

Home Share

Program Description

Disability Support Program

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About this Document

This document provides an overview of the expectations and structure of Nova Scotia's Home Share Service (referred in this document as Home Share). It offers important information for those offering, considering, and participating in Home Share.

Disclaimer: Coordinating Organizations and Home Share Providers are bound by the terms and conditions outlined in their service agreements and applicable laws. This document expands on those terms and conditions but is not a substitute for them. In the event of a conflict between a service agreement and this document, the service agreement shall prevail.

Introduction & Overview

What is Home Share?

Home Share is an approach in which a Coordinating Organization supports a person with a disability (Participant) and a Home Share Provider (Provider) to find each other and live together. Home Share includes two living arrangements: A Participant (defined as someone receiving funded supports from the Disability Support Program for the purposes of Home Share) moving into the home of a Home Share Provider or a Home Share Provider moving into the home of a Participant who rents or owns their home/apartment. Regardless of the living arrangement, the Participant will be matched with an approved and trained Home Share Provider.

Living in a Home Share Provider's home/apartment	Living in a Participant's own home/apartment
<ul style="list-style-type: none"> The Participant will move into the provider's home. The Participant will be provided with their own bedroom in the Home Share Provider's home/apartment, including bedroom furniture consisting of a complete bedframe and mattress in good condition, a dresser or clothing storage space, and adequate lighting. 	<ul style="list-style-type: none"> The Home Share Provider will move into the Participant's home and support them as required and outlined within the terms of their service agreement. The Home Share Provider will be provided with their own bedroom, but typically the Home Share Provider will supply their own furniture. An arrangement must be reached regarding room and board with the Home Share Provider as well as any other shared services (e.g., internet).

Note: Home Share guidelines, policies, and tools apply to both living arrangements. There are limited differences between these two approaches in terms of program design and operations, except where noted.

Roles and Responsibilities

There are four roles involved in Home Share. This section outlines the general responsibilities of each role. More detailed information about the responsibilities of each role are provided in [*Expectations for the Coordination of Home Share*](#) and [*Expectations for Home Share Providers*](#).

Participants and their Support Networks

- Respect the shared home and the people they live with.
- Speak up if things are not working for them.
- Know who to call if they have concerns.
- Understand their rights and responsibilities.
- Adhere to the terms of any signed agreements.
- Build and maintain a relationship with their Home Share Provider, the Home Share Coordinator, and their Local Area Coordinator (LAC) or Intensive Planning and Supports Coordinator (IPSC).

Home Share Provider

- Provide an enriching home environment akin to a natural home environment.
- Provide support and guidance, quality of life activities outside the home, and opportunities for skills development both within and outside the home.
- Ensure reasonable and timely access for Participants' family and support networks to visit with the Participant.
- Support the Participant's disability-related needs, on their own or with the support of outside professionals, as outlined in relevant agreements (verbal or written).
- Complete all required training and engage in continuous knowledge & skills development. This includes obtaining any necessary Participant-specific training to support the needs of the Participant.

Coordinating Organization

Coordinating Organizations are responsible for coordinating efficient and effective delivery of Home Share in alignment with the Department's standards and guidelines. This includes, but is not limited to:

- all responsibilities outlined in the Home Share Service Agreement (see [Appendix C](#) for additional details).
- delivering Individualized Funding (IF) management services to Participants (per their IF Management Service Agreement).
- collaborating with other organizations and interested parties to improve access and mitigate barriers to services for people with disabilities and their support networks.

Local Area Coordinator (LAC) or Intensive Planning Support Coordinator (IPSC)

- Work alongside the Participant to determine if Home Share is their preferred option to address their needs.
- Facilitate Participant connections to Coordinating Organizations and support Participants in engaging with Coordinating Organizations and Home Share Providers (as requested).
- Monitor the well-being of the Participant through regular contact as a safeguard.
- Keep in touch with participants to assist with planning, connecting to community resources, and identifying natural supports.
- Monitor and support the delivery of Participants' health care plans (as needed).

Procedures

This section provides a brief overview of the processes for engaging in Home Share, both as a Participant and as a prospective Home Share Provider. A simplified process map for Participants can be found in [Appendix B](#).

Note: While this document typically refers to the 'Participant' performing actions (e.g., enquiring to a Coordinating Organization), these actions can be done by Authorized Representatives or support networks if requested by the Participant.

Expressing Interest in Home Share

- LACs and IPSCs work with individuals and their support networks to develop and implement a personalized plan for a good life.
- LACs and IPSCs also support individuals to access formal services and funding (including DSP Individualized Funding) that complement their natural supports and will support them to live their vision for a good life.
- During the planning process, the LAC or IPSC can provide information about Home Share. In addition to providing support to explore Home Share, this could include connecting the person with other DSP Participants who are living in a Home Share arrangement to hear about their experiences, outcomes, and stories.

- The person goes through the eligibility process as per DSP Policy.

Accessing Home Share as a Participant

Once the person receives confirmation that they are eligible for supports through the Disability Support Program:

- The person begins meeting with Coordinating Organizations to learn more about Home Share specifics and discuss their needs and preferences.
- Once the person has been assessed (becomes a DSP Participant) and knows their approved support level, they can start discussing estimated costs with the Coordinating Organizations based on the expectations they have for the Home Share Provider. They can also discuss whether they wish to move in with a Home Share Provider or invite a Home Share Provider to live with them.
- The Participant will include Home Share costs in their detailed Individualized Funding (IF) proposal.
- Once funding is approved, the Participant meets with potential Home Share Providers.
- The Coordinating Organization supports Participants and Providers in identifying a good match using tools like profiles or interviews.
- Once a match is made, the Participant signs a Home Share Service Agreement with the Coordinating Organization. The agreement outlines the expectations of both parties.
 - The Participant and the Home Share Provider may choose to develop an agreement that outlines expectations for both parties. This may be oral, written, or in another format. The Coordinating Organization may provide support for this process.
- During the transition period (between contract signing and move-in), the Participant and Home Share Provider continue engaging in shared activities.
- Supported by their LAC/IPSC and/or support network, the Participant completes the paperwork confirming the Home Share arrangement, including completion of the **My Payees Worksheet** and attachment of relevant documents as required.

When are Participants and Coordinating Organizations connecting with each other?

Participants can connect with Coordinating Organizations after their eligibility is confirmed. This means they can connect before, during, or after the interRAI assessment and the assignment of a Support Level.

- The Coordinating Organization will support the Participant in planning their move or the transition to welcoming someone into their own home. If necessary, the Participant may work with their LAC/IPSC to identify potential funding support for the move.

Becoming a Home Share Provider

- Prospective Home Share Providers are encouraged to contact their local DSP Office, Regional Hub, or specific Coordinating Organizations for more information.
- Once connected to a Coordinating Organization, the prospective Home Share Provider will receive an application package, including a comprehensive application form.
- Following completion of the application package, the prospective Home Share Provider will engage in several home visits with the Coordinating Organization. If the Home Share Provider is seeking to move into a Participant's home, their home is not assessed but required interviews and evaluations are still done (refer to the *Home Study Toolkit* for specifics).
- The prospective Home Share Provider will complete a structured self-reflection following the first home visit or session to ensure continued interest and comfort, after which the home study process continues (see *Home Study Toolkit*).
- Once all required home visits are completed and all documents are in order, the Coordinating Organization will:
 - Decide whether or not to approve the prospective Home Share Provider;
 - onboard the new Home Share Provider;
 - arrange training; and
 - begin facilitating meetings with potential Participants.

