**Developmental Service (DS) Compliance Inspections: Indicator List**

**For ADULT DEVELOPMENTAL SERVICES**

Ontario Regulation 299/10 – Quality Assurance Measures and Policy Directives for Service Agencies made under *the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Prepared for: Developmental Service (DS) Agencies

Date Updated: March 2016

| Policies and Procedures | **Intent** | **Risk Rating** | **Indicator**  **Policies and** | **Observed Non-Compliance** | **Required for Compliance** |
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| 63. Host Family, Minimum Screening Process Requirements, Key Considerations; family’s willingness and motivation  Written policies and procedures on the key considerations that service agencies must take into account when screening potential host families include the family's willingness and motivation to accept the individual as part of their family as well as willingness to foster and respect the individual’s independence, dignity, self-determination, social inclusion and community participation.  Policy Directives for Service Agencies regarding the Host Family Program 1.1 | The intent is to ensure the service agency’s screening process includes certain criteria that may be helpful in reviewing applications from potential host families and determining whether they would make suitable host families. Agencies may consider a variety of factors but the criteria outlined in the policy directives must be considered at a minimum.  This includes the family’s motivation to become a host family and their willingness to provide a long-term continuous living arrangement and care for an adult with developmental disabilities.  Host families cannot be a family member. Host Families can be person or families who are interested in and able to commit to a long-term Host Family arrangement with an adult with a developmental disability. The service agency may consider including the following in their written policies and procedures that outline the Host Family selection process including screening, and decision making criteria and processes | LOW | Agency written policies and procedures on the screening criteria for potential host families includes the family’s willingness and motivation to accept the individual as part of their family as well as willingness to foster and respect the individual’s independence, dignity, self-determination, social inclusion and community participation. | Host Family screening process policies and procedures do not include the family's willingness and motivation to accept the individual as part of their family as willingness to foster and respect the individual’s independence, dignity, self-determination, social inclusion and community participation. | Final/approved & dated policies and procedures. |
| 64. Host Family, Minimum Screening Process Requirements, Key Considerations; physical, mental and emotional capabilities.  Service agency’s written policies and procedures on the key considerations that service agencies must take into account when screening potential host families include the physical, mental, social and emotional capabilities of the host family to meet the needs of the individual.  Policy Directives for Service Agencies regarding the Host Family Program 1.1 | The intent is to ensure the service agency’s screening process includes certain criteria that may be helpful in reviewing applications from potential host families and determining whether they would make suitable host families. Agencies may consider a variety of factors but the criteria outlined in the policy directives must be considered at a minimum.  This includes the physical, mental, social and emotional– ability of the potential host family to provide the support that may be required by the individual, while also providing opportunities to enhance the individual’s life experience. | LOW | Agency written policies and procedures include screening criteria for potential host families that include the physical, mental, social and emotional capabilities of the host family to meet the needs of the individual. | Host Family screening process policies and procedures do not include the physical, mental, social and emotional capabilities of the host family to meet the needs of the individual. | Final/approved written & dated policies and procedures. |
| 65. Host Family, Minimum Screening Process Requirements, and Key Considerations; secure financial status.  Written policies and procedures on the key considerations that service agencies must take into account when screening for potential host families include secure financial status with adequate income to provide for the needs of the household.  Policy Directives for Service Agencies regarding the Host Family Program 1.1 | The intent is to ensure the service agency’s screening process includes certain criteria that may be helpful in reviewing applications from potential host families and determining whether they would make suitable host families. Agencies may consider a variety of factors but the criteria outlined in the policy directives must be considered at a minimum.  This includes consideration that the potential host family has the financial means to consistently meet the needs of the household and that their motivation for becoming a host family provider is not mainly for financial returns/gains from participating in the program. | LOW | Agency written policies and procedures include screening criteria for potential host families that include secure financial status with adequate income to provide for the needs of the household. | Host Family screening process policies and procedures do not include secure financial status with adequate income to provide for the needs of the household. | Final/approved written & dated policies and procedures. |
| 66. Host Family, Minimum Screening  Process Requirements, Key Considerations; suitability of the host family setting.  Written policies and procedures on the key considerations that the service agency must take into account when screening for potential host families include the suitability of the host family setting for the individual based on factors such as but not limited to, the individual’s goals, interests, social connections, health and safety needs and cultural/linguistic, religious background; physical attributes of the home and its surroundings, proximity to natural family members.  Policy Directives for Service Agencies regarding the Host Family Program 1.1 | The intent is to ensure the service agency’s screening process includes certain criteria that may be helpful in reviewing applications from potential host families and determining whether they would make suitable host families. Agencies may consider a variety of factors but the criteria outlined in the policy directives must be considered at a minimum.  This includes consideration of the individual with a developmental disability who may be matched with the potential host family, and aspects of him/her and his/her life may complement those of the potential host family. This would include:   * goals * interests * needs * cultural/linguistic requirements * religious background * physical attributes of the home and surroundings * Proximity to natural family members * Any other determining factors   As part of the service agency’s screening process. | LOW | Agency written policies and procedures include suitability of the host family setting based on factors such as but not limited to the individual’s goals, interests, needs and cultural/linguistic, religious background; physical attributes of the home and its surroundings, proximity to natural family members. | Host Family screening process policies and procedures do not include suitability of the host family setting for the individual based on factors such as but not limited to, the individual’s goals, interests, social connections, health and safety needs and cultural/linguistic, religious background; physical attributes of the home and its surroundings, proximity to natural family members. | Final/approved written & dated policies and procedures. |

