Community Respite Services

Project Scoping Materials

1. Remedy Review

2. Project Objectives

3. Project Approach

4. Deliverables and Resources

5. Risks

The following will frame the proposed **Community Respite Services** for DSP Leadership, overviewing key objectives and project outcomes.

The project team is looking for **initial feedback from DSP for launching this project and any additional considerations** that should be taken into account.

? What does the Remedy Technical Report say about 'Community Respite Services'?

Reference in the Remedy	Page
2.8 Emergency employee cover (likely contracted out)	128
In addition, each region should contract in advance with community providers for both emergency staffing and temporary emergency residential provision if required while more permanent solutions are developed or the crisis resolves.	48
Emergency staffing system to respond to individuals whose regular staff are unable to work on short notice due to illness or other reasons. Could be a contracted home care agency.	59

Project Objectives | Community Respite Services

- **Define requirements** for program that provides emergency respite service for individuals who require an alternate community respite location or on-call access to respite workers in their homes or another community setting

- **Consult with sector** to co-design the service using person-centered design principles and determine implementation options that would include regionally or provincially contracted organization(s)

- **Support implementation** including required communications, change management, privacy, technology and agreement mechanisms

- **Align with** DSP's approach to *Crisis Prevention and Community Responses* by incorporating services into individualized prevention and response palns

Project Approach | Community Respite Services

Based on the Remedy requirements, the approach of this project is to:

1. **Research and engagements:** Gather feedback on options for similar types of services that have been successfully deployed in other jurisdictions. Complete inclusive engagements with sector (individuals, families, providers, advocacy, etc.) to determine what a service could look like in Nova Scotia

2. **Test and validate:** Gather feedback on concepts identified during research and engagements, test with sector (advocates, providers, first-voice, etc.). This would include ensuring alignment with DSP's new approach to *Crisis Prevention and Community Responses* being implemented through new regional hub roles.

3. **Define service requirements:** Design the framework for the service and determine the detailed service requirements that organizations delivering the program would be required to adhere to. This would include a decision as to whether the physical location and on-call worker components should be combined or separate services.

4. **Determine selection process:** Work with sector, DSP program team and potentially SNS procurement to determine options for identifying or procuring organizations who would deliver the service (i.e. RFP, application process, open entry strategic source list), and execute the approved selection process

5. **Support implementation:** Provide support to transition the service(s) into operations. This will include required activities related to training, change management, technology changes, privacy and consent requirements, agreement/contracting requirements, ongoing reporting and pathways between DCS and service provider (s)

Deliverables and Team | Community Respite Services

Deliverables/Milestone
Research Plan and Finding
Engagement Plan and Insights
Service Requirements
Application/Procurement Documentation
Implementation Plan

Team Member	Role
Vicki Black	DSP Director
Andrea Denton	EPDU PM

A detailed schedule and milestones for deliverables will be developed during the project initiation phase.

Risk | Community Respite Services

Risk: Lack of physical locations to accommodate the service.

Mitigation Strategy #1: Provide funding so that interested organizations can lease or purchase required space.

Mitigation Strategy #2: Investigate opportunities to hold space in certain home sharing placements.

Mitigation Strategy #3: Work with partners in DMAH/Public Housing Agency to repurpose current provincial assets.

Risk: Lack of interest from sector during application or procurement process.

Mitigation Strategy #1: Proactively communicate the opportunity with the sector before soliciting proposals to build interest for the service.

Mitigation Strategy #2: Encourage organizations to access the Service Development Transition Fund if support is required to implement service.

Mitigation Strategy #3: Start in communities or regions where the is provider capacity and develop an approach to build provincial coverage over time.