

CARPE DIEM TREATMENT FOSTER HOMES

UPDATED JULY 2026

POLICY &
PROCEDURES
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OUR MISSION STATEMENT

Changing a life, along with your own through fostering connections, laughter and enjoying the passage of time.

OUR VISION STATEMENT

Seizing the day and every moment in it.

OUR PHILOSOPHY

At Carpe Diem, we believe that every child, youth, and family possesses inherent worth, unique strengths, and the capacity for growth. Healing and development occur within the context of safe, caring, and meaningful relationships. We are committed to creating therapeutic environments where individuals feel valued, respected, and supported as they navigate challenges and build resilience.

The Philosophy of Treatment

Treatment is a purposeful, planned, and collaborative process designed to support positive growth and meaningful change in an individual's or family's attitudes, behaviours, relationships, and overall well-being. Effective treatment recognizes that lasting change occurs when people feel safe, respected, understood, and empowered.

Our approach is grounded in trauma-informed practice, recognizing that many children, youth, and families have experienced adversity, loss, neglect, or other life challenges that shape their experiences and responses. We strive to create environments that promote safety, trust, choice, collaboration, and empowerment, ensuring that healing occurs without re-traumatization.

Children and youth require a therapeutic environment where they experience physical and emotional safety, consistency, acceptance, and belonging. Within these nurturing relationships, they can explore and resolve inner conflicts, develop healthy coping skills, build resilience, and strengthen their sense of identity and self-worth.

We are committed to providing culturally responsive and inclusive care that respects and celebrates the diverse backgrounds, identities, beliefs, traditions, and lived experiences of those we serve. We recognize the importance of cultural humility and continually strive to understand and respond to everyone's unique cultural context with dignity, respect, and sensitivity.

We believe that healing happens through connection. By providing caring adults, supportive relationships, and individualized interventions, we create opportunities for children, youth, and families to overcome challenges, discover their strengths, and achieve their full potential.

Through a holistic approach that nurtures emotional, intellectual, physical, social, cultural, and spiritual well-being, we support children, youth, and families in building meaningful relationships, developing a sense of belonging, and creating hopeful pathways toward a fulfilling future.

Treatment Foster Care

Carpe Diem is a specialized program designed to provide treatment foster care for emotionally distressed children.

The foster home selected for a child will depend on the age of the child, the circumstances which brought them into care, the individual and special needs of the child, the skill level of the Foster Parents and the goals and objectives of the placement.

Treatment foster care generally refers to the daily provision of all the essential elements of family life that a child needs through their placement. In a foster home, the child can quite readily be integrated into the foster family and have their needs met by following the family's normal daily routines in conjunction with a therapeutic milieu where they can feel secure to resolve some of their inner conflicts and problems, and where they can learn to change their patterns of inter-relationships.

FOSTER PARENT APPLICATION ASSESSMENT, SCREENING & CAPACITY

★ Policy regarding Selection of Foster Parents

All potential Foster Parents both relief and full-time undergo a screening and application process. This includes being successful in the completion of the Home Assessment process outlined below:

- The Director of Foster Care contacts the home soon after inquiring about becoming a Foster Parent and arranges to visit the home to discuss how they arrived at the idea of becoming a Foster Parent. A tour of the home is completed to ensure that all ministry mandates are met and explained, including specific guidelines for all licensed foster homes. In-depth discussion takes place to review the roles and responsibilities, expectations and standards of care for all Carpe Diem Foster Parents.

- Outlines the process to become a foster parent and shares paperwork that is needed to do so.
- At this visit Director of Foster Care inquires specifically about broad record police checks and child welfare checks for all members of the household 18 years of age and older.
- Explains and discusses the type of children and teens who come into care and what is needed from a Treatment Foster Home.
- Explains internal operations including role of Case Manager, expense guidelines, on call support, relief vs full-time parenting.
- Shares roles of community partners including CAS, school boards, therapists.
- Determines whether Carpe Diem is a fit for this family and informs them if they aren't due to the inability to pass MCSS safety standards or are with another agency or have a family member that won't pass any of the security checks.
- Discusses the importance of cultural matching for our kids & teens.
- Foster Home is advised that a child and/or teens are never to be moved in a crisis. Carpe Diem requires a strong commitment from new families and behaviours are to be expected and tolerated within the home and community.
- Email and phone calls are provided so that the Director may answer any pending questions and provide clarity on the Foster Parent Role if they arise after the home visit.
- An assessment that ensures that the foster parent and foster home is suitable to provide foster care is shared internally, then added to the Home Study if applicable checks are clear.
- All Foster Homes are thoroughly home studied. Special attention is paid to assessing the relative health of the family unit by interviewing each family member individually. If the Applicant(s) is approved, the Home Study Report will be signed by both Foster Parents and Carpe Diem staff.
- If at any time the foster family doesn't meet all requirements, then Carpe Diem meets with prospective parents and communicates the results of the assessment and next steps.

