

Changes to Current Standards	New Service Standards
Subject 2 – Applying for Approval as an Operator of a Child Care Residential Centre has been redone	Sections 1.3 Social Development Program responsibilities Section 1.4 Responsibilities of the Children’s Residential Services Social Worker Section 1.5 Responsibilities of the Children’s Residential Services Supervisor Section 1.6 Responsibilities of the Program Delivery Manager for Children’s Residential Services Section 1.7 Responsibilities of the Child’s Social Worker Section 1.8 Purpose of Residential Services Section 1.9 Principles of Family-Centered Residential Care Section 1.10 Teamwork/Communications
Definitions - Change to the definition of Operator	Service Standard 15 – Child and Youth Advocate
Practice Standard 18 – Job Descriptions changed to Service Standard 24– Competencies and Skill of Direct Care-givers and Supervisors	Service Standard 17 – Organizational Response to a Pandemic or Emergency Situations
Practice Standard 28 is Service Standard 40 and has been updated	Service Standard 18 – Process for Operator to Register a Concern or Complaint with the Department
Practice Standard 29 is Service Standard 41 and has been updated	Service Standards 19- Closure of a Child Care Residential Centre by an Operator or an Operator Ceasing Operations as a Provider of Child Care Residential Services
Practice Standard 30 is Service Standard 42 and has been updated	Service Standard 20 – Department Rescinding the Approval of a Child Care Residential Centre or an Operator to Provide Child Care Residential Services Following an Investigation
Practice Standard 39 is Service Standard 57 and has been updated	Service Standard 24 – Criminal Record Checks, Social Development Record Checks on Employees , Students and Volunteers
Practice Standard 41 is Service Standard 59 and has been updated	Service Standard 25- New Employee Medical Form
Service Standard 48 is Service Standard 67 and has information on consultation with a dietician	Service Standard 32 – Updating the Criminal Record Check and Social Development Record Check after Five (5) Years
Practice Standard 50 is Service Standards 69 and has been updated	Service Standard 38 – Lock on an Exterior Door
Practice Standard 51 is Service Standard 70 and has been updated	Service Standard 39 – Daily Maintenance of the Centre
Practice Standard 53 is Service Standard 72 and has been amended	Service Standard 49 – Use of Surveillance Cameras
Practice Standard 69 is Service Standard 86 and has been updated	Service Standard 52 - Smoking
	Service Standard 53 – Firearms and Other Weapons
	Service Standard 54 – Annual Health Inspection
	Service Standard 55 – Vehicle Inspection, Insurance and Care Seats
	Service Standard 56 – Animals and Pets
	Service Standard 58– Language of Service

CHILD CARE RESIDENTIAL CENTRE SERVICE STANDARDS FOR OPERATORS

DEPARTMENT OF SOCIAL DEVELOPMENT

December 2010

Date Approved

Jack Brown
Assistant Deputy Minister
Program Design and Quality Management

Date Approved

Géraldine Poirier Baiani
Assistant Deputy Minister
Program Delivery

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Subject
Service Standards

What are Service Standards?

Service standards are mandatory and establish a minimum level of performance to meet the compliance required in a particular service. They exist for several reasons

- to implement the provisions of the *Family Services Act* and Regulations by providing operational direction
- to describe an expected level of performance for the delivery of child welfare services
- to state what families and the public can expect
- to assist regions in monitoring the performance of staff/service providers
- to assist the Department in monitoring its performance by facilitating measurements

1. Program Objectives

1.1. Introduction

Within the foster care system of New Brunswick there are various types of service providers. Foster families play a major role in service delivery. When children, especially adolescents and teenagers, have behavioural management needs that exceed the abilities of foster families, group care offers an alternative approach to service delivery.

The PRIDE (Parent Resources, Information, Development and Education) model for foster care has been adopted by the Province of New Brunswick in 2000 to

- protect and nurture children
- meet a child's developmental needs and address developmental delays
- support relationships between the child and his/her family
- connect the child to safe nurturing relationships intended to last a lifetime
- work as a member of a professional team in the best interest of the child

The competencies within this approach blend well with the principles of group care

1.2. Legislative Authority

Part II of the *Family Services Act* ([Family Services Act](#)) gives the Minister of Social Development the authority to undertake the following activities in relation to community placement facilities (i.e. child care residential centres)

- prescribe admission and discharge criteria
- prescribe program and physical standards of a community placement resource
- provide resources to assist in the operation of a community placement resource
- determine the need for community placement resources

- conduct investigations of community placement resources
- issue a directive to the community placement resource to do any of the following
 - make recommended changes
 - suspend or terminate services
 - remove children from a community placement resource under conditions that are acceptable to the Minister

Paragraph 26 (2) of the *Act* further states, that “after one year following the coming into force of this Part, no Operator shall operate a community placement resource that has not been approved by the Minister”

Regulation 91-170 – Children in Care Services Regulation- *Family Services Act* (<http://www.gnb.ca/0062/regs/f-2-2reg.htm>) further identifies the requirements for establishing a child care residential centre

1.3. Social Development Program Responsibilities

Children’s Residential Services participates in the approval process of a child care residential centre and provides support for the on-going development /supervision of each centre.

Child Protection and Child-in-Care programs provide financial support and case management services to the child in care of the Minister.

Young persons placed in child care residential centres under the Youth Criminal Justice Act (YCJA) are supported by the Department of Public Safety and the YCJA Social Worker with Social Development.

Both the Children’s Residential Services, Child in Care programs and Department of Public Safety work in collaboration with the centres to support the needs of the child and their family.

1.4. Responsibilities of the Children’s Residential Services Social Worker

The Children’s Residential Services Social Worker is responsible to:

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- ensure that the physical building and surrounding area of the child care residential centre is assessed according to standards for environment of care
- ensure that the Operator develops operating and program standards, and policies and procedures for the operation of the centre, the management of employees and the care and supervision of children/youths in care according to Social Development standards, policies and regulations
- manage the compliance to standards through annual reviews and periodic assessments of the centre
- receive requests for placement of a child/youth in a centre and attend admission committee meetings
- coordinate the placement of a child/youth in a centre
- act as a liaison between the Operator and other departmental staff
- collaborate with a child's social worker to ensure that services are meeting the child's needs
- participates in discharge planning meetings for a child
- address issues, complaints and allegations regarding a centre or a centre's employees
- work with the Operator to enhance programming and centre operations

1.5. Responsibilities of the Children's Residential Services Supervisor

The Supervisor of the Children's Residential Services Social Worker is responsible to:

- manage the resource needs of the region and work with the Regional Program Delivery Manager responsible for Children's Residential Services in developing new resources or resource providers
- address any issues or concerns that arise at a child care residential centre that cannot be dealt with by the CRS Social Worker assigned to the resource

- provide guidance and direction to the CRS Social Worker supporting the child care residential centre
- address issues from the Board of Directors or Executive Director of an approved service provider
- coordinate the process for removing the approval of a child care residential centre and/or the Operator that provide services to children under the care of the Minister

1.6. Responsibilities of the Regional Program Delivery Manager for Children's Residential Services (CRS)

The Regional Program Delivery Manager responsible for Children's Residential Services is responsible to:

- approve the regional resource plan for Children's Residential Services
- work with the CRS Supervisor in requesting development of new resources and new service providers
- approve funding or seek approval of funding for new resources within the region
- increase or decrease the number of beds in a child care residential centre
- act as the final level of recourse for any concerns or complaints received from child care residential centre operators, employees, residents or family members of residents or general public

1.7. Responsibilities of the Child's Social Worker's

The child's social worker while the child is in a child care residential centre is responsible to:

- present the youth to the admissions committee
- develop a care plan for the child with the operator of the centre
- monitor the care plan and request adjustments as needed

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- manage the child’s case plan according to Child in Care Standards
- participate in all residential care plan meetings for the child
- requisition additional supports and services as agreed to in the child’s care plan as allowed by standards
- bring any issues of concern about the child care residential centre to the attention of the CRS unit

1.8. Purpose of Residential Services

According to the Child Welfare League of America’s Standards of Excellence for Residential Services “the primary purpose of residential services is to provide specialized therapeutic services in a structured environment for children with special developmental, therapeutic, physical, or emotional needs.”

