



KARDEL HOME SHARE PROVIDERS GUIDE



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OVERVIEW

This guide is an overview for people interested in becoming or already a Home Share Provider with Karel.

Add your pharmacist's contact information here:

After Hours Coverage:

Between the hours of 8:30am and 4:30pm Home Share Coordinators are available to assist you with any of your concerns. Outside of these hours, we would like you to access the appropriate emergency service available to you within your community, notifying us the next day of the incident.

In the Event of the Death of the individual supported, contact the paramedics immediately and notify your Home Share Coordinator. If your Home Share Coordinator is unavailable or this occurs after hours, please call one of the following individuals in the order they appear.

- | | |
|--|--------------|
| 1. Kasie Gunn- Director of Contracted Services: | 250-415-2280 |
| 2. Jane LaFleur- Director of Programs and Quality Assurance: | 250-415-1527 |
| 3. Stephen Twynstra - Chief Executive Officer: | 250-415-1302 |

Community Emergency Contacts:

- Poison Control - 1-800-567-8911
- Police or RCMP - 911
- Health Link BC - 811
- Provincial Emergency Program Information - 250-952-4913
- Power outages and emergencies - 1-888-769-3766 OR 1 888 POWERO
- CLBC- After Hours directed to call Ministry of Children and Family Development Provincial Centralized Screening 1-800-663-9122

Useful Resources for Caregivers:

- Home Sharing Support Society BC <https://homesharingbc.ca/>
- Open Futures Learning www.openfuturelearning.org
- Canada Revenue Agency https://www.canada.ca/en/revenue-agency/cra-canada.html?utm_campaign=not-applicable&utm_medium=redirect&utm_source=cra-arc.gc.ca_redirect
- Community Living British Columbia (CLBC) www.communitylivingbc.ca
- CLBC Quality Service Office 250-387-6099 or toll free: 1-855-664-7972
- CLBC Handbook for Home Sharing Providers <https://www.communitylivingbc.ca/wp-content/uploads/Introduction-to-Home-Sharing-Home-Sharing-Providers-FINAL.pdf>
- Ministry Of Child and family Development

<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development>

- Employment Standards <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards>
- Human Rights Tribunal <http://www.bchrt.bc.ca/>
- Information & Privacy Commissioner www.oipc.bc.ca
- Nidus - Representation Agreements <https://www.nidus.ca/>
- Office of the Public Guardian and Trustee <https://www.trustee.bc.ca/Pages/default.aspx>
- Workers Compensation Board <https://www.worksafebc.com/en>
- Ministry of Social Development and Poverty Reduction (MSDPR) – Person with a Disability assistance www2.gov.bc.ca/
- BC Centre for Disease Control (BCCDC) www.bccda.ca
- Old Age Security (OAS) Service Canada 1-800-277-9914 or www.Canada.ca/OAS
- Multiculturalism Act <https://laws-lois.justice.gc.ca/eng/acts/C-18.7/>
- Personal Information Protection Act
https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/03063_01
- Health Professions Act
https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96183_01
- Emergency planning resources <https://www.getprepared.gc.ca/>
- Disability Alliance BC <https://disabilityalliancebc.org/>

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Introduction

In 1987, Kardel Consulting Services was founded by Dr. Karl Egner to address the support and service needs of people leaving institutions. Kardel is an organization offering a broad range of high-quality services to people with developmental disabilities. We provide individualized services; assist people with inclusion in their community while maintaining excellent health care, safety, and security for the people we support. We remain sensitive to the person's culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status, and language.

Kardel also operates a number of Staffed Residential Homes, contracts with individuals supported by Home Share Providers, a Community Response Team, Supported Employment Program, Community Inclusion Program, Individual Support Residential, and an Individual Support Network for people with developmental disabilities.

Our Mission

Kardel's mission is to help people with developmental disabilities have a good life and to respect their personal choices.

Our Vision

Kardel's vision is that of a community where all members live a full life, feel included, and are empowered to make personal choices in their lives.