Violent convictions, charges and verified and suspected child abuse and neglect involving children will immediately exempt the individual from providing foster care employment at Carpe Diem.

Policy regarding Foster Parent Documentation

The foster family is required to complete and provide the following documentation:

- Application form
- Reference letters for each (3 for a single person, 5 in total for a couple) a Carpe Diem representative will contact the references with respect to the suitability of the applicant(s) to provide foster care and will record these comments on the reference letter.

- Carpe Diem Medical form for every member of the foster family (written document from a Physician approved by the local Medical Officer of Health or Registered Nurse in the extended class regarding the general health and specific illnesses or disabilities of the Foster Parent applicant and family members and whether or not they might interfere with the provision of foster care).
- Broad Record Check, with vulnerable sector screening (for any individuals over the age of 18 living under that roof)
- Child Welfare Check (for any individuals over the age of 18 living under that roof)
- Signed Confidentiality Statement
- Signed Declaration of Other employment or volunteer work
- Checklist re: physical home and safety
- Signed Foster Care Service Agreement acknowledging they've read the Policy Procedures manual
- Plan for fire evacuation
- Fire Drill
- Emergency Preparedness Plan
- Insurance coverage for home and auto have been checked
- Valid Driver's License
- Direct Deposit Form / blank void cheque
- Updated Pet Vaccinations
- Training certificates for First Aid & Level C CPR, Trauma Informed Care, Kujali and PRIDE

Families are assessed based on their ability to:

- Meet the special needs of children.
- Provide an environment conducive to children's developmental levels.
- Learn new skills.
- Use feedback appropriately.
- Use adequate language and communication skills.
- Cooperate with others.
- Offer a commitment to children in need of secure homes.

Policy regarding **Capacity of the Foster Home**

Carpe Diem may not place more than 4 children and more than 2 children younger than 2 years of age in a Foster Home.

There are two exemptions for capacity limits in a foster home:

1. Where all the children in the Foster Home are related or have one common parent. Director's approval is required.
2. Exceeding 4 placements in a single foster home, the placement is approved in writing by a director.

Policy regarding **Capacity Limits of Foster Home**

Many Carpe Diem homes have fewer than 4 Foster Children. In determining the maximum capacity of each home, the following is considered:

- The ability of the Foster Parent(s) to meet the physical, emotional, social and intellectual needs of the child(ren) in the home.
- The special needs of any children placed in the home.
- The physical space.
- The ability of the Foster Parent(s) to evacuate all the children in an emergency.
- The stated preferences of the Foster Parent(s).

Policy regarding **Housing Requirements**

Carpe Diem must ensure that each Foster Home is safe and is suitable for foster care. This is addressed at the initial home visit prior to being approved to provide foster care, as well as during the home safety check process before the home is opened. The foster home should have designated spaces for living, dining, food preparation and storage and separate rooms for sleeping and bathing.

The home should have the means of maintaining a supply of heat to all the rooms. The home should be maintained in a manner that supports the safety and well-being of children, including that the home and its grounds are safe and clean and that any materials, equipment or furnishings located on the premises are clean and in good working order.

In addition, to the requirements, other considerations are outlined below:

STORAGE: Various materials carefully planned to ensure both accessibility and safety.

BATHROOMS: Arranged to ensure both accessibility and safety.

BEDROOMS: No room without a window is used for a bedroom, nor should there be any bedrooms in a building detached from the home, in an attic, unfinished basement, or stairway or hall. It is Carpe Diem's policy that any bedroom in a basement must have a window large enough for the Child to escape from in case of fire.

HALLS: Not used as sleeping areas and kept clear at all times in case of fire.

GARAGES: Not used as sleeping accommodations.

KITCHENS: Sharp instruments and electrical appliances are inaccessible to young children.

WINDOWS AND FLOORING: Screens are checked to ensure open access in the event of an emergency.

SWIMMING POOLS: Foster Parent ensures that there is evidence of compliance with all local by-laws and public health requirements.

Policy regarding Foster Parent & Staff Orientation Process

Carpe Diem ensures that every foster parent approved to provide foster care and any Carpe Diem staff assigned to supervise or support the foster parent receives training.

The following guidelines will be followed:

- Specific trainings will commence before a foster child is placed in the foster home and then recurring every 12 months after the date of training.
- Carpe Diem staff who supervise or support foster parents will receive applicable training prior to supporting foster homes and then once every twelve months after initial training.
- Carpe Diem Staff, foster parents or any individual assigned to supervise the foster home will review any changes to the policy and procedure before the changes take effect.
- A Foster Parent Learning Plan will be created for each foster parent. The Learning Plans will be reviewed quarterly, at annual reviews and during new admissions.
- Learning Plans will be updated with individualized training either on-line or in person. Trainings are geared to the children/youth placed in their care.