Residential services may be provided in a variety of settings and should

- provide children with a safe, nurturing, protective therapeutic environment that promotes cultural and ethnic identities, while addressing their unique educational, social, behavioural, developmental, medical and emotional needs
- help children and families marshal their strengths to accept, reduce or eliminate the conditions or the behaviours in the parent and/or the child that have been obstacles to successful family life
- help children and their families establish improved family relationships, connections, and , whenever possible, family reunification
- help children and their families learn to deal effectively with the impact of the mental health and/or substance abuse issue of each family member
- offer children and their families opportunities for respite, thus allowing them time to clarify and weigh options available to them
- prepare children and their parents for alternatives to reunification when return home is not possible or is not in the child’s best interest
- help older youth leave residential care with improved skills, connections to family, and the economic, emotional, social and community supports necessary to allow for a successful transition to adulthood

- help in the establishment of long-term community supports and linkages needed for a successful life after the residential experience; and
- advocate for system wide changes to increase and ease access to services for children and their families

1.9. Principles of Family-Centered Residential Service

According to the Child Welfare League of America's Standards of Excellence for Residential Services family –centered residential services is at the heart of good residential services. It is one of the key elements in a successful residential care program

The following principles guide the work of family-centered residential services to

- recognize that families have strengths and can change
- respect the diversity of family life
- ensure consumer and stakeholder involvement in planning, delivering, evaluating services and emphasizing youth and family empowerment
- direct services toward strengthening the family within the context of culture and the value of the community where the family resides
- work with families to achieve goals of safety , permanency, and well-being
- provide services that minimize family disruption and separation, strengthen the family and promote the family's potential to function independently
- wrap services around the child and family , when necessary, to support the child remaining safely within the family and community
- search for family, including kin and involving all appropriate family members and professional disciplines in the decision making, planning, and implementation process
- provide consistent support and structure for the children and families to minimize or eliminate problematic behaviours and build personal and family competencies and well-being

- separate children from their families only when the child, family or community safety cannot be assured and reunifying children and families whenever possible
- provide the least restrictive environment appropriate to the child's needs when out-of-home care is needed
- help children and families maintain the optimal level of connection during out-of-home care
- ensure sufficient program options to respond to a range of child and family needs and strengths; and
- operate the treatment, evaluation, and administrative components of agency programs in an integrated manner

1.10. Teamwork / Communication

To promote effective communication and teamwork, the Department of Social Development and the New Brunswick Association of Youth Residential Services subscribe to a proactive approach to the following guiding principles:

- the safety and well-being of the child
- mutual respect, trust, honesty and fairness
- a commitment to clear communication
- accountability

1.11. The Rights of a Child in a Child Care Residential Centre

The child in a child care residential centre has the right to

- be protected against neglect, cruelty, abuse and exploitation
- safe housing, adequate and appropriate food and clothing, health care and an education that prepares him/her for the future
- be unique and be protected from the violation of individual differences and respected for cultural heritage

- reasonable enjoyment of privacy
- prepare for the responsibilities of adulthood, parenthood, family life and citizenship
- maintain relationships with people who are important to them
- receive appropriate and reasonable adult guidance, support and supervision
- safe and nurturing relationship intended to last a lifetime
- having his/her wishes considered, opinions heard, and to be included, to the greatest extent possible, before any decisions are made affecting his/her life

1.12.Principles of Care

Accountability

Child care residential centres, as a public service, are responsible to the child, his/her family, service agencies and the community at large by means of review mechanisms

a) To the Child and his/her Family

The child and his/her family must have the right to lay a grievance whenever they perceive an inappropriate, unfair or inhumane action

b) To Service Agencies and the Community

Community residence operators must be receptive and co-operative with users and members of the community at large

Continuum of Care

Providers of residential services must ensure that all components of the in-residence program during the child's residency are linked to the child's needs at any point in time and flow smoothly as the child matures and makes gains in his/her growth and development

Individualization

Each child is an individual with a unique set of needs that change from time to time. These needs and the services that may be required must be reflected in an individualized, documented residential care plan which is regularly and formally assessed and revised throughout the period of residency

Family Involvement

In accordance with the case plan and residential care plan, providers of residential services must inform and involve the child and his/her parents in decisions relating to the child's stay, and permit parents to carry out their responsibilities

Healthy Living

The child care residential centre's daily routine will promote principles of healthy living such as: regular exercise, nutrition, diet, and support for emotional growth and development

Normalization

Every child requiring residential care has the opportunity for such care in his/her own community, when possible, in an environment that reflects culturally acceptable patterns and services of normal community living, both within and outside of the residence

Responsible Care Providers

All children receiving residential services are entitled to recognition and understanding of and respect for their rights from those charged with the responsibility of meeting their special needs

Support to the Family Unit

Residential programs should support rather than compete with the family unit. The prime objective is to reunite the child with his/her parents whenever possible

1.13.Principles of Operation

Quality of Service Delivery

Operators are responsible for ensuring that the best possible employees are recruited and they are treated in a fair and equitable manner

Stability/Viability

Operators must be committed to maintaining an organization that is steady in purpose and capable of existence and development to ensure the availability of current and future high-quality service

Evaluation

Residential programs must be assessed on an on-going basis with the goal of continuous improvement

1.14.Definitions

Case Plan

This is the Department's written statement of the specific objectives for providing service to the child and his/her family. The document will contain an outline of the activities and responsibilities assigned to the child's social worker, the child's parents (if involved), the Operator, the child (if age and/or developmentally appropriate) as well as other service-related people (i.e. foster parents)

Case Record

This is a unified, comprehensive and personally identifiable collection of information compiled by the Operator pertaining to an individual child who is in the care of the residence

Child

For the purposes of this document the term "child" will be used to represent anyone aged 0-18 years placed in a child care residential centre

Child Care Residential Centre

A residential centre owned (or rented) and operated by a not-for-profit agency or body corporate, employing employees to provide 24 hour care, 7 days/week, supervision and interventions based on individualized residential care plans **for up to 6 children** who display physical, intellectual, emotional and/or behavioral challenges. Some centers offer services to youth who have received an open custody disposition under the *Youth Criminal Justice Act*

Children's Residential Services (CRS) Social Worker

The Children's Residential Services Social Worker is from the Department of Social Development and acts as a liaison for the child care residential centre. This position is responsible for the assessment, approval and on-going monitoring of child care residential centres

Child's Social Worker

The child's social worker from the Department of Social Development is responsible for on-going supervision of a child in residence

Community Integration

This is a process of assimilation whereby the residence employees and child both contribute to and benefit from accessing the community and its resources

Direct Caregiver

This defines an employee whose primary responsibility is direct and ongoing involvement in the daily experiences of the child

Operator

A not-for-profit organization incorporated under the *Companies Act* of New Brunswick which operates a child care residential centre and includes the paid employees to whom the board has designated management responsibilities. This person with designated management responsibilities directs service delivery through the employees hired to work at the center.

Residential Care Plan

This is a written, individualized, time-limited and goal-oriented document setting out the specific means for matching the residence's activities with a child's particular needs and situation. The document will contain an outline of the

activities and responsibilities assigned to the child's social worker, the child's parents (if involved), the Operator, the child (if age and/or developmentally appropriate) as well as other service-related people (i.e. foster parents).