Our Values

Kardel's commitment is to enhance a high quality of life for the people supported. Kardel believes in the following core values:

- Respect
- Community Inclusion and Participation
- Human Connection
- Person-Centered Approach
- Open and Transparent Communication
- High Standards and Quality

Ethical Responsibility to the People We Support

Kardel has the following ethical responsibilities to the people we support:

- To protect those we support from abuse and neglect
- To identify and maintain the best interests of the people we serve and advocate for those interests
- To respect confidentiality
- To be non-judgmental and supportive
- To recruit competent Home Share Providers with a value base consistent with Kardel's values

- To facilitate communication for the people we support and to provide them with coping strategies and problem-solving skills
- To help the people we support access appropriate and relevant services by working closely with other services in our community

BECOMING A HOME SHARE PROVIDER

Home Share Providers are unique people. You open your home and life to include an individual and their support network. In doing so, you will build relationships with the individual supported and with their friends and family. You may also learn new things about yourself in the process. Important characteristics that all Home Share Providers should have include flexibility, understanding, and organizational skills, to be open-minded, patient, compassionate, welcoming, and to celebrate diversity. A sense of humour and the ability to problem solve are valuable assets. Just as important is the ability to recognize when you need a break; it is vital that you take care of yourself so that you can provide support long-term.

Your role is to provide safe care and support to the individual in a non-judgmental, inclusive environment within your home, which may be owned, rented, or leased. You are responsible for the safety, health, and well-being of the person supported, and for making sure that person has the opportunity for personal and social development both inside and outside of your home.

You are the key contact for communicating with your Home Share Coordinator at Kardel, the individual, and their friends and family.

In order to be considered for Home Sharing you must meet the following prerequisites:

- Minimum of 19 years of age
- A satisfactory criminal record check for every individual living in the home aged 18 years or older
- Three reference checks – two professional and one personal
- A Home Study
- Personal Driving Record
- First Aid and CPR
- Car Insurance with a minimum of \$2 million third party liability
- A completed Medical Assessment Form from your Doctor
- Candidate Interview

Candidate Interview

The candidate interview allows the Home Share Coordinator to review and gather information and to meet in person with all members of the home. This step must be conducted in a manner that is open, transparent, and respectful of the sensitive nature of the areas being reviewed.

Through this process, the Home Share Coordinator is guided by the assumption that a person's past behaviour and experiences are a strong indicator of future possibilities. A history of abuse, neglect, mental health issues, and addictions, can all contribute and relate to the development of healthy relationships with others. For this reason, it is important to examine these areas when meeting with all potential home sharing providers. Once all the above criteria have been met, your documentation will be reviewed prior to approval

The Matching Process

There are several considerations to take into account when matching a Home Share Provider with an individual supported:

- Degree of compatibility
- The physical, social, emotional, and behavioral needs of the individual supported
- Location of the home
- Physical accessibility of the home based on the needs of the individual supported
- Configuration of the home (basement suite vs. bedroom in home)

Once it is agreed that you are an approved Home Share Provider there is an undefined waiting period. It is vital that a well-matched home share placement is established to ensure a stable, long-term relationship between the individual supported and the Home Share Provider.

Once an individual has been identified as a potential match for a Home Share Provider, a series of meetings will take place. The initial meeting may involve family members, CLBC facilitators, advocates and the individual supported. When a suitable match has been found, a transition process begins involving Kardel, the new Home Share Provider, and the individual supported.

Transition Planning

When a potential match has been made, Kardel focuses on a transition that everyone involved is comfortable with. The Home Share Coordinator, the individual supported, and their family when appropriate, work with the Home Share Provider to develop a plan and coordinate a successful transition. This process involves, identifying specific knowledge and skills required by the Home Share Provider, specific alterations that may be required for the home, identification of personal belongings or items needed by the individual, the targeted move in date, and who is responsible to arrange things such as cable, internet, and telephone when applicable.