| **Policies and Procedures** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 67. Host Family, Minimum Screening Process Requirements, Key Considerations; Orientation, training, monitoring, evaluation  Written policies and procedures on the key considerations that the service agency must take into account when screening for potential host families include availability and willingness of the host family to participate in orientation, training and ongoing monitoring and evaluation activities, as outlined in agency policies and procedures (which must accord with MCSS’ Policy Directives) and the service agreement.  Policy Directives for Service Agencies regarding the Host Family Program 1.1 | The intent is to ensure the service agency’s screening process includes certain criteria that may be helpful in reviewing applications from potential host families and determining whether they would make suitable host families. Agencies may consider a variety of factors but the criteria outlined in the policy directives must be considered at a minimum.  This includes orientation, training, and ongoing monitoring and evaluation activities. Training refers to organized activity aimed at imparting information and/or instructions to improve the recipient’s performance or help him or her attain a required level of knowledge or skill. | LOW | Agency written policies and procedures address availability and willingness of the host family to participate in orientation, training and ongoing monitoring and evaluation activities, as outlined in agency policies and procedures and the service agreement. | Host Family screening process policies and procedures do not include host family’s availability and willingness of the host family to participate in orientation, training and ongoing monitoring and evaluation activities, as outlined in agency policies and procedures (which must accord with MCSS’ Policy Directives) and the service agreement. | Final/approved written & dated policies and procedures. |
| 68. Support and Oversight/Training and Orientation Sessions  Service agencies administering the Host Family Program must have policies and procedures to address providing training and orientation for the Host Family including but not limited to: initial certification of CPR and first aid, confidentiality, abuse prevention and reporting, serious occurrence reporting (as may be applicable in the agencies policies and procedures) complaints, rights, and care, or ensure that the Host Family has completed equivalent training and orientation.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  This training is for the primary caregiver(s).  Other members of the family can be trained as set out by the agency’s policy and procedures.  As of April 1, 2016, at least one of the primary caregivers is required to have certified CPR and first aid for all new placements.  Recertification to be established by the agency after consideration of health and safety needs. | LOW | Agency written policies and procedures include providing training and orientation for the Host Family including but not limited to: initial certification of CPR and first aid, confidentiality, abuse prevention and reporting, serious occurrence reporting (as may be applicable in the agencies policies and procedures) complaints, rights, and care, or ensure that the Host Family has completed equivalent training and orientation. | Agency written policies and procedures do not include providing training and orientation for the Host Family including but not limited to: initial certification of CPR and first aid, confidentiality, abuse prevention and reporting, serious occurrence reporting (as may be applicable in the agencies policies and procedures) complaints, rights, and care, or ensure that the Host Family has completed equivalent training and orientation. | Final/approved written & dated policies and procedures. |
| 69. Support and Oversight/60 Day Meeting  Service agencies administering the Host Family Program must have policies and procedures to address meeting, in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at least quarterly and separately from the Host Family, in order to receive feedback and address any issues the individual may have, in a personal and confidential manner.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement. | LOW | Agency written policies and procedures address meeting in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at least quarterly and separately from the Host Family, in order to receive feedback and address any issues the individual may have, in a personal and confidential manner.  Policies and procedures may include the manner in which the agency documents the results of the in person meetings with the individual, such as Meeting Minutes, Quarterly Records and/or Records of Contact. | Host Family support and oversight policies and procedures do not address meeting in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at least quarterly and separately from the Host Family, in order to receive feedback and address any issues the individuals may have, in a personal and confidential manner. | Final/approved written & dated policies and procedures. |
| 70. Support and Oversight/Ongoing Support  Service agencies administering the Host Family Program must have policies and procedures to address providing ongoing support to the Host Family as needed (e.g., transition support, community information, connection to other host families for advice and support).  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement. | LOW | Agency written policies and procedures include providing ongoing support to the Host Family as needed (e.g., transition support, community information, connection to other host families for advice and support).  Policies and procedures may include the manner in which the agency documents the ongoing support provided to the Host Family such as Meeting Records, Email communications. | Host Family support and oversight policies and procedures do not address providing ongoing support to the host family as needed. | Final/approved written & dated policies and procedures. |
| 71. Support and Oversight/Respite  Service agencies administering the Host Family Program must have policies and procedures to address supporting caregiver respite with consideration for any terms in the agency’s service agreement such as making arrangements for planned and emergency caregiver respite where applicable.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement. | LOW | Agency written policies and procedures address supporting caregiver respite with consideration for any terms in the agency’s service agreement such as making arrangements for planned and emergency caregiver respite where applicable. | Policies and procedures do not address supporting caregiver respite with consideration for any terms in the agency’s service agreement such as making arrangements for planned and emergency caregiver respite where applicable. | Final/approved written & dated policies and procedures. |
| 72. Support and Oversight/Respite, physical inspection and initial screening  Service agencies administering the Host Family Program must have policies and procedures to address supporting caregiver respite with consideration for when a screening should include a physical inspection of the respite provider’s home and when a caregiver’s respite provider’s initial screening should be triggered.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  Examples may include overnight respite or paid respite or regularity of respite provision. | LOW | Agency written policies and procedures address supporting caregiver respite with consideration for when a screening should include a physical inspection of the respite provider’s home and when a caregiver’s respite provider’s initial screening should be triggered. | Policies and procedures do not address supporting caregiver respite with consideration for when a screening should include a physical inspection of the respite provider’s home and when a caregiver’s respite provider’s initial screening should be triggered. | Final/approved written & dated policies and procedures. |
| 73. Support and Oversight/Facilitating Contact  Service agencies administering the Host Family Program must have policies and procedures to address facilitating contact between the individual, their family/guardian and the host family, as appropriate.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  The ministry recognizes that contact between the individual and their family/guardian may not be appropriate or desired in all circumstances, and policies and procedures should/could reflect this. | LOW | Agency written policies and procedures include facilitating contact between the individual, their family/guardian and the host family, as appropriate. | Host Family support and oversight policies and procedures do not address facilitating contact between the individual, their family/guardian and the host family. | Final/approved written & dated policies and procedures. |