The following training will be completed:

- Orientation regarding Policies and Procedures – It is a requirement for Foster Parent(s) and Carpe Diem Staff assigned to supervise and support the Foster Parent(s) receives orientation on the policies and procedures which will include an annual review and record of the orientation.
- First Aid & CPR training is mandatory and must be up to date.
- Mandatory UMAB – Understanding & Managing Aggressive Behaviour Training provided by Carpe Diem's Certified Trainer, and regular recertification (if you do not receive this training through Carpe Diem, it will be your responsibility to obtain this mandatory training independently and at your own financial expense)
- PRIDE Training offered through OACAS
- Trauma Informed Care offered through OACAS
- Kujali offered through OACAS
- Indigenous Cultural Competency Training ~ Exemption for Foster Parents who identify as a First Nations, Inuk or Metis person.
- Behaviour Management Strategies Training

Carpe Diem also provides the following when needed:

- Access to Safeguards training as an OCC member agency
- Individual consultation with Forensic Psychologist & the Clinical Consultation Team
- Community training sessions
- Individual meetings with Case Managers, Supervisors and/or Director of Foster Care / Placement and Ministry Supervisor to support the learning and development necessary to support a particular Child or placement

- Carpe Diem has also entered into individual arrangements with Foster parents to assist with areas of particular interest and more formal training. New Foster Parents often communicate daily with their Case Manager until they have completed their orientation period. This represents a significant commitment to the Foster Family of Carpe Diem time and resources. Training often occurs during Case Manager and Foster Parent visits, as much of the training and feedback may be of an interpersonal nature.

All newly approved foster parents begin on a part-time (relief) basis. This process is outlined during the initial meeting with the Director of Foster Care. Upon approval, a letter is sent to the home welcoming them as a Relief Home.

During this period, foster parents are encouraged to accept a variety of children into their care to help determine which types of needs and dynamics are the best fit for their home. The duration of this phase is flexible and not formally defined; however, it typically ranges from one to six months. The Relief Case Manager will keep Carpe Diem apprised as to how a relief family is managing with child behaviour, documentation and communication as to whether they are wishing to move to full time.

It is understood by all parties that the relief coverage period is a trial for both the Foster Home and Carpe Diem. The Foster Home can determine if they feel supported by the Agency, and if they would like to go onto the wait list for full-time children. Carpe Diem can determine if the Foster Home has met the obligations of relief work, including written reporting and recording.

Policy regarding Moving to Full-Time Status

Once it is felt that a home can be considered for a full-time child, the Placement and Ministry Supervisor will meet with the family to determine the suitability of moving to full time. Pending approval, a Case Manager will be assigned to the home. The home will then be placed on a full-time wait list until an appropriate match comes available. Placement timelines vary depending on matching needs and availability.

★ Policy regarding Closure of Foster Home

It is the policy of Carpe Diem that the following situations shall be grounds for closure and/or consideration of closure of a Foster Home:

- Failure by the Foster Parent to notify Carpe Diem if a Foster Parent or a member of the household, who is over 18 years of age, is convicted of a criminal offence after the initial police check is carried out.
- Use of corporal punishment by the Foster Parent.
- Registration in the Child Abuse Register of the Foster Parent, or any other member of the household over 18 years of age.

- The recommendation of a Foster Home review that has not been implemented
- Any changes within a home, i.e. other family members moving in or out of the household or accepting occupants such as boarders without prior consent of the Carpe Diem Case Manager.
- A repeated lack of improvement when a situation has been addressed, verbally and in writing, with a Foster Parent (i.e. continued smoking in the home, lack of attendance at Resource Meetings, unprofessional conduct).
- Any behaviour that violates the child's Rights.

Policy regarding **Voluntary and Involuntary Foster Home Closure**

Carpe Diem is committed to ensuring that the closure of a Foster Home is managed in a professional, respectful, and planned manner that prioritizes the safety and well-being of children and youth in care.

Involuntary Closure:

In the event of an involuntary Foster Home closure, the decision shall be made, where possible, collaboratively between the Case Manager, Supervisor, and Director of Foster Care. The rationale for the decision and all related discussions shall be documented in the Foster Home file.

Prior to finalizing the closure, Foster Parents shall be provided with an opportunity to participate in at least one interview with Carpe Diem representatives to review the concerns and discuss the decision.

The Director of Foster Care shall provide the Foster Parents with a written notice confirming the closure of the home and outlining the reasons for the decision. The letter shall also confirm that the Foster Home is officially closed and that all agreements entered into between the Foster Parents and Carpe Diem are terminated in accordance with the terms of the Service Agreement.