Most often, there is a trial phase that starts with the individual having short visits at the Home Share Provider's home which may develop into full days, overnights, and weekend visits. These visits are a chance for everyone to get to know one another and to evaluate how the arrangement will work.

Once a targeted move in date has been established, the Home Share Provider, CLBC facilitator (if applicable), Kardel Home Share Coordinator, individual, and family (if applicable) work together to support the transition.

Information provided to all Home Share Providers at time of Placement

All Home Share Providers are given a copy of the Home Share Providers Guide. This guide book is a detailed booklet that forms part of the contractual agreement with the Home Share Providers.

Home Share Providers also receive the following documents:

- Individual Profile
- Individual's care plan and health care plan if applicable
- Critical Incident forms
- A link to CLBC's Home Share Provider's Handbook (www.communityliving.bc.ca)

At the time of contract signing, the Home Share Coordinator also ensures the Home Share Provider is aware of various community resources, the library resources on Kardel's website, how to contact CLBC's after hours and various procedures.

Kardel maintains regular contact with Home Share Providers to ensure they have the resources they require on an ongoing basis.

Home Share Providers are Independent Contractors

The BC Employment Standards Branch is responsible for determining who is considered an independent contractor. Independent Contractors are self-employed. Generally, if you control how, when and where you carry out your duties, use your own space and equipment, and have a chance to make a profit or loss, you are an independent contractor. Please forward any specific questions you may have about being an independent contractor to the Employment Standards Branch.

As an independent contractor under contract with Kardel to provide Home Sharing services you are covered under the Social Services Group Liability Program (SSGLP). This plan is designed to cover liability insurance to third parties only with a limit of \$2 million for any one event. You may also be eligible to be covered under the Home Sharing Property Support Program; a comprehensive insurance coverage against significant property damage and protection from occasional minor property damage (outside of normal wear and tear) caused by individuals supported in home sharing. Additional information can be provided by your coordinator and on the CLBC website here <https://www.communitylivingbc.ca/for-service-providers/home-sharing/home-sharing-property-support-program/>. You should also consult an insurance professional to ensure you have adequate liability, home, vehicle, and other insurance coverage.

You will be paid the amount on the schedule outlined in your contract with Kardel. You will not receive a T4 slip, and Kardel does not make any remittances to Canada Revenue Agency on your behalf. If you have any questions about taxation, please contact a tax professional and/or an accountant.

You are obligated to adhere to the laws of B.C. including the: the Human Rights Act, Multiculturalism Act and Personal Information Protection Act. More information about these Acts is available from the websites listed in this guide.

Your Contractual Obligations

Your contract is the legal document that governs your relationship with Kardel and the services you provide. The purpose of the contract is to set out our mutual obligations, define who you will provide care for and how much you will be paid. It also sets out the terms under which either you or Kardel may terminate the contract. If you have any questions about the content of the contract, you should clarify these before signing by discussing them with the Kardel Home Share Coordinator, and/or independent legal advice.

Below are examples of some of the key obligations in the contract.

CLBC

- Meet and maintain Community Living British Columbia's Standards for Home Sharing <https://www.communitylivingbc.ca/wp-content/uploads/Standards-for-Home-Sharing.pdf>
- As required, follow the behaviour management requirements of Community Living British Columbia http://www.communitylivingbc.ca/wp-content/uploads/BSSP_GUID_NOV_2016.pdf

Support to the Individual

- Participate in orientation and/or training related to the needs of the individual you will be supporting
- Adhere to routines and plans as set out in the individual's care plan
- Perform support functions, including sustaining the individual's well-being, and providing a high standard of care that may include providing a suitable furnished residence
- Communicate regarding the individual's needs and interests; involve the individual in planning and decision-making affecting them; and promote ongoing relationships with the individual's family/friends/support network
- Actively promote community inclusion and involvement
- Treat all information about the individual/family as confidential, and adhere to privacy requirements
- Follow through with established plans for the individual
- Collect any medical or other information required to meet the individual's needs
- Arrange for appropriate respite care including obtaining and retaining copies of respite providers Criminal Record Checks and First Aid certificates and signing an agreement for service

Reporting/Notifying Kardel

The Home Share provider is required to report and notify their Home Share Coordinator as outlined in the standards and the contract.

