



Special Need Respite Services

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1) INTRODUCTION

Welcome to Special Need Respite Services!

Special Need Respite Services is provided through Bridge to Care Inc., for children with developmental disabilities who have FSCD funding and have been unable to access other respite services. We offer overnight respite at Ebenezer Home, as well as Community access, which is based in the community or out of family's homes. Your child will be paired with a trained respite worker who will support your child. Our goal is to ensure that children have a safe and fun stay while at Ebenezer Home and while in community. Special Need Respite Services will adhere to Canadian Accreditation Council (CAC).

Refer to the Bridge to Care Code of Ethics.

This handbook has been compiled to ensure that parents and guardians have all the necessary information for their children's respite stays. Please contact program supervisors if there are further questions or if further clarification is needed.

2) CONTACTING EBENEZER HOME

EBENEZER HOME RESPITE CONTACT INFORMATION

The Ebenezer Home number is 780 964 0062. This is the number used to reach the front-line staff and will be answered by any staff in the house at the time. Use this number to reach your child's staff during his or her stay, inform us if you are having problems getting to Ebenezer Home on time, and for emergencies when there is no one in the office. If you urgently need to speak to a supervisor, a staff will contact us and ask us to contact you. The front-line staff cannot do any bookings or alterations to bookings.

The office number is 780 591 1000 Ext 102. This is the number to reach the supervisors during office hours, or to leave voicemail for the supervisors outside office house. Office hours are variable based on operational needs. This is the number to use when you need to reach a supervisor, request bookings, or make changes to bookings, etc. This number has voicemail; please note that we aim to return all voicemails within 24 hours however voicemail is not usually checked on the weekends.

WHO IS WHO?

The Ebenezer Home has two supervisors, an Office/ Responsive supervisor, and a Home supervisor. They can both be reached at the office number. They share many duties, and you may speak to either of them regarding urgent information. In general, the Home supervisor does the scheduling for the Ebenezer Home, and Responsive does it for community responsive respite, both out of the Ebenezer Home and out of our client's homes. The office hours of operation fluctuate based on operational needs.

3) PROFILES, ANNUAL AUTHORIZATIONS AND UPDATES

PROFILES

Each child will have a written profile created for them, which staff will use as a guide to working with your child. This profile is created by supervisors in collaboration with the parents/guardians and is reviewed by the agency's psychologist. The profiles will consist of: A summary face sheet, an introduction to your child, communication information, medical

information, emotional and behavioral support information, safety and emergency procedures, sexuality information, dietary considerations, personal care information, daily routine information and likes and dislikes. This profile will be reviewed and updated annually (or as needed) and signed off on by the parent/guardian.

ANNUAL AUTHORIZATIONS

Parents/guardians will be required to sign off on annual authorizations for their children, and consists of the following:

A service agreement document – this outlines the agency's responsibilities and the guardian's responsibilities with regards to providing services to your child

Annual Health Care Consent Form - this grants the staff permission to administer medications and treatments prescribed by physicians to your child; as well as permission to seek out emergency medical treatment in the event of an emergency where the parents cannot be reached

Photographic/Audio/Visual Release – this grant us permission to utilize your child's photograph to verify their identity in our medication administration procedure

Authorization for Outings – this grant us permission to take your child on community-based excursions and/or recreational/leisure/educational activities, as well as grants us permission to transport your child.

Release of Information – this grant us the ability to share information with outside individuals involved in your child's life, such as school or their physician

UPDATES

Prior to each respite stay at Ebenezer Home, supervisors will call the parents and guardians to receive an update on their child. This information is gathered to ensure consistency between the home and respite, and to ensure the most successful stay for your child. Parents and guardians are asked to be prepared to provide the following information during the update:

Pick up and drop off time for the upcoming stay

Who is dropping off and picking up the child

Any updates to contact information

An emergency contact that is available while the parents/guardians are away

Medication and health update (ie: new doctors' orders)

Any changes to behaviors or routines for the child, as well as approaches being used

Any other important information that parents would like staff to be made aware of

For Responsive Respite shifts, updates will occur at the beginning of each shift by the staff working with the child.

4) BOOKINGS

EBENEZER HOME

Bookings are done on a first come, first served basis. Weekends fill up very quickly. We understand that it is frustrating when you cannot get your requested dates, and we do make every effort to accommodate everyone's needs but it is not always possible. We can put people on a cancellation list in case spaces open later on.

