



COMMUNITY  
SERVICES

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## Frequently Asked Questions

### What will I be doing?

This role is about providing a safe, nurturing home to an adult in need, giving them a sense of belonging and assisting them to be more successful.

### What support will I get?

Every individual receiving services from us has a comprehensive service plan. This plan is developed by our staff team, of which you will be an equal part, and designed in consultation with the individual themselves. It is tailored to their personal circumstances and describes the services that he or she will receive from members of the team, from other professionals and the resources in the community available to them.

A member of our dedicated team will be available to you whenever you need them, 24 hours a day, 7 days a week, 365 days a year.

### Who are the individuals that I will be expected to work with?

We provide services for adults who have not experienced success in other settings and who face significant challenges in their lives. These include behavioural, physical, cognitive, medical and mental health challenges. Just like our families they come from a wide variety of backgrounds.

We have a successful track record of working with these individuals because of our experience in providing and coordinating services according to their individual strengths and needs, and doing so in strong collaboration with the families with whom they live. We value the significant time and energy that they devote to meeting the day-to-day needs of those living with them – and make sure that they have all the support they need to effectively manage difficulties when they arise.

## How long will an individual stay with us?

It depends. Sometimes individuals live with one of our families for less than 1 month, some for 6 months and some for many years.

## What information will I be given about them before they move into my home?

We will have extensive conversations with you about them, their circumstances, and the services our staff team will provide and coordinate before he or she moves into your home.

## Can I provide care to more than one individual at a time?

Yes you can, up to a maximum of two clients at a time. However, you must be able to provide each individual with their own bedroom or suite. Your home must also be able to comfortably house one or two clients in addition to the persons already living there.

## What is the process I need to go through to provide a family home to a person in-need?

Because you will be in a position of significant trust, there are several phases to our assessment process which collectively take about a month to complete.

When you first contact us we will collect some basic information about you over the phone. You will then be asked to submit a short application form so we have a little more information about you, your family and your home. A member of our team will then contact you to review this form and to make arrangements for us to visit you in your home.

Because you and your family will play such an important part in the lives of those that live with them, we do want to know you very well before someone moves into your home. This means that there are a number of forms to complete and that we will visit your home more than once. We will also ask you some personal questions and will also need to meet everyone who lives with you. These steps are all necessary to make sure the individuals we serve live with families who can meet their individual needs. You can read more about our application process of pages 11-12.

## What is the time commitment I need to make?

It depends. Some families open their home for 2-5 years; others are hooked and have been with us for 10 years and more.

## Can I work outside the home and also be a part of your team?

Yes. You can work outside the home as long as there is another adult in the home who is approved by PLEA to provide care to the individual living with you in your absence. Many

people who join our team share their responsibilities with their partners, or other adult members of their families. You can find out more about what this means on page 13.

### Can I do this role on an occasional or short-term basis?

Yes. We need people able to provide care in the homes of our full-time Family Caregivers when they can't be there. We call this type of support 'respite'. The selection criteria, requirements and access to training and support for those providing respite coverage are the same as those fulfilling this role on a full-time basis. You can read more about this role on page 13.

### What happens if I want to go on holiday?

Someone you know (i.e. an adult friend or family member) who has been approved by us to provide you with respite coverage would move into your home and care for the individual in your absence. You can read more about this role on page 13.

### What will I be paid?

Our rates are between \$1825 and \$5323 per month.

### Is there anything that could prevent me from doing this role?

There are several requirements that you do need to meet. In order to be approved you must be over 21 years of age, legally able to work in Canada, complete a Criminal Record Search, be financially stable and have no more than five children/youth living in your home. You must also be able to provide each individual that lives with you with his or her own bedroom or suite that is safe, comfortable and suitably furnished. You will also be required to submit a medical report by your doctor and to provide three references.

### How is all my personal information protected?

All information gathered as part of this process, and any further information we collect while you are working with us, is treated in the strictest confidence and in compliance with privacy standards and legislation. Records are maintained in secure files.