Voluntary Closure:

If a Foster Family decides to cease fostering, they are expected to notify their Case Manager of their intention to close their home as far in advance as possible to facilitate planning for the transition of children and youth in care.

Carpe Diem will request that the Foster Parents submit a written letter of resignation. The Case Manager will coordinate the closure process with the applicable Child Welfare Agency and other involved parties, where required.

The Director of Foster Care shall provide a letter confirming the voluntary closure of the Foster Home to the Foster Parents and, where applicable, to the placing Child Welfare Agency.

Placement Transitions:

When children or youth are residing in the Foster Home at the time of closure, transition planning shall occur in collaboration with the Child Welfare Agency, legal guardian, placement department, and other relevant service providers. Decisions regarding replacement placements shall be made by the placing agency or legal guardian in accordance with their authority and responsibilities.

Closing Interview:

In all cases of Foster Home closure, whether voluntary or involuntary, a closing interview shall be conducted by a Carpe Diem Case Manager. The purpose of the interview is to review the fostering experience, discuss the reasons for closure, identify strengths and challenges, and gather feedback that may contribute to ongoing program improvement.

Records and Documentation:

Upon closure of the Foster Home, Foster Parents shall immediately relinquish all records, documentation, photographs, reports, and other information relating to any child or youth placed in their care to Carpe Diem. Confidential information must not be retained by the Foster Parents following closure.

All Service Agreements shall be terminated effective on the date of closure.

References:

A letter of reference may be provided by Carpe Diem following closure of the Foster Home, at the discretion of the Agency and based upon the Foster Parents' record of service, compliance with Agency policies, and overall performance.

RECORD CHECKS

Policy regarding Documentation of Police Records Requirements & Child Welfare Checks



Carpe Diem requires staff, all foster parents and other residents of the Foster Home aged 18 years and over to provide a Broad Record Check. Carpe Diem will not start employment, provide conditional offers, or allow for probationary periods to any individual applying for employment until they have provided their Broad Police Record Check. If there is a cost, this will be the responsibility of the individual(s).

Broad Police Record Checks & Child Welfare Checks are obtained at the start of an individual's employment with Carpe Diem. They are both reviewed yearly and documented in a signed Offence Declaration. In addition, Broad Police Record Checks and Child Welfare Checks are updated every 3 years and filed accordingly.

If the individual Broad Police Record Check has no record, Carpe Diem's mandate has been met and employment onboarding will continue.

If an individual has a criminal conviction including but not limited to charges, warrants, judicial orders, peace bonds, probation, and prohibition orders, the individual will meet with the Carpe Diem Director and Leadership Team to review their Broad Police Record Check.

Carpe Diem's best practice is to have all employees with "no record" Broad Police Record Checks; however, if a Broad Police Check has a "record on file", Carpe Diem may decide to consider a candidate. The following will be addressed to determine whether the individual is suitable for employment with such a criminal conviction. Considerations include the nature of and circumstances surrounding the charges and any convictions. Past employment reference checks and any rehabilitative efforts made by the individual. Does the charge involve children in any capacity or of a violent nature. The lengths of time past since the charge occurred and whether a pardon was issued for the charge. Was the individual found guilty, received conditional discharge and were charges dismissed or withdrawn.

Violent convictions, charges and verified and suspected child abuse and neglect involving children will immediately exempt the individual from employment at Carpe Diem.

A Note to File will document the above meeting with the individual and provide details surrounding the Broad Police Record Check (outlining considerations above) and outline whether Carpe Diem will be proceeding with onboarding, despite having an occurrence on the individual's Broad Police Record Check.

Policy regarding Child Welfare Checks

Carpe Diem requires staff, all foster parents and other residents of the Foster Home aged 18 years and over to provide a Child Welfare Record Check. If there is a cost, this will be the responsibility of the individual(s).

If the individual's Child Welfare Check is returned with no record, Carpe Diem's mandate has been met, and employment onboarding will continue.

If there is a "Record on File" the individual will meet with the Carpe Diem Director to review their Child Welfare Check. Depending on the information received, the Director will determine whether Carpe Diem will proceed or not.

The following will be addressed to determine whether the individual is suitable for employment at Carpe Diem. Are there multiple records on file, have records been verified, was the record directly regarding a child in their care, was this a personal or professional record, did the record involve the individual's natural family, natural children, spouse or significant other.

A Note to File will document the above meeting with the individual and provide details surrounding the Child Welfare Check (outlining considerations above) and outline

whether Carpe Diem will be proceeding with onboarding, despite having a record on the individual's Child Welfare Check.

Policy regarding Storage

Carpe Diem will store Broad Police Record Checks and Child Welfare Checks in the appropriate file which is required to be safeguarded. Files are locked and secured in a room at our head office. File room has 2 separate locked doors with pin pad combinations. Leadership, Administrative team, and Case Managers have access to these files. Files never leave the office unless Director's approval is given.

