

About these Standards

Home is more than just a building or residence. It is a place

- of refuge where individuals can feel personally safe that provides shelter from natural elements and human intrusion
- that gives individuals a sense of comfort, ownership, belonging, togetherness and character
- where individuals can rest, interact, gather strength and set their own pace of life
- where individuals can convey their personalities, preferences and needs
- where individuals can access
 - private areas (e.g., bedrooms, bathrooms while they are using them)
 - common areas (e.g., family rooms, kitchens)

Some individuals choose to live in a home on their own; some to share a home with family members or other individuals and to share chores and make household decisions. Either way, visitors to an individual’s home should be able to sense the personality of the individual who lives there.

In order for individuals’ homes to meet their specific needs

- the layout of their homes needs to be both functional and adapted
- the supports need to be based on an appropriate **housing support model**

housing support model

- A support model that
 - is based on enabling individuals to live, make decisions, and pursue their goals and dreams as independently as possible
 - honours the individuals’ cultures, preferences, wishes and needs
 - provides supports only to the level that individuals need and/or want

Staff who provide residential support

- will show due diligence in ensuring that individuals “are safe” and that they “feel safe”
- will be morally obliged to help and support individuals in whatever way needed
- will help individuals take responsibility for the daily routines and activities within their homes
- will not compromise the persona of the individuals’ homes

In addition, to be effective, staff’s supports, initiatives and programs need to be flexible and adaptable. This will

- enable individuals to create home environments that have their own unique routines and rhythms
- reflect the individuals’ changing needs and preferences

Service providers that do not provide residential supports at all or provide limited supports also have a responsibility towards the individuals accessing their service by

- offering advice when asked or needed
- maintaining consistency between the individuals’ home environments and the service providers’ environment by
 - discussing his concerns or their concerns with him
 - communicating with residential staff when appropriate

- doing safety assessments on the individuals' residence (e.g., support home, respite home, independent living home)

Functional Rooms and Adaptations

In order for individuals' homes to meet their specific needs, the layout of their homes needs to be both functional and adapted.

Homes will

- have sufficient space for the individual to move around
- be wheelchair accessible
- have lowered countertops
- be clutter free
- have safety features such as
 - alarms
 - non-slip floors
 - mats fixed to floors
 - gates at the top of stairs
 - drapes or blinds that have safe closing mechanisms

functional

- Defines something that works according to and to the full extent of its design
- Appendix *Glossary*: functional

personal

- Describes something that
 - has been made for or designed to be used by one person
 - belongs to a particular person

Personal and Welcoming Atmosphere

To maintain the personalized atmosphere of individuals' homes, the service provider's materials and office space will be discreet or, if possible, out of sight.

Standard 1: *Individuals have homes*

Quality of Life Level 1 Indicators

1. The individual's preferences and choices regarding living arrangements have been honoured and supported where possible
2. The individual has given his home a personalized and welcoming appearance
3. The individual has established day-to-day routines and has the flexibility to change them to suit his needs and desires
4. The individual has a means of accessing his home whenever he wants
5. The individual's home
 - a. has adequate safety features built in
 - b. has sufficient space for him to move about and access all areas of the house
 - c. has a functional layout
 - d. has been adapted to meet his needs
6. The individual's home reflects his culture and is supportive of his traditions
7. The individual's home has the proper housing support model to meet his needs

Standard 13: *Individuals are supported to have homes*

Quality of Service Level 1 Indicators

1. Staff honour and support the individual's preferences and choices regarding where he is living and with whom
2. Staff encourage and support the individual to personalize his home
3. Staff support the individual's routines and adjust their supports to meet his changing needs and preferences
4. Staff ensure the individual accesses his home whenever he wants
5. Staff ensure that the layout and functionality of the individual's home suit his needs
6. Staff respect and support the individual's culture and traditions
7. The visibility of the service provider's support is not overly intrusive or conspicuous

Alternate *Quality of Life* and/or *Quality of Service* indicators that replace Indicators 1 to 7 if ...

A. The service provider does not provide residential supports

Quality of Life Level 1 Indicators

1. The individual receives advice on residential matters from service provider staff

Quality of Service Level 1 Indicators

1. Service provider staff
 - a. advise the individual on residential matters as requested
 - b. follow up with the individual or residential staff
2. Service provider staff share information about the individuals' concerns or their concerns with residential staff when it is appropriate to do so

B. The service provider provides limited residential supports only

Quality of Life Level 1 Indicators

1. The individual's home is assessed to be safe