

REGINA RESIDENTIAL RESOURCE CENTRE
RESPIRE SERVICES



PARENT / CAREGIVER
HANDBOOK



Welcome

On behalf of the board, management, and staff, I would like to welcome you to the Regina Residential Resource Centre (RRRC) family, a place where we focus on potential and not disability.

The activities and interaction RRRC provides helps to improve the social skills and independence of individuals experiencing disability while offering support for their families. Families have reported that using respite services has greatly reduced the stress of caregivers and that this has had a lasting, positive impact on relationships within the family.

This handbook is your guide to important details about our respite services along with helpful tips to make your loved one's experience the best possible. Please take the time to review the handbook and use it as an information source.

We invite you to visit our website (www.rrrc.ca) and to like us on Facebook to learn more about us.

Denise Beard
Chairperson
RRRC Home Operations Committee

About Us

Mission Statement

RRRC respite services works in partnership with the families and caregivers of individuals experiencing disability. We offer support by providing short breaks that can help strengthen families by reducing stress while offering people experiencing disability meaningful lives within the community.

Vision Statement

To provide an inclusive community where individuals experiencing disability and their families feel supported and welcome.

Beliefs

- ☆ That the family is an equal partner in the implementation of respite services.
- ☆ That everyone has a gift, can contribute to and is a valued member of the community.
- ☆ That respite strengthens the family unit.
- ☆ In meeting family needs on an individual basis through flexible and responsive respite services.
- ☆ That inclusion with the community creates positive relationships and opportunities.

The families of individuals experiencing a disability require support due to the extra demands they face. Respite services provides time for parents or caregivers to take a short break for themselves that can help the individual being supported participate in community activities and make new friends. It is a time when parents / caregivers can spend time resting, catching up on errands, or bonding with other members of the family.

RRRC respite services is a vital service for families, helping to strengthen and support the family so that they can better care for their loved ones at home. Respite support services have been developed to enhance the quality of life for children and adults with developmental and/or physical disabilities while focusing on their participation in the community. We believe that everyone belongs in our community.

Plans are developed to suit each family and individual that we support. RRRC offers respite services in flexible ways. Respite services can be offered in the family home, in the community, or at our respite home.

RRRC respite services utilizes positive programming to support individuals using the services. At RRRC we respect and support individuals under our care. This includes their rights, wishes, and decisions even if it conflicts with the position of parents or family members.

RRRC respite services cannot use restrictive measures or interventions. Medications are used for medical conditions and to support quality of life.

RRRC respite services utilizes two philosophies:

1. Person-Centred Thinking and Planning

Using the philosophy of Person-Centred Thinking and Planning, RRRC will provide your loved one a comfortable environment based on a self-directed lifestyle. Services will be delivered based on choice and self-direction. This will be a continuous process of listening, learning, and focusing on what is important for your loved one.

2. Gentle Teaching

By using the philosophy of Gentle Teaching, RRRC builds a safe environment where your loved one feels loved, valued, and engaged with.

RRRC builds trusting and meaningful relationships with the individuals we support, making sure they feel emotionally, physically, and psychologically safe when in our care.

RRRC creates a culture of support where everyone feels valued, regardless of their interactional challenges.

Working Together to Provide the Best Care

We know how difficult it is to let your loved one be looked after by other people. Respite services are here to support both the parents/caregivers and the individual experiencing a disability so that the service we provide is a positive experience for everyone. We encourage families to share information about their loved one, so that we can better meet the needs of the individual.

How to Apply

To access RRRC's respite services there is an application process. Respite services is only open to children and adults that have been diagnosed with an intellectual disability.

Application forms can be found online at www.rrrc.ca. If you are involved with Community Living Service Delivery (CLSD), you can pick up an application from your Community Support Worker.

All applications are presented to a committee where a decision is made as to whether or not an individual meets our guidelines and can benefit from the services we provide. Once an acceptance letter has been received parents/caregivers can start to use the facility and book times with the Respite Home Program Manager based on the space available.

Booking

Booking respite services can be done online at www.rrrc.ca, by emailing booking@rrrc.ca, or by phone at 1-(306)-352-3223 (ext. 226). If you leave your name and number and the days you want booked, one of our staff will contact you within 48 hours to confirm the booking.

We do ask for booking to be done at least one month in advance to give us time to arrange adequate staffing.

Arranged Arrival and Departure Times

When bookings are made, the parent / caregiver will be asked to provide an arrival and departure time. Parents / Caregivers are to stick to their pre-arranged times. If you are running behind, we ask for a courtesy call and approximate time of arrival. If you are more than 30 minutes late picking up your child, you may be charged for an extra half day. If the parent / caregiver is not reachable by phone and is half an hour late picking up an individual, the staff will contact the emergency contact to pick up the individual. If the parent / caregiver and the emergency contact are unable to be reached, mobile crisis will be consulted for the support and care of the individual.

Care at the Respite Home

Utilization

The respite home will provide services to individuals for up to 70 days per fiscal year. A fiscal year is from April 1st to March 31st. If a family needs more than 70 days in a fiscal year, they have to apply in writing with the envelope marked "Attention to the Home Operations Committee" as the addressee.

Individuals can stay up to 21 days consecutively at one time. All parents/caregivers can book one month in advance, and any bookings for the next month can be made the first day of the month prior.

For billing purposes, a half-day is any time spent in the respite home that is shorter than 6 hours within a 24-hour period. Any time spent in the respite home that is more than 6 hours within a 24-hour period is billed as a full day.

Staff

All RRRC staff have passed a criminal record and vulnerability record check. They have First Aid, CPR, and Transfer Lift and Repositioning (TLR) qualifications in order to assist people with differing disabilities. We do our best to match staff and clients together based on personality and interests.