Residential Care Program

A combination of activities and procedures carried out with the purpose of enabling the child in residence to function successfully within the community

2. Applying for Approval as an Operator of a Child Care Residential Centre

2.1. Proposal to Operate a Child Care Residential Centre

Any applicant seeking approval to establish a child care residential centre must either respond to a government RFP (Request for Proposals) for a particular service or submit to the Department of Social Development a written proposal.

Procedure:

The proposal an applicant submits to operate a child care residential centre includes

- If facility exists
 - address and description of the facility
 - zoning approval
 - fire inspection
 - health and safety inspection (floor plans must be provided to the regional Public Health Inspector before an inspection can take place)
- a statement of operational philosophy and purpose of services being offered
- letters of reference, experience and educational background of the persons submitting the proposal
- description of target population to be served
- admission and discharge criteria
- care and supervision approach and programming
- organizational chart and qualifications of employees
- planned linkages with support services
- evaluation procedures
- budget statement for the first year's operating expenses
- sources of income
- sponsorship documentation indicating that this is a not-for-profit agency or a duly incorporated company with letters patent or articles of incorporation stating that no dividends are declared or paid on any capital stock of the company
- board of directors which consists of at least seven members who are elected at annual public meetings

It would be important for any prospective service provider to familiarize themselves with the philosophy of care and supervision and respective standards included in this document before drafting a proposal for consideration

2.2. Interim Approval of a Proposal to Operate a Child Care Residential Centre

The Program Delivery Manager and/or Supervisor of Children's Residential Services provides the Applicant with a written interim approval based on the information provided in the application before the applicant can proceed further. A Children's Residential Service Social Worker is assigned to the Applicant to ensure that the resource is developed according to the service standards included in this document before final approval can be given.

2.3. Final Approval

When the Children's Residential Services Social Worker doing the assessment is assured that the Operator and the centre comply with standards then the Minister will sign the Child Care Residential Centre Operator Resource Agreement, the Approval of a Child Placement Resource Form 1. The Children's Residential Services Program Delivery Manager enters into a Purchase of Service Contract with the Operator.

3. Administration

Service Standard 1 – Board of Directors

The Board of Directors must

- consist of both professionals and lay members, representing various groups, agencies and organizations within the community
- have an interest or commitment to manage and improve child residential facilities and services

Employees must not be members of the Board of Directors

Service Standard 2 – Responsibilities of the Board of Directors

The Board of Directors must have authority for the following aspects of the operation

- purchase and maintenance of the facility
- appointment and dismissal of employees
- formulation of the program statement
- preparation of an annual report on the operation of the residence in light of its statement of purpose and rate of success
- establishment of written policies and procedures to be followed together with the regular planned review of those policies, on at least an annual basis
- review and approval of the annual financial report prepared by an independent auditor
- approval of any capital investment, expansion or diminution of a residence's services

The Board must meet at least on a quarterly basis

Service Standard 3 – Direct Operation of the Residence

The Board of Directors or any of their sub-committees must not directly operate the residence except on an emergency basis

The primary responsibility for the direct operations and the care of the child must rest with the person(s) hired by the Board of Directors to manage the resources and the other employees of the child care residential centre

Service Standard 4 – Program Statement

The Operator must have a written program statement for the residence which is reviewed annually

The statement includes

- philosophy and purpose
- target population including admission, exclusion and discharge criteria
- program goals
- the services to be provided
- the methods used in meeting the needs identified

Any changes to the original program statement must be developed in consultation with the Children’s Residential Services Program Supervisor

Service Standard 5 – Administration Manual

The Operator must have an administration manual available to employees that covers the following topics

- organization chart
- personnel practices and procedures

- safety and health procedures
 - Code of Practice for Working Alone – Section 51, Occupational Health and Safety Act
- list of emergency phone numbers
- records management
- planning process
- conflict of interest policy
- public relations
- evaluation procedures
- confidentiality
- roles and relationships affecting the board, residences and other agencies

Service Standard 6 – Program and Policy Manuals

The Operator must have program and policies manuals available to employees that are based on service standards outlined in this document and cover the following topics:

- program statement (Service Standard 4)
- daily routines (Services Standards 63-80)
- involvement of employees and the child in decision-making (Service Standards 79-80)
- fostering positive relationships between the child and their family (Service Standard 74)
- encouraging participation of the child in community activities (Service Standard 75)
- procedures for the discipline of a child (Service Standards 84-86)

- child's grievance procedure (Service Standard 81)
- policy on the use of physical restraint (Service Standard 86)
- crisis response to natural disaster and pandemic situations (Service Standard 17)
- Protocol between the Departments of Social Development and Health respecting children-in-care of the Minister of Social Development who are suicidal or have suicidal ideation (Appendix A)

Service Standard 7 – Annual Budget

The Operator must have an annual budget with the following characteristics

- direct costs of care for the child served
- employee salaries
- employee development programs
- maintenance of the physical facility
- administration costs
- listing of projected sources of income

A complete record of funding from all sources and expenditures for all purposes in connection with the operation of the residence must be kept current in accordance with generally accepted accounting principles

Service Standard 8 – Budget Submission Dates

In accordance with Regulation 91-170, Section 9 of the *Family Services Act*

- the budget must be submitted to the Department of Social Development by June 1st in order to be considered for funding in the next fiscal year
- budgets for two or more facilities under one administrative operation budget must be submitted separately and shared costs must be prorated to each residence

- budget submission forms will be provided by the Department
- Operators must provide the Department of Social Development by June 1st with an audited financial statement covering the previous fiscal year April 1st to March 31st

Service Standard 9 – Reporting of Occupancy Rates

The Operator must submit to the Department of Social Development at the end of June, September, December and March, a statement of the names and number of occupancy days of each child for that quarter

Service Standard 10 – Insurance

The Operator must have a policy of insurance covering the following risks

- loss, damage or destruction of physical assets of the employees and residents by fire, flood, vandalism or theft
- liability to employees and residents arising from any accident, mishap or other incident on the premises
- liability to third parties and residents arising through the use of any vehicle owned by the Operator, and used by any of the Operator's employees or agents in the Operator's business
- liability to residents arising through the use of any vehicle owned by employees and used by any employees in the Operator's business
- board of director's liability insurance

Service Standard 11 – Inventory Control

The Operator must maintain an inventory control record of its supplies, equipment and furnishings which is up-dated annually and available to the Department of Social Development upon request.