| 74. Support and Oversight/Change of Circumstance  Service agencies administering the Host Family Program must have policies and procedures to address working with the Host Family and the individual in the event of a change of circumstance where the host family provider is unable to continue in their role as primary caregiver.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  It is important for the agency to consider and plan for events that may affect the host family placement, including when and if the host family provider is unable to continue in their role as primary caregiver.  Circumstances may include:   * Change in health status or death of a member of the host family * Change in financial circumstances of the host family (e.g. loss of income) * Change in circumstances of the individual (physical, psychological, etc.) * Change in composition of the household (addition of full or part time members) * Change in physical location | LOW | Agency written policies and procedures include working with the host family and the individual in the event of a change of circumstance where the host family provider is unable to continue in their role as primary caregiver. | Host Family support and oversight policies and procedures do not address working with the host family and the individual in the event of a change of circumstance where the host family provider is unable to continue in their role as primary caregiver. | Final/approved written & dated policies and procedures. |
| 75. Support and Oversight/Move Outside Service Boundaries  Service agencies administering the Host Family Program must have policies and procedures to address contacting the Ministry about situations where an individual wants to move with their Host Family to another community outside the agency’s service boundaries in Ontario. Considerations for such transfers may include an individual's or their substitute -decision maker's choice, access to and availability of, other community services and proximity to natural family.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  It is important for the agency to consider and plan for events that may affect the host family placement. | LOW | Agency written policies and procedures include contacting the Ministry about situations where an individual wants to move with their Host Family to another community outside the agency’s service boundaries in Ontario. Considerations for such transfers may include an individual's or their substitute -decision maker's choice, access to and availability of, other community services and proximity to natural family. | Host Family support and oversight policies and procedures do not address contacting the Ministry about situations where an individual wants to move with their Host Family to another community outside the agency’s service boundaries in Ontario. Considerations for such transfers may include an individual's or their substitute -decision maker's choice, access to and availability of, other community services and proximity to natural family. | Final/approved written & dated policies and procedures. |
| 76. Monitoring Personal Safety and Security/Physical Verification.  Service agencies must have policies and procedures regarding monitoring the personal safety and security of individuals receiving supports and services under the Host Family Program that includes, at a minimum, a physical verification of the residence and property to ensure the individual’s living space is kept clean and safe.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The ongoing support and oversight of a host family placement must promote safety of the individual. This includes verifying the Host Family residence and the individual’s living space are well maintained, clean and uncluttered. | LOW | Agency written policies and procedures include monitoring the personal safety and security of individuals receiving supports and services under the Host Family Program that includes a physical verification of the residence and property. | Policies and procedures regarding monitoring the personal safety and security of individuals receiving supports and services under the Host Family Program do not include a physical verification of the residence and property to ensure the individual’s living space is kept clean and safe. | Final/approved written & dated policies and procedures. |
| 77. Monitoring Personal Safety and Security/Safety Requirements  Service agencies must have policies and procedures regarding monitoring the personal safety and security of individuals receiving supports and services under the Host Family Program that includes, at a minimum, checking safety requirements related to fire safety, health hazards and water quality testing, where applicable, in the Host Family residence and involving other officials/professionals as required.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The ongoing support and oversight of a host family placement must promote safety of the individual.  This includes checking safety requirements related to fire safety, health hazards and water quality testing, where applicable, in the Host Family residence and involving other officials/professionals as required. | LOW | Agency written policies and procedures include monitoring the personal safety and security of individuals that includes checking safety requirements related to fire safety, health hazards and water quality testing, where applicable. | Policies and procedures regarding monitoring the personal safety and security of individuals receiving supports and services under the Host Family Program do not include checking safety requirements related to fire safety, health hazards and water quality testing, where applicable, in the Host Family residence and involving other officials/professionals as required. | Final/approved written & dated policies and procedures. |
| 78. Monitoring Personal Safety and Security/Resolution-Concerns  Service agencies must have policies and procedures in place to assist in the resolution of any concerns about the placement.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement  It is important that the agency assist in resolving any concerns about the placement. | LOW | Agency written policies and procedures include assisting in the resolution of any concerns about the placement. | Host Family monitoring policies and procedures do not address assistance in the resolution of any concerns about the placement. | Final/approved written & dated policies and procedures. |
| 79. Monitoring Personal Safety and Security/Serious Occurrence Reporting  Service agencies must have policies and procedures regarding when the Host Family must notify the service agency of any serious concerns such as those outlined in Serious Occurrence Reporting Procedures.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The ongoing support and oversight of a host family placement must promote safety of the individual and the host family.  Serious/enhanced serious occurrence reporting (SOR/ESOR) is one of many tools providing the ministries and the service provider with an effective means of monitoring the appropriateness and quality of service delivery. | LOW | Agency written Host Family policies and procedures include when the Host Family must notify the service agency of any serious concerns such as those outlined in Serious Occurrence Reporting Procedures. | Host Family monitoring policies and procedures do not address when the Host Family must notify the service agency of any serious concerns such as those outlined in Serious Occurrence Reporting Procedures. | Final/approved written & dated policies and procedures. |
| 80. Remuneration/Rates and Processes  The service agency’s policies and procedures must address the rates and processes for remuneration to the host family from the service agency, including an articulation of agency supports provided in addition to Ontario Disability Support Program (ODSP) funding.  Policy Directives for Service Agencies regarding the Host Family Program 4.0 | To ensure the Host Family policies and procedures include the administration and management of funds for the Host Family placement.  In all cases, remuneration for supports and services must be provided directly to the Host Family from the service agency.  As part of its role and responsibilities to match individuals with host families, and oversee host family placements, the service agency will set remuneration rates. | LOW | Agency written policies and procedures include the rates and processes for remuneration to the host family from the service agency, including an articulation of agency supports provided in addition to Ontario. | The service agency's written policies and procedures do not address the rates and processes for remuneration to the host family from the service agency, including an articulation of agency supports provided in addition to Ontario Disability Program (ODSP) funding. | Final/approved written & dated policies and procedures. |
| 81. Remuneration/Basic Needs  The service agency’s policies and procedures must address processes to manage accommodation and basic needs expense payments (e.g. where the service agency is paying the Host Family on behalf of an individual).  Policy Directives for Service Agencies regarding the Host Family Program 4.0 | To ensure the Host Family policies and procedures include the administration and management of funds for the Host Family placement.  In all cases, remuneration for supports and services must be provided directly to the Host Family from the service agency.  As part of its role and responsibilities to match individuals with host families, and oversee host family placements, the service agency will set remuneration rates. | LOW | Agency written policies include processes to manage accommodation and basic needs expense payments. | The service agency does not have written policies and procedures to address processes to manage accommodation and basic needs expense payments. | Final/approved written & dated policies and procedures. |

