

# Human Rights Remedy Update

*Shared Services*

February 2024



# Shared Services | Background & Recap

- There is a gap in living arrangement options for Nova Scotians with disabilities. Currently, individuals with severe physical disabilities who are **not age-appropriate to be supported in a LTC** facility and whose primary needs are medical and nursing supports may be living in LTC facilities.
- The Nova Scotia government and the Remedy has acknowledged that LTC is not an appropriate option for this population.
- Shared Services is a combination of the Independent Living Support and Home Care Programs. It is intended to support individuals who traditionally do not meet the criteria for DSP because of their health needs, but who may not be appropriately supported in a Long-Term Care facility due to their age.
- The goal is that with a combination of supports from these two departments, people living with physical disabilities can do so in a community of their choosing.
- The end goal is to increase independence, inclusion and participant choice.

ACCESSIBILITY

## Disability rights activist Vicky Levack to move into new home this month

BY JENNIFER HENDERSON    NOVEMBER 3, 2022



Vicky Levack (left) and Kariellen Graham, members of the Disability Rights Coalition. Photo: Jennifer Henderson

Vicky Levack will move to an apartment later this month after living in a nursing home for 10 years. Levack, 31, a writer and activist who has cerebral palsy, has been a strong advocate for the inclusion of people with disabilities.

Although Levack needs someone to provide 24/7 assistance, she is not unwell and has fought hard to convince the government she and many other young adults should be moved out of institutions.

"It's basically like a tiny hospital," Levack said about Arborstone Enhanced Care. "I didn't fit the rules and I won't be going back to visit. Moving to an apartment on the

PRICED OUT  
Addressing the Housing Crisis

In 2022, the Shared Services pilot transitioned 4 participants from LTC into community using the combined supports of DSP, SLTC, and a Service Provider.

# Shared Services | Alignment with The Remedy

## How does this align with the Remedy?

***Shared Services is one of the first initiatives to be operationalized from the Remedy, which has targets that require us to support people to move out of LTC facilities immediately.***

Shared Services is aligned with the following remedy principles:

1. More choice for participants
2. Increased services and supports in community
3. Investment in communities



## How does this align with the future state of DSP?

In the future, Shared Services will be integrated into Individualized Funding and the Intensive Planning and Support Coordinator (IPSC) role will have a larger role in supporting these individuals.

# Shared Services | Similarities & Differences

Shared Services is more similar than different from other DSP programs like ILS. The key difference is the collaboration with the Nova Scotia Health (NSH), which supports the nursing needs of Shared Services participants.

## How is Shared Services the same as other programs?

- 1. Conducting assessments:** Care Coordinators will use existing assessment tools.
- 2. Community transitions:** Care Coordinators will continue to support individuals to live in community.
- 3. Working with Service Providers:** Care Coordinators will continue to work with Service Providers to support individuals. Many will be current ILS service providers, and some new Service Providers may be interested in supporting these individuals.

## How is it different?

- 1. Joint assessments:** With DSP & NSH Care Coordinators
- 2. Collaborative support:** DSP and NSH CCs will work together to provide ongoing support of Shared Services participants.
- 3. No Program Policy:** Shared Services is an expansion of a pilot that transitioned four individuals into community, so there is no policy currently in place. Eventually the Shared Services program will be part of the overall Individualized Funding service in DSP.

# Shared Services | Journey

## ASSESSMENT

CCs assess the participant, then send the joint assessment results to DSP and Service Providers for review.

## CONNECT

Upon being advised of their acceptance to the program, participants are then connected with their chosen Service Provider.