Booking for overnights at the Ebenezer Home begins at 7:00am on the 1st of the month prior to the month of the booking. For example, the booking for April begins at 0700 on March 1st. You are not required to call in at 0700 but again, it is a first

come- first served basis. The messages on the office voicemail are recorded in the order in which they are received, and time-coded.

There is almost always space available on weekdays due to lower demand. Transportation to and from school is your responsibility to arrange, as Supported Lifestyles does not provide transportation. If you are choosing not to send your child to school during a respite stay, there is an additional charge of \$25.00 per hour for 6 hours to provide a staff for them here. An addendum will need to be added onto your FSCD contract to allow for this extra charge, or families may choose to use responsive respite hours to cover this.

Long term stays of four or more consecutive nights can be booked up to 3 months in advance. This is to allow people additional time when they are planning vacations.

It is your responsibility to keep track of how many days are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

Ebenezer Home Booking steps:

Call the Ebenezer Home Office at 780 591 1000 on the 1st of the month starting at 7:00am

Leave a message stating your desired bookings for the following month

Indicate your planned pick up and drop off times (if known) or an estimation

If the bookings include weekdays, please indicate if your child has school or if it is a PD day or school holiday

Please let us know if you are planning to be out of town during your child stay

Provide us with a second and third choice of booking dates in case your first date is unavailable

If you would like to book in some Responsive Respite shifts at the house, please include this in your message as well

RESPONSIVE COMMUNITY SUPPORT

Responsive Respite shifts are typically booked with an ongoing, fixed schedule, for example a respite specialist may work with a child every Monday from 5pm to 9pm. Please call the Ebenezer Home office and we will work with you to determine what Responsive Schedule works best for your family. All shifts must be a minimum of two hours in duration. Please note that there are no responsive respite shifts scheduled on statutory holidays.

Responsive shifts can be booked at the Ebenezer Home. Often it is easier for us to find staff willing to work with children at the house. Call and request the dates you would like as early as possible; however, these shifts are not guaranteed until we find a staff to cover them.

It is your responsibility to keep track of how many hours are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

*****Please note that parents and guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by FSCD contracts at the rate of \$225.00 per 24-hour period or \$ 25.00 per hour (responsive respite) *****

5) CANCELLATIONS

We require 24 hours' notice for cancellations. If cancellations are made less than 24 hours, your first night will be billed; this is due to the fact that we still have to pay the staff scheduled to work with your child. Please give us as much notice as possible, so that we can offer your spot to another family.

This is also the case for responsive respite. In this case, the entire shift will be billed.

Families will be contacted in the event of natural disasters, severe weather, or unforeseen situations to discuss what the family would like.

PICK UPS AND DROP OFFS

It is extremely important that you are on time when picking up and dropping off your child! If you drop your child off late, it does not mean you can pick them up late on pick up day. We understand that unexpected situations do arise. If you are going to be more than 15 minutes late we require a phone call to allow us to accommodate your child. Please call the house number at 780 964 0062 You may be billed for the additional time your child is staffed.

For Ebenezer Home stays, there will be an Intake package that will be completed for each stay at drop off and parents are required to sign a stay agreement. Please ensure that you allow yourself some time at drop off to complete this paperwork.

ILLNESS

If your child becomes seriously ill during their stay, we will contact you and ask you to come take them home. Over a weekend, there are as many as 30 staff and children who come into contact with your child, and we need to minimize the risk of spreading illness. Generally, we will contact you if your child has unexplained vomiting and/or diarrhea, or if these occur for a prolonged period of time, but we reserve the right to contact you in other situations as well. **If you are going to be away for your child's stay, please make sure that your emergency contact is aware that your child is here and is prepared to come get them in the event of an emergency.**

For serious injuries or illness, we will call 911- and have EMS assess your child. Transportation via ambulance at parent's expense, may be necessary to ensure your child's health and safety. Parent or emergency contact must be available to meet at the hospital.

6) MEDICATIONS

We have very strict medication administration policies that must be adhered to. Please understand that while it may seem excessive compared to what you do at home, we have a very large number of clients to keep track of, most of whom receive medications. Our policies are in place to ensure the safety of your child.

Our medication administration involves a three-check system, involving: a copy of the orders provided by your doctor or pharmacist, the label on the medication from the pharmacy or provider, and a Medication Administration Record (MAR) sheet completed by us. All three of these documents must match in order for us to administer the medication.