**Service Standard 12 – Case Records of a Child
Placed in the Residence**

The Operator must maintain a case record of all children in residence including their

- identifying information (name, gender, birth date, etc)
- care status, if applicable
- names and addresses of parent(s) or guardian
- dates of admission
- medical, psychological and social reports
- incident reports
- name of social worker
- care plan
- safety plans (suicide ideation, medical conditions, etc)
- progress notes, program activities and accomplishments
- evaluation reports of outcomes (behaviours, education, life skills, etc)
- discharge date and report

Every child’s case record must be kept confidential and in a locked storage area. Information in case records must be available only to Departmental employees and employees authorized by the Operator. The case record must be turned over to the Department of Social Development upon request

Service Standard 13 – Availability of Records

The Operator must ensure that all records are available to the Department of Social Development to facilitate evaluation studies of the residence

Service Standard 14 – Confidentiality of Information

The Operator must ensure that any information about the child and employee is kept confidential

The Operator must not release information on the child including pictures or permanent recordings of the child’s person unless authorized to do so in a release of information form signed by the child’s legal guardian or social worker or the child, if the child is 16 years of age or older

Information on an employee must be made available only to persons authorized in a release of information form signed by the employee

Protection of Personal Information Act- www.gnb.ca/0062/acts/acts-e.asp#GlossP

Service Standard 15 – Office of the Child and Youth Advocate

The Operator must familiarize their employees with the roles and responsibilities of the Child and Youth Advocate and the rights of children in their care to access this resource and the authority of this Office to request information from the Operator. (www.gnb.ca/0073/index-e.asp)

Service Standard 16 – Annual Review of a Child Care Residential Centre

The Operator must participate in an annual review for each child care residential centre with a Children’s Residential Services (CRS) Social Worker

The purpose of the review is to assess

- that care and services provided are in accordance with the appropriate standards and meet the needs of the children placed there
- the physical structure of the centre and compliance to safety and security standards
- the adequacy and efficiency of the residence’s internal resources to carry out its objectives

The Operator must ensure that all programs in the centre are evaluated by their agency on an on-going basis. These evaluations are made available to the CRS Social Worker on request

The Operator must complete Part A – Administration – Operators Questionnaire for the agency and the Part C – Residential Care Questionnaire

on each child care residential centre of the agency when the questionnaire are sent to the Operator by the CRS Social Worker. The questionnaires are to be completed and returned within 15 working days to the CRS Social Worker.

The CRS Social Worker reviews the completed Part A and Cs questionnaires when he/she completes Part B – Environment of Care Questionnaire on each child care residential centre to complete the assessment package.

The CRS Social Worker sends a copy of the completed assessment to the Operator.

**Service Standard 17 – Organizational Response to
Pandemic or Emergency Situations**

The Operator must have an organizational response plan for pandemic or emergency situations

Guideline

The Operator may make use of the organizational plan for pandemic responses provided by the Department of Health <http://www.phac-aspc.gc.ca/influenza/info-eng.php> or WorkSafe NB www.worksafenb.ca/PandemicPlanning_e.asp

An emergency situation could be a flood, power outage, fire, or other natural or man-made disasters. <http://www.gnb.ca/cnb/emo-omu/CEPTP-e.asp>

Procedure

- The Operator develops a plan based on their own resources and community support systems
- The plan is agreed to by the Children’s Residential Services Supervisor to ensure that all areas are considered and that the plan can be supported by the SD regional office plan for pandemic or emergency responses.

Service Standard 18 – Process for Operator to Register a Concern or Complaint with the Department

The Operator must contact the Supervisor of the Children’s Residential Services Unit when they have a complaint or concern pertaining to policies, standards or the working relationship with department employees.

Procedure

- The Operator submits the concern or complaint in writing to the Supervisor of the Children’s Residential Services.
- If after 15 working days the Supervisor is unable to address the concern or compliant in writing or the Operator is not satisfied with the response/decision from the Supervisor , the Operator can address their concern or complaint in writing to the Program Delivery Manager responsible for Children’s Residential Services.

Service Standard 19 – Closure of a Child Care Residential Centre by an Operator or an Operator Ceasing Operation as a Provider of Child Care Residential Services

The Operator must meet with their Children’s Residential Services (CRS) Supervisor before a final decision is made by the Agency’s Board of Directors to close a child care residential centre approved by the Minister or to cease operations as a provider of child care residential services

Procedure:

- The Operator must contact the CRS Supervisor and arrange a meeting to discuss the decision to close a child care residential centre or ceasing operations.
- Following the meeting with the Children’s Residential Services Supervisor, the Operator must give the Department a written notice of closure 90 days in advance.

- The Children’s Residential Services Unit prepares a briefing note for the Minister on the closure of the centre or as a service provider of child care residential services as well as a certificate rescinding the approval of the centre or the Operator.

Service Standard 20 – Department Rescinding the Approval of a Child Care Residential Centre or an Operator to Provide Child Care Residential Services Following an Investigation

Under the *Family Services Act*, Regulation 91-170 – Child Care Services, Section 7:

“The Minister may terminate the approval of a child placement resource if

(a) the operator ceases to provide child care services

(a.1) a care provider at any time fails to meet the criteria and standards set out in paragraphs 5 (a) to (c) of the Regulation,

(b) the Minister directs the operator of a child placement resource to terminate operations of the child placement resource under paragraph 27(4)(g) of the *Act*, or

(c) the Minister determines that an operator is not distributing money received from the Minister on behalf of the child in care in the best interests of the child in accordance with section 8 and the criteria and standards prescribed by the Minister under subsection 26(1) of the *Act*.”

Procedure:

- The Department investigates the centre and/or Operator according to Section 27 (1-6) of the *Family Services Act* and in accordance with the Child Victims of Abuse and Neglect Protocols (Province of NB- last update 2005)
- Upon completion of the investigation if it is determined that the centre and/or Operator’s approval is to be rescinded, the Department provides the Operator with 15 days notice of termination of services according to the Children’s Residential Services Resource Agreement

4. Human Resources

Service Standard 21 – Personnel Services and Procedures Manual

The Operator must have a manual of personnel services and procedures that conform to the provincial labour laws and Social Development’s standards for child care residential centres that includes

- hiring criteria (personal must be at least 19 years of age)
- job descriptions (Service Standard 23)
- work assignments
- employee grievance procedure
- code of conduct
- dress code
- safeguarding/personal boundaries (Service Standard 33)
- confidentiality – client and agency (Service Standard 14)
- conflict of interest
- use of technology – internet, email
- employee disciplinary procedures
- vacation and holidays
- sick leave and other leaves of absence
- staffing patterns and ratios (Service Standard 34)
- supervision (Service Standard 27)
- performance evaluation procedures (Service Standard 28)
- employee training (Service Standard 31)
- salary scales, benefits and administration
- use of volunteers (Service Standard 24 & 27)
- student placements (Service Standard 24 & 27)
- termination

Service Standard 22 – Employee Files

The Operator must maintain an individual personnel file for each employee including

- identifying information (name, gender, date of birth, etc)
- educational qualifications and experience

- application for employment
- reference contacts
- Criminal Record Checks – Initial and every five years
- Social Development Record Checks – Initial and every five years
- SD Operator/Staff Medical Form
- starting date
- performance evaluation
- employee development plan
- training activities
- medical reports
- records of time off for sick leave, vacation, leave without pay
- all related correspondence
- termination date

**Service Standard 23 – Competencies and Skills of
Direct Care-givers and Supervisors**

The Operator must ensure that

- **every direct caregiver possesses the knowledge and skills to**
 - provide basic daily care/household management
 - provide health care and ensure safety
 - communicate effectively and form relationships with a child
 - manage and redirect a child's behaviour
 - support a child's developmental needs
 - work with groups of children
 - carry out individual care plans
 - observe, record and present data on a child
 - intervene appropriately in a crisis situation
 - work as a member of a team

- work in and with the community
- follow administrative procedures
- **every supervisor possesses the knowledge and skills to**
 - manage at-risk children
 - orient new employees to the job
 - conduct formal evaluations
 - provide clinical support and consultation to direct care givers
 - conduct regular supervisory sessions
 - build worker accountability
 - provide team leadership
 - assess training needs of the individual and/or group
 - intervene in a crisis
 - manage health and safety practices
 - apply agency's policies and procedures
 - comply with Departmental service standards

**Service Standard 24 – Criminal Record Check and
Social Development Record Check on Employees,
Students and Volunteers**

The Operator must ensure that all employees, students, and/or volunteers 19 years of age and older have a Criminal Record Check and a Social Development Record Check completed before the person is allowed to work in a child care residential centre

Procedure:

The Operator:

- has the potential employee, student or volunteer complete and sign the Social Development Record Check Consent Form
- sends the completed form to the CRS Social Worker for verification
- reviews the returned form from the CRS Social Worker to ensure that the person does not have a contravention according to the Social Development Record Check policy

These forms are found in Appendix C and D

Service Standard 25 – New Employee Medical Form

The Operator must ensure that all employees, students, and/or volunteers 19 years of age and older complete the medical form before the person is allowed to work in a child care residential centre

Procedure:

- The Operator provides a copy of Social Development Operator/Staff Medical Form to be completed and returned to the employer as part of the hiring process.
- This form is completed only before hiring/volunteering

This SD Operator/Staff Medical Form is Appendix B

Service Standard 26 – New Employee Orientation

The Operator must ensure that before a new employee has direct responsibility for supervision of a child, the employee is given

- an orientation to the residence including the purpose of the program, program philosophy, and all matters contained in the administration and program

manuals of the residence and the Child Care Residential Centre Services Standards

- a minimum of 24 hours of on-site/job-shadowing/training

**Service Standard 27 – Supervision of Employees /
Volunteers /Students**

The Operator must ensure that

- a supervisor is designated for each employee, student and volunteer
- full-time and part-time caregivers receive at least one hour per month or more, as required, of supervision or program consultation from the Operator or other persons for whom supervisory or consultative services have been contracted

**Service Standard 28 – Employee Performance
Appraisal**

The Operator must ensure that all employees

- participate in a performance appraisal at the end of the Operator's imposed probation period
- have an annual performance appraisal that includes a written professional development plan that is reviewed periodically with the employee

**Service Standard 29 – Employee Development Plan
after Probation Period**

The Operator must ensure that all employees, following the period of probation

- participate in the formulation of a their professional development plan which includes a list of

- the minimum competencies still required to do the job
- any additional competencies desired to do the job
- activities, including goals, relationship to a specific competency area, and means by which goals will be achieved

**Service Standard 30 – Professional Development
Plans for All Employees**

The Operator must ensure that all employees have

- a copy of their professional development plan
- training activities separate and apart from supervisory activities which may be provided by resources external to the residence
- a written record of their training activities, including a description of the content of the training activity and its usefulness with regard to improvement of job performance
- their professional development plans revised in accordance with the results of the annual evaluation

**Service Standard 31 – On-going Employee
Development**

The Operator must ensure that direct caregivers, supervisors and directors or administrators receive a minimum of five days or 40 hours per year of relevant training

Service Standard 32 – Updating Criminal Record and Social Development Record Checks After Five (5) Years

The Operator must ensure that a Criminal Record Check and an Social Development Record Check is conducted on all employees, students, and/or volunteers every five years after the initial checks at time of employment /engagement in accordance with Regulation 91-170 of the *Family Services Act*, Sections 7.1(1) through to 7.2(5) ([Family Services Act](#))

Service Standard 33 – Safeguarding/Personal Boundary Issue of Employees and Child

The Operator must ensure that

- employees do not take a child to a private residence without the written approval of the child's social worker
- off-duty employees do not leave the child care residential centre with a child without the written permission of a shift supervisor

Service Standard 34 – Employees/Child Ratios

The Operator must ensure that

- a minimum of two direct care givers are on duty 24hrs/day, 7 days/week to provide appropriate care, ensure safety and administer to the individual needs of each child
- additional direct care givers as required based on the needs of the children in the residence at the time
- when extra employees are required to assist in the management of safety, behaviour, educational support or escort a child to outside appointments and the extra employees exceeds the limits of the operational budget, the operator must obtain financial approval for such employees from the child's social worker

5. Environment of Care

Service Standard 35 – Compliance to Standards and Regulations

The Operator must ensure that all their facilities meet the regulations and standards prescribed by the Minister

Service Standard 36 – Conforming to Building and Zoning Codes

The Operator must ensure that all their facilities conform to federal, provincial and municipal building and zoning codes

Service Standard 37 – Physical Structural Change

The Operator must consult with the Children’s Residential Services Social Worker of the regional office of Social Development when considering physical structural changes to the residence to ensure that the changes comply with standards

Service Standard 38 – Lock on exterior door

The Operator must ensure that the lock on an exterior building door must open from the inside with no more than 1 releasing operation and without the use of keys, special devices or knowledge. A lock on an exterior building door cannot be locked from the inside with a key.

Service Standard 39 – Daily Maintenance of the Centre

The Operator must ensure that each centre is maintained daily in a safe, clean and functional state

Procedure:

- All floors and carpeted areas are cleaned daily
- All bathrooms are cleaned and sanitized daily
- All garbage is removed from the centre daily

Service Standard 40 – Bedrooms

The Operator must ensure that

- every bedroom has a window and bedrooms without a door leading to the exterior must have at least one window with an unobstructed opening not less than 380 mm in height (15”), 380 mm in width(15”) and 0.35 m² in area (NBC 9.7.1.3) as per the National Building Code to meet fire safety standards
- bedroom doors are not permitted to lock from the inside but permitted to lock from the corridor side

Note: What is commonly used on bedroom doors are what they call “classroom function locks” which can open from the room side at all times and lock from the corridor side. This provides the security that is needed and an easy exit for the occupant.

- bedrooms are located within easy access to exits
- no bedroom is located in an unfinished area (without insulated walls, ceilings, flooring or windows) of the facility
- each bedroom has a minimum area of 7.4 square meters (80 square feet) for single occupancy and 11.1 square meters (120 square feet) for double occupancy

- no more than two children of the same gender are occupying a bedroom
- for double occupancy bedrooms, the beds are at least 1 meter (39 inches) apart from each other
- each child has a separate bed with a clean, comfortable, non-toxic mattress, with a plastic cover, if necessary, in the event of bedwetting, a pillow, and appropriate seasonal linens
- each bedroom has a dresser and a space for storage of clothing and personal possessions for each child occupying the room
- there is at least one electrical outlet per child per bedroom provided for lamps and radios
- a single bedroom is available in each home for the individual needs of a child
- any bedroom on the second storey and above has access to two separate means of escape, one of which is an exterior stairwell
- there is a sanitary place for each child to keep his/her towel, wash cloth, toothbrush and other personal toiletries in his/her bedroom or another appropriate location identified by the facility
- the child has an opportunity to personalize his bedroom space within reasonable limits.

Service Standard 41 – Bathrooms

The Operator must have a minimum of one washbasin with hot and cold running water and one flush toilet for every five occupants (child and employees) or less, and one bathtub or shower with hot and cold running water for every eight occupants or less in every centre.

A bathroom door is not permitted to lock on the inside by the use of a key. The standard lock set used in most bathrooms is acceptable.

Service Standard 42 – Laundry Facilities

The Operator must provide

- on-site laundry equipment with hot and cold running water to manage the laundry needs of the centre and to allow children to do their own laundry
- a separate sink for washing soiled laundry
- enough laundry soap, fabric softener and bleach available to wash the laundry

Service Standard 43 – Kitchen Area

The Operator must have a separate area for meal preparation, equipped with appropriate appliances, cooking utensils and food storage spaces in keeping with a home-like environment but meeting health safety standards established by the Department of Health

All sharp objects (steak knives, scissors, butcher knives, etc) must be locked up

Children must be supervised at all times when using kitchen appliances

Service Standard 44 – Dining Area

The Operator must have in each facility

- a separate dining area with sufficient table space and seating to enable all children and employees to eat together in a family style
- sufficient place settings (cutlery, glassware, plates and bowls) for each person at the table

Service Standard 45 – Recreation/Common Living Areas

The Operator must have

- a minimum of 9 square meters (approximately 100 square feet) per child of outdoor play space
- 4.5 square meters (approximately 50 square feet) per child of indoor play/leisure space. Indoor play/leisure space may include the dining area (when not used for meals), living room, recreation room and open (uncluttered) floor space in the basement and attic, if the latter is heated, ventilated and well-lighted. Bedrooms are not included in the calculation of indoor play space
- play/leisure space appropriately furnished with chairs, sofas, televisions, etc

Service Standard 46 – Climate Control of the Residence

The Operator must

- have exterior doors and windows adequately fitted and their frames sufficiently sealed to prevent drafts
- maintain the residence at a reasonable temperature that provides for the physical comfort of the occupants and appropriate for the time of year

Service Standard 47 – Heating System

The Operator must have

- the heating system, including the chimney, installed safely and in good repair
- the heating system inspected annually by a qualified heating expert, and a copy of the report on file
- the furnace and chimney cleaned annually

- the furnace enclosed according to the recommendations of the fire inspector in basement areas used by children (i.e. play room recreation)

The Operator must not use portable heating units to supplement heat in the house.

