

# FAQ – Service Provider Staff *May 2024*

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## Remedy Overview

- The *Human Rights Remedy* is a 5-year, legally binding requirement to end the systemic discrimination people with disabilities experience in realizing their right to live in community. The Remedy requires the province to report publicly on its progress.
- As part of the Remedy, Nova Scotia must close all residential settings of more than four beds over a five-year period. This will involve supporting individuals to transition to smaller, more independent living arrangements.
- The province of Nova Scotia is committed to working with participants, families, service providers and their staff to make this happen in a way that improves quality of life and the range of choices for persons with disabilities.

## How will the closure strategy and community transitions impact my job?

- Any residential setting you work in with more than four beds will close or decrease the number of beds to four, over five years.
- This does not mean the end of the organization you work for, or your job. We are required to close institutional settings not the organization you work for.
- Your employer currently offers non-institution-based support models such as Independent Living Supports (ILS) and Small Option Homes that align with the Remedy.
- As the Remedy is implemented and participants transition to community, where and how you support participants may change, but the need for your support will continue. There will be new, exciting and expanded job opportunities within the sector. Facility based planning and engagement with participants will begin in Fall 2024 once the Regional Hubs and new specialized support roles are in place.
- The participants you support may have questions about what is happening and the changes to come. We recognize this is a big change for everyone, so it will be important to be patient and encouraging. Resources will be available to support you and participants through this change.
- Community transitions currently in progress will continue.

## How will my employer be supported?

- Financial Support - New funding models are being developed to provide Service Providers with financial predictability and stability as admissions cease and occupancy decreases, as well as assistance with moving to a community-based support model. A Service Development Transition Fund will also be available to service providers to realize changes in culture, capability and infrastructure.
- Closure and Transition Guidebooks - Reference materials for key partners including participants and families, service providers and other stakeholders.

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- Dedicated Regional Closure Team - Comprised of Regional Closure Specialist, Community Living Facilitator, Individual Planning and Support Coordinators, and others to aid in participant transition planning and the administrative side of facility closures.
- Workforce Strategy – To be released in June 2024, will address training recruitment, retention and career advancement pathways.

## How will people to find housing?

- We recognize the current housing challenges in Nova Scotia. Coordinated efforts by government and partners are underway to expand housing options for persons with disabilities.
- The Remedy gives people more options and control over where and with whom they live. Whether urban or rural, the Remedy has the necessary elements to support individuals to build a life where they choose, including:
  - Enhancing planning support delivered by Intensive Planning Support Coordinators (IPSC) and Local Area Coordinators (LAC) who are anchored in, and knowledgeable about, their local communities, and can help find and create housing options.
  - Removing the traditional “menu” approach that has forced individuals to select from pre-determined housing options (e.g. Small Option Home, Group Home, RCF, etc.) so individuals will be able to access more “typical” housing arrangements.
  - Revisiting restrictive regulations and building code requirements that have traditionally limited access to houses that aren’t specifically designed around disability support.
  - Introducing approaches like home sharing that have worked well elsewhere.
  - Providing Individualized Funding (IF), which gives people more choice and control in their lives by assigning funding to the individual rather than to a bed or a service provider.

## What if some people don’t want to leave the institution?

- Even positive changes can be scary. A thoughtful, intentional, and well-resourced planning process will help lessen the anxiety about change and moving. An Intense Planning and Support Coordinator (IPSC) will work with each person to develop a unique plan that works for them. Each IPSC will provide support to approximately 20 people, allowing for meaningful and impactful relationship-building.
- This may feel overwhelming. Some people have lived in the same place for decades. It may be all they know. It may be what their family was told was best. By law, institutions in Nova Scotia must be closed in the next 5 years. People have the right to choose where and with whom they live. And how they want to spend their days and evenings.

## What measures and safeguards will be in place in community to monitor safety and prevent abuse?

- Safety for individuals, families, and communities is a priority. Decades of research and experience have shown that it is connections and relationships that keep people safe.

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- Enhanced staffing ratios will better enable LACs and ISPCs to proactively monitor and ensure safety standards and protocols are being followed. Clear accountability processes and more flexible responses increase safety.
- Development a safeguarding framework is underway. Key safeguards will include a shared understanding of roles and responsibilities for all parties and clear accountability measures. Additionally, through enhanced planning, there will be more capacity for oversight and ongoing engagement. This could include site visits, check-ins, accessibility modifications, etc.