| **Policies and Procedures** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 82. Remuneration/Eligible Expenses  The service agency’s policies and procedures must address reimbursement of eligible expenses where appropriate (e.g. out-of-pocket expenses for the host family, travel to medical appointments, etc.).  Policy Directives for Service Agencies regarding the Host Family Program 4.0 | To ensure the Host Family policies and procedures include the administration and management of funds for the Host Family placement.  In all cases, remuneration for supports and services must be provided directly to the Host Family from the service agency. As part of its role and responsibilities to match individuals with host families, and oversee host family placements, the service agency will set remuneration rates. | LOW | Agency written policies and procedures include reimbursement of eligible expenses where appropriate. | The service agency does not have written policies and procedures to address reimbursement of eligible expenses where appropriate. | Final/approved written & dated policies and procedures. |

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| Records and Documentation | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 51. Screening Criteria, Family Member  Host Families cannot be a family member, as defined in the definition section of the policy directive, of the individual with a developmental disability.  Policy Directives for Service Agencies regarding the Host Family Program 1.0  Note: family member is the defined term in the directive | The intent of the program is to match an individual with a non-family Host Family.  The service agency should consider including this requirements in their written policies and procedures that outlines the Host Family screening process. | MODERATE | Recruitment records; Application Forms, Intake/New Service Forms; Service Agreements; CRC and Character References; Screening Tools & Records; Referral documents. | The Host Family provider is a family member as defined in the policy directive of the person with a developmental disability. | A letter and/or documentation confirming completion of corrective action. |

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| 52. Cap, Host Family Placements  There can be no more than two placements (i.e. persons placed - children and/or adults) in a host family’s home. This includes children or adults who have been placed in the host family’s home by other service providers funded by MCYS or MCSS (e.g., placements made by organizations or pursuant to programs other than the Host Family Program).  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | One of the key goals of the Host Family Program (as noted in the policy directives) is to provide a safe and secure place to live in a family home setting. While the ministry recognizes that families come in many different forms and sizes, the establishment of a cap on the number of placements in a home aims to promote and maintain the feeling of family, and provide a distinction between host family residences and other residential supports (e.g., supported group living).  This requirement is effective as of April 1, 2016. It is not meant to be retroactive and apply to existing host family providers in situations where the arrangement included more than 2 individuals who were part of the Host Family program prior to April 1, 2016.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | (May have to ask directly); Recruitment records; Application Forms; Intake/New Service Forms; Service Agreements; Screening Tools & Records; Referral documents; Approval forms/letters; Correspondences from other agencies, organizations. | Documentation reviewed confirms that there are more than two placements in a host family's home, and these placements:  - Were not grandfathered (i.e., made before April 1, 2016); OR  - Are outside of the exemptions/extenuating circumstances permitted in the policy directive. | A letter and/or documentation confirming completion of corrective action. |

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| 53. Cap, Host Family Placements; Exemptions/Extenuating Circumstances  The exemption to the cap on the number of placements in a Host Family Home may only be considered if the key considerations for screening host families are satisfied. The reasons for permitting any exemptions will be documented in writing and kept on file by the service agency.  The agency will also notify the Ministry of the arrangements within 10 business days where an exemption or extenuating circumstances was approved by the agency.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | One of the key goals of the Host Family Program (as noted in the policy directives) are to provide a safe and secure place to live in a family home setting. While the ministry recognizes that families come in many different forms and sizes, the establishment of a cap on the number of placements in a home aims to promote and maintain the feeling of family, and provide a distinction between host family residences and other residential supports (e.g., supported group living).  The ministry further recognizes that there are situations with extenuating circumstances, and exemptions can be made for foster families, temporary placements, or individuals with common parentage (siblings).  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Recruitment records; Intake/New Service Forms; Service Agreements; Provisional Approval Forms; Screening Tools & Records; Referral documents; Approval Forms/Letters/Emails to Host Family Provider and/or to and from other agencies, organizations; Written records permitting exemptions. | There is no evidence to confirm that the exemption made was documented in writing and kept on file by the service agency and/or that the agency notified the Ministry of the arrangements within 10 business days where an exemption or extenuating circumstances was approved by the agency. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

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| 54. Home Study  As a minimum performance standard, service agencies are required to conduct a home study of the potential Host Family.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The consideration and screening of potential host families must include a variety of factors to enable the agency to make an informed decision as to whether or not to accept a potential host family.  The Physical check that the home and property provide a safe living environment, including fire safety, health hazards, and water quality testing, if applicable, is an important part of the screening process.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Intake/New Service Forms; Screening Tools & Records; Home Study Assessment report completed prior to placement date. | There is no evidence to confirm that the service agency conducted a home study of the potential host family. | A letter and/or documentation confirming completion of corrective action. |

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| 55. Home Study, Interviews  The service agencies are required to conduct a home study of the potential Host Family, based on interviews with people living in the home conducted by staff from the service agency.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The consideration and screening of potential host families must include a variety of factors to enable the agency to make an informed decision as to whether or not to accept a potential host family.  Interviews provide a holistic view of the family dynamics that consider family history, philosophies, attitudes, and lifestyle and support abilities. Discussion may also include the family’s philosophy on smoking / smoking in the house, drinking, pets and visits from natural family and other guests;  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Home Study report; Formal letters, electronic mail records | There is no evidence to confirm that the home study of the potential Host Family was based on interviews with people living in the home conducted by staff from the service agency. | A letter and/or documentation confirming completion of corrective action. |