Terminating an Arrangement

- The Participant meets regularly with their Coordinating Organization to confirm they still want to continue their current Home Share arrangement.
- The Participant may opt to change their arrangement at any time with appropriate notice, which is 60 days, except in instances of emergency.
- The Home Share Provider may terminate the arrangement with appropriate notice – a minimum of 60 days, except in instances of emergency. Coordinating Organizations may require additional time given the time-consuming nature of identifying alternative arrangements for Participants.

Rates & Funding

Funding for Coordinating Organizations

Funding is available on a start-up basis for Coordinating Organizations, recognizing the fixed costs of creating a new service option.

Coordinating Organizations will be supported by DSP to cover the costs of 1.5 full-time equivalent Home Share Coordinators, as well as benefits & overhead for staff.

Coordinating Organizations will also have access to funds to pay Home Share Providers for training through DSP. In the initial years of operation, Home Share advertising & marketing activities will be financed by the Disability Support Program.

In the future, DSP will transition Coordinating Organizations to a per-Participant funding model that ensures appropriate funding for costs incurred to administer a Home Share service.

Participant Individualized Funding

The Coordinating Organization must administer at least the portion of IF related to the Participant's Home Share arrangement. This means that the Coordinating Organization will be required to:

- function as a DSP Provider providing IF management services. *Roles, responsibilities, and requirements related to providing IF Management services are documented elsewhere, including in organizations' IF Management Service Agreements with the Disability Support Program.*
- compensate the Home Share Provider for the support provided to the Participant.
- cover the cost of Home Share Provider Respite accessed by the Home Share Provider using the respite allocation paid for by Participants' IF.

The Participant may choose to have the Coordinating Organization manage some or all of their IF. The Participant may choose to manage a portion of their IF related to other disability-related expenses (e.g., day programming, visiting supports) or to have that portion managed by a separate DSP Provider.

Home Share Rate Structure

The Disability Support Program has established maximum allowable charges for Home Share services. These represent a maximum and not a prescribed or customary charge or

rate. DSP expects that Coordinating Organizations will charge Participants reasonable rates relative to their desired level of support.

For additional information about Home Share rates, see [Rates for Home Share Services](#) (Coordinating Organizations) and [Home Share Provider Compensation & Respite Entitlement](#) (Home Share Providers).

Home Share Provider Respite

Base Allocation

- Home Share Providers are entitled to respite funding equivalent to 20% of maximum Participant costs for Home Share for each calendar year. For specific amounts, see [Home Share Provider Compensation & Respite Entitlement](#).
- Respite may be arranged for both hours (e.g., 2-3 hour breaks) and days (e.g., 24-hour overnight).
- Unused respite funds are returned to the Disability Support Program by the Coordinating Organization.

Billing and Payments

- Home Share Provider Respite supports are not paid in advance.
- Home Share Provider Respite workers will bill the Coordinating Organization directly (with a copy to the Home Share Provider and available to the Participant as requested) and will be paid directly by the Coordinating Organization for the support provided.
- The invoice requirement may be waived in instances where Home Share Provider Respite is provided by a respite-only Home Share Provider rostered by the same Coordinating Organization but, in these instances, there should be record-keeping to demonstrate the legitimacy of the expense and payment.
- The Home Share Provider must confirm that Home Share Provider Respite was delivered (e.g., including their initials in the invoice or record).

Supplemental Allocation & Exceptional Instances

- Respite entitlements increase with Participants' Support Level, as well as any medical or behavioural needs. This means that Home Share Providers providing support to Participants with higher needs will have access to larger amounts of respite funding.
 - Home Share Providers supporting Participants in Levels C, D, and E may access additional respite if needed. Since respite entitlements scale with

Participants' support needs, these requests should be truly exceptional in nature. These requests may be discussed with the Coordinating Organization.

- Home Share Providers can be offered additional Home Share Provider Respite in response to unforeseen needs (e.g., sudden death in family/illness requiring hospitalization) and/or addressing critical issues (e.g., severe risk of imminent burnout) if needed. These requests may be discussed with the Coordinating Organization.
- If the trigger for additional Home Share Provider Respite could conceivably recur, the Coordinating Organization should consider what other supports may be needed on an intermittent or ongoing basis.

Expectations for the Coordination of Home Share

Introduction

This section of the document outlines expectations for operational delivery of the Home Share service on the part of Coordinating Organizations. The requirements in this section form part of DSP's expectations for service delivery, in addition to any requirements outlined in relevant service agreements. Where there is a conflict, the terms of the service agreement shall prevail.

This document should be read with reference to service agreements for a complete picture of requirements for Coordinating Organizations, including broader requirements related to organizational practice.

Number of Participants in a Home Share Arrangement

The Coordinating Organization is responsible to:

1. Place only one Participant within a single Home Share arrangement.
2. Place an additional Participant in a Home Share arrangement only where it is beneficial to the first Participant. This decision should be made after multiple conversations with both Participants and must include explicit consent.
3. Never place more than two Participants within a single Home Share arrangement.

Home Share Provider Respite

The Coordinating Organization is responsible to:

1. Pay Home Share Provider Respite invoices on behalf of Home Share Providers, using their respite entitlement.
 - a. Home Share Provider Respite invoices (or other records related to Home Share Provider Respite) should be submitted by the respite provider, with an initial or other confirmation from the Home Share Provider that respite occurred.
2. Maintain a ledger or other tracking tool that is used to account for respite funds and allocations for each Participant/Home Share Provider pair.
3. Screen natural and/or paid Home Share Provider Respite supports identified by Home Share Providers.
 - a. This involves a Criminal Record Check with Vulnerable Sector Search, verification of Standard First Aid/CPR Level A, and verification that natural and/or paid Home Share Provider Respite supports have the capability to support the needs of a Participant within expected timeframes.
4. Maintain a roster of support workers (Respite-only Home Share Providers) whose role is to provide Home Share Provider Respite.
 - a. These support workers may proceed through a streamlined screening process, subject to the requirements outlined in this section and any requirements of the Coordinating Organization.
5. Maintain a roster of Home Share Providers who are open to providing Home Share Provider Respite to other Home Share Providers.
 - a. While the preference is for one Participant in one Home Share arrangement, Home Share Provider Respite supports may be an exception to this on a time-limited basis.
6. Ensure Home Share Providers take advantage of formal Home Share Provider Respite and informal opportunities for breaks.
7. Assist Home Share Providers to identify Home Share Provider Respite workers and supports when required.
8. Support requests for additional Home Share Provider Respite, based on Participant support needs and Home Share Provider needs.
 - a. As outlined earlier, such requests should be truly exceptional in nature.
9. Return unused respite funds to DSP, as required.

Recruitment, Selection, and Onboarding of Home Share Providers

The Coordinating Organization is responsible to:

1. Engage in continuous and ongoing recruitment efforts, subject to their capacity and target number of persons supported. These efforts should be supported by advertising, the use of social media, and other initiatives like presentations to community groups. To the extent possible, these recruitment efforts should also prioritize ensuring diversity among the pool of Home Share Providers.
2. On receipt and review of the completed application package, the Coordinating Organization may schedule a meeting with the prospective Home Share Provider to determine their appropriateness and aptitude for the Home Share Program.
3. Conduct full Home Studies on prospective Home Share Providers to evaluate suitability, in alignment with the DSP *Home Study Toolkit*. Where a Home Share Provider seeks to move into a Participant's home, the process is largely similar with minor differences noted in the *Toolkit*.
4. Select and onboard Home Share Providers in alignment with Home Study requirements as outlined in the DSP *Home Study Toolkit*.
5. On successful completion of a Home Study, and other steps deemed necessary by the Coordinating Organization, the Coordinating Organization will onboard the Home Share Provider, arrange training, and develop a profile of the Home Share Provider that covers the types of needs they can support and their type of home (or preferred type of home where moving in with a Participant). This profile will be used to perform initial assessments for good matches with Participants.
6. Retain Home Study reports and records for audit by DSP and for compliance with any other records retention and maintenance policies and requirements.
7. Add questions and make changes to the DSP *Home Study Toolkit* as required to better support the Home Share Providers and Participants. The *Home Study Toolkit* outlines the minimum standards for a Home Study. Coordinating Organizations may make minor changes (e.g., combining questions, changing question framing) to the process as required. Any changes that may be more significant warrant consultation with DSP.

