

PATHWAYS ABILITIES SOCIETY

PROCEDURE: HOME SHARE EMERGENCY PROCEDURE

Applies to: All Personnel, Home Share Contractors, Coordinators, and Managers

Original Effective Date: March 25, 2024

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Replaces Procedure Dated: Not Applicable

Types of Emergencies:

- A home share provider suddenly falls ill, is unable to support the individual(s) they are contracted to support and is not able to coordinate emergency Individual and Family Wellness Support independently.
- A home share provider serves immediate notice on their home share contract for reasons aligned or not aligned with their contract.
- Death of a home share provider.
- The safety of the individual living with the home share provider is compromised or in question, and they must be removed from the home immediately.
- The home share provider is temporarily unable to provide services due to unforeseen circumstances

Home Share Provider Gives Immediate Notice (this could be for any of the emergencies outlined above):

1. The home share coordination manager:

- Determine the individual(s) location and ensure their safety.
- Either ask the home share provider to provide written notice that they are ending the contract or determine whether notice needs to be served on the contract. The date effective and the name(s) of the individual(s) residing in the home must be included in the notice being served.
- Notifies Community Living BC (CLBC) and the executive director or designate that notice has been served and that an update will be provided as soon as possible.
- Identifies who the individual's emergency contacts are as outlined in the individual's Community Support and Consent form. Inform them of the situation and use them as a resource to determine who may be appropriate to provide Individual and Family Wellness support temporarily. Consult both the individual and any legal decision-makers on file in this process.
- Navigates to the home share contractor's page on ShareVision to identify whether the individual(s) has any reliable emergency Individual and Family Wellness or family options available and contact them to arrange for the individual to be in their care as soon as possible. If options are not available proceed to Step 2.
- Creates and/or update an anonymous profile for the individual(s) in the M drive in the CPD folder > Service Recipients > Service Recipient folder > [Individual's Folder] > Home Share.

2. The home share coordination manager:

- Looks for viable options for emergency Individual and Family Wellness services within

Pathways' network in ShareVision > Home Share > Home Share Situations Available or in ShareVision > Home Share > Home Share Contractors. Determine which situation could be appropriate for the individual(s) and contact them, asking if they have an available space and explaining the situation. If they are interested, send forward the anonymous profile.

- Consults/ brainstorms with the other home share coordination managers and executive director to determine if all options have been explored.
- Once a viable Individual and Family Wellness provider within our network is found, the home share coordination manager:
 - Arranges for the individual to enter their care as soon as possible. If the solution is temporary, add the individual to the 'Home Share Individuals Seeking' list in ShareVision. Follow the Home Share Coordination procedure.
 - Updates the CLBC Pathways Analyst and executive director or designate and provides them with details regarding the situation.

No Available Individual and Family Wellness Supports within Pathways' Network:

1. The home share coordination manager:

- Informs CLBC that Pathways does not have any viable options for the individuals in need, which would mean Pathways will be serving 30 days' notice for the contracted individual(s).
- Calls other agencies in the city. These include but are not limited to:

- Access Resources: (250) 763-2217
- Pacific Coast Community Resources: (250) 762-9225
- Thompson Community Services: (778) 753-6718
- Strive Support Services (778) 214-2441
- Strive Living Society (778) 373-2064
- JnB Home Care Services: (250) 762-3535
- Prima Enterprises: (250) 376-9554

2. If no viable options are available, inform CLBC. Follow directions from the CLBC analyst or facilitator assigned to the case.

No Available Individual and Family Wellness via External Resources:

1. Follow any direction provided by CLBC.

2. If no direction is provided, Pathways may use their discretion in resolving a situation. These include but are not limited to:

- Arranging a hotel stay for the individual(s) while we continue to look for alternative solutions.
- Bringing the individual to an emergency shelter. Shelters available in Kelowna typically require the individual to be present in person at the shelter the morning of.