## EQUIPMENT & FACILITY

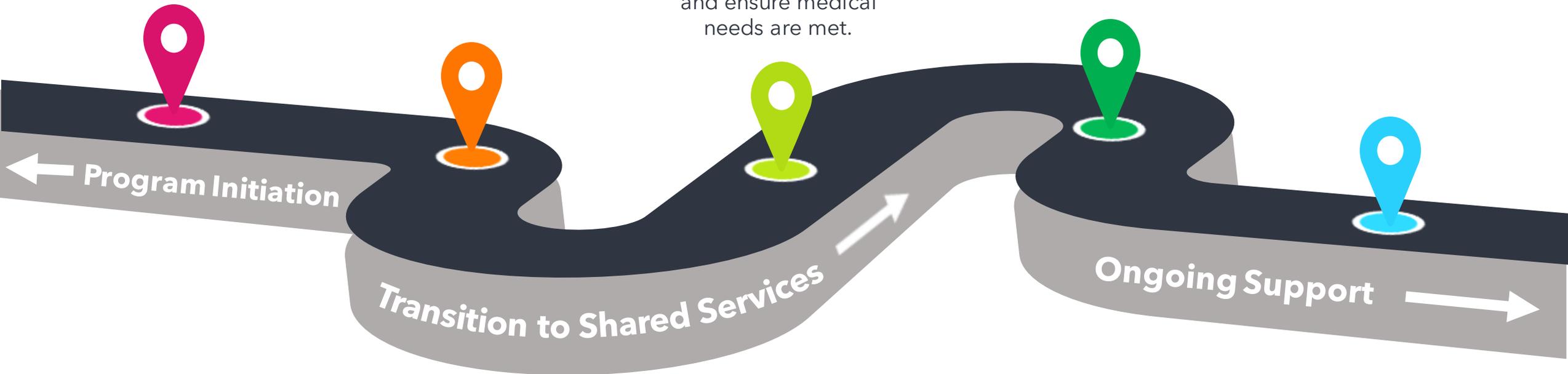
Liaise with necessary providers (e.g. red cross) and participant's Health Care Providers to coordinate equipment and ensure medical needs are met.

## MOVE OUT/IN

Facilitate move out of the LTC into the new home while ensuring the needs of the participant are met during the move.

## ONGOING

Provide ongoing services and support to the participant, similar to case management for ILS (DSP CCs).



# The Role of the Care Coordinator in Shared Services

## ASSESSMENT

- Use the candidate contact information to schedule an in-person assessment with your NSH CC
- Conduct joint assessment by collaborating with each other to ensure the information collected is comprehensive but not repetitive
- Upload assessment notes to ICM
- Collaboratively determine if the candidate's needs can be met by the Shared Services program

## CONNECT

- Provide Service Providers (SPs) with referral packages so they can make informed decisions regarding their ability to meet the participants' needs
- Relay SP options to candidates and support candidates in selecting a provider based on their preference
- Notify the appropriate SP when the candidate has decided on their preferred SP

## TRANSITION PLANNING

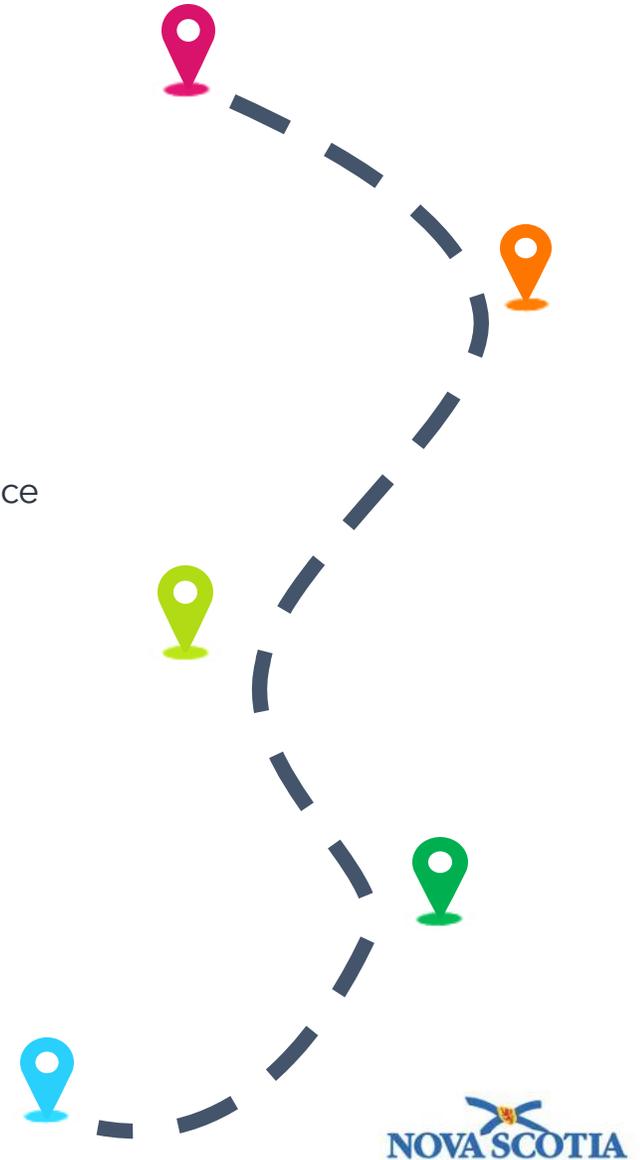
- Coordinate medical and equipment needs with facility to ensure the participant's needs are met during the transition