The Home Share Coordinator is encouraged to liaise with the DSP Home Share Program Coordinator on complex applications and/or home studies as a resource. For instance, this could include an applicant disclosing past involvement with Child & Family Wellbeing or the criminal justice system. The DSP Home Share Program Coordinator can assist Home Share Coordinators in making their decision regarding the appropriateness of a potential Home Share Provider, including any potential mitigations.

Home Share Coordinator Caseloads

Coordinating Organizations are expected to employ Home Share Coordinators (or equivalent roles) to administer Home Share services, including screening new applicants to become Home Share Providers and to perform monitoring & oversight of existing Home Share arrangements.

The Coordinating Organization is responsible to:

1. Maintain caseload ratios (Home Share Coordinator: Provider/Participant) below 1:25.
2. Where caseload ratios exceed 1:25, ensure the availability of qualified support to Home Share Coordinators (e.g., administrative support, additional Coordinators).
3. Ensure that caseload ratios reflect the complexity of Home Share Coordinators' caseload.

Rates for Home Share Services

Coordinating Organizations are responsible for charging reasonable costs to Participants as part of Home Share. Coordinating Organizations are responsible for providing quotes to Participants as needed to assist them in exploring whether Home Share is the right option for them.

Quotes should be based on the Participant's level of need, any medical or behavioural needs, their Support Level, and expectations for the Home Share Provider. DSP is prescribing maximum amounts for each Participant Level, with modifiers for medical or behavioural support needs. These amounts are maximums and do not represent a prescribed rate or customary charge. DSP expects most Participants will be charged a level below the maximum, relative to their needs and expectations for Home Share Providers.

Participant Level	Maximum Charge	Maximum Charge (with Medical Needs)	Maximum Charge (with Behavioural Needs)	Maximum Charge (with both Medical and Behavioural Needs)
Level A	\$26,000	\$29,900	\$33,800	\$37,700
Level B	\$36,000	\$41,400	\$46,800	\$52,200
Level C	\$52,000	\$59,800	\$67,600	\$75,400
Level D	\$68,000	\$78,200	\$88,400	\$98,600
Level E	Custom Charge based on available funding & expected needs			

Coordinating Organizations must also charge 20% of the maximum allowable costs for Home Share to cover the costs of Home Share Provider respite. Regardless of the **actual** amounts charged to a Participant, this 20% is always assessed on the maximum allowable charge relative to a Participants' needs profile (Support Level & any medical and/or behavioural needs). Annual respite charges are outlined below.

Participant Level	Respite Charge - Base	Respite Charge – Medical Needs	Respite Charge – Behavioural Needs	Respite Charge – Medical and Behavioural Needs
Level A	\$5,200	\$5,980	\$6,760	\$7,540
Level B	\$7,200	\$8,280	\$9,360	\$10,440
Level C	\$10,400	\$11,960	\$13,520	\$15,080
Level D	\$13,600	\$15,640	\$17,680	\$19,720
Level E	20% of Home Share costs.			

Coordinating Organizations must be sensitive to the proportion of a Participant's IF funding band that is used to cover the costs of Home Share, ensuring as best as possible that the Participant continues to be able to access other paid and/or natural supports to meet their needs.

Home Share Settings & Provider Types

The Nova Scotia Home Share service requires that Participants and Home Share Providers cohabitate within a shared setting. Settings may include a detached home, semi-detached home, condominium, apartment, or others.

In addition, Coordinating Organizations are responsible to evaluate the appropriateness of the proposed home for cohabitation between the Home Share Provider and the Participant.

In general, a Home Share Provider and Participant will not normally be known to each other prior to a Home Share arrangement being established. For instance, parents or spouses are not eligible to serve as Home Share Provider to their child or partner. In limited circumstances and based on the judgment of the Coordinating Organization, siblings, friends, or extended family may be considered.

The Coordinating Organization is responsible to:

1. Ensure Participants are not housed in separate structures detached from the Home Share Providers' living environment (e.g., garden suite, accessory dwelling unit). A suite attached to the Home Share Providers' living environment, and which is accessible from inside the main home, is acceptable.

2. Complete the Home Safety Checklist as part of a Home Study or matching exercise (see [Appendix G](#) for Physical Home Standards).
3. Update the Home Safety Checklist annually.
4. Ensure Participants are not matched with Home Share Providers who are the Participant's parent or spouse (including common-law).
 - a. If Home Share is being provided by a family member, this should not take place in the parental home.

Home Share in a Participant's Home

A Home Share Provider moving in with a Participant will be supported within the Home Share model. It is recognized that these arrangements are uncommon and require a specialized approach to Home Share.

While all requirements enshrined in this document continue to apply, there are some differences between a traditional Home Share and a Home Share conducted in a Participant's home. These include:

- Completing a Home Safety Checklist (see [Appendix G: Physical Home Standards](#) and the *Home Study Toolkit*) on the Participant's home when a match is found to ensure the home meets minimum standards for fire safety, emergency kits, clear entry/exit routes, and other requirements.
- Participants and Home Share Providers will need to come to their own arrangement for room & board (in most cases, it is expected that room & board will be provided for the Home Share Provider) as well as other expenses (e.g., television, specialty foods, internet, etc.).

Additional information is provided in [Appendix F](#).

Training for Home Share Providers

To ensure Home Share Providers receive training appropriate to the Participant they are supporting, as well as basic training that acquaints them with the essential elements of providing Home Share support, the Coordinating Organization is responsible to:

1. Provide a written Orientation Guidebook/Program Manual to each Home Share Provider that outlines key program information, contacts, and provides information relevant to the content of the Orientation.
2. Deliver an Orientation course to each Home Share Provider. Home Share Providers are to be paid to attend this Orientation. This Orientation, which is critical to equipping Providers to meet Participants' needs, must cover these items:

- a. introduction to the Coordinating Organization
 - b. history of the Community Living movement
 - c. context on the *Remedy* in Nova Scotia
 - d. key Contacts
 - e. key Processes
 - f. incident Reporting
 - g. personal Outcomes Reporting
 - h. basic medication administration
 - i. common issues in Home Share and techniques for addressing them
 - j. basic de-escalation training
 - k. emergency Planning (e.g., fire safety, evacuations)
3. The Coordinating Organization must assist Home Share Providers in arranging and receiving training necessary for Participant-specific needs. Home Share Providers are to be paid for attending Participant-specific training. Coordinating Organizations should be aware that in certain circumstances, the costs of specialized training may be funded through Participants' individualized funding; willingness to fund specialized training must be discussed with the Participant. While Participant-specific training will be customized to Participants' needs, possibilities might include:
- a. specialized medication administration (e.g., injections)
 - b. specialized life supports/needs (e.g., tube feeding)
 - c. intermediate to advanced de-escalation training
 - d. mental Health/Addictions training as appropriate
 - e. other trainings appropriate to the specific needs of the Participant
4. The Coordinating Organization must ensure the availability of ongoing skills development & learning opportunities for its roster of Home Share Providers. Coordinating Organizations are responsible for covering actual expenses incurred by Home Share Providers. The Coordinating Organization must ensure that:
- a. each Home Share Provider participates in a minimum of five (5) hours of annual training, aside from Orientation, Basic, and/or Specialized Training.
 - b. topics and courses chosen are relevant to specific needs or emerging topics within the community living sphere.
 - c. Coordinating Organizations collaborate to share costs and course offerings between organizations' rosters of Home Share Providers.