- Document and report any medical emergencies, notable changes, or specific occurrences
- Document all critical incidents pertaining to the individual. Please refer to the Critical Incident Report form for the types of critical incidents that need to be reported. This form must be submitted to your Kardel Home Share Coordinator.
- Notify Kardel of any change in circumstance that would affect the individual's safety or well-being
- Notify Kardel if there is a conflict with the supported individual that you and the individual

cannot resolve

Mandatory Documentation

The Home Share Provider must ensure the following remain current and that updated documentation is provided to Kardel, as required.

- First Aid and CPR certification- every 3 years
- Vehicle insurance which includes a minimum of \$2 million third party liability coverage- submitted annually
- Driver Abstract- submitted annually
- Criminal Record Check- every 5 years
- Emergency Contact Information- reviewed annually
- Emergency Escape Plan- reviewed annually
- Quality of Life Reports- submitted semi-annually
- WorkSafe – see below

The Workers Compensation Act establishes a no-fault workplace accident insurance plan. All Home Share Providers are required to be covered under Work Safe BC. Home Share Providers are required to obtain personal optional protection (POP) coverage for themselves. In addition, if you hire or contract with respite providers you must ensure these workers have WorkSafe coverage. To find out more about WorkSafe coverage, we recommend you contact Work Safe BC directly.

You are required to provide Kardel with your WorkSafe account number to verify that you are registered under the act. Kardel will obtain clearance letters from time to time to ensure your premiums have been paid and are up to date.

We strongly recommend that you consult with WorkSafe BC prior to deciding on how you arrange your workers compensation coverage. If you have any questions about the content of the contract, you should clarify these before signing. Discuss this either with the Kardel Home Share Coordinator, and/or through independent legal advice.

Funding

The Ministry of Social Development and Poverty Reduction (MSDPR) provides monthly assistance for each person with a Person with a Disability (PWD) designation residing in home share. A portion of this monthly assistance covers shelter and support costs which are paid to the Home Share provider by the Individual. When an individual reaches 65 this funding comes from the individual's OAS payments. This leaves each person a monthly allowance for personal expenses such as: non-prescription medications, leisure and recreational activities, gifts, personal care items or services, restaurant meals, haircuts, memberships, vacations, subscriptions, music, cell phone, and enhanced cable packages.

CLBC establishes a funding support level based on the individual's disability related needs. This amount is paid to the Home Share Provider for the support and care of the person living with them and includes funding for two days of respite per month for the Home Share Provider.

Monitoring and Evaluation

Monitoring of Home Share arrangements occur frequently both formally and informally throughout the year. The Home Share Coordinator maintains contact with individuals, Home Share Providers, and the individual's network to ensure the supports continue to meet the individual's needs. The Home Share Coordinator meets with the individual and Home Share Provider to conduct formal monitoring of the home share arrangement which includes completing a Monitoring Tool document. Monitor visits are completed within 30 days for new placements and every 90 days thereafter throughout the first year. After the first year, monitoring will continue to occur every 90 days. Kardel uses a Monitoring tool which is split into four sections to facilitate shorter and more focused visits. At times the individual's situation may merit more frequent visits throughout the year.

