

## Resource Work Policies Summary Table – December 2016

The following table provides a summary of significant revisions to the Caregiver Support Service Standards, which have been renamed the Resource Work Policies.

Caregiver Support Service Policy #	Significant Revisions to Standard
General Revisions	<ul style="list-style-type: none"> <li>• Renamed to the Resource Work Policies.</li> <li>• Standards were reformatted into the new policy format. Each policy includes: a Policy Statement, Outcomes, Standards, Procedures and Notes/Additional Information.</li> <li>• Language has been revised to reflect the active tense throughout the procedures section (the procedures directly speak to the role of the Resource Social Worker).</li> <li>• Language has been changed for several terms:               <ul style="list-style-type: none"> <li>○ “cultural planning in the child’s Care Plan” instead of ‘cultural plan’</li> <li>○ Child’s ‘Care Plan’ instead of ‘comprehensive plan of care’</li> <li>○ Child’s ‘worker’ instead of ‘social worker’</li> <li>○ ‘initial record review’ and ‘detailed record review’ instead of ‘prior contact checks’</li> <li>○ ‘permanency’ instead of ‘stability and continuity of lifelong relationships’</li> <li>○ ‘children’ instead of ‘children and youth’</li> <li>○ ‘designated computer system’ instead of ‘ICM’</li> </ul> </li> <li>• Reference to the 2 year timeframe to complete mandatory caregiver training was removed, and replaced with the phrase “within the required timeframe”, as more changes will be made to training requirement once PRIDE training is put in place for caregivers.</li> </ul>
Recruitment and Retention	<ul style="list-style-type: none"> <li>• Policy was removed as a separate policy because much of the information referred to regional or high level recruitment (e.g. development of a regional resource plan).</li> <li>• Recruitment has been added into the Screening, Assessment and Approval policy. Recruitment of Aboriginal caregivers is contained in Policy 4. The remainder of the standard referred to high level program activities that did not require auditable standards.</li> </ul>
#1: Screening, Assessment and Approval	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Added a standard requiring resource workers to conduct regular reviews of criminal record checks.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Added procedures relating to recruitment activities.</li> <li>• Re-ordered to reflect the screening activities that will be completed by Centralized Services Hub (Criminal Record Check, Initial and Detailed Record Review, Medical Assessment and Reference Checks).</li> </ul>

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	<ul style="list-style-type: none"> <li>• Added procedures relating to the prospective caregiver and anyone 18 or older residing in the home or who has significant and unsupervised time with the child to complete Consent for Disclosure of Criminal Record Information from (CF0622).</li> <li>• Added procedures related to the requirement for prospective caregivers and anyone 18 or older residing in the home or who has significant and unsupervised time with the child and who has lived outside of BC to provide a verified criminal record check from the jurisdiction in which they previously resided.</li> <li>• Increased the number of reference letters required from three to four to align with SAFE requirements</li> <li>• Added a requirement for a prospective caregiver to provide a reference letter from their current or previous employer (instead of a letter from a “neutral party who does not have a significant personal relationship with the applicant).</li> <li>• Require the use of SAFE assessment – no longer a conditional requirement.</li> </ul>
#2: Assessment and Approval of Restricted Caregivers	<p><b><u>General Revisions</u></b></p> <ul style="list-style-type: none"> <li>• Separated the standard into two policies: #2: Assessment and Approval of Restricted Caregivers; and #3: Assessment and Approval of Specialized Caregivers. Use of SAFE required.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Changed 60 day interim assessment period for restricted foster care to 90 day assessment period in order to <ul style="list-style-type: none"> <li>○ allow more time to complete SAFE assessments in a thorough manner and ease possible workload pressures.</li> <li>○ Allow more time for any required training that may be developed for restricted foster parents in the future.</li> </ul> </li> <li>• Added a requirement to obtain consent for Criminal Record Check (CRC) in the 90 day assessment package (previously consent was not required until after placement).</li> <li>• Added a requirement for approval of the appropriate supervisor on the 90 day assessment package.</li> </ul>
#3 Assessment and Approval of Specialized Caregivers	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Revised language to ‘<i>All</i> specialized family care homes must first be assessed and approved as a regular or restricted family care home.’</li> </ul>