When staff end employment with Carpe Diem, original Broad Police Checks & Child Welfare Checks are shredded and destroyed.

FILE STORAGE

Policy regarding Foster Child's File at Head Office

The following material must be kept in the child's file, in a locked filing cabinet that are inaccessible to children:

- Service Care Agreement, including any agreement signed with respect to Carpe Diem and/or individuals providing a service or care to a child should be available in the file.
- Social and family background
- The 7 Day Attendees Signing Sheet
- Plans of Care (30 Day, 90 Day, 180 Day and ongoing 180 Day thereafter)
- Records: Cumulative Health Record
- All medical records / Dental records / Incident reports / Serious occurrence incident reports
- All school records
- Consent forms: Dated, time-limited, specific consent forms for activities, medical treatment, out of province travel, field trips, etc.
- Psychological and Psychiatric Reports
- Discharge Form
- Information regarding the financial arrangements made for the management by or for the child should be available in the file. This could include allowances, gifts, earnings, etc.

Policy regarding Foster Child's File at Residence

Any child records must be kept in a locked container that are inaccessible to children.

Policy regarding **Foster Parents File at Head Office**

The following must be kept in the Foster Parent's file, in a locked file:

- Foster Care Agreement – Foster Parents and Carpe Diem
- Home Study including all necessary, up-to-date documents
- Annual Reviews, including: Information concerning the type(s) of care being provided in the foster home and the number of children receiving each type; A summary of contacts of meetings held with the Foster Parent(s) relating to their roles as Foster Parents; Any medical information received in regard to the health of the Foster Parents; Any change in the housing or financial situation of the Foster Parents; Goals and Objectives for the coming year
- Broad Police Record Check with Vulnerable Sector Screening for all adults 18 and over living in the family home or having frequent contact
- Reference letters (5 per couple 3 for a single person)
- Child Welfare Check (60 Day Acknowledgement Form)
- Statement of Confidentiality
- Policy Acknowledgement Form (that they have read Carpe Diem's policy and procedures and know where to find it)
- Ministry Foster Care Licensing Requirements
- Proof of UMAB, First Aid, Trauma Informed Care, Kujali, Cultural Competency & PRIDE Training
- Proof of Fire Drill
- Any disciplinary letters of concern

Policy regarding **Confidentiality & Access to Information**

All information in a Foster Child's or Foster Parent's file is to be treated confidentially. Information held by Carpe Diem on a Foster Parent or a child shall be available to:

- The Foster Parent, except for references and other information given to Carpe Diem in confidence.
- Authorized persons in the employment of Carpe Diem.
- Other agencies, professionals or hospitals when specific, time-limited authorization has been given following written consent to release of information by the Foster Parent.
- To the Child Welfare Agency legally responsible for the care of the Foster Child.
- Carpe Diem shall keep all foster care records on Carpe Diem premises and in a locked container and shall secure foster care records against loss, fire, theft, defacement, tampering, and copying or use by unauthorized persons.
- Records on children of Foster Parents shall never leave the premises.

Policy regarding **Procedures for Foster Parents file viewing**

- The Foster Parent who wishes to examine their file shall inform Carpe Diem who will make an appointment to do so.
- The Carpe Diem Case Manager shall provide the Foster Parent with the file, having removed the above noted confidential information, and be available for discussion while the Foster Parent is reading the file.
- If a Foster Parent wishes information to be released to other Agencies, etc., the Carpe Diem Case Manager shall request that they sign a consent to release their information and shall include the consent form in the foster home file. The Home Study is considered the property of Carpe Diem and shall not be released without the consent of the Director of Foster Care.

Policy regarding **Procedures for Foster Children file review**

- The Foster Child over the age of 12 has the right to access their file. Carpe Diem will suggest that their Case Manager and/or Legal Guardian be present to review the file and provide any necessary support. If it is felt that it is not in the best interest of the Child/Youth to access their file at that time, Carpe Diem will coordinate with their Legal Guardian to plan on a future file review.
- The Child's Legal Guardian and Carpe Diem Staff will consult with the Child/Youth to best service their needs.

CLIENT SERVICE DELIVERY: REFERRAL & ADMISSION PROCESS

Policy regarding **Referral Criteria**

The Carpe Diem team assesses all referrals. This team includes:

- Placement and Ministry Supervisor
- Clinical Supervisors of Case Managers
- Carpe Diem Case Managers
- The appropriate Carpe Diem Foster Parents

It is recognized that children referred to Carpe Diem may be at various stages of their journey in care. We accept referrals for children of all CAS status, children of both sexes, LGBTQ2S and all cultures regardless of their age.

