

# **SUPPORTIVE HOUSING** **PROGRAM**

## **OPERATIONAL** **GUIDELINES**

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## **Preamble**

These operational guidelines are intended to provide direction related to the employment of staff, access to twenty four hour support and supervision, the service package, files and development of policies for the program. These guidelines do not reflect standards of care.

Supportive Housing must ensure compliance with all related legislation, regulations, codes and standards, e.g. Manitoba Building Code, Manitoba Fire Code, Employment Standards, Workplace, Safety and Health.

## **Program Description**

Supportive Housing is a housing with support alternative that provides personal support services and homemaking in permanent community based congregate residential settings. The target population is primarily frail and/or cognitively impaired older adults who can no longer manage in their own home with available resources (family and home care resources), but are not yet ready for Personal Care Home (PCH) placement. Individuals require services for meals, laundry and light housekeeping (provided by the sponsor through a service package). Individual care requirements justify the need for the availability of 24 hour on site support and supervision and assistance with personal support services i.e. bathing, dressing and grooming. These individuals would not require 24 hour professional care but may require episodic professional care (provided through the RHA). Individuals who require 24 hour support and supervision as well as 24 hour professional care would be more appropriate for other options i.e. PCH. As the program supports a social model, individuals living within this environment should be able to reside in a congregate setting.

## **1. Staffing**

### **1.1 Qualifications of Staff**

The following qualifications should be considered criteria for staff competency and staff should demonstrate a level of skill in each area which is consistent with the needs of their position, job functions and responsibilities.

- Effective written, and oral communication skills
- A satisfactory Criminal Record Check
- A satisfactory Abuse Registry Check
- Experience working with older adults

### **1.2 Staff Functions**

The Supportive Housing sponsor is responsible for development of position descriptions which will inform regular employee evaluation. The position descriptions may include:

- Position title (i.e. tenant assistant, dietary or domestic staff);
- Reporting lines – person to whom employee is accountable;
- Responsibilities; and,
- Qualifications required.

### **1.3 Orientation/Education of Staff**

The Supportive Housing sponsor is responsible for the recruitment, orientation/training; supervision and scheduling of staff.

Orientation and training could include but not be limited to:

- A written orientation plan to the facility and the Supportive Housing Program;
- Mandatory training session on general body mechanics and stand by assist;
- Abuse policy (adoption of an existing policy or developed by the Supportive Housing sponsor);
- Mandatory Food Handling Safety course if involved with food preparation;
- Infection control guidelines;
- Workplace Hazardous Materials Information System (WHMIS);
- The Personal Health Information Act (PHIA);
- Fire Response Plan;
- Emergency Response Plan; and,
- Working Alone Plan.

## **1.4. Personnel Files**

It is recommended that the Supportive Housing sponsor maintain a personnel file on each employee. The following are examples of what the file may contain:

- Valid Criminal Record Check;
- Valid Abuse Registry Check;
- Verification that the employee has completed orientation and training;
- Current Food Handling certificate;
- The Personal Health Information Act (PHIA) Oath of Confidentiality; and,
- Evidence of qualifications as per job description.

## **2. Care Component**

The Supportive Housing care component is based on the provision of support and supervision twenty-four hours a day, seven days a week. Activities include but are not limited to:

- Assisting tenants with the activities of daily living, such as; selection of clothing, dressing, hygiene, grooming, bathing;
- Assisting with the safe management and storage of medication;
- Collaborating with tenant/family and health teams to ensure appropriate health and medical care;
- General supervision, guidance and direction to residents;
- Ensuring that fire safety and public health standards are met;
- Maintenance of required records;
- Consulting with Regional Health Authorities (RHAs) and other agencies involved with the tenant; and,
- Encouraging tenants to participate in social/recreational activities and activities that would maintain their independence e.g. setting the table, helping with meal preparation, baking, and laundry.

## **3. Service Package**

The Supportive Housing service package provides meals, laundry and light housekeeping for the tenants.

**3.1 Dietary/Food Service** includes but is not limited to:

- Three daily meals and snacks;
- Consideration of special diets where feasible;

- Menu planning in accordance with the Canada Food Guide, with consideration of cultural preferences;
- Preparing and serving food in family style dining;
- Purchasing of food and supplies where required;
- Clean-up of food preparation and eating areas;
- Dishwashing; and,
- In some situations or settings, tenants may be encouraged to participate in the meal preparation and clean up.

**3.2 Domestic Support/Facility Maintenance** includes but is not limited to:

- Daily cleaning of the facility; vacuuming, dusting, sanitizing of food preparation areas and communal washrooms;
- Refuse collection and disposal;
- In suite light housekeeping;
- Changing of linens including remaking of bed as required (minimally weekly);
- Laundry, minimally weekly or as required. Laundry service shall include collecting, sorting, laundering, folding and returning to residents' storage; and,
- In some situations or settings, tenants may be encouraged to participate in laundry and housekeeping activities.

## **4. Records**

### **4.1 Tenant Files**

It is recommended that the Supportive Housing sponsor have a file for each tenant. The following are examples of what the file may contain:

- Personal information e.g. name, primary contact information;
- Tenant's date of entry;
- Name and telephone number of attending physician;
- Medications and therapeutic diets and any special instructions;
- Communication, log or progress notes that may be maintained; and,
- Any other pertinent information which may be included in the service plan.

### **4.2 Financial Records**

Adequate records must be maintained for accountability if the Supportive Housing sponsor chooses to hold money in trust for a tenant.

## 5. General Operations Policies

The Supportive Housing sponsor should refer to tenant service plans and/or regional policy in respect to the unexpected or expected death of a tenant.

The Supportive Housing sponsor may consider development of policies for the program. This may include but is not limited to:

- A process around crisis, emergency situations or unauthorized absences of a tenant for notification of family and Regional Health Authority;
- Electrical appliances and furnishings brought in by a tenant;
- Abuse;
- Confidentiality;
- Release of information;
- Occurrence reporting;
- Fire response procedures;
- Storage of Cleaning Supplies;
- Viable back-up plan for staff shortages;
- Eviction of tenants as per the Landlord/Tenancy agreement;
- Emergency response procedures;
- Visitors;
- Transportation; and,
- Consent by tenant for access to their individual suite for purposes of support and supervision.