Meals and Diet

For those individuals who will be using respite home, the respite home staff prepare meals based on the Canadian Food Guide. Food proportions are based on adult food portions. The staff at the respite home will try to accommodate a resident's likes and dislikes regarding food choices. Please note that it is not possible for staff to prepare several meals choices at mealtime.

At the respite home we cannot restrict food or refreshments unless the behaviour is detrimental to their health or the resident requires a special diet for diabetes, cholesterol reduction, or weight control as prescribed by a medical practitioner. All special dietary foods are to be provided by the parent or caregiver.

Care

Nursing care is not provided in the respite home. If an individual being supported will need nursing care, arrangements have to be made by the family.

When an individual is tube-fed, we ask that families make arrangements with home care to help assist with the tube feeding.

Medication

Our staff are trained in giving medication. Medications brought into the respite home must be in bubble packs and labeled correctly. All liquid medication must be accompanied with their physician's information on the label. All over the counter and PRN medications must be provided in a bubble pack with the pharmacy labelling.

In the case of an illness during an individual's stay at the respite home, their parent / caregiver will be notified. If your loved ones are sick, we ask that their stay in the respite home be canceled.

Transportation

The respite home has a seven-passenger van that it uses to transport individuals to and from activities. Activities may include out of town travel. The agency does not provide pick up and drop off to the family residence while using the respite home.

If the individual will be attending any extra-curricular activities, the parent / caregiver is required to make all transportation arrangements during their stay at the respite home. If the individual requires an attendant, the parent / caregiver will have to provide someone for the activity.

Respite Outreach

Utilization

Respite outreach does not have a set number of days, but the minimum hours we can provide is 3 hours at a time. The respite outreach is an out of pocket expense for the parents. Application for respite outreach can be made to the Executive Director of RRRC.

Programing

Respite outreach will provide programing for your loved ones. We also provide mentorship programs.

If programing involves the transportation of your loved ones, we do charge a 45 cent per kilometre travel fee.

Transportation

All of our staff who use their personal vehicles for respite outreach carry extra insurance. If your loved ones have mobility issues, it will be left to the parents to book para transit.

Pricing / Billing

For prices on respite services, please contact the office.

Billing of the previous month for respite services is done on or before the 10th of the month. Any persons with outstanding bills will not be allowed to make future bookings until the outstanding bills have been paid in full.

Policies that Govern Respite Services

RRRC operates under a service agreement with the Ministry of Social Services, Community Living Service Delivery division. For RRRC to partner with CLSD we are required to operate under their service policies.

An overview of the Comprehensive Personal Planning and Support Policies (CPP & SP) and the abuse policy are available on our website.

RRRC does not use any form of punishment (i.e. time outs, restraints, etc.). RRRC believes in empowerment and choice for individuals. RRRC staff are trained to assist individuals with challenging behaviours. Any individual accepted into the Respite Program who has a Comprehensive Behaviour Support Plan or Crisis Cycle must provide RRRC with the correct documentation.

RRRC uses Supported Decision Making with individuals in the home and will follow the Restrictive Procedures policy as set out by CLSD.

Confidentiality

All RRRC staff have signed an oath of confidentiality. Information regarding residents will only be shared with those who need to know in order to work effectively with the resident. Information will not be shared with outside agencies without a signed information release form.

Q and A

Can I visit my loved one while they are using the respite home? Yes, you can visit your loved ones while they use the respite home. Family involvement is important to us in order to make the stay successful. We just ask to call the respite home and give them notice before coming to visit so that activities are not disrupted.

If I have concerns during my loved one's stay, how do I address them? If you have any concerns, you can talk to the team leader on duty or call the office during office hours at 1-(306)-352-3223 (ext. 227).

What do I do if I have an emergency and I need to book my loved one? All emergency bookings will be reviewed on a case by case basis. RRRC's Respite Program does take emergency bookings, but not if the individual is in crisis.

What do I do if anything goes missing during my loved one's stay? RRRC is not responsible for any lost, broken or stolen articles/items. All items brought to the respite home are brought at the owner's own risk.

How do I know that clothing brought into the home is safe? Clothing lists are provided to the parent/caregiver upon initial acceptance and after every stay at the respite home. Parents/Caregivers are expected to complete the clothing lists and provide it to the staff. Parents/Caregivers are expected to label all articles of clothing and items brought into the home with the individual's initials. Avoid expensive clothing and bring a minimal amount as staff launder it.

How do I know how the stay of my loved one went? A "going home" letter will be provided to the parent/caregiver after each stay at the respite home. If one is not provided, please contact the respite home or the respite home manager.



Regina Residential Resource Centre
1047 Wadey Drive, Regina, SK S4N 7J6
www.rrrc.ca

Benefits of Respite Services

- ☆ Respite increases sensory stimulation and activities for the recipient (Gent, 2012)
- ☆ It provides opportunities for social interaction (Robertson, 2011)
- ☆ The increase in activities and interaction will increase independence (Robertson, 2001)
- ☆ Social skills and practical life skills improve (Gent, 2012)
- ☆ Development of friendships and relationships (Yoong, 2012)
- ☆ Overall improvement in quality of life (Robertson, 2011)
- ☆ Respite services have contributed to strengthening family units and improving their function
- ☆ Provide recreation time for caregivers
- ☆ Maintain an increased sense of control for caregivers
- ☆ There is an improvement in sleep patterns for caregivers (Nankervis, 2011)

Most importantly, respite services provide a feeling of inclusion for the individual being supported.

Sponsors of RRRC Respite Home