Kardel uses a Monitoring Tool for Home Sharing which meets the standards outlined by CARF and CLBC. The tool is a comprehensive document that provides an in-depth analysis of the services provided by the Home Share Provider and enables the Home Share Coordinator to determine whether the Home Share Provider is meeting expectations in each area or whether improvement is required. This review includes areas such as:

- Person-Centred Planning and Service Delivery- Planning for Support and Well-being, Home Atmosphere, Independence, Interpersonal Relationships, and Community involvement,
- Rights of Individuals- Protection of Rights, Sexual orientation, gender identity and Expression, Cultural support and safety, Privacy, consent, and Information sharing
- Health & Safety- Home Environment, Accessibility, Safety precautions, Emergency preparedness
- Home Sharing Practices & Responsibilities- Home Sharing Provider Skills, Competencies, and personal Development, Supports to Home sharing and Guidelines and procedures

For each domain in the Monitoring Tool, the following format is used:

“Standard”

- Service outcome expectation and various indicators for review
- Assessment - meets expectation or needs improvement
- Key findings -narrative
- Section plan - to address improvements needed, if required

Person-Centered-Planning

Person-Centered Planning (PCP) is conducted individually for each resident in the home share setting. Service outcomes and support strategies are identified through the Individual Care Plan, Monitoring visits, Quality of Life Reports, and Conversations or meeting with the individual and/or their care team that are noted in their case notes. The PCP Outcome Worksheet and Person-Centered Planning: Homeshare document is used annually during the Person-Centered Planning and Service Delivery Monitor. This collaborative approach focuses on determining outcomes, support needs, and strategies to guide service delivery and enhance the quality of life for the Supported Individual.

The PCP ensures a person-centered service that aligns with the individual's goals, highlighting what is important to them and what is important for them. It incorporates the Quality-of-Life Framework, consisting of eight domains grouped into three broad areas:

1. Independence: Personal Development, Self-Determination
2. Social Participation: Interpersonal Relationships, Social Inclusion, Rights
3. Well-Being: Emotional, Physical, Material

This comprehensive process contributes to a responsive and personalized service that supports the individual's aspirations and overall well-being.

Managing Medication

Home Share Providers are responsible for keeping an up-to-date record of all prescription and non-prescription medication taken by the individual. The required information includes:

- Name of the medication
- Dosage, including strength or concentration and frequency
- Instructions for use, including administration route
- Potential side effects and drug interactions
- For prescribed medications:
 - The prescribing professional and phone number
 - The dispensing pharmacy and contact information

Home Share Providers have a responsibility to have written procedures to address:

- proper storage and handling of medications requiring refrigeration or protection from light
- safe handling
- packaging and labeling
- safe disposal and maintenance of supply of medications
- roles and responsibilities of the provider and the person supported and;
- self-administration, when applicable

This information is available through health professionals such as pharmacists. Training for Medications in Home Sharing is available on the Open Future Learning platform.

Material Well-being

Support is provided to encourage and maintain an individual's autonomy in the management of their personal finances and assets. Where the individual requires support to manage their finances a plan is put in place to safeguard financial resources. This plan called the "My Money Plan" and will document the level and type of support required and outline roles and responsibilities of the Home Share Provider, the individual, and/or their Representative where applicable. When the Home Share Provider is supporting the individual with their money:

- There are detailed financial records that are available for review (e.g., ledger with receipts, bank statements, etc.)
- There are written instructions for how the individual wants to use their money, and
- The Individual's money is only used for designated and appropriate purposes.

End of life Planning

The average life expectancy has increased for both the general population and those with disabilities. It is essential when planning with people that we consider quality of life, their beliefs, values and wishes to guide thinking and interactions throughout the process. Individuals are supported to engage in conversations for early and ongoing planning for later life. Early and ongoing planning for later life is widely considered an important predictor of people's health, wellbeing, and quality of life as they age. These plans are done with the person's support network and may include the Home Share Provider, Home Share Coordinator, family or friends, and medical team to engage in the planning process.