## MOVE OUT/IN

- Liaise with the Service Provider to ensure the medical, disability and support needs are being addressed during the transition

## ONGOING

- 6-month check-ins with the Service Provider
- Scheduled and as-needed check-ins with the participants



## Progress so far...

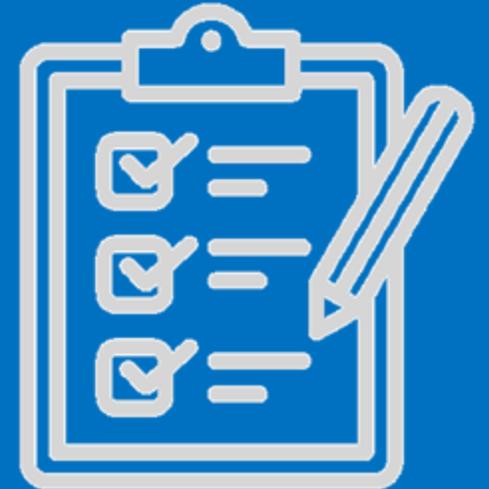
- ✓ Care Coordinators have been assigned for the first 18 interested individuals
- ✓ 6 assessments complete
- 12 additional assessments will be completed in the coming weeks

## What's Next?

- Additional Resources for DSP and NSH are being secured, specifically to support Shared Services
- We will be to learn from this next phase of the project to further improve the process and allocate additional supports accordingly
- As the future state of DSP is being designed, consideration will be given to how Shared Services will transition to part of Individualized Funding

## Questions?

- Please reach out to Nancy Neil at [nancy.neil@novascotia.ca](mailto:nancy.neil@novascotia.ca)



# Q & A Period

# Appendix

# Shared Services | Eligibility Criteria

## Eligibility Criteria for Shared Services

- 19-65 years old
- Currently living in LTC or waiting in community or hospital for admission to LTC due to physical and nursing support needs (*DSP participants that are living in or waiting for DSP placements may also be considered*)
- Able to live in community with the Shared Services support which is determined by the candidates' scores on cognitive status and functional status. This is a CPS 0-2 and ADL 3-5 as per the RAI-HC assessment tool, and the following
  - Equipment needs can be met in community - *there will be supports through Shared Services for equipment funding*
  - Chronically and medically stable condition with stable care requirements
  - Capacity to make decisions for support services

# Shared Services Care Coordinator Tips for Joint Assessments



Shared Services supports individuals with disabilities who are living in Long-term care (LTC) or waiting in community or hospital for admission to LTC to be supported to live in their community of choice. This could mean, for example, sharing an apartment with a roommate or living on their own near other participants in the program.