Facilitating Successful Matches

Coordinating Organizations are responsible for doing what they can to ensure a successful match between Participants and Home Share Providers, as well as providing a diversity of experiences to meet Participant needs.

Coordinating Organizations are responsible to:

1. Document the factors to be considered when assessing the likelihood of a successful match between a Participant and Home Share Provider, based on experience and best practice.
2. Outline an evolving process for establishing a well-made match.
3. Aim to provide a variety of experiences to Participants in different stages of life and with different desires, like living with a roommate, living with a nuclear family, or aging gracefully together.

Oversight & Monitoring

The Participant has a variety of safeguards, including an ongoing connection with their family or support network, their LAC/IPSC, and the Home Share Coordinator. Issues with Home Share can be raised to any of these support people.

Ultimately, the Coordinating Organization is responsible for establishing processes and procedures to promote the safety and security of the placements it arranges between Participants and Home Share Providers. Therefore, the Coordinating Organization is responsible to:

1. Identify, review, and address any quality of care issues with Home Share Providers.
2. Ensure quarterly in-person check-ins on the Participant and Home Share Provider.
 - a. To the extent possible, align visits to follow receipt of quarterly personal outcomes report prepared by the Home Share Provider (see [Personal Outcomes Reporting](#)).
3. Perform a virtual (e-mail, phone call, or other means) check-in every month.
4. While quarterly visits must be in-person, they should involve a mix of in- and out-of-home visits within a calendar year.
5. Meet privately with the Participant at least once per year. If supporting a Home Share in which the Home Share Provider has moved in with the Participant, the Home Share Coordinator must also meet individually with the Home Share Provider.
6. Perform additional home visits as part of a transition by a Participant into a new Home Share arrangement (see [Transitions](#)).

7. Ensure Home Share Providers are compliant with all requirements outlined in the [*Expectations for Home Share*](#).
8. Annually complete the 'Home Safety Review Checklist' identified in the *Home Study Toolkit*. Requirements are outlined in [*Appendix G: Physical Home Standards*](#).

Transitions

Coordinating Organizations are responsible for supporting both Participants and Home Share Providers during times of transition, including into and out of Home Share arrangements.

The Coordinating Organization is responsible to:

1. Ensure the Participant's transitions into and out of Home Share arrangements (or between arrangements) are well-planned, prioritize the needs of the Participant, and minimize disruption where possible. Transitions should move at a pace set by the Participant.
 - a. Where supporting a Home Share in which a Home Share Provider moves in with a Participant, support the Home Share Provider in transitioning to the new living arrangement as needed.
2. Conduct additional home visits following a transition into a new Home Share arrangement, with a suggested interval of check-ins at the 1 week, 3 week, 6 week, and 2 month mark adjustable to the needs and comfort of the Participant.
3. Seek the Participant's consent before sharing any records or information related to their time in a Home Share arrangement, whenever a Participant transitions to receiving service from a new Coordinating Organization or other Home Share Provider.
4. Support both the Participant and the Home Share Provider to transition into new living arrangements that reflect any lessons learned in the current living arrangement, whenever a Home Share arrangement has broken down.

Personal Outcomes Reporting

Coordinating Organizations have a responsibility to ensure they are aware of developments in Participants' lives, both to facilitate DSP reporting, as well as to arrange additional resources or supports as necessary.

The Coordinating Organization is responsible to:

1. Solicit quarterly reports from Home Share Providers on Participant's goals and achievements, life events, skills development, health care access and visits, quality

of life, and engagement in the community, in alignment with any available guidance from DSP.¹

2. Ensure Home Share Providers receive support on mentorship and coaching, with particular attention paid to the needs of persons with disabilities, to support them in facilitating Participants' personal growth.
3. Provide annual roll-ups of Participant outcomes to the Disability Support Program.

Quality Assurance & Continuous Improvement

The Coordinating Organization is responsible to:

1. Establish and implement a policy on quality assurance and continuous improvement, outlining:
 - their commitment to continuous improvement
 - what types of data and how data sources will be used to improve service quality
 - how quality improvements will be tracked.

Managing Complaints & Conflict

The Coordinating Organization is responsible to:

1. Have a written policy guaranteeing individuals the right to make a complaint concerning any aspect of the services received, with written procedures, including timelines, outlining the steps to be taken. Participants should be made aware of this policy and its procedures.
2. Establish a process for mediating conflict or disagreement between Participants and Home Share Providers, with an emphasis on prioritizing the needs of the Participant as appropriate and reasonable in the circumstance. This process can be formal or informal.

Urgent Situation Planning and Safety

The Coordinating Organization is responsible for ensuring the Home Share Provider continues to support the Participant in the event of emergency and is equipped to respond to minor or localized emergencies.

The Coordinating Organization is responsible to:

¹ Participants may opt out of goals and skills development activities by attesting that they prefer not to engage in these processes. Home Share Providers must still report on life events, significant occurrences, and general impressions on the Participant's quality of life and engagement.

1. Ensure that Home Share Providers maintain current, up-to-date and accessible copies of the relevant sections of the Participant's My Safety and Well-Being layers from the My Plan tool and the Urgent Situation Planning layer of the DSP Support Plan tool.
2. Ensure that Home Share Providers have appropriate measures in place to handle emergencies, including evacuation plans and 72-hour emergency preparedness kits.
3. Ensure that Home Share Providers are equipped to address minor or household emergencies (e.g. fire, localized flooding).
4. Support Home Share Providers and Participants before, during, and after an emergency or crisis.
5. Confirm that Home Share Providers and Participants comply with any evacuation orders or government-issued mandates and notify DSP when additional planning or support is required.
6. Ensure there are procedures in place to oversee the administration, management, assistance, and monitoring of Participants' medications in Home Share arrangements in urgent or crisis situations.

Abuse and Neglect

Home Share provides a home-like environment for Participants, which presents inherent risks due to the privacy of a family home and the unique relationships that Participants will have with Home Share Providers, their family, and their friends.

The Coordinating Organization is responsible to:

1. Work with the Participant, the Home Share Provider, and DSP Staff to create informal safeguards based on caring connections between people (such as family, friends, neighbours, and the community). This is essential as Participants who participate in fewer community activities (e.g., day programming, outings) are more vulnerable due to the lack of communication with others outside the home.

As the responsible authority for oversight and monitoring over Home Share arrangements, the Coordinating Organization is accountable for ensuring a safe and secure environment for Participants. Coordinating Organizations must recognize that abuse and/or neglect may occur between any party in Home Share (e.g., Home Share Provider, Participant), or may involve persons outside the home (e.g., visitors).

Upon becoming aware of abuse and/or neglect, the Coordinating Organization is responsible to:

1. As soon as possible (and within 24 hours maximum) notify DSP and appropriate authorities (e.g., Police Services, Adult Protection) of the allegation and/or instance of abuse or neglect.
 - a. Coordinating Organizations must use *DSP Form 414: Notification of Incident*.
 - b. Coordinating Organizations must develop and implement a safety plan for the Participant or Provider, as appropriate based on the nature of the allegation, and report it as part of *Form 414* (section 4).
2. Immediately take steps to secure a temporary emergency placement for the Participant, if needed based on the nature of the allegation. If a temporary emergency placement is needed, Coordinating Organizations may handle this within their service or may access other services to ensure the safety of the Participant.
3. Cooperate with any investigations or direction from DSP or relevant authorities.
4. Ensure any corrective actions recommended stemming from investigations or directions are implemented and/or identify any follow-up that may be required.