Proactive and reactive planning can include:

- Completing the "My Voice in Action" workbook for advance care planning. An easy read version with pictures is available here: <https://patienteduc.fraserhealth.ca/file/my-voice-in-action-a-workbook-for-advance-care-pla-583174.pdf>
- Completing assessments such as the NTG- Early Detection Screen for Dementia
- Accessing palliative supports where appropriate
- Seeking/Updating Medical Order Scope of Treatment (MOST) orders

Home Share Providers can prepare themselves for these conversations and supporting those who are in this period of their lives by completing training and understanding the CLBC policies and procedures around end-of life. This may include:

- Completing Training available on the Open Futures Platform including: End of Life Care modules- Emotional Support, Support while Dying, Support after death, and End of Life Care and Death.
- Responding appropriately upon the death of an individual following the procedures outlined by the CLBC End-Of Life <https://www.communitylivingbc.ca/wp-content/uploads/End-of-Life-Policy.pdf>
- Understanding and following the CLBC Critical Incidents Policy <https://www.communitylivingbc.ca/wp-content/uploads/Critical-Incidents-Policy.pdf>

Reporting

Communicating with your Home Share Coordinator

Regular communication with your Home Share Coordinator is encouraged and expected. Some of the circumstances where it is required that you communicate with your Coordinator include:

- Changes to the household composition – i.e., adult children or family members moving in or consideration of having an international student join the household
- Changes to the physical home environment which may impact the health, safety, or well-being of the individual (i.e., flood, major renovations)
- Moving to a new location
- Home Share Provider absence of 30 days or more
- Individual supported travelling out of province for more than 30 days
- Critical Incidents
- Medical emergencies involving either yourself or the individual
- Significant changes to physical or mental health for either yourself or the individual

In addition to ongoing communication throughout the year, Home Share Providers are responsible for completing the Quality of Life Report semi-annually. This report is due at the end of June and December each year and captures the significant events, highlights, and challenges for the individual as well as documents all appointments the individual attended.

Taking Care of Yourself

There are many positive benefits to being a Home Share Provider however; there can also be stresses and challenges – physical, mental, and emotional. We suggest that you take care of yourself first, so that you will have the energy to take care of others. This means knowing the signs of stress as well as identifying and making time to meet your needs. Ensuring that you have a plan in place to manage your stress will reduce the likelihood of it adversely affecting your relationships. If you are feeling overwhelmed as a result of the demands of the individual you are caring for, communicate your feelings to your Home Share Coordinator who may be able to help you problem solve.

Respite

As a Home Share Provider, you are responsible for finding, screening, and hiring respite providers. The following are important for the Home Share Provider to complete before respite is provided:

- Ensure the provider understands the individual's support needs as outlined in their individual and/or health care plans
- The provider has received a copy of the Emergency Profile
- The provider has been given information/training regarding medication administration
- The Home Share Provider has received a current criminal record check
- The Home Share Provider has received and retain a copy of First Aid/CPR certificate
- The Home Share Provider has received and retained the CLBC Service Provider Privacy and Information Management Course certificate
- If respite is occurring outside of your home, a visit to the respite home has been completed to ensure that it is a safe and secure environment.

If you receive additional funds for respite, you must maintain records for how these funds are utilized as your Home Share Coordinator or CLBC may request to review these records during a monitoring visit.

Rights and Safeguards

Rights are fundamental to an individual's quality of life and include human rights and legal rights. To review the BC Human Rights Code and Tribunal, please visit the website www.bchrt.bc.ca. In addition to the basic human rights for every citizen of BC, an adult in Home Sharing Services has the right to:

- live in a safe home and be supported to participate safely in activities of their choice
- direct their lives, including:
 - Directing their services
 - Directing the use of their money and assets
- make choices about things that are meaningful to them
- have their religion, culture, traditions, identity, lifestyle, and relationships respected
- have their privacy respected
- have their family, friends, and/or support networks welcomed into their home and encouraged to be involved in their lives.
- protection and promotion of their health, safety and dignity
- be protected from abuse and neglect
- freely express their views

For more information about the rights of adults with developmental disabilities, please refer to CLBC's *Rights and Safeguards: a Plain Language Guide for Self-Advocates*

<https://www.communitylivingbc.ca/wp-content/uploads/2018/02/Rights-and-Safeguards1.pdf>

Self-Advocacy

We encourage individuals to speak for themselves and join groups that advocate for improved conditions for people with disabilities. Kardel sponsors "Self Advocates for a Brighter Future"

<https://www.beconnectedsupport.ca/services/self-htm/> alongwith BeConnected Support Services.