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| Records and Documentation | | | **Intent** | | **Risk Rating** | | **Indicator** | | **Observed Non-Compliance** | | **Required for Compliance** | |
| 56. Home Study, References  The service agencies are required to conduct a home study of the potential Host Family, based on a review of character references and police records checks, including current vulnerable sector checks (within the last six months) of all adults living on a full- or part-time basis in the host family home.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | | | The consideration and screening of potential host families must include a variety of factors to enable the agency to make an informed decision as to whether or not to accept a potential host family.  All adult part-time and full-time residents and respite providers must be screened, including a police record check.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | | HIGH | | Home Study report; Police Records Check dated within 6 months of providing support including Vulnerable Sector Checks, and Character References. | | There is no evidence to confirm that the home study of the potential Host Family was based on a review of character references and police records checks, including current vulnerable sector checks (within the last six months) of all adults living on a full- or part-time basis in the host family home. | | A letter and/or documentation confirming completion of corrective action. | |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 57. Home Study, Physical Requirements  The service agencies are required to conduct a home study of the potential Host Family, based on physical verification that the home and property meet the requirements of a safe living environment, as well as any applicable legislation and by-laws, including but not limited to: fire safety, health hazards, and water testing, if applicable.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The consideration and screening of potential host families must include a variety of factors to enable the agency to make an informed decision as to whether or not to accept a potential host family.  It is important To ensure the home study is based on the physical verification.  Physical safety verifications should be done for all occupied homes, whether single family, semi-detached, town houses and apartments, owner-occupied or rented.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Home Study Report; Initial Home Inspection Reports that include health, fire, building. | There is no evidence to confirm that the home study was based on a physical verification that the home and property met the requirements of a safe living environment, as well as any applicable legislation and by-laws, including but not limited to: fire safety, health hazards, and water testing, if applicable. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 58. Home Study, Written Report  Service agencies are required to prepare a written report on the findings of the home study to substantiate approval or lack of approval of a potential host family.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The consideration and screening of potential host families must include a variety of factors to enable the agency to make an informed decision as to whether or not to accept a potential host family.  Documentation and articulation of the agency’s findings from the screening of a potential host family can act as an important reference point in agency files.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | MODERATE | Written details of Home Study report. | There is no evidence to confirm that the service agency prepared a written report on the findings of the home study to substantiate approval or lack of approval of the potential host family. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 59. Re-assess, Significant Changes  Agencies are required to re-assess a host family’s suitability in the following circumstances: any significant changes involving the Host Family, the individual, and/or their living situation (e.g. physical/mental illness, death of a family member, accident).  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The ministry recognizes that changes happen throughout people’s lives, and certain kinds of changes can significantly impact a person, their family, and/or their living situation.  In addition to the regular checks and monitoring arrangements, agencies must re-assess a host family provider if there is a significant change in circumstances, as may be determined by the agency. A full or mini home study should be done as required.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Correspondence, Quarterly Monitoring Reports, Reassessment records, Individual Records i.e. Incident Reports, Monthly Progress Reports, Daily Logs/Support Journals, Serious Occurrence Reports. | The is no evidence to confirm that the service agency re-assessed the host family's suitability as a result of the significant changes involving the host family, the individual, and/or their living situation (e.g. physical/mental illness, death of a family member, accident). | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 60. Host Family, Re-Assessment/New Adult  Service agencies are required to re-assess a host family’s suitability in the following circumstances: when a new adult is living in the home on a full-time or part-time basis.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The ministry recognizes that changes happen throughout people’s lives, and certain kinds of changes can significantly impact a person, their family, and/or their living situation  It is important to re-assesses the host family’s suitability to continue to act as a host family provider, and safety within the home, when a new adult is living in the home on a full-time or part-time basis (including a copy of the police records check and vulnerable sector check, and personal references)  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | May have to ask agency Correspondence, Quarterly Monitoring Reports, Reassessment records | There is no evidence to confirm that the service agency re-assessed the host family's suitability when a new adult moved in the home on a full-time or part-time basis. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 61. Re-assess, Unable to Provide Care  Service agencies are required to re-assess a host family’s suitability in the following circumstances: when the primary caregiver in the host family is unable to continue providing care to the individual.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The ministry recognizes that changes happen throughout people’s lives, and certain kinds of changes can significantly impact a person, their family, and/or their living situation  It is important to re-assesses the host family’s suitability to continue to act as a host family provider when the primary caregiver in the host family is unable to continue providing care to the individual.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Correspondence, Quarterly Monitoring Reports, Reassessment records; Individual Records-Family Contact forms, Individual Records i.e. Support Journals/Daily Logs, Monthly Outcomes Summaries. | There is no evidence to confirm that the service agency re-assessed a host family's suitability when the primary caregiver in the host family was unable to continue providing care to the individual. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 62. Re-assess, Relevant Concerns  Service agencies are required to re-assess a host family’s suitability in the following circumstances: where the service agency, individual or natural family has any significant concerns about the placement.  Policy Directives for Service Agencies regarding the Host Family Program 1.0 | The ministry recognizes that changes happen throughout people’s lives, and certain kinds of changes can significantly impact a person, their family, and/or their living situation  It is important to re-assesses the host family’s suitability to continue to act as a host family provider, and the safety of the individual with a developmental disability, where the service agency has any relevant concerns about the placement.  The service agency should consider including this requirements in their written policies and procedures that outline the Host Family screening process. | HIGH | Quarterly Reporting, Re-assessment records. Individual Records i.e. Support Journals/Daily Logs, Monthly Outcomes Summaries, and Financial Journals. | There is no evidence to confirm that the service agency re-assessed a host family's suitability where the service agency, individual or natural family has any significant concerns about the placement. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 63. Signed Written Agreement  The service agency must have a signed written agreement in place with the host family for new placement and existing placements that includes certain minimum requirements regarding the provision of services to the individual with a developmental disability.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must include minimum requirements in the provision of services to the individual with a developmental disability. | MODERATE | Signed, dated written Service Agreement. | There is no evidence to confirm that the service agency has signed written agreement in place with the host family for new and for existing placements that includes certain minimum requirements regarding the provision of services to the individual with a developmental disability. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 64. Service Agreement, Training  Service agencies shall have a signed service agreement with the host family for each placement that addresses the host family’s participation in training and orientation, including pre-placement visits, CPR and first aid training, and training regarding abuse prevention and reporting policies.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The Service agreement will address:   * This training is for the primary caregiver(s). * Other members of the family can be trained as set out by the agency’s policy and procedures.   As of April 1, 2016, at least one of the primary caregivers is required to have certified CPR and first aid for all new placements.  Recertification to be established by the agency after consideration of health and safety needs. | MODERATE | Signed, dated written Service Agreement that addresses host family’s participation in training and orientation, including pre-placement visits, CPR and first aid training, and training regarding abuse prevention and reporting policies. | The service agency's signed service agreement with the host family for each placement does not address the host family’s participation in training and orientation, including pre-placement visits, CPR and first aid training, and training regarding abuse prevention and reporting policies. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 65. Service Agreement, Monitoring  Service agencies shall have a signed service agreement with the host family for each placement that addresses the Host Family’s agreement for the agency to conduct ongoing monitoring and physical safety reviews of the home and property of the placement, including home visits at least every 60 days with assessment of health and safety requirements, with at least an annual unannounced visit.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The service agreement must include the Host Family’s agreement for the agency to conduct ongoing monitoring and physical safety reviews of the home and property of the placement, including home visits at least every 60 days with assessment of health and safety requirements and at least an annual unannounced visit. | MODERATE | Service Agreement | Service agency's signed service agreement with the host family for each placement did not address the Host Family’s agreement for the agency to conduct ongoing monitoring and physical safety reviews of the home and property of the placement, including home visits at least every 60 days with assessment of health and safety requirements, with at least an annual unannounced visit. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 66. Service Agreement, Reporting Changes  Service agencies shall have a signed service agreement with the host family for each placement that addresses the requirement for the host family to report any significant changes involving the host family, the individual, and/or their living situation (e.g. physical/mental illness, death of a family member, accident, and information relating to any proposed placements in the home).  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The agreement must require the host family to report to the agency any significant changes involving the host family, the individual, and /or their living situation. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the requirement for host family to report any significant changes involving the host family, the individual, and/or their living situation (e.g. physical/mental illness, death of a family member, accident). | A letter and/or documentation confirming completion of corrective action. |

