Version 1.4

Community Living Windsor's Respite Apartment Procedures, Terms, and Conditions

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All About CLW's Respite Apartment

What is CLW's Respite Apartment?

Community Living Windsor (CLW)'s **Respite Apartment** is an opportunity for people and families to take a short break. We provide a respite experience for adults in Windsor-Essex who have an intellectual disability, including the staffing and accommodations. The support is private 1:1 in a self-contained apartment in Windsor, ON.

Eligibility for Membership

Note that membership is FREE. To be eligible for respite services membership with CLW, the person supported must:

1. Be willing to receive the support offered.
2. Be an adult with an intellectual disability in Windsor-Essex.
3. Require 1:1 support or less with shared overnight support (night staff shared with the attached supported group living residence).
4. Not require enhanced environmental features like safe rooms, Lexan windows, kitchen barriers, etc.
5. Become a free "Member" of our respite support services.
6. Be approved by CLW.

Physical Property

CLW operates one self-contained apartment in Windsor that is suitable for respite. The accommodations feature a 1-bedroom suite, including kitchen and living area.

1. The kitchen area is not enclosed.
2. The home is accessible and includes lifts in the bathroom and bedroom, an accessible washroom, widened doorways, etc.
3. The space is not designed for supporting people with challenging behavioural needs.
4. The self-contained respite apartment is adjoined to a supported group living residence; however, that home is separate and the people who live there will not be in the respite space (or vice-versa). The staff are not shared, except for overnight.
5. There is access to a small, gated porch area via accessible ramp.

Becoming a Member

Application for Membership

1. Application for membership is permitted only by those who are "eligible" (see above).
2. The application is online using an electronic form.
3. Once the application has been received, CLW will send an Intake Form, host an in-person meeting, and communicate further on the process.

Agreements by the Person Supported / their Family / Trusted Others

As part of granting Membership, the Person Supported and their family / trusted others agree:

1. To acknowledge, agree, and abide by the content of this document and the Respite Service agreement.
2. Have someone available to pick up the person supported right away, if required by CLW.
3. To not abandon the person at the respite apartment.
4. To be accessible by phone.
5. To provide any required money, clothing, food, equipment, etc.

6. To pay fees as described and agreed, if applicable.
7. If purchasing service using Passport funds, to allow CLW to administer the corresponding amount of Passport funding OR pay the fees in advance.
8. To allow for CLW to pursue emergency medical or other treatment as it deems necessary.
9. To allow for CLW to share and receive information as it deems necessary.
10. To provide CLW with the person's health card for the duration of the stay.
11. To pay for any damages caused by the person supported, or in connection with the person's stay.
12. To allow for transportation of the person supported by CLW.
13. To disclose all support and supervision information necessary to keep the person safe.
14. To disclose all support and supervision information necessary to keep staff safe.
15. To indemnify the agency, its employees, and the Board for liability under all circumstances.
16. To allow the person and family to be included in our database management system (called "AIMS") for the purpose of filing and records-keeping.

Onboarding

After the application is received and approved, a CLW Manager will meet with the person, their family and/or trusted others in order to complete an onboarding process. The end result of a successful onboarding will be that the person supported becomes an **Active Member.** To be completed as part of onboarding:

1. Meet and greet in person.
2. Review the information in the intake form.
3. Review and sign the support strategy that was developed based on the intake form.
4. Understand any special medical or other support needs.
5. Understand the expected activities that the person would like to participate in.
6. Discuss options to create a 1-page profile and/or a video intro to the person, to be used as part of the staff orientation process.
7. Discuss food, medication, support, supervision, transportation, the booking process.
8. Answer any questions.
9. Sign related document.

Being an "Active Member"

"Active Members" are eligible to book respite stays. There is no cost for membership. To become an **Active Member**, the following conditions must be met:

1. The parties have undergone an onboarding process.
2. The person supported is presently deemed to be eligible for respite service by CLW.
3. The support staff have received orientation to the person supported.