Shared Services requires both Disability Support Program (DSP) Care Coordinators (CC) and Nova Scotia Health (NSH) Care Coordinators (CC) to conduct assessments to determine the supports candidates need and if community living is a viable option for them.

## Eligibility Criteria for Shared Services Participants

- 19 to 65 years old;
- Currently living in LTC or waiting in community or hospital for admission to LTC due to physical and nursing support needs;
- Able to live in community with the Shared Services support, which is determined by candidates' scores on cognitive status and functional status. This is a CPS 0-2 and ADL 3-5 as per the RAI Assessment Tool and the following:
  - Equipment needs can be met in community - *there will be supports through Shared Services for equipment funding*
  - Chronically and medically stable condition with stable care requirements
  - Capacity to make decisions for support services

## Tips for Joint Assessments

- Use the candidate contact information provided by your supervisor to schedule an in-person assessment
- Conduct joint assessment by collaborating with each other to ensure the information collected is comprehensive but not repetitive.
  - Considering the NSH and DSP assessments have many similarities, CCs may choose one CC to lead while the other fills in the relevant sections on their own assessments as the candidate is sharing information related to the associated section
- In addition to the assessment questions, ensure this information is collected:
  - NSH and DSP CC collects/confirms informed consent from the candidate (*use current/general consent forms*)
  - Confirm timelines and location from the candidate's Indication of Interest
  - Ask the candidate about living preferences (i.e., are you open to living with roommates?)
- Conduct the joint assessment with the candidate
- Upload assessment notes to ICM/CCM (DSP CC) / SEAscape (NSH CC)
- Collaboratively discuss if the candidate's needs may be met by Shared Services



Joint assessments are an opportunity to take a person-centered approach. Consider creating a collaboration plan ahead of the assessment to provide a better client experience.

# Shared Services Potential Questions from Candidates



## What will happen after this assessment?

After this assessment is complete, it will be reviewed by DCS to ensure that general eligibility criteria are met. Upon review, you will be contacted by your Care Coordinator to inform if you can be supported by the Shared Services program. You will then be provided with a list of service providers in your chosen community. After you select which service provider you would like to work with, they will support you with the transition to community and ongoing support.

## If I cannot be supported at this time, will there be other opportunities to participate?

The Shared Services program will support individuals living with disabilities to have the choice to live in community rather than long term care by March 2026. The government is currently in the first phase of this goal. As we move into the next phases, support capacity may change leading to an expansion of the eligibility criteria. You will be provided with the opportunity to let us know if you would like your information to be kept for consideration in future phases.

## If I am eligible, when will I be moving?

The assessments that are occurring now are to identify individuals who will participate in the first phase of the Shared Services program. The goal is for these individuals to move into community by spring/summer 2024. This may be affected by the availability of supports and housing options.

## Will I be living with other people? Do I get to choose who I live with?

In most cases, you will be living with at least one other individual. This is to ensure that all support needs can be met by support providers. There will be opportunities to meet possible roommates and determine if they are compatible before moving into a residence. There may be an opportunity to live on your own if there are other participants living close by with whom services can be shared.

## How will my support needs be met?

Shared Services participants will receive funding from Seniors and Long-Term Care (SLTC) for home support and a SLTC service provider will support nursing needs. The Department of Community Services (DCS) will fund housing as well as basic and special needs. The DCS-approved service provider you choose will hire and schedule home care services and provide ongoing oversight to ensure your support needs are met. Financial contributions are dependent on income, as aligned with DSP policy.

## What if I decide that Shared Services is not a good fit for me?

Participation in Shared Services is your choice. You can decide to not participate in the program at any point. If you are moving from LTC facility to a residence in community, your room in the LTC facility will be held for 30 days. If you decide Shared Services is not for you within this timeframe, you will be supported to move back to your prior residence. After 30 days, if you wish to return to LTC, you will need to re-apply. This may mean having to wait for an admission and moving to a LTC facility that may not be your first choice until your chosen location is available. Service providers and Care Coordinators will support and assist you with this process.