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| 67. Service Agreement, New Adult or Child  Service agency shall have a signed agreement with the Host Family for each placement that addresses the Host Family's requirement to report when a new adult or child is living in the home on a full-time or part-time basis.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The agreement must require the host family to report to the agency when a new adult or child is living in the home on a full-time or part-time basis. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the Host Family’s requirement to report when a new adult or child is living in a home on a full-time or part-time basis. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 68. Service Agreement, Unable to Continue Providing Care  Service agency shall have a signed agreement with the Host Family for each placement that addresses the Host Family's requirement to report when the primary caregiver in the Host Family is unable to continue providing care to the individual.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The agreement must require the host family to report to the agency when the primary caregiver in the Host Family is unable to continue providing care to the individual. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the requirement to report when the primary caregiver in the host family is unable to continue providing care to the individual. | A letter and/or documentation confirming completion of corrective action. |

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| 69. Service Agreement, Significant Concerns  Service agency shall have a signed agreement with the Host Family for each placement that addresses the Host Family's requirement to report any other significant concerns that could impact the individual.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The agreement must require the host family to report to the agency any significant concerns that could impact the individual. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the Host Family's requirement to report any other significant concerns that could impact the individual. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 70. Service Agreement/Roles and Responsibilities/Safe Living Environment  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family including providing a comfortable and safe living environment.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family addresses the roles and responsibilities of the host family including providing a comfortable and safe living environment. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the roles and responsibilities of the host family including providing a comfortable and safe living environment. | A letter and/or documentation confirming completion of corrective action. |

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| 71. Service Agreement, Independence  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family including fostering the individual's independence, dignity, self-determination, social inclusion and community participation.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  the signed service agreement with the host family addresses the roles and responsibilities of the host family including fostering the individual’s   * Independence * Dignity * Self-determination * Social inclusion * Community Participation | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the roles and responsibilities of the host family including fostering the individual's independence, dignity, self-determination, social inclusion and community participation. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 72. Service Agreement, Basic Needs  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including assisting the individual with health care, basic needs, and other activities of daily living.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family addresses assisting the individual with health care, basic needs and other activities of daily living. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address assisting the individual with health care, basic needs, and other activities of daily living. | Letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 73. Service Agreement, Nutritious Meals  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including providing nutritious meals.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must require the host family to provide nutritious meals. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address providing nutritious meals. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 74. Service Agreement, Community Activities  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including assisting the individual to attend school, social, and employment activities (if applicable), as well as encouraging other activities in the community.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must addresses assisting the individual to attend school, social, and employment activities (if applicable), as well as encouraging other activities in the community). | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address assisting the individual to attend school, social, and employment activities (if applicable), as well as encouraging other activities in the community. | A letter and/or documentation confirming completion of corrective action. |

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| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
| 75. Service Contract, ISP  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including implementing components of the individual support plan according to the terms of the placement.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must addresses implementing components of the ISP according to the terms of the placement. | MODERATE | Service Agreement | The service agency's service agreement with the host family does not address the implementation of the components of the individual support plan. | A letter and/or documentation confirming completion of corrective action. |