DOCTORS ORDERS AND PILL BOTTLES

Doctor's orders must be provided; we strongly prefer typed printouts to handwritten orders, in order to prevent confusion. If you have not provided us with current doctor's orders that fulfill our requirements at the time of your child's drop off, you have several options. You can go get proper doctor's orders or signed pharmacy printout and immediately return with them, you can agree to come and administer your child's medications at the proper times, or you can take your child home. In some cases, your child may be turned away from their stay if we do not have proper documentation.

The Doctors orders must include:

The child's name

Each prescription medication the child is prescribed,

State the name of each vitamin or supplement the child is being given (includes multivitamins and supplements such as Melatonin),

The specific time of day that each medication, vitamin, or supplement is being given,

The dose of each medication that is being given,

The route in which each medication is being given (i.e. By mouth)

The reason for taking each medication,

If the medication is a PRN, the maximum amount that can be given per day,

If there are any special administration instructions (i.e. Pill must be crushed, dissolved in juice, etc.)

The Doctor or pharmacist's printed name and signature.

The contact information of the provider

Be current within one year

The pill bottle label for each medication must match the Doctor's orders or pharmacy print-out in all the above regards.

Medications must be sent in their original bottles. Do not put meds in old bottles to send to Ebenezer Home. If you have a large supply at home and do not wish to send your entire stock, reserve a portion at home and send the amount needed here in the original bottle. Bubble packs prepared by a pharmacy are also acceptable.

Please send a small amount of extra medication. Our medication policy states that if medications are dropped or contaminated we cannot administer them. If they are very costly or you are concerned about wastage, we can keep the medications we are unable to administer and send them home for you.

Over the counter products and non-prescription medication

Non-prescription medications still require proper documentation. Common types of medication that people forget about include pain killers, sleep aids such as melatonin, medicated creams, multivitamins, dietary supplements such as Ensure, homeopathic medications, laxatives, and Afterbite. This list is not exhaustive. Any items that contain medicinal ingredients must come with a Dr.'s order. If you explain to your doctor the reason for this requirement, they should be happy to accommodate you. The only items we are allowed to administer without Dr.'s orders are sunscreen, bug spray, and mouthwash.

Medication administration

Supervisors will create a medication administration guide which will outline how your child is prescribed to take their medication, as well as any preferences they have, for example, taking meds with chocolate milk. This procedure allows us to reduce any errors in administration and to ensure consistency. This guide will be updated annually or when medications are added or changed, in collaboration with parents/guardians. Parents will also be asked to provide a photograph of their child; this photograph is used for identity verification purposes during our medication administration procedure. Supervisors may ask you for an updated photo from time to time.

7) PERSONAL BELONGINGS

We complete a personal effects record documenting all your child's belongings upon their arrival at the Ebenezer Home for overnight stays. We make every effort to make sure that all of their belongings come home with them. We strongly recommend labeling their belongings, especially if your child is unable to identify their own things.

Valuable items are sent at your own risk. Again, we make every effort to keep these items safe, but due to the nature of the services we provide, objects are prone to being lost, damaged or destroyed. The agency does not replace personal belongings under any circumstances.

CLOTHING

When you are sending your child for overnight stays, please make sure you send a sufficient amount of clothing and supplies for their stay. In general, if it is a weekend stay, we ask you to send enough clothing for the entire stay. If it is a three night stay or longer we will wash their clothing. We usually try to send your child's clothing home clean as a courtesy, but it is not always possible. If your child is prone to soiling their clothing, or getting very dirty, please send extra clothes.

If your child is coming for a responsive shift and is prone to soiling their clothing, at least one extra change of clothes must be sent to accommodate this.

Please remember to send weather appropriate gear with your child. Keep in mind that not all of our staff are able to drive, and it is often necessary for us to take transit. We need to ensure that all children are dressed appropriately for all types of weather.

DIAPERS

If your child is in diapers or pull-ups it is your responsibility to send enough for their entire stay. If your child runs out during their stay we will call you to bring in more, so we strongly recommend that you send extras. We keep baby wipes stocked in the house, so you do not need to send them unless you have a preference of brand.

BEDDING AND TOWELS

Bedding and towels are provided here, so you do not need to send these items. However, if you feel that having their own bedding from home would be best for your child, feel free to send it with them.

HYGIENE ITEMS

Please ensure that all necessary hygiene items are sent with your child, such as a toothbrush, toothpaste, shampoo, conditioner, body wash, bubble bath and deodorant.