Service Standard 48 – Additional Storage

The Operator must have a secure space that each child has access to for the storage of his/her valuables

Service Standard 49 – Use of Surveillance Cameras

The Operator must consult with the Children’s Residential Services Unit in their region when considering installing surveillance cameras in the child care residential centre.

The use of video surveillance cameras is forbidden.

Surveillance cameras are restricted to common areas (dining room, living room, kitchen, recreational areas, etc) and hallways of the centre and outside areas. The surveillance must be in real time without creating a reviewable record of the actions being viewed. The cameras need to be visible and residents and staff need to know they are in use. They cannot be used to supplement staffing needs of a centre.

Procedure

- The Children’s Residential Services Social Worker will inspect the area where surveillance cameras will be placed to ensure that the installation complies with the standard.

Service Standard 50 – Fire Safety and Annual Inspection

The Operator must have

- all buildings comply with the National Fire Safety Standards prescribed by the Provincial Fire Marshall
- fire exits, doors, hallways and stairs well lighted, clean, uncluttered and readily accessible
- a written plan for the evacuation of the facility approved by the Fire Marshall, posted in a conspicuous place, and everyone in the facility is familiar with this plan
- a fire drill conducted at least once every three months, and within one month after a new admission takes place or a new employee is hired; these are carried out at random times over 24 hours and a record of each drill will be kept on file
- the appropriate number of smoke alarms properly placed per levels of the centre
- smoke alarms tested monthly to ensure proper working order
- one 5lb ABC portable fire extinguisher in the kitchen and at least one such extinguisher on each floor which are inspected monthly by the operator
- within one month of employment, all new employees are trained in the use of fire extinguisher and fire drills
- an annual fire inspection of the facility carried out by the local fire department

**Service Standard 51 – Safety and Health Services
Manual**

The Operator must ensure that

- employees have a manual on safety and health practices and are familiar with the procedures for these practices such as
 - accidents
 - assaults on employees or children
 - child abuse allegations (Provincial Child Victims of Abuse Protocols)
 - talking about suicide
 - attempted suicides (SD Suicide Intervention Protocol)
 - absences without permission
 - poisonings and any health emergencies
 - child's conflict with the law
 - smoking (both employees and residents)(Service Standard 51)
 - HIV/Hepatitis
 - administration of prescription and non-prescription medication
 - universal precautions for the management of communicable diseases
 - food safety, storage and preparation
 - recreational safety i.e. swimming – requires a lifeguard on duty at all times
- all direct caregivers are accredited in first aid procedures and their certificates are current
- all direct caregivers have attended ASIST (Applied Suicide Intervention Skills Training)

- every centre maintains a readily accessible Red Cross or equivalent First Aid Kit
- medications and other hazardous or poisonous substances must be kept in lockable cabinets or containers
- the centre has pest control management
- emergency telephone numbers are posted in a conspicuous place and include
 - Department of Social Development regional office and After Hours Emergency Social Services
 - 911 Emergency
 - Tele-care
 - Mental Health Clinic and their after-hours services
 - Poison Control

Service Standard 52 – Smoking

The Operator must ensure that children in care and employees are not exposed to second hand smoke in the residence and out-buildings or in vehicles transporting children and employees.

The Operator must not permit the children or employees to smoke in the residence or when employees are transporting youth in vehicles.

The Operator and employees must not purchase tobacco products for a child in care.

Service Standard 53 – Firearms and Other Weapons

The Operator must ensure that firearms and other weapons are not on the property

Service Standard 54 – Annual Health Inspection

The Operator must ensure that an annual health inspection is completed on each centre by the Public Health Inspector for the region.

Service Standard 55 – Motor Vehicle Inspection, Insurance and Car Seats

The Operator must ensure that all vehicles used to transport a child in care are safe, insured and equipped appropriately

Procedure

The vehicle(s)

- has an up-to-date motor vehicle inspection
- is maintained in a safe condition
- carries a minimum of one (\$1,000,000,00) million dollars liability insurance coverage
- operator has a valid driver's license and operates the vehicle in a safe manner
- includes age appropriate, certified child restraint systems, properly installed to secure the child when necessary

Service Standard 56 – Animals and Pets

The Operator must ensure that dogs, cats and other household animals maintained in the home or on the property are kept in a safe and sanitary manner and in accordance with provincial and local regulations.

Guidelines

The Operator should be aware that children in care may have allergies to the animals and pets in the residence

Procedures

The Operator

- takes precautions to ensure the child's safety at all times as the child is a stranger to the pets in residence
- ensures that the animals on the premises have up-to-date vaccinations (i.e. rabies) and present no known risks to children

6. Admission and Discharge Criteria

Service Standard 57 – Admissions and Discharge Policy

The Operator must have written admission and discharge policies developed jointly with the Department of Social Development that includes

Admission criteria

- age range
- gender
- type and severity of the social/emotional/physical/psychological needs of the child
- additional conditions of placement (i.e. physical limitations of the facility)

Discharge criteria, in accordance with the needs of the child

- length of residency
- level of functioning upon planned discharge
- acceptable conditions for unplanned discharge
- conditions for re-admission

The Operator must ensure that admission requests are received from the Children's Residential Services Social Worker of the Department of Social Development or the on-call social worker

The Operator must ensure that a copy of the admission and discharge policy is available to the Department of Social Development

Service Standard 58 – Language of Service

The Operator must ensure that services are provided in the child's language of choice and must not accept a referral if the Operator is unable to accommodate the child's language choice.

Service Standard 59 – Establishment of an Admission Process

The Operator must establish an admission process regarding a child entering a centre that is agreed to by the Children’s Residential Services Social Worker

A decision whether or not to admit a child to a resource will be based on

- the child’s individual service needs
- potential clash or compatibility of personalities or behaviours between the candidate and children presently in the residence
- stability of the existing group of residents

Service Standard 60 – Living Group Composition

The Operator must ensure that the composition of the current living group is balanced based on the children’s

- personality
- social and emotional needs
- specific behavioral or emotional symptoms

The composition of the groups on the basis of age range and gender mix must be left to the discretion of the Operator, based on the needs of the community and the knowledge and skills of the Operator and/or employees

Service Standard 61 – Conditions for Admission

The Operator must permit the child accepted for admission to visit the facility to meet the employees and other children

No child must be admitted into a residence

- within 7 days after another child's admission or up to 30 days after another child's admission depending on the circumstances
- during a time of crisis in group management

Service Standard 62 – Orientation for New Admissions

The Operator must be sensitive to the needs and feelings of the child as he/she prepares to enter the program, and will co-operate with the child's social worker by

- providing information to the child to help him/her accept the necessity of the placement
- responding empathetically to the child's fears, anxieties, resistance, hopes, etc
- explaining the program in the context of the child's needs and expectation
- arranging, whenever possible and appropriate, contact with previous placements or the child's family