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| 76. Service Agreement, Financial Records  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including maintaining financial and administrative records.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address maintaining financial and administrative records. | MODERATE | Service Agreement  Financial Records | The service agency's signed service agreement with the host family for each placement does not address maintaining financial and administrative records. | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 77. Service Agreement, Ongoing Training  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including participating in initial and ongoing training and reviews with the service agency at least annually.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address participating in initial and ongoing training and reviews with the service agency at least annually. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each participant does not address participating in initial and ongoing training and reviews with the service agency at least annually. | A letter and/or documentation confirming completion of corrective action. |
| 78. Service Agreement, Regular Communication  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including maintaining regular communication with the service agency and providing updates (e.g. changes in the individual’s behaviour or support needs, changes in family situation including any new proposed placement, serious accident or injury).  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address maintaining regular communication with the service agency and providing updates. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address maintaining regular communication with the service agency and providing updates (e.g. changes in the individual’s behaviour or support needs, changes in family situation including any new proposed placement, serious accident or injury). | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 79. Service Agreement, Caregiver Respite  Service agencies shall have a signed service agreement with the host family for each placement that addresses the roles and responsibilities of the host family, including caregiver respite provided by the service agency where applicable.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address caregiver respite provided by the service agency where applicable. | MODERATE | .  Service Agreement | The service agency's signed service agreement with the host family for each placement does not address caregiver respite provided by the service agency where applicable. | A letter and/or documentation confirming completion of corrective action. |
| 80. Service Agreement, Screened Respite Providers  Service agencies shall have a signed service agreement with the host family for each placement that addresses the use of agency-screened respite providers.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address the use of agency-screened respite providers. | ­  MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the use of agency-screened respite providers. | A letter and/or documentation confirming completion of corrective action. |
| 81. Service Agreement, Accessibility of Agency Staff  Service agencies shall have a signed service agreement with the host family for each placement that addresses accessibility of agency staff to the individual, host family, and the individual's family as appropriate.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address accessibility of agency staff to the individual, host family, and the individual’s family as appropriate. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address accessibility of agency staff to the individual, host family, and the individual's family as appropriate. | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 82. Service Agreement, Insurance  Service agencies shall have a signed service agreement with the host family for each placement that addresses confirmation of insurance coverage carried by the host family, as may be applicable and appropriate (e.g., home insurance, liability insurance, vehicle insurance).  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must confirm the insurance coverage carried by the host family. | ­  MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address confirmation of insurance coverage carried by the host family. | A letter and/or documentation confirming completion of corrective action. |
| 83. Service Agreement/Problem Resolution and Complaints  Service agencies shall have a signed service agreement with the host family for each placement that addresses problem resolution and complaint processes to address situations where the individual raises a concern with the host family.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address problem resolution and complaint processes to address situations where the individual raises a concern with the host family. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the problem resolution and complaint processes to address situations where the individual raises a concern with the host family. | A letter and/or documentation confirming completion of corrective action. |
| 84. Service Agreement/Changing or Ending Placement  Service agencies shall have a signed service agreement with the host family for each placement that addresses procedures associated with changing and/or ending the placement including that failure of the Host Family to comply with any stipulations may result in termination of the Host Family arrangement.  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address procedures associated with changing and/or ending the placement. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address procedures associated with changing and/or ending the placement including that failure of the Host Family to comply with any stipulations may result in termination of the Host Family arrangement . | A letter and/or documentation confirming completion of corrective action. |
| 85. Service Agreement, Conflict of Interest  Service agencies shall have a signed service agreement with the host family for each placement that addresses the means to address any potential conflicts of interest (e.g. if a member of the host family is a staff member or board member of a service agency, etc.)  Policy Directives for Service Agencies regarding the Host Family Program 2.0 | To promote a shared understanding of the host family placement, agencies are required to have a signed, written agreement in place between the agency and the host family that outlines the agency’s expectations of the host family and the support and oversight the agency will provide.  The signed service agreement with the host family must address any potential conflicts of interest. | MODERATE | Service Agreement | The service agency's signed service agreement with the host family for each placement does not address the means to address any potential conflicts of interest. (e.g. if a member of the host family is a staff member or board member of a service agency, etc.) | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 86. Support and Oversight/Training and Orientation Sessions  At a minimum, service agencies must provide training and orientation sessions to the host family including, but not limited to: initial certification of CPR, first aid, confidentiality, abuse prevention and reporting, (as may be applicable in the agency’s policies and procedures) complaints, rights, care, and any other topic the agency considers relevant.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight of a host family placement must promote safety of the individual and the host family  It is important that the service agency provides training and orientation sessions to the host family. | MODERATE | Orientation Records and Pre-placement records; Confirmation and Sign off forms, Training records for: First-Aid, CPR, abuse prevention and reporting, complaint process; Annual Training Records. | There is no evidence the service agency provided training and orientation sessions to the host family including, but not limited to: initial certification of CPR, first aid, confidentiality, abuse prevention and reporting, (as may be applicable in the agency’s policies and procedures) complaints, rights, care, and any other topic the agency considers relevant. | A letter and/or documentation confirming completion of corrective action. |
| 87. Support and Oversight/Ongoing Support  At a minimum, service agencies must provide ongoing support to the host family as needed (e.g., transition support, community information, connection to other host families for advice and support).  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement. | MODERATE | Meeting Records, Email communications | There is no evidence the service agency provided ongoing support to the host family as needed. | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 88. Support and Oversight/Respite  At a minimum, service agencies must support caregiver respite with consideration for any terms in the agency's service agreement such as making arrangements for planned and emergency caregiver respite where applicable.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  The service agency must arrange for planned and emergency caregiver respite for the host family that meets any of the terms that may be outlined in the agency’s service agreement with the host family. | MODERATE | Service Agreement; Respite Agreements; Respite Invoices | There is no evidence to confirm that the service agency supported caregiver respite with consideration for any terms in the agency's service agreement such as making arrangements for planned and emergency caregiver respite where applicable. | A letter and/or documentation confirming completion of corrective action. |
| 89. Support and Oversight/Physical Inspection  At a minimum, service agencies must support caregiver respite with consideration for when a screening should include a physical inspection of the respite provider's home.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 |  | MODERATE | Meeting Records, Email communications | There is no evidence to confirm that the service agency supported caregiver respite with consideration for when a screening should include a physical inspection of the respite provider's home. | A letter and/or documentation confirming completion of corrective action. |
| 90. Support and Oversight/Screening Triggered  At a minimum, service agencies must support caregiver respite with consideration for when a caregiver respite provider's initial screening should be triggered, for example overnight respite or paid respite or regularity of respite provision.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 |  | MODERATE | Meeting Records, Email communications | There is no evidence to confirm that the service agency supported caregiver respite with consideration for when a caregiver respite provider's initial screening should be triggered, for example overnight respite or paid respite or regularity of respite provision. | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 91. Support and Oversight/Facilitating Contact  At a minimum, service agencies must facilitate contact between the individual, their family/guardian and the host family, as appropriate.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  The service agency must facilitate contact between the individual, their family/guardian and the host family as appropriate. | MODERATE | Case notes, emails | There is no evidence to confirm that the service agency facilitated contact between the individual, their family/guardian and the host family, as may be appropriate to the individual and/or their family. | A letter and/or documentation confirming completion of corrective action. |
| 92. Support and Oversight/Change of Circumstance  At a minimum, service agencies must work with the host family and the individual in the event of a change of circumstance where the host family provider is unable to continue in their role as carer.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  The service agency must work with the host family and the individual in the event of a change of circumstance where the host family provider is unable to continue in their role as carer. | HIGH | Emergency Procedures; Termination of Host Family Agreement | Where there was a change in circumstance, and the host family was no longer able to continue their role as carer, there is no evidence the service agency worked with the host family and the individual to address this situation. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |
| 93. Support and Oversight/Move Outside Service Boundaries  At a minimum, service agencies must contact the Ministry about situations where an individual wants to move with their host family to another community outside the agency’s service boundaries in Ontario. Considerations for such transfers may include choice, access to other community services and proximity to natural family.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The ongoing support and oversight that an agency provides to individuals and to host families help to build and maintain relationships. Ongoing support and oversight is also important in promoting and ensuring the well-being of all involved in the host family placement.  It is important for the agency to consider and plan for events that may affect the host family placement. | ­  MODERATE | Email Communication, Termination of Host Family Service Agreement. | There is no evidence confirming the service agency contacted the Ministry about situations where an individual wants to move with their host family to another community outside the agency’s service boundaries in Ontario. | A letter and/or documentation confirming completion of corrective action. |