Because our Foster Parents provide care in their own private family homes, there may be times when an appropriate match cannot be found. Children with a background of fire setting, and/or extreme physical aggression towards either their peers or adults, children with a long history of stealing or inappropriate sexual behaviour demonstrated towards other children may not be appropriate for Carpe Diem Foster Care. Regardless of the children's challenges, all referrals will be considered.

Policy regarding **Placement Selection**

Carpe Diem will consider the following key elements when determining suitable placement selection of Foster Homes for a Foster Child:

- Child's cultural, identity, linguistic and socio-economic background
- Kinship ties
- Religious background
- Developmental, emotional, social, medical and educational needs
- Child's interest, abilities, strengths and problems
- Availability of recreational facilities, appropriate schools, proximity to own family, treatment facilities, etc.

Carpe Diem will always consider the geographical or cultural isolation of the Child and ensure that plans to maintain connections are part of the Child's Plan of Care.

Policy regarding **Referrals**

Workers of any recognized Community Agency or Children's Aid Society will make the majority of referrals. The process of referral should include a PAPR (Print Archive and Preservation Registry), most recent Plans of Cares, and any Assessments (psychiatric and psychological) to be sent to the Carpe Diem Placement & Ministry Supervisor. This will be reviewed by the Placement and Ministry Supervisor, the Carpe Diem Supervisors, Case Managers and prospective Foster Parents.

Policy regarding **Placement Planning Process**

The Carpe Diem team is to ensure that the child is a good match and will review the referral information for appropriate matching. Criteria for appropriate matching include child's cultural, linguistic and socio-economic background; sexual identity, kinship ties; religious background; developmental, emotional, social, medical and education needs; child's interests, abilities, strengths, and problems; availability of recreational facilities, appropriate schools, proximity to own family, treatment facilities, etc. To ensure that mutual expectations in terms of treatment responsibilities are clear, a phone call or case conference can be arranged for all the professionals involved.

Policy regarding **Pre-Placement & Placement**

When this is possible, i.e. a non-emergency, planned placement, we would expect that the admission process would include a pre-placement visit so that the child could familiarize themselves with the Foster Parents and the other children in the home. After the pre-placement visit is completed, and if consensus on placement is reached, the child could immediately be placed.

Carpe Diem will conduct a pre-placement/pre-admission assessment before a child/youth is admitted to the foster home. This assessment will determine whether the immediate needs of the child can be met in the Carpe Diem foster home.

A written evaluation will include:

- The child's name, age, and gender,
- The objectives of the placing agency,
- Information about the immediate needs of the child, including, as may be necessary, information about any immediate developmental, emotional, social, medical, psychological, and educational needs, and any needs related to any behavioural challenges, or any trauma experienced by the child, as well as any mental health related needs,
- If the child is being placed by a society, the basis on which the child is in the society care (e.g., temporary agreement, extended society care, etc.),
- Any behaviours of the child that may pose a safety risk to either the child or others and the safety measures that should be implemented to mitigate those risks if the child were admitted/placed,
- The circumstances necessitating out of home care for the child, the placement or admission.
- Any other information that, in the opinion of the person placing the child or placing agency, is relevant to the provision of care to the child.
- (Optional) - Personal, family, and social history/assessment of the child, strengths of the child (including information about their personality, aptitudes and abilities), and identity characteristics *of the child*,
- **Note:** If the "optional" information is not available at the time that the pre-placement/pre-admission assessment is conducted, and the child is admitted/placed in a foster home. Carpe Diem will make attempts to collect that "optional" information as soon as possible, but no later than 30 days after the child's admission/placement.
- Names of the proposed foster parents, the date on which the foster parents were approved to provide foster care and an assessment of whether they have access to the supports and have the training necessary to meet the child's immediate needs, as described in their foster parent learning plan.
- A general description of their needs and of the services and supports provided to them, including details of any additional staffing required to meet those needs and an indication of whether any of the foster children or adults has a safety plan in place.
- The address of the proposed foster home.
- Details of any support services available to and training provided to the proposed foster parent(s) and any training completed by the proposed foster parent(s) that are relevant to the care of the child.
- The number of foster children and adults receiving out of home care in the proposed foster home at the time at which the child will be placed.

- The ages, gender and information about the needs of the above persons as well as the services and supports required to meet those needs that might impact on the services to be provided to the child.
- The total number of persons living in the proposed foster home and any information about those persons that is known to the licensee that is relevant to the care to be provided to the proposed placement.

This report will be dated to indicate the date that it was prepared. Carpe Diem will provide their conclusions on whether the child's immediate needs can be met in the foster home setting. How any immediate needs that cannot be met in the foster home setting will be otherwise met. This report will then be shared with the placing agency.