Incident Reporting

The Coordinating Organization is responsible to observe the requirements for incident reporting as outlined in its service agreement with DSP.

Refer to [Appendix E: Incident Reporting](#) for additional detail.

Healthcare Access & Planning

As the responsible authority for supporting Participants' living arrangements and for providing oversight over both Participants and Home Share Providers, the Coordinating Organization has a responsibility to ensure Home Share Providers are providing support to monitor and facilitate Participants' healthcare plans. This includes ensuring regular visits to healthcare professionals if needed, as well as access to ongoing care (e.g., dental, vision) specific to Participants' needs.

The Coordinating Organization is responsible to:

1. Review Personal Outcomes Reports and confirm the implementation of any relevant healthcare plans.
2. Provide support to Home Share Providers as needed to support Participants' access to healthcare.

Expectations for Home Share Providers

Introduction

This section outlines expectations for individual Home Share Providers and forms the fundamental requirements for delivering Home Share at the individual level.

Coordinating Organizations will set additional expectations for Home Share Providers in order to ensure high-quality service delivery.

Rights and Protection of Participants

A fundamental part of the broader transformation in the Nova Scotia disability services sector is centering the rights of Participants. Home Share Providers are critical to this effort and must work to support Participants in integrating into the community and expressing themselves as they wish.

Home Share Providers are responsible to:

1. Ensure they are knowledgeable of and adhere to organizational policies and procedures to promote the rights of Participants accessing DSP-funded services.
2. Ensure that Participants accessing services are aware of their rights and are supported to exercise their rights, as needed. These rights include:
 - Cultural safety
 - Sexual health
 - Sexual orientation, gender identity and expression of 2SLGBTQIA+ individuals
 - Confidentiality of information and privacy
 - Freedom from abuse, financial or other exploitation, discrimination, retaliation, humiliation, or neglect
 - Access to information to make decisions about services and supports
 - Informed consent (or refusal) and expression of choice regarding the service(s) in which the individual agrees to participate, procedures and/or techniques used by the Provider to support the Participant in the areas of health and personal care, and the release of personal information (in compliance with contract requirements and any other legal requirements)
 - Access to friends, family, and/or support networks
 - Access to self-help and advocacy support services
 - Access to faith-based services/spiritual counsel
 - Investigation and resolution of any alleged infringement of rights the Participant has experienced while accessing Home Share services.

3. Ensure delivery of supports and services using the least restrictive practices.
4. Ensure Participants are able to access healthcare services as needed, when-needed, and support Participants in continuously implementing any relevant healthcare plans.
5. Ensure procedures are followed that promote cultural safety and responsiveness to the cultural identity of the person served, and that these principles are reflected in practice.
6. Follow policies, procedures, and practices that meet privacy requirements and legislation related to privacy, consent, and information sharing.
7. Home Share Providers are required to provide reasonable and timely access to the home and/or participant for family, members of participants' support networks, Home Share Coordinators, and staff from the Nova Scotia Disability Support Program (e.g., Participant's LAC/IPSC).

Home Share Provider Compensation & Respite Entitlement

Home Share Providers are compensated in line with the rates charged to the Participant to engage in Home Share, as illustrated below. Home Share Providers should be aware that the rates below are maximum charges, and do not represent a customary or ordinary charge for the Participant. The actual amounts charged to Participants will reflect their specific needs and desired level of support.

Participant Level	Maximum Compensation	Maximum Compensation (with Medical Needs)	Maximum Compensation (with Behavioural Needs)	Maximum Compensation (with both Medical and Behavioural Needs)
Level A	\$26,000	\$29,900	\$33,800	\$37,700
Level B	\$36,000	\$41,400	\$46,800	\$52,200
Level C	\$52,000	\$59,800	\$67,600	\$75,400
Level D	\$68,000	\$78,200	\$88,400	\$98,600
Level E	Rate of pay based on specific amount charged to Participant			

For Home Share Providers who have a Participant moving in with them, the Home Share Provider will also receive the Participant's Standard Household Rate (less the clothing amount). This covers the cost of a Participant's room & board with the Provider. Where a Participant does not receive the Standard Household Rate, the Home Share Provider and Participant should discuss an appropriate Participant contribution to the Home Share Provider's compensation.

In addition, Home Share Providers have access to a respite entitlement which is held in-trust by the Coordinating Organization. Costs for respite are paid by the Coordinating

Organization only after receiving an invoice, bill, or receipt in line with established procedures. The annual respite entitlement is outlined below.

Participant Level	Respite Entitlement - Base	Respite Entitlement – Medical Needs	Respite Entitlement – Behavioural Needs	Respite Entitlement – Medical and Behavioural Needs
Level A	\$5,200	\$5,980	\$6,760	\$7,540
Level B	\$7,200	\$8,280	\$9,360	\$10,440
Level C	\$10,400	\$11,960	\$13,520	\$15,080
Level D	\$13,600	\$15,640	\$17,680	\$19,720
Level E	20% of Home Share costs			

At no time is respite paid out directly to a Home Share Provider. Unused respite amounts are returned to the Disability Support Program.

Transitions

Home Share Providers are responsible to:

1. Provide reasonable notice (minimum 60 days, except in emergency) when they wish to end a Home Share arrangement with a Participant.
2. Support the Participant in preparing for and adapting to a transition in living arrangements.
3. Seek the advice of the Coordinating Organization on other items they should be mindful of or prepare for during a transition.

Home Atmosphere

Home Share Providers act as both care providers and as members of the Participant's extended family by way of sharing a home.

Home Share Providers are responsible to:

1. Provide an experience akin to that of a natural family for the Participant. This includes:
 - a. Supporting them in going about their daily schedule.
 - b. Sharing meals and family activities.
 - c. Supporting them to connect to resources, attend appointments, and enrol in activities.
 - d. Including them in family traditions and family events.
 - e. Enabling them to develop their own social circle and maintain connections to their natural family (where applicable).

- f. Helping them overcome challenges, develop good habits, and grow as a person.
2. Calibrate the levels of support provided relative to the Participant's desired living arrangement and set-up (e.g., meals are shared versus they prepare their own meals).
3. Open and honest communication, and clarity about expectations, will facilitate what an appropriate home atmosphere looks like for each arrangement.

Personal Outcomes Reporting

The Coordinating Organization is responsible to provide an annual roll-up of Participant outcomes to the Nova Scotia Disability Support Program. Quarterly Personal Outcomes Reports will be required of Home Share Providers in a manner developed by the Coordinating Organization.

To that end, Home Share Providers are responsible to:

1. Prepare quarterly reports for the Coordinating Organization on Participant's goals and achievements, life events, skills development, health care access and visits, quality of life, and engagement in the community, in alignment with available guidance from the Coordinating Organization.²

Community Participation

Home Share as a community living option is rooted in the recognized benefits of persons with disabilities engaging with neighbours, community, friends, and family. Community participation is a cornerstone of Home Share, and Participants should be supported to live the life they want in their local community. Community participation is an essential safeguard for Participants in Home Share.

Home Share Providers are responsible to:

1. Actively support the Participant's community engagement, inclusion, and participation.
2. Encourage the Participant to connect to hobbies, skills development, volunteer, or employment opportunities within the community.
3. Support the Participant to engage in day programming, vocational training, or other disability-related programming opportunities, if desired.