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	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>Removed a reference to considering exceptions to the above-mentioned standard if the applicant has unique qualifications, and replaced it with a note stating “extra funding may be available on a case-by-case basis for caregivers who provide care for children with higher care needs.”</li> <li>Added a reference to Schedule A of the Family Care Home Agreement.</li> </ul>
#4: Recruitment, Assessment and Approval of Aboriginal Caregivers	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>Removed reference to regional resource plan (which no longer exists).</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>Strengths-based rewording about consideration of caregivers strengths, and contributing to a climate of inclusiveness based on the Aboriginal Policy and Practice Framework.</li> <li>Added procedure to obtain prospective caregiver’s consent prior to seeking support and guidance from within the Aboriginal community if unsure about approval of a caregiver.</li> </ul>
#5: Initiating, Modifying and Ending Agreements	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>Replaced procedures related to ‘Exceptional Ongoing Monthly Payments’ on Family Care Home Agreements with procedures for ‘Additional Funding: Assessment and Payment’.</li> <li>Added a procedure to regularly review the need for extra funding.</li> <li>Added a procedure for approval of additional funding at each contract renewal.</li> <li>Added procedural note that extra funding may be available on a case-by-case basis for new caregivers who do not yet have the experience to be designated as a specialized caregiver.</li> <li>Added procedure to provide caregivers with information about the Dispute Resolution policy.</li> </ul> <p><b>NOTE:</b> When a child leaves a caregiving home that exceeds the allowable number of children, 60 days notice is not required unless an exception to this is made by the manager of the resource, as clarified in <i>Appendix C: Agreement and Payment Rates</i>.</p>
#6: Monitoring and Reviewing Agreements	<ul style="list-style-type: none"> <li><b>No significant changes</b></li> </ul>
#7: Caregiver Continued Learning and Education	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>Added a procedure about supporting the caregiver learning about the child’s cultural heritage and/or religious or spiritual background.</li> </ul>
#8: Documentation	<ul style="list-style-type: none"> <li><b>No significant changes</b></li> </ul>

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#9: Sharing Information with a Caregiver	<ul style="list-style-type: none"> <li>• <b>No significant changes</b></li> </ul>
#10: Selecting a Care Giving Home	<p><b><u>Procedures</u></b></p> <ul style="list-style-type: none"> <li>• Added a procedure to consider compatibility of the child with other individuals already living in the home when placing a child.</li> </ul>
#11: Allowable Number of Children in a Care Giving Home	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Added standard requiring that homes with approved placements exceeding the allowable number of children in the home be reviewed “at least every 90 days for the first year and then every six months if the placement is considered stable.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Added clarification regarding the maximum number of children in a home, including the caregiver’s own children by Level of Home (i.e. Level 2 &amp; 3 homes can have a maximum of 3 &amp; 2 CIC respectively, as well as the caregiver’s own children, to a maximum of 6 children in total).</li> <li>• Added additional considerations before approving placements exceeding the allowable number of children in the home, including: the availability of appropriate placements; prior relationships with the caregiver; and sibling or other family relationships.</li> <li>• Authority to approve exceptions changed to ‘manager responsible for the oversight of the resource’ (instead of ‘regional director of the CFCSA responsible for reviewing exceptions’.</li> </ul>
#12: Placement	<p><b><u>Outcomes Section</u></b></p> <ul style="list-style-type: none"> <li>• Placed a stronger emphasis on: placing children in a family setting, with minimal stays at staffed residential resources; keeping children with siblings and/or close to other family members and friends.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Added a procedure to place the signed referral document to the resource file.</li> <li>• Placed a stronger emphasis on supporting the child’s cultural heritage.</li> </ul>
#13: Planning and Supporting Changes in Placement	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Added a new standard: <i>Children are placed in living arrangements in their local and/or cultural community and only placed outside of this community if placement with family or someone connected to the child is not possible and after careful consideration of all available options and consultation with their care team.</i></li> </ul>