Policy regarding **Conditions on Placements & Admissions**

Carpe Diem will not accept a child to be admitted unless they have:

1. Completed all the required steps as part of the pre-placement/pre-admission assessment process.
2. If the child engages in behaviours that may pose a risk to the safety of the child or others or if there are risks to the child's safety known to Carpe Diem, conducted a safety assessment and if required, prepared a safety plan.
3. The foster parents are approved and the results of their last annual assessment that the foster parents remain suitable to provide foster care.
4. Carpe Diem has disclosed to the foster parent all information known to them about child relevant to their care, including the reports developed as part of the pre-placement assessment.
5. Carpe Diem has obtained the agreement of the foster parents and the placing agency.

Policy regarding **Transfer & Discharge Meetings**

We believe that stability in placement is paramount to a child's success.

In the event that there is consideration of moving a child to another Carpe Diem Foster Home, Placement and Ministry Supervisor will contact the Legal Guardian's Resource / Placement Department to advise about the necessity of the move and to obtain approval to consider a move to a new Foster Placement. Once approval has been obtained and an alternative Foster Home has been secured, the Legal Guardian is notified and permission for pre-placement visits are obtained. If the match is deemed acceptable by the Legal Guardian, a placement date would be agreed upon in conjunction with the Case Manager and the new Foster Parents and Legal Guardian. The Carpe Diem Case Manager will complete an Internal Transfer Form to ensure that the new Foster Parents and if necessary, new Case Manager are aware of all of the information regarding the child.

If the child is being discharged from Carpe Diem, a meeting will take place with all involved to discuss what occurred to contribute to this move. Whenever possible a

meeting will occur with the child and Carpe Diem Case Manager to gain their prospective.

Policy regarding Discharge Form

A medical and discharge form will be completed at the termination of placement. A discharge interview can be conducted with the Child / Youth up to a week prior to discharge to assess the appropriateness of the Child / Youth's placement. The Worker of record (Referring Agency) will be contacted to assess the appropriateness of a follow up interview with the Child to discuss placement issues if the discharge interview has not already taken place. Following the discharge, the Case Manager will support the Foster Parents.

After a child leaves a Foster Home, there is to be a follow up visit (when applicable) with the Foster Family in order to debrief the separation process and recommend any future contact for support for the individual child during this transition stage. The content of the contact is to be recorded in the Foster Family file and the Child or Youth's file and used to assist future placement decision making.

It is acknowledged that Carpe Diem rarely is encouraged to maintain contact with children after discharge. In fact, any unauthorized contact must be reported and noted in an Incident Report. In some cases, phone contact or visits may be approved by the Worker of record, if the foster parent and Carpe Diem are in agreement.

ADMISSION DOCUMENTS & SAFETY PLANS

Policy regarding Safety Assessment

Carpe Diem will conduct a safety assessment for every Child/Youth who is to be admitted to Carpe Diem for the purpose of determining whether a safety plan is required.

Carpe Diem will do the following:

- Make a reasonable effort to determine whether the Child/Youth engages in behaviours that may pose a risk to the safety of themselves or others or whether there are other risks to the Child/Youth's safety, based on all information known to Carpe Diem, including information about the Child/Youth's needs and behaviours.

Timing for Safety Assessment:

- The Assessment must be completed before the Child/Youth's admission or placement.

Timing for Development of Safety Plan:

- If, after completing the safety assessment it is determined that a safety plan is required for a Child/Youth, Carpe Diem will develop one immediately in conjunction with the Child/Youth.

Policy regarding **Safety Planning**

Carpe Diem is committed to provide strength based therapeutic care for all clients placed with the Agency. A major part of this commitment is the recognition and implementation of a comprehensive, therapeutic and child focused Safety Plan which will ensure a continuous safe and protective level of care. Carpe Diem is mandated to have on file, a Safety Plan that is reviewed and modified accordingly based on the Child/Youth's needs.

These revisions and modifications will occur as follows:

- The Child/Youth's POC is being developed or being reviewed.
- Following a situation in which the Child/Youth has engaged in behaviour that may pose a risk to the safety of themselves or others.
- An incident occurs during which the measures set out in the safety plan are shown to be ineffective in preventing the Child/Youth from engaging in behaviours that may pose a risk to the safety of the Child/Youth or others or from otherwise being put at risk.
- New information comes to the attention of Carpe Diem respecting the safety risks posed by the Child/Youth or to which the Child/Youth's subject or behaviours of the Child/Youth that has implications for the information contained in the safety plan.
- The Child/Youth or a person consulted with and involved in developing the safety plan has requested that the safety plan be reviewed.
- In addition, Carpe Diem will proactively work with community partners including CAS to determine the risk level of our Children/Youth and ensure an appropriate placement within our foster homes reflects the ongoing needs and precautions of the outlined safety plans.