² Participants may opt out of goals and skills development activities by attesting that they prefer not to engage in these processes. Home Share Providers must still report on life events, significant occurrences, and general impressions on the Participant's quality of life and engagement.

4. Include the Participant, as appropriate, in family outings, trips, and visits with others.

Health & Safety

Home Share Providers are in a position of trust with respect to Participants and are expected to safeguard the Participant's well-being. Incidents such as evacuations, emergency responses, accidents, injuries, and illnesses may be distressing and disorienting for Participants. Home Share Providers offer emotional support with empathy and kindness during these times.

Home Share Providers are also responsible for the day-to-day safeguarding of Participants. This includes following guidance from the Coordinating Organization related to medication administration, financial management, and other policies and procedures. It also includes supporting Participants to implement their own plans, such as those developed with their LAC/IPSC or those developed to support the management of Participants' healthcare needs.

Home Share Providers are responsible to:

1. Based on guidance from the Coordinating Organization, complete emergency planning (including reviewing and practicing plans with the Participant) to effectively respond to:
 - House Fires
 - Natural disasters (e.g., floods, severe storms, wildfires, as appropriate to their locale)
 - Medical emergencies
 - Utility failures
 - Pandemics
 - The need to maintain continuity of services
2. Obey any evacuation order or direction in instances of emergency from appropriate authorities. Home Share Providers are expected to actively liaise with the Coordinating Organization during these times to advise of any supports needed and to confirm safety.
3. Maintain current, up-to-date emergency contact information for the Participant and always ensure its accessibility and availability.
4. Follow practices related to safe and effective medication administration, as well as other direction from the Coordinating Organization.
5. Follow procedures and practices outlined by the Coordinating Organization regarding the safeguarding Participants' assets and money.

6. Promote and model healthy relationships through open communication and positive interactions guided by mutual respect and understanding.
7. Support proper physical and mental well-being through assisting Participants to schedule regular check-ups with health care professionals, such as the individual's physician and dentist, optometrist or other healthcare professionals, as needed.
8. Ensure Participants understand the recommendations from their healthcare professionals and how it benefits their health.
9. Administer first-aid in the event of an accident/injury or illness and seek medical advice or attention when required.
10. If required, ensure that Participants have a plan should they feel unsafe, become disoriented, or lose connection with their support person when accessing community. If required, ensure Participants have relevant contact information on-hand.
11. Adhere to requirements outlined in both DSP and Coordinating Organization policy on incidents and critical incidents/serious occurrences.
12. Cooperate with any reviews or investigations launched by the Coordinating Organization, DSP, or other authorities regarding the quality of care provided.
13. Home Share Providers are expected to comply with direction from their Coordinating Organization, DSP, or appropriate authorities (e.g., police, Adult Protection) in the event an allegation of abuse or neglect has been made.
14. Home Share Providers' physical home must undergo a Home Safety Review as prescribed in the *Home Study Toolkit*. Additional details are available in [Appendix G: Physical Home Standards](#).
15. Maintain appropriate insurance, for both their home and/or rental as well as vehicles (as appropriate). As per the *Home Study Toolkit*, Home Share Providers are required to notify their home insurance provider of the change in the use of their home for the purposes of providing Home Share.
 - a. Additional and/or other types of insurance may be required by the Coordinating Organization and/or DSP.

Incident Reporting

The Home Share Provider is responsible to follow the guidance of the Coordinating Organization with respect to incident reporting.

Refer to [Appendix E: Incident Reporting](#) for additional detail.

APPENDIX A: Glossary

Coordinating Organization: A Service Provider organization which facilitates the connection between the Participant and the Home Share Provider. The Coordinating Organization also holds providers accountable for services delivered and supports the Participant in achieving their goals.

Department: The Disability Support Program under the umbrella of the Department of Opportunities and Social Development.

DSP: The Nova Scotia Disability Support Program under the umbrella of the Department of Opportunities and Social Development.

Individualized Funding (IF): Formal DSP funding to assist with a Participant's disability-related support needs, which is provided directly to the Participant or to a person/organization of their choosing who will partly or wholly manage the funding for the Participant.

Home Share Provider: A person providing supports to a Participant in the context of a Home Share relationship, for which they are remunerated.

Home Study: A Home Study is the main tool used to assess the appropriateness of a home and family to participate in the Home Share Program. The study is conducted by a Coordinating Organization to ensure the prospective Home Share Provider has the attitude, abilities, and physical accommodation to support a Participant. The study also analyzes family dynamics, motivation, and skills.

Participant: A person with a disability receiving supports from the Nova Scotia Disability Support Program.

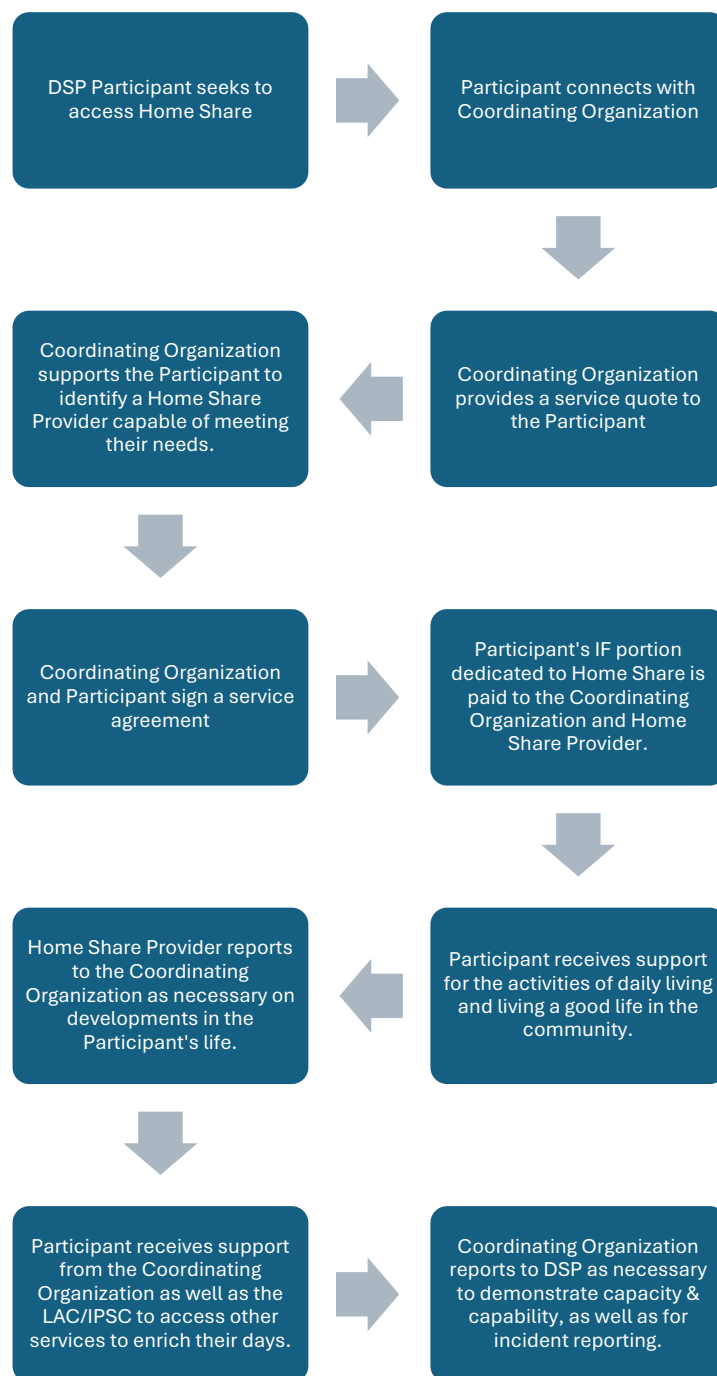
Critical Incidents: See 'Serious Occurrences'.