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	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Placed a stronger emphasis on minimizing changes in placement.</li> <li>• When discussing transfer of the caregiver’s records on the child, added the note: <i>All records must be returned.</i></li> </ul>
#14: Collaborative Assessment and Planning	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Moved standards related to encouraging caregiver participation, planning with the caregiver, involving members of a child’s Aboriginal community, and care team member roles and responsibilities into the procedures section.</li> <li>• Added a standard stating “The child’s care team meets periodically (at a minimum of every six months, consistent with care plan reviews) to review progress on the goals outline in the child’s care plan.</li> <li>• Removed reference to peer evaluations as staff report they are not conducted in practice.</li> </ul>
#15: Supportive Practice	<p><b><u>Procedure Section</u></b></p> <ul style="list-style-type: none"> <li>• Specified that resource workers should make in-person contact in the caregiver’s home, preferably when the child is present, at least every 90 days (and more frequently if require).</li> </ul>
#16: Relief, Respite and Child Care	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Added a standard stating that all relief arrangements are discussed with the caregiver prior to placement with the relief caregiver.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Clarified the process for the caregiver to choose a non-ministry approved relief caregiver, including: <ul style="list-style-type: none"> <li>○ The resource worker reviews the initial record review, detailed record review and CRC and determines whether it is appropriate to proceed with approval of the relief caregiver;</li> <li>○ The caregiver assesses the prospective relief caregiver using the <i>Foster Caregiver’s Guide for Assessing Relief Care Providers</i> (revised Appendix F of the Caregiver Support Service Policies) and ensures that the relief caregiver complies with Standard E of the Standards for Foster Homes;</li> <li>○ The resource worker decides whether to proceed with recommending approval of the relief caregiver.</li> </ul> </li> <li>• Clarified the process for placements longer than 14 days within a month – the resource worker makes this decision in collaboration with his/her supervisor, the child’s worker and the child’s worker’s supervisor.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Clarified the payments process for regular, restricted and levelled care homes.</li> <li>• Clarified payments for supplementary relief.</li> <li>• Clarified process for initiating payments for relief caregivers may be initiated through the CF 1234 form, by ongoing supplemental payments in the contract, or through invoice.</li> <li>• Added a procedure clarifying that Level 1, 2 and 3 homes providing relief are paid according to the designated home level of the caregiving home where the child resides, or as negotiated.</li> <li>• Added procedure that resource worker must conduct the following checks when an unlicensed child care provider is used: Initial Records Review (IRR), Detailed Records Review (DRR), Consolidated Criminal Record Check (CCRC) and a Criminal Records Review Act (CRRA) check</li> </ul>
#17: Ongoing Monitoring and Annual Reviews	<p><b><u>Standards Section</u></b></p> <ul style="list-style-type: none"> <li>• Specified that resource workers should contact the caregiver on the next working day following placement of a child (instead of ‘as soon as a child moves into a caregiver’s home’).</li> <li>• Specified that resource workers should maintain in-person contact with the caregiver in the caregiver’s home, preferably when the child is present, at least every 90 days.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Clarified that an annual review may be conducted in place of a 90 day review as long as it occurs within 90 days of the previous in-person visit to the caregiving home.</li> <li>• Required the resource worker to monitor the caregiver’s ongoing compliance with Standard E in the Standards for Foster Homes.</li> <li>• Specified that the resource worker obtain information through discussions with the child’s worker about the child’s experience in the placement.</li> <li>• Added to the ‘Annual Reviews’ section of the procedures that the resource worker discuss the following additional topics with the caregiver: <ul style="list-style-type: none"> <li>○ Any investigations or quality of care reviews that occurred in the past year;</li> <li>○ The impact of fostering on the caregiver’s family; and</li> <li>○ Any reportable incidents.</li> </ul> </li> <li>• Clarified the review process for instances when a caregiving home is not being used (including referencing Policy 20: Transferring or Closing a Caregiving Home).</li> <li>• Changed the annual review date to ‘within 30 working days of the anniversary date of when the first contract was signed’ (instead of ‘within 30 working days of the anniversary date of the initial approval’).</li> </ul>