In addition, the Operator must provide orientation for the new child entering the residence, including

- a tour of the residence with introduction to employees and other children
- a discussion of rules, discipline and grievance procedures
- a discussion of tasks that the child is expected to perform as a part of group living

Service Standard 63 – Residential Care Plan

The Operator must have a written care plan for each child in residence that includes

- a statement of the child's current level of functioning and needs
- time-limited goals expressed as desired behaviour that result in observable/measurable changes in the child's functioning
- description of activities to be carried out by the direct caregivers, school, treatment personnel in external agencies and the child's social worker
- involvement and role of the child's parents, as appropriate
- a tentative discharge date and plan

The care plan must be formulated jointly by the Operator and the child's social worker within 30 days after the child has been admitted to the residence

Whenever possible, the child, his/her parents and other significant persons must participate in the formulation of the care plan

The Operator, the child's social worker and other significant or designated person must reviewed the care plan at least once every three months, and a written record of the recommendations made in the review conference must be placed in the child's file

The Operator must provide the child's social worker with a progress report on the child on a quarterly basis

Service Standard 64– Client-based Programming

The Operator must

- provide a structured living environment that addresses each child's developmental needs on a daily basis
- make use of internal and external activities to meet the child's developmental needs

- incorporate the following key components in the programming developed for each child
 - life skills
 - recreation
 - personal development (i.e. hobbies, self-esteem,)
 - building lasting relationships
 - educational/vocational opportunities
- develop an individualized residential care plan with the child, the child's social worker and/or the child's family based on the child's case plan

Service Standard 65 – Discharge Planning

The Operator must

- ensure that a discharge plan is developed as part of each child's residential care plan and updated every three months when the care plan is formally reviewed
- be sensitive to the needs and feelings of the child as he/she approaches a planned date of discharge, and ensures that the child is counselled in the following areas to
 - help the child work through separation from employees and other children at the residence
 - help the child adopt a positive or optimistic outlook toward his/her new placement
 - reinforce the child's competencies and gains he/she has made while in residency, and his/her readiness to assume a new growth experience
 - understand, accept and interpret to the child his/her possible regressive behaviour prior to discharge
- be prepared to meet with persons responsible for providing care to the child in his/her next placement, as appropriate and in accordance with the care plan, to instruct them in any management techniques or approaches to take with the child

CHILD CARE RESIDENTIAL CENTRE SERVICE STANDARDS FOR OPERATORS

Subject
6

Section
Admission and Discharge Criteria

- hold open a bed for an agreed period of time for a maximum of 30 days at the request of the Children's Residential Services Social Worker, in the event that the new placement breaks down

- provide a discharge report within 15 days following a child's discharge, to include
 - date of discharge
 - reasons for discharge
 - level of functioning at time of discharge
 - recommended goals or activities for aftercare

- ensure that a copy of the discharge report is sent to the child's social worker

7. Caring for Children

Service Standard 66 – Daily Living

The Operator must

- maintain patterns of daily living that resemble a “family” atmosphere
- provide the opportunity for the child to freely experience, express and develop their own individual needs, interests, aptitudes and abilities, and to participate in individual and group problem-solving and decision-making processes

Service Standard 67 – Nutrition

The Operator must ensure that each child is provided with

- at least three meals each day, consisting of a nutritious and well-balanced diet, in accordance with Canada’s Food Guide
- an adequate amount of food must be prepared each meal to allow for second helpings, if desired, notwithstanding dietary restrictions
- nutritious evening snacks and between-meal snacks
- any special dietary requirements they need

For assistance in meeting requirements for menu planning and info on Canada’s Food Guide to Healthy Eating, Operators should consult with a registered dietician on a monthly basis.

Service Standard 68 – Household Chores

The Operator must ensure that

- household chores are used as a constructive learning experience for the child
- the chores are part of the child’s care plan goals and activities and viewed as part of the participatory responsibility of living together
- chores are not used as exploitation or unpaid substitution for employees

Service Standard 69 – Personal Care

The Operator must provide each child with personal hygiene products and encourage and/or teach where necessary, matters of daily personal hygiene to the child, including

- bathing/showering
- grooming
- toileting
- dental care
- sexual health

The child's personal appearance must not be altered including haircuts without the prior approval of the child, the child's family and/or social worker.

Service Standard 70 – Health/Medication Requirements

The Operator must ensure that the child

- is provided appropriate and timely medical assistance when the child is unwell, injured or experiencing pain
- is taken to all health/therapeutic appointments
- has his/her prescribed medication available and administered as prescribed
- has access to annual health check-ups (physical health, dental, vision and hearing)

The Operator must ensure that

- the child's social worker has provided a health card and the appropriate medical authorization for employees to administer to the child's health needs
- any appointment is documented in the child's file indicating the outcome of the appointment and any prescribed action by the health/therapeutic professional

- the child's social worker and/or parents, depending on the case plan, are notified the same day of any changes in medication or therapeutic interventions or within two working days if there is no change to current interventions

Service Standard 71 – Clothing

The Operator must ensure that

- each child has a supply of personal clothing of suitable quality and size in relation to the child's age, physique, seasonal weather conditions and activities
- clothing purchased by or for the child belongs to him/her and is taken with him/her at the time the child leaves the residence
- each child, according to his/her age and ability, has the opportunity to select and/or purchase his/her clothing, therefore, youths should have a clothing allowance and go shopping for their clothing with employee supervision and guidance

**Service Standard 72 – Child Special Allowance/
Learning Money Management**

The Operator must ensure that

- each child receives a weekly allowance from their monthly Child Special Allowance that is agreed to with the child and the child's social worker and is based on the child's experience with money and extra spending needs
- the child is provided guidance in learning to manage money responsibly
- any remaining money from the child's monthly Child Special Allowance is either held in trust for that child or placed in a bank account opened for that child. This money can be saved by the child to purchase items of interest to them
- each child's monthly Child Special Allowance is accounted for separately from the operational funds of the center and the account is available to the child's social worker to view on request

- when a child is discharged from the center, the child's social worker is informed if there is any remaining money in the child's trust or bank account and the social worker arranges the return of the money to the child or the child's family
- in accordance with his/her age, ability, developmental needs and care plan goals, the child has the opportunity to earn money, either through additional household chores or through employment in the community

Service Standard 73 – Telephone

The Operator must allow the child to

- use, within reason, the telephone for local calls on a regular basis to help maintain family contacts and friendships unless not approved by the child's social worker
- make long distance calls when approved by the child's social worker
- call his/her social worker or social worker's supervisor

The Operator must provide

- a private area, if there is only one phone or
- an extension in a private area or
- a second telephone in a private area, for the child's use

Service Standard 74 – Privacy and Free Time

The Operator must ensure that each child has

- periods of free, unplanned time during the day
- physical space and opportunity to be alone
- space and time for reading and other quiet pursuits

- space within his/her bedroom for personal possessions and decorations, in a manner easily altered for future children in the residence

Service Standard 75 – Visits with the Family

The Operator must

- permit the child's family to visit the residence, in accordance with the child's care plan goals and activities
- permit visits at any reasonable hour, except when
 - a visit would be detrimental to the child and/or the normal functioning of the residence
 - a visit is not permitted by the child's social worker
- encourage the family members to participate in normal residence activities, as appropriate, such as sharing a meal or participating in recreational activities
- make available an area within the residence for private meetings between the child and his/her family

Service Standard 76 – Recreation and Community Activities

The Operator must ensure that each child, in accordance with his/her age, ability and developmental needs, has the opportunity to

- develop positive friendships outside of the residence and to invite his/her friends into the residence when the facility and the child's social worker permits
- be involved in normal aspects of community life, including recreational, educational and cultural programs, activities and events and the use of community facilities, organizations and resources
- participate in recreational activities that are both structured and unstructured, voluntary and required, individual and group, physical, social and leisure with regard to care plan goals

The Operator must ensure that the residence is equipped with supplies and equipment that provides each child with the opportunity to engage in athletic, leisure and cultural pursuits.