Policy regarding **Need for Safety Plan**

A Safety Plan will be completed when:

- The Child/Youth engage in behaviours that may pose a safety risk to themselves or others or there are other risks to their safety.
- The view of the person who is placing the Child/Youth or who placed the Child/Youth is that a safety plan is needed.

Policy regarding **Safety Plan Development & Review**

Carpe Diem will include the following people in the development and review of the safety plan:

- The Placing Agency
- The Child/Youth, to the extent possible given their age and maturity,

- The Child/Youth's parents, if appropriate,
- The Foster Parent or Parents
- If in the care of a First Nations, Inuk or Metis (FNIM) Child/Youth, a representative chosen by each of their bands or FNIM communities.
- In the event an above individual could not be consulted, or it was determined that it was inappropriate to consult with them, Carpe Diem will provide a copy of the Child/Youth's safety plan at the time of admission.

Policy regarding **Safety Plan Reviews**

Staff and Foster Parent Review:

- Carpe Diem will ensure that a Child/Youth's safety plan is reviewed by any person providing direct care to the Child/Youth before the person begins providing direct care for the first time, as soon as possible after the safety plan is developed (if the plan was developed after that person started providing direct care to the Child/Youth), and as soon as possible after the plan is amended.
- Carpe Diem will ensure, each time the safety plan is reviewed by people providing direct care (described above), that they sign the safety plan and indicate the date of the review.

Documentation:

Carpe Diem will ensure that all copies of a Child/Youth's safety plan are in their case record/file and make the most recent version readily available at their Foster Home.

PLANS OF CARE & ANNUAL REVIEWS

Policy regarding **Written & Meeting Plans of Care**

A Plan of Care meeting is formulated by the Carpe Diem team, the Child's Children's Service Worker / Legal Guardian, the Family's Service Worker and where feasible, the family of origin. The purpose of this is to clarify roles, expectations and treatment goals. Copies of the Plan of Care will be distributed to all involved parties.

The timelines for the Plan of Care reports are:

- 30 Days within the child moving into the Foster Home
- 90 Days after admission
- Every 90 or 180 Days thereafter

The importance of the Plan of Care is to report on the child's progress for the previous time period. The Desired Outcomes, Work Required, Person Responsible and Timelines are all specified using the SMART goal formula. This ensures that the child's needs are met and allows all the involved professionals to hear about their roles and

responsibilities. Plan of Care reports that are provided to the child, will be in a language suitable for their understanding.

The Plan of Care may represent a contract of all the parties involved and ensures that the child's needs are met during placement.

The Plan of Care meeting may include the Referring Agency, Carpe Diem Case Manager and/or other Carpe Diem staff, Foster Parents, the child and their natural parents, where applicable. The Case Manager will examine and review the children's file to ensure that the recorded information has been followed. Absences must be recorded. The CAS Guardian will initiate a meeting to review the child's AAR at least once a year according to ON-LAC requirements.

Plans of Care include:

- Desired Outcomes for each of the Developmental Dimensions appropriate for the child's age (these may be informed by outlined by the ON-LAC Assessment and Action Record)
- A plan for achieving and maintaining clear expectations and responsibilities of the child, natural parents, Carpe Diem Foster Parents, staff as well as all other professionals involved in the case.

Policy regarding 30 Day Plan of Care

A 30-Day Plan of Care is a short description of the child/youth's:

- Strengths, Aptitudes and Abilities
- Summary of Significant Events (since admission or last reporting period i.e. court)
- List of Resources (include who provides which services)
- Health, including Medication, Medical, Dental and other appointments
- Education
- Identity
- Family and Social Relationships
- Social Presentation
- Emotional and Behavioural Development
- Self-Care Skills
- Incident Reports and/or Serious Occurrences

Also included are Desired Outcomes for each Dimension. It is recognized that the 30 Day Plan of Care Report will not have the same detail as a 90 Day Plan of Care Report, as the Foster Parent and child are just becoming acquainted.

The 30 Day Plan of Care is to contain pertinent information about changes in behaviour, adjustment to the Foster Family environment, mood changes and daily routines.

Policy regarding 90 Day & 180 Day Plan of Care

Every 90 or 180 days, a Plan of Care Report will be written, and a meeting will be held to discuss future planning for the child and family. The 90 / 180 Day Plan of Care includes information for the previous time period, and a list of Desired Outcomes. The Foster Parent prepares this report at least 2 weeks before the planned meeting and often uses the Case Manager for consultation.

More frequent contact will be provided if needed, depending on the Treatment Plan for the child.

Children 12 years and older and Biological Parents / Adoptive Parents / Legal Guardians attend the Plan of Care Meeting to participate in the long- and short-term goal setting. It is expected that the child and other person(s) has assisted with the writing of the report and has seen the entire document prior to the actual meeting.