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#18: Reportable Circumstances	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Removed details regarding responding to a reportable circumstance and provided a direct link to the Reportable Circumstances Policy.</li> <li>• Added details about a caregiver’s requirement to report use of restraint.</li> </ul>
#19: Quality of Care Review	<p><b><u>New Provincial Policy</u></b></p> <ul style="list-style-type: none"> <li>• New Provincial policies replace outdated local foster home protocol documents.</li> <li>• Outcomes, standards and procedures are based on commonalities across prior regional protocols and the ‘Protocols for Foster Homes 1999’ document.</li> <li>• Clarifies when an investigation is required instead of a Quality of Care Review.</li> <li>• Less detail is provided compared to the documents referenced above.</li> <li>• Review of Serious Sanctions (closure of home, reduction in level or beds) arising from a Quality of Care Review, to be reviewed by Director of Quality Assurance.</li> </ul>
#20: Family Care Home Investigations	<p><b><u>New Provincial Policy</u></b></p> <ul style="list-style-type: none"> <li>• New provincial policies replace outdated local foster home protocol documents.</li> <li>• Outcomes, standards and procedures are based on commonalities across prior regional protocols and the ‘Protocols for Foster Homes 1999’ document.</li> <li>• The regional protocols did not include procedural details regarding investigations.</li> </ul> <p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• Specifies that the involved manager leads and coordinates the response process to a report of abuse, neglect or emotional harm (instead of a ‘designated director’ as referenced in the regional protocols).</li> <li>• Includes the role of centralized screening staff in taking the call and determining the response in consultation with the appropriate local office.</li> <li>• Clarifies that caregivers continue to receive payment (maintenance and service fee) while an investigation is under way at a rate that is dependent upon the contract.</li> <li>• Adds that a caregiver may follow a process outlined in the dispute resolution policy if he/she is not satisfied with the outcome of the investigation.</li> <li>• Clarifies how the investigation report and summary are to be disseminated and to whom.</li> <li>• Review of Serious Sanctions (closure of home, reduction in level or beds) arising from an Investigation, to be reviewed by Director of Quality Assurance.</li> </ul>

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#21: Dispute Resolution for Caregivers	<p><b><u>New Provincial Policy</u></b></p> <ul style="list-style-type: none"> <li>• Moved ‘Protocol for Resolving Issues between Foster Parents and Ministry Staff’ into policy</li> <li>• Review of foster parent complaints include:               <ul style="list-style-type: none"> <li>○ Local Resolution by Resource Worker/TL</li> <li>○ Review by Responsible Manager</li> </ul> </li> </ul>
#22: Transferring or Closing a Caregiving Home	<p><b><u>Procedures Section</u></b></p> <ul style="list-style-type: none"> <li>• When discussing transfer of the caregiver’s records on the child, added the note: <i>All records must be returned.</i></li> </ul>
#23: Ongoing Monitoring of and Liaising with Contracted Resources	<ul style="list-style-type: none"> <li>• Removed. This policy will be added to a separate policy set concerning contracted residential resources.</li> </ul>
<b>Appendices A – E:</b>	<ul style="list-style-type: none"> <li>• <b>No significant changes</b></li> </ul>
Appendix F: Foster Caregiver’s Guide for Assessing Relief Care Providers	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• Retitled the Appendix ‘Foster Caregiver’s Guide for Assessing Relief Care Providers’.</li> <li>• Replaced original Appendix F with a re-ordered guide that was developed by staff to be more user-friendly for workers.</li> </ul>