Service Standard 77 – Special Occasions

The Operator must ensure that special occasions, such as the child’s birthday and discharge from the residence, as well as, traditional festive holidays are celebrated

Service Standard 78 – Homework/Tutoring

The Operator must ensure that

- any child requiring assistance with homework receives the necessary support
- each child has access to a quiet work space, necessary equipment and time for homework

Service Standard 79 – Educational and Vocational Training

The Operator, in co-operation with the child’s social worker, must ensure that each child receives an educational or vocational program appropriate to his/her age, ability and goals as set out in the child’s care plan, within the available special education services

Service Standard 80 – Promoting Decision-Making Opportunities in Daily Living

The Operator must encourage each child, in accordance with his/her age, ability and developmental needs, to make choices in areas relevant to his/her life and developing self-esteem including choices affecting but not limited to

- use of spending money

- friends
- recreational activities
- clothing
- reading material
- educational/vocational courses and school-related activities
- part-time work
- bedroom décor
- and other relevant developmental activities, provided that the decisions made respect self and others and are within the limits of house rules and other standards in the residence

The Operator must ensure that the child

- has the opportunity, in accordance with his/her/their age, abilities and developmental needs, to engage in personal and group discussions, to exercise critical judgment in all areas of living, and participate in decision-making processes
- in accordance with his/her age, ability and developmental needs, is encouraged to
 - confront, cope with and resolve personal problems and conflicts
 - exercise and develop confidence and responsibility by undertaking and pursuing new activities and projects which may present some element of personal emotional risk to the child
- is not ridiculed, blamed or in any other way criticized for errors encountered when that child undertakes activities that contain emotional risks

Service Standard 81 – Group Process

The Operator who cares for two or more children must incorporate the use of group dynamics as part of the overall residential care program

Appropriate to their age, abilities and developmental needs, the child must participate in guided group interactions that include

- establishing and reviewing house rules
- planning for recreational activities and community involvement

- confronting inappropriate behaviour
- working through the integration or departure of a child or an employee

Service Standard 82 – Child’s Grievance Procedure

The Operator must have a written child’s grievance procedure that is explained in a clear and simple manner so that it may be easily understood by the child and is accessible to him/her without fear of retribution

The procedures must include the following elements

- regular opportunities, such as house meetings or discussion periods, for airing general or specific complaints or disagreements, alone or in the presence of other children and direct caregivers
- direct access to the child’s social worker
- direct access to the child’s social worker’s supervisor

Service Standard 83 – Independent Living

The Operator must ensure that any child over age 16 has the opportunity in accordance with his/her ability, to develop skills for independent living

8. Behaviour Management

Service Standard 84 – Behaviour Management

The Operator must pursue a positive orientation as the prime approach to behaviour management, emphasizing the development of desired behaviours, co-operation, responsibility and attempts to alter negative behaviours and attitudes, in accordance with the child's age and ability, through the use of various rewards including

- verbal praise
- increased privileges
- increased allowances

The Operator must ensure that disciplinary measures are

- implemented as soon after the offensive behaviour as possible
- reasonable, related to the nature of the offence, and are not excessive
- motivated by a desire to assist the child to learn from the experience, and not by hostility

Service Standard 85 – Approved Disciplinary Measures

The Operator must use the following disciplinary measures

- bringing the child's attention to the action
- expressing disapproval
- discussing the incident from all sides
- placing limits on behaviour

- removing privileges
- assigning appropriate and reasonable extra duties that are not part of the regular routine and yet constitute a contribution to the total group community
- reparation for damage
- temporary removal from the situation or group
- grounding
- ignoring unacceptable behaviour

Service Standard 86 – Non-Approved Disciplinary Measures

The Operator must not use or permit the use of the following forms of discipline

- corporal punishment
- deprivation of basic needs including food, shelter, clothing and bedding
- humiliating, belittling or degrading responses of any form, whether verbal, emotional or physical in nature
- deprivation of approved family visits unless approved by the child's social worker on a situation by situation basis
- placing or keeping a child in a locked room
- assignment of unduly physical, strenuous or harsh work
- extensive withholding of emotional response or stimulation
- confinement to an area of seclusion for more than 2 hours at a time

Service Standard 87 – Physical Restraint of a Child

The technique of holding a child therapeutically to protect the child from harming self or others is referred to as “physical restraint”. Straps, restraining jackets or other devices are not to be used as physical restraints

The Operator must ensure that physical restraint of a child is only used in the following situations

- self-defense – an employee may use the degree of force necessary to protect him/her from physical assault or to subdue a violent or physically threatening child
- defense of third person – an employee may use the degree of force necessary in the defense of a third person
- protection of the child from self-injury – an employee may use the degree of force necessary to protect the child from inflicting physical injury to him/herself

The Operator must ensure that

- all direct caregivers are trained in the appropriate application of physical restraint no later than 3 months after employment
- direct care givers must not use restraint until they are certified
- recertification is maintained as per the standards of the particular non-violent crisis intervention program used

9. Mandatory Reportable Incidents

Service Standard 88 – Mandatory Reportable Incidents

The Operator must report to the child’s social worker during business hours immediately when

- a child
 - discloses abuse
 - is seriously injured
 - contemplates or attempts suicide
 - overdoses from drugs, medications or alcohol
 - self-mutilates
 - dies
- there is abuse or mistreatment of a child by employees
- there is a fire or other disasters in the residence
- a child’s behaviour could result in a charge being laid
- employees use physical restraint
- damages are caused by a child

The employee involved in the incident must document the

- time and date when the incident occurred
- name of the person reporting it
- person to whom the report was made
- details of the incident and actions undertaken by the Operator

The Operator must forward documentation on the incident to the child’s social worker and the CRS Social Worker liaison within 24 hours during the regular work week

The Operator must call the After Hours Emergency Social Services at 1-800-442-9799 when the incident occurs after normal working hours

Service Standard 89 – Absence of a Child

Any absence of a child without permission in excess of 2 hours is reported immediately to the police, and to the Department of Social Development

During working hours the Operator reports to the child's social worker and after hours to the After Hours Emergency Social Services (AHES)

If there are concerns for the child's and/or others safety, call police immediately

10. Relationship Building within the Community

Service Standard 90 – Relationship Building within the Community

The Operator must ensure that

- Effective and co-operative working relationships are promoted between the residence and relevant persons, agencies and organizations in the community, including
 - Department of Social Development
 - local schools and district education councils
 - Mental Health Centre and similar human service agencies
 - doctors and dentists
 - police
 - other child's residential facilities
 - organizations and committees that advocate or co-ordinate services to child
 - neighbors
 - child's families
- Employees and the child participate in activities that will help maintain a positive and constructive/supportive image and involvement in the neighborhood

Service Standard 91 – Grievance Procedure for the Public

The Operator must ensure that a formal grievance procedure is in place whereby neighbors and local citizens have recourse in the event of an incident involving a child or employees

APPENDICES

Appendices identified in this document are provided to the service provider in an electronic format:

Appendix A – Protocol between the Departments of Social Development and Health respecting children-in-care of the Minister of Social Development who are suicidal or have suicidal ideation

Appendix B – SD Operator/Staff Medical Form

Appendix C – SD Record Check Form

Appendix D - SD Criminal Record Check Form