finance department will then bill the family according to the Respite Arrival and Departure times stipulated on the Respite Billing database.

Approved by: Glenn Taylor Date: March 24, 2021
CEO