CLW Employee Training

Orientation Process

1. The Manager or Support Coordinator will provide orientation to employees, including the person's profile/video, database profile (AIMS), support strategies, and other intake information like medication, food preferences, allergies, etc.
2. In the event there are concerns about safety, support, or supervision issues by any party, those issues will be addressed by the Manager prior to any support taking place.

Booking Respite Stays

Booking Respite

1. **Active Members** may book respite stays.
2. Services are offered for one person at a time.
3. 1:1 staffing is included, except for nighttime when staffing is shared with the adjoining supported group living residence (people supported to not cross over).
4. Additional service may be available for pre-purchase using Passport dollars or non-MCCSS funds.
5. CLW will maintain a calendar for Members to access from the CLW website.
6. Active Members may book any available week (or less) for respite.
7. Only 1 future booking at a time is permitted by each Active Member.
    a. **A subsequent booking is possible once any current stay has ended**.
8. Optional: Families who have excess Passport funding could choose to contribute an agreed-upon amount to offset the cost of support, which will enable CLW to provide more support to others using its respite funding allocation.
9. Additional respite days may be available for purchase, pending the availability of appropriate staff support.
10. The person/family and CLW shall agree on a spending budget (if any) and eligible expenses for the duration of the respite stay.
11. CLW shall pay upfront fees for the following, up to a maximum of $500.
    a. Admissions, tickets, eating out, entertainment (person and staff).
    b. Mileage (if vehicle is available).
    c. Other costs as approved by the Manager.
12. At the end of the respite stay, CLW will invoice the family for any expenses, which must be paid within 14 days and before any future respite stays.
    a. Expenses may be paid via Passport funds (where eligible) or personal funds, but not via CLW's base budget.
    b. If CLW administers the person's passport budget, CLW can bill directly to Passport for eligible expenses.
13. CLW will maintain a supply of typical condiments (eg. ketchup, salt, pepper, etc) and consumables like toilet paper and paper towel.

14. The use of CLW funds to purchase respite is not permitted. This includes CLW funds that have been used to provide Individualized Support arrangements.
    a. Note that Passport funds are NOT CLW funds, as they are true Individualized Funds that are owned by the person supported. Such funds are eligible to use for purchase of additional respite supports.

Fees for Service

CLW offers additional services that extend beyond any subsidized support. Below is a list of services and rates, however custom requests can also be considered

Schedule of fees, subject to change:
https://public.powerdms.com/CLW/documents/2176727

Pre-Visit Communication

Prior to the respite stay, a reminder email will be sent-out with relevant details. These details will include the following:

1. The person/family must bring the required medication and Medication Administration Record sheet, a menu for meals, groceries that reflect the menu (for the person supported), and any personal supplies.
2. Food provided must be recently purchased and safe to eat.
3. The person support must arrive in a state of good hygiene.
4. The person's belongings must be clean, in good repair, and appropriate to the weather and activities planned.
5. The person must bring enough clothing for their stay, without the need for laundry to be done. Include at least one extra change of clothes on top of what would normally be needed.
6. During the respite stay, no people other than the person supported and CLW staff are permitted inside the CLW home or vehicle.
7. Non-CLW supporters are not permitted to provide support during the respite period, whether paid or unpaid.
8. Family is responsible to report any injuries, bruises, etc **in writing** prior to drop-off.
9. The person cannot be sick or symptomatic and must have been free from illness for at least 48hrs prior to drop-off. No exceptions.
10. If the person becomes ill, the family is required to pick them up without delay.
11. The family must provide a list of any valuables the person will come with.
12. The person must bring their own personal supplies and support items (soap, shampoo, hair products, tooth paste, tooth brush, deodorant, menstrual products, wheelchair, sling, transfer equipment, etc.

Post-Visit Communication & Feedback

1. Following the respite stay, you will receive communication asking for feedback. Please make sure to tell us how we did and whether we can make improvements for the future.

Additional Information

1. The respite apartment is professionally cleaned after each person's visit.
2. When you arrive for support, you can expect fresh linens and towels, and a clean apartment.
3. Cutlery, utensils, cookware, cleaning supplies, etc. are provided by CLW.