More information about self-advocacy opportunities as well as contact information for CLBC's Self-Advocate Advisor [%20https://www.communitylivingbc.ca/about-us/advisors-and-advisory-groups/self-advocate-advisor/](https://www.communitylivingbc.ca/about-us/advisors-and-advisory-groups/self-advocate-advisor/)

Understanding the Decision-Making Process

As a Home Share Provider, you are not designated as the legal guardian of the individual. However, because you will be an important part of the individual's life, it is likely they will call on you for support in understanding and making decisions. Your role is a delicate one that requires you to think through and make sure you are not biasing decisions, based on your values and beliefs. Your role is to help the individual think through the options available and the consequences of different choices.

Additionally, it is important to recognize that you do not have the authority to make legal, financial or health care decisions on the individual's behalf. Make sure you understand the legal status of the individual you are caring for and are clear about who can make decisions, if the individual cannot. In cases where the individual is not able to make decisions on their own, one of the following

supports is likely in place for them: a “Committee of Person” authorized through a Public Trustee; a Representative identified in a Representation Agreement; or a practitioner appointed Temporary Substitute Decision Maker for health care decisions.

Informed Consent: Risk versus Choice

Kardel believes that adults with developmental disabilities have the right to make their own decisions. To assist with decision-making, Home Share Providers provide information to the people they serve, in a manner the individual understands. When making a decision, the individual is fully informed about both the potential risks and benefits of each option. The Home Share Provider should discuss with the person they serve, any health and safety concerns and how their choices may affect themselves and others in their lives. When the individual requests, requires, or agrees to assistance with decision-making, then family or advocates are invited to participate.

Respect for the rights of the people we support is an important part of our services. Any breach of rights must be brought forward in the same manner as outlined under our resolving concerns process.

Resolving Concerns

Kardel makes every effort to address the concerns of the people we support and others involved with our services in a comprehensive, timely, professional and sensitive manner. Kardel will inform any complainant about the complaint resolution process. Throughout the process, private and personal information is kept confidential except for those responsible for finding a solution. All parties have a responsibility to deal with complaints with mutual respect.

As a first step we encourage the individual, Home Share Providers, family members, advocates and community members to bring forward their concern to the individual directly involved. If this does not bring about a resolution, a formal complaint process is available to guide the resolution process. A detailed outline of the Complaint Resolution process is available in your home sharing contract (Schedule I) and on the Kardel website <https://kardelcares.ca/making-a-complaint/>. A plain language brochure outlining the process is also available to individuals supported.

People wishing to have assistance to file a complaint may contact the Director of Programs & Quality Assurance by calling the Kardel Office at 250-382-5959 Extension 239.

Appeals to Complaint Resolution

People supported, Home Share Providers or their families may contact external organizations with concerns. Kardel welcomes outside investigation and recommendations pertaining to issues of quality within our services. Depending on the nature of the complaint, people may request external investigation from the following:

- CLBC: Quality Assurance office 1-855-664-7972
- The BC Human Rights Tribunal 1-888-440-8844
- Office of the Information and Privacy Commissioner for BC 1-800-663-7867
- Office of the Public Guardian & Trustee 1-604-660-4444
- Ombudsperson BC 1-800-567-3247

CARF Accreditation

Kardel is a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited organization, we were awarded the three year status in 2021, this was Kardel's sixth three year award.

CARF is an independent, not-for-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Kardel has undertaken a rigorous peer review process and, during an on-site visit, we have demonstrated to a team of CARF surveyors that we are committed to meeting CARF's accreditation standards.

In keeping with CARF Standards, Kardel has established a process for Continuous Quality Improvement. We annually survey all the people we support, their families, staff, volunteers and other stakeholders for ideas to improve the quality of our services.



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