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| 94. Monitoring / Unannounced Meeting  At a minimum, service agencies must oversee and monitor the host family’s compliance with their service agreement; meet with the host family and the individual in person at least once every 60 days (or more often as needed, at the agency’s discretion), including at least one unannounced annual visit, with the purpose of ensuring that minimum performance standards continue to be met.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The service agency must meet its obligations and ensure that the host family is meeting its obligations, by:   * Overseeing and monitoring the host family’s compliance with the service agreement, * Meets with the host family and the individual in person at least once every 60 days * Conducts at least one unannounced annual visit | ­  HIGH | Meeting Minutes, Quarterly Records; Records of Contact | There is no evidence the service agency's meeting with the host family and the individual in person included at least one unannounced annual visit. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |
| 95. Monitoring, Meeting with the Individual Quarterly  At a minimum, service agencies must meet in person with the individual, who may be accompanied by a peer, friend or family member as may be appropriate and as may be requested by the individual, at least quarterly and separately from the Host Family, in order to receive feedback and address any issues the individual may have, in a personal and confidential manner.  Policy Directives for Service Agencies regarding the Host Family Program 3.1 | The service agency must meet its obligations and ensure that the host family is meeting its obligations, by ensure that:   * the Host Family is fulfilling their roles and responsibilities in supporting the individual, and   the residence maintains a safe living environment. | ­  MODERATE | Meeting Minutes, Quarterly Records; Records of Contact | There is no evidence the service agency's met with the individual separate from the Host Family at least quarterly. | A letter and/or documentation confirming completion of corrective action. |
| 96. Monitoring Personal Safety and Security/Physical Verification  At a minimum, service agencies must monitor the personal safety and security of individuals receiving supports and services under the Host Family Program that includes a physical verification of the residence and property to ensure the individual’s living space is kept clean and safe.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | The service agency must meet its obligations and ensure that the host family is meeting its obligations, by ensure that:  The service agency conducts a physical verification of the residence and property to ensure the individual’s living space is kept clean and safe. | HIGH | Meeting Minutes, Quarterly Records; Records of Contact; Safety & Security Checklists | There is no evidence the service agency monitored the personal safety and security of individuals receiving supports and services under the Host Family Program that includes a physical verification of the residence and property. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |
| 97. Monitoring Personal Safety and Security/Safety Requirements  At a minimum, service agencies must monitor the personal safety and security of individuals receiving supports and services under the Host Family Program that includes checking safety requirements related to fire safety, health hazards and water quality testing, where applicable, in the host family residence and involving other officials/professionals as required.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | To ensure the service agency monitors the personal safety and security of the individual receiving supports and services under the Host Family Program. | HIGH | Meeting Minutes, Quarterly Records; Records of Contact; Safety & Security Checklists | There is no evidence the service agency monitored the personal safety and security of individuals receiving supports and services under the Host Family Program that includes checking safety requirements related to fire safety, health hazards and water quality testing, where applicable. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 98. Monitoring / Resolution-Concerns  At a minimum, service agencies must assist in the resolution of any concerns about the placement.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | To support the individual and the host family, the service agency must assist in the resolution of any concerns about the placement. | ­  MODERATE | Meeting Minutes, Quarterly Records; Records of Contact. | There is no evidence the service agency assisted in the resolution of any concerns about the placement. | A letter and/or documentation confirming completion of corrective action. |
| 99. Monitoring / Serious Occurrence Reporting  At a minimum, service agencies must report serious occurrences to the Ministry in accordance with Serious Occurrence Reporting Procedures.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | To ensure the service agency reports serious/enhanced serious occurrence to the Ministry so that the Ministry is kept apprised of serious issues as they may arise. | HIGH | Serious Occurrence Reports; Individual Records i.e. Incident Reports | There is no evidence the service agency reported serious occurrences to the Ministry in accordance with Serious Occurrence Reporting Procedures. | Response and/or demonstrated action will be required within 24 hours of receipt of Letter of Non Compliance describing corrective measures and timelines to rectify the issue. A letter and/or documentation confirming the completion of corrective action within 10 business days. |
| 100. Monitoring / Written Records  At a minimum, service agencies must document and maintain written records of all monitoring visits/inspections of the host family home and meetings with both host family providers and individuals.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | To promote transparency and create a record of events, the service agency must document and maintains written records of:   * All monitoring visits/inspections of the host family home   Meetings with host family provider and individuals | MODERATE | Meeting Minutes, Quarterly Records; Records of Contact; Visit Logs | There is no evidence the service agency documented and maintained written records of all monitoring visits/inspections of the host family home and meetings with both host family providers and individuals. | A letter and/or documentation confirming completion of corrective action. |

| **Records and Documentation** | **Intent** | **Risk Rating** | **Indicator** | **Observed Non-Compliance** | **Required for Compliance** |
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| 101. Monitoring / Inspection Results  At a minimum, service agencies must provide copies of inspection results to the host family provider and the individual and/or the individual’s family/legal guardian.  Policy Directives for Service Agencies regarding the Host Family Program 3.2 | To promote transparency and create a record of events the service agencies must provide copies of the inspection results to:   * the host family provider * the individual * or the individual’s family/legal guardian | ­  MODERATE | Confirmation Sign-Off Sheets, Service Agreements | There is no evidence the service agency provided copies of inspection results to the host family provider and the individual and/or the individual’s family/legal guardian. | A letter and/or documentation confirming completion of corrective action. |