SPENDING MONEY

You may choose to send some spending money with your child; this money is usually spent on food items on field trips and outings, as the agency does not provide money for buying food outside the home. We document money sent on a financial record sheet and keep track of what is spent and where and will provide any receipts for purchases made. Please let us know what your expectations are for spending this money.

ELECTRONICS

We strongly encourage families to consider not sending any electronics for their child's stay, as there is a high risk that the items could get broken or damaged. If electronics are sent, please inform supervisors of any limits you would like staff to enforce for these items. As cell phones have been an issue in the past, it is our procedure for the child's cell phone to be handed in during admission. It will be locked up and returned to your child at the end of the stay.

PROHIBITED ITEMS

For the safety of all the children, do not send your child with any candles, incense, matches or fire-related paraphernalia. Please do not send any toys with your child that could be used or interpreted as weapons or violence-related.

8) FOOD AND DRINKS

When your child is booked for an overnight stay, all food costs are covered in our Room and Board Fee, which is \$20 per 24-hour period. However, if your child has special foods due to diet or preference, feel free to send them with him or her. We do keep gluten free foods stocked in the house due to a high number of clients requiring a gluten free diet. If you give us advance warning (more than a week) we can try to stock additional foods for your child's stay.

If your child is booked in for a responsive respite shift at the Ebenezer Home, (i.e. for the day only, not overnight), we do not provide food for them besides water. It is your responsibility to send meals, snacks, and beverages to provide for their entire stay, or else send money for the staff to purchase their food while out in the community. This is also the

case for community respite shifts, when a staff comes to your home and takes your child out. If your child does consume food at Ebenezer Home during a responsive shift, a fee of \$4 per snack or meal will be charged to cover the cost of the food consumed.

We have transitioned to a peanut free home, so please do not send peanuts or peanut products with your child. Several of our clients and staff have extremely serious allergies.

9) FIELD TRIPS AND OUTINGS

We want to ensure that your child has a great time while at Ebenezer Home or Responsive Respite, and we endeavor to take them for outings in the community as much as possible. Outings may include activities such as visits to playgrounds, walks, swimming, museums, bowling, movies, car rides, bus rides etc., and will take place within City limits. Outings will be dependent on weather conditions, staffing, transportation, child behaviors and other factors. Please talk to supervisors if you have concerns about specific activities or if there are activity restrictions in place for your child.

On occasion, staff may plan special activities just outside of the city limits for your child, in these instances parents/guardians will be given verbal notification of the activity. For trips significantly out of the city, prior approval and written consent will be requested from parents/guardians.

10) TRANSPORTATION

Please note that at this time, we are unable to provide transportation to and from family's homes as well as to and from school, for Ebenezer Home respite stays. Parents/guardians will have to pre-arrange transportation for their children if they are attending school during their respite stay.

When participating in outings during respite at Ebenezer Home or Responsive, children will be transported by staff in their personal vehicles, or by city transit.

11) SUMMARY OF STAY

When parents/guardians pick up their child from a respite stay at Ebenezer Home, they will receive a Summary of Stay document, which will briefly summarize the child's stay, what activities they participated in and their general behavior, health and well-being. If you would like information on specific topics, please do not hesitate to ask the staff.

12) BILLING

Ebenezer Home clients will be charged a \$14 per day Room and Board Fee; this fee will be invoiced to parents and guardians on monthly basis. The payment of these invoices is due upon receipt and can be paid in cash or cheque at Ebenezer Home or at our Main Office location. Unpaid invoices may result in suspension of services until payment has been made.

Please note that parents/ guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by FSCD contracts at the rate of \$225 per 24-hour period or \$ 25.00 per hour. It is your responsibility to keep track of how many hours and/or overnights are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

13) DAMAGE TO EBENEZER HOME PROPERTY

If excessive damage is caused to Ebenezer Home property by your child during their stay, parents and guardians may be responsible for covering the costs of repairs for these items.

14) CLIENT ABUSE PREVENTION AND RESPONSE POLICY

All Agency personnel, including employees and volunteers must comply with the requirements of the Child Youth and Family Enhancement Act, Residential Facilities Licensing Regulation, and required standards. See attached Agency policy on the Abuse Prevention and Response protocol.

15) SURVEYS AND FEEDBACK

All parents and guardians will be contacted once per year to complete our annual satisfaction survey; the feedback provided helps us to ensure that we are continually improving our services and meeting our client's needs. It is a requirement of our contract to conduct a satisfaction survey annually.

We welcome feedback and suggestions at any time, please contact a supervisor if you have suggestions or feedback that you would like to share.