Serious Occurrences: A serious occurrence includes:

- Participant death
- Serious accident/injury: requires medical attention beyond medical treatment and immediate release from a doctor, clinic, or hospital
- Fire or any occurrence that results in the need for Participant relocation
- Suicide attempts excluding those which are addressed in individual plans or planning and supported by appropriate health professionals

- Missing person where Home Share Provider and/or Coordinating Organization has contacted the police, unless otherwise directed (refer to individual plans or planning)
- Incidents that prompt police response, emergency services, and/or significant public attention.

APPENDIX B: Simplified Service Model – Nova Scotia Home Share Service



APPENDIX C: Service Agreements

As part of offering Home Share, Coordinating Organizations will be required to sign a Service Agreement with the Department of Opportunities and Social Development. This Service Agreement will outline requirements supplementary to the Program Description.

While the terms of the Service Agreement will prevail in any conflict between the *Program Description* and the Service Agreement, the list below provides an overview of expected responsibilities per the Service Agreement.

These responsibilities will include:

Support the Vitality of the Program

- Promote the Home Share Program and service to potential Home Share Providers, participants, community organizations, and others as appropriate.
- Develop and execute continuous Home Share Provider recruitment campaigns.
- Engage in continuous intake, recruitment, and screening to ensure a healthy pool of Home Share Providers.
- Recruit and onboard Home Share Providers to ensure a range of participant choice and the availability of Home Share Provider options throughout service regions.
- Administer Home Studies in a consistent and standardized manner to ensure Home Share Provider suitability.
- Implement and continuously enact measures to retain Providers to ensure service availability for participants.

Ensure the Program can be delivered effectively

- Ensure efficient and effective delivery of Home Share.
- Provide adequate and appropriate training for new Home Share Providers, including on DSP's core competencies, and support their ongoing professional development.
- Ensure training for participant-specific needs is provided to Providers as required.
- Develop service agreements with individual Home Share Providers, including requirements on outcomes, standards, service requirements, reporting, privacy protection, and dispute resolution.
- Communicate and form relationships with community agencies and organizations to improve access and mitigate barriers to services for people with disabilities and their support networks.
- Establish compatible and durable matches between Home Share Providers and participants, ensuring long-term placement stability and an enriching home life for the participant.

Administer the Program in a Professional Manner

- Develop standards and policies for Home Share program administration.
- Recruit staff with the skill levels and competencies required to support program administration and ensure effective training of staff.
- Maintain a 24 hour on-call response service that is available to participants in case of emergency.
- Be able to support connections to Home Share Provider Respite.
 - This includes a staffed capacity to provide emergency respite in crises.
- Monitor Home Share arrangements to ensure effective support, and to identify and mitigate any risks to Providers and participants.
- Align services with the Department of Opportunities and Social Development's (OSD) program standards and policies (e.g., Home Share Program Description).
- Participate in any relevant evaluation of Home Share and its components undertaken by OSD.
- Facilitate and arrange opportunities for Home Share Providers and participants to engage socially, supporting the development of networks and communities, as well as peers who can provide support to one another.
- Observe records management best practices as outlined in the service agreement with the Disability Support Program.

The following table outlines the general roles and responsibilities of the Department of Opportunities and Social Development (OSD)/Disability Support Program (the Department), the Coordinating Organization, and the Home Share Provider (the Provider).

Department	Coordinating Organization	Home Share Providers
<ul style="list-style-type: none"> ■ Develop and administer with the agreement management team the service agreement between OSD and the Coordinating Organization. 	<ul style="list-style-type: none"> ■ Comply with all requirements of the service agreement with OSD including operational and financial reporting. 	<ul style="list-style-type: none"> ■ Sign and adhere to the terms of the agreement with the Coordinating Organization.
<ul style="list-style-type: none"> ■ Ensure Coordinating Organizations remain in compliance with agreements and obligations. 	<ul style="list-style-type: none"> ■ Comply with the 'Expectations for the Coordination of Home Share' enshrined in this document. 	<ul style="list-style-type: none"> ■ Comply with the 'Expectations for Home Share' enshrined within this document.
<ul style="list-style-type: none"> ■ Provide funding supports in compliance with service agreements. 	<ul style="list-style-type: none"> ■ Ensure Home Share Provider compliance with the 'Expectations for Home 	<ul style="list-style-type: none"> ■ Adhere to their agreement with the Participant, including

Department	Coordinating Organization	Home Share Providers
<ul style="list-style-type: none"> ■ Provide templates and supports to Participants and Home Share Providers to ensure relative uniformity among service agreements. 	<p>Share' enshrined within this document.</p> <ul style="list-style-type: none"> ■ Develop service agreements with individual Home Share Providers, including requirements on outcomes, standards, service requirements, reporting, privacy protection, and dispute resolution. ■ Develop templates for agreements between Participants and Home Share Providers. 	<p>the types of disability-related supports which will be provided.</p>

APPENDIX D: Privacy

While specific requirements for privacy are outlined in Coordinating Organizations' service agreement, this Appendix is provided for supplementary information and context.

Coordinating Organizations and Home Share Providers must protect the privacy and confidentiality of all information, including personal information, obtained due to participation in, or exploration of, the Home Share Program. Breaches of privacy or confidentiality must be reported immediately.

Overview

All information (including personal information as defined in the Nova Scotia *Freedom of Information and Protection of Privacy Act*), data, documents, records, and materials acquired by, or to which access has been given to, a Coordinating Organization or a Home Share Provider by or from the Department as part of the Home Share Program shall be treated as confidential.

Coordinating Organizations will maintain standards and procedures for safeguarding the privacy and confidentiality of all such information, including personal information. For this purpose, "personal information" has the same meaning as in the *Freedom of Information and Protection of Privacy Act*. If applicable, Coordinating Organizations will ensure that electronic surveillance of individuals complies with applicable Canadian and Nova Scotia laws, and will notify the Department before implementing as part of a Participant's safety plan.

Coordinating Organizations will ensure that Home Share Providers follow privacy and confidentiality standards and procedures and include this requirement in all agreements with Home Share Providers. Coordinating Organizations and Home Share Providers agree to immediately notify the Department upon becoming aware of a breach or suspected breach of privacy and/or confidentiality, in accordance with the current privacy breach reporting guidelines of the Province of Nova Scotia. A breach includes any unauthorized access, collection, use, disclosure, or disposal of information, including personal information, that the Coordinating Organization or Home Share Provider is required to keep confidential per any Disability Support Program or Home Share Program policy or agreement and/or applicable laws.

Coordinating Organizations will ensure that consent to share personal information is informed, documented, time limited, and specific about what information is to be shared and to whom. Informed consent is gathered in a way that is meaningful to the Participant.

Personal and other information provided by a Coordinating Organization or Home Share Provider to the Department related to Participants receiving Home Share Program services provided by them will be collected, used, disclosed, and retained by the Department and the Province of Nova Scotia in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act*.

Coordinating Organizations must ensure they follow any relevant law or regulation applicable to the use of personal information, including the *Personal Information and Protection of Electronic Documents Act* (Canada) (PIPEDA). PIPEDA will apply to any activity that qualifies as a ‘commercial activity’, regardless of the legal status of the Coordinating Organization. This requirement may also include the *Personal Health Information Act* (Nova Scotia) (PHIA) as regards the collection and use of Participants’ personal health information or the delivery or facilitation of healthcare services.

The Coordinating Organization is expected to:

1. Maintain standards and procedures for safeguarding the privacy and confidentiality of all information, including personal information.
2. Ensure that Home Share Providers are aware of, and adhere to, all privacy and confidentiality standards, procedures, and reporting requirements, and include such requirements in all Home Share Provider service agreements.
3. Immediately notify the Department of any breach or suspected breach of privacy or confidentiality.
4. Ensure that consent to share personal information is informed, documented, time limited, and specific.
5. Follow all applicable laws and regulations (e.g., PIPEDA, PHIA) that may apply with respect to the management of personal information.

APPENDIX E: Incident Reporting

While specific requirements for incident reporting will be encoded in Coordinating Organizations' service agreements, this Appendix is provided for supplemental information.

The Coordinating Organization is responsible for receiving incident reports and addressing any follow-ups required on its part. [Critical incidents or serious occurrences](#) must be reported to DSP according to timelines and processes determined by DSP using *DSP Form 414: Notification of Incident*. There should be clear links between the incident reporting process and the organization's continuous improvement activities.

The Coordinating Organization is responsible for receiving notifications related to incidents and critical incidents. The Coordinating Organization is the entity responsible for investigating, supporting the resolution of, debriefing, and reporting to DSP on incidents and critical incidents as required.

Incident reporting will generally not carry beyond the Coordinating Organization as the service delivery partner for DSP; however, critical incident reporting to DSP will be required as with other DSP-funded services.

The Coordinating Organization should establish an internal process for reviewing and dispositioning incident reports, and this process should align and connect with the Coordinating Organization's broader approach to continuous improvement and quality assurance.

The Coordinating Organization is expected to:

1. Ensure that Home Share Providers and any sub-contractors comply with the reporting responsibilities as required by DSP, including required follow-up activities and tracking of non-reportable incidents.
2. Establish a written policy for incident and critical incident reporting (that aligns with available DSP guidance and the terms of service agreements), which outlines reporting procedures and approaches for responding to incidents of all types, including:
 - a. Forms for reporting.
 - b. Who is notifiable in case of an incident, based on severity.
 - c. How incidents and critical incidents are defined, investigated, resolved, and reported, including a debrief with the Participant and Home Share Provider.

- d. How incident and critical incident reports are considered within its process for quality assurance and continuous improvement.
- 3. Ensure that critical incident/serious occurrence reports are submitted to DSP within required timelines, that support and follow-up activities are offered to Participants and Home Share Providers, and that DSP is updated accordingly.
- 4. Establish timelines for responding to incidents and critical incidents, which align with DSP requirements, guidance, and the terms of service agreements.
- 5. Ensure that records relating to incidents and critical incidents are retained.
- 6. Conduct an annual written analysis of all reported incidents to analyze potential causes and trends, needed actions for improvement, and the remediation strategies they will enact in response.

APPENDIX F: Home Share in a Participant's Home

Nova Scotia's Home Share model permits Participants to move in with Home Share Providers as well as for Home Share Providers to move in with Participants.

Coordinating Organizations, Participants, and Home Share Providers should be aware that models where a Home Share Provider moves in with a Participant tend to be an uncommon and specialized model of support (for instance, in another Canadian province, fewer than 1% of all Home Shares take the form of this model). In many cases, Participants will have higher levels of functional ability and as a result require fewer supports in certain areas, but may require higher levels of supports in other areas.

While almost all requirements in this *Program Description* will continue to apply, there are some notable exceptions or variations. As indicated in the *Expectations for the Coordination of Home Share*, these include

- Completing a Home Safety Checklist on the Participant's home when a match is found to ensure the home meets minimum standards for fire safety and emergency kits, clear entry/exit routes and insurance.
- Participants and Home Share Providers will need to come to their own arrangement for room & board (in most cases, it is expected that room & board will be provided for the Home Share Provider) as well as other expenses (e.g., television, specialty foods, internet, etc.).

When reviewing an arrangement where a Home Share Provider proposed to move in with a Participant, Coordinating Organizations should ensure that Participants are aware of the potential impacts on their Basics funding (e.g., Standard Household Rate) if they require a contribution to ownership costs, subject to DSP Policy. The flow of payments, or the expenses payments or contributions are intended to cover, may or may not impact Participants' Basics funding.

As indicated in the *Home Study Toolkit*, Coordinating Organizations should be careful to evaluate the motivation for interest where a Home Share Provider seeks to move in with a Participant. Home Share is not a model intended to help people upgrade their own housing situation by virtue of providing support.

APPENDIX G: Physical Home Standards

As part of the overall review of a home or living setting, Home Share Providers (or Participants, if cohabitating in the Participant's home) are required to observe the following requirements. These requirements are reviewed annually as part of the Coordinating Organizations' monitoring visits to the home.

Bedrooms

1. A separate bedroom for each Participant as well as the Home Share Provider.
2. Egress windows in all bedroom that meet code requirements.
3. Bedrooms are finished, furnished (unless the individual moving in is providing their own furniture), and well-maintained.

Household Safety and Quality

4. Garbage is contained in an appropriate receptacle.
5. Pools are fenced and locked, in accordance with municipal requirements.
6. Stairways, exits, and entrances provide a clear path for escape during a fire.
7. House numbers must be visible from the street.
8. Furnace and heating equipment is serviced annually by a licensed professional.
9. Emergency phone numbers are posted.
10. Halls and rooms are free of excess clutter.
11. Exterior of home and roof is in good repair.
12. Interior of home is well-maintained, with windows and walls sealed properly against leaks.
13. Furnishings, mattresses, and linens are adequate and in good repair.
14. Supply of heat to all rooms is adequate.
15. Bedroom doors do not contain external locks.

Fire Safety

16. No smoking occurs in bedrooms. Smoking areas are identified, as applicable.
17. Smoke detectors are available on every level and placed throughout the home in a manner that complies with the Nova Scotia *Fire Safety Regulations*.
18. Fire evacuation plan is developed and exercised at least annually.
19. Fire extinguishers meeting applicable standards are available in kitchen and furnace room.
20. Flammable, combustible, and toxic substances or products are properly stored.
21. Extension cords used only for the short-term.

22. Household goods which pose a fire risk (e.g., candles, electrical blankets) are carefully monitored.

Weapons

23. Weapons in the home are identified and stored appropriately and according to law.

Medication, Supplies, and Records

24. Fire aid supplies are readily available.
25. Medications are locked or otherwise stored appropriately.
26. Pharmacist has been consulted for all medications.
27. Participant records are stored appropriately.

Pets

28. Pets do not have a history of aggression or biting.

APPENDIX H: One Pager



Home Share Info Sheet

Home Share is a community-based living option where a DSP participant shares a home with someone who provides ongoing support.

Participant



Participants choose Home Share and work with their Service Providers to create a comfortable and respectful living environment that meets their preferences and goals.

Home Share Provider



Providers live with participants in a home environment. They provide guidance, opportunities to participate in activities, and support for the participant's disability-related needs.

Coordinating Organizations



Coordinating Organizations oversee home share and provide individualized funding management services.

LAC/IPSC



LACs/IPSCs help the participant with support planning, navigating supports, and can help address issues with Home Share as needed.

Home Share Coordinators

Work for Coordinating Organizations



Coordinators approve Home Share Providers, monitor the home, and are available to the participant and provider to ensure arrangement is working well.

If you have any questions or comments, please reach out to Kim.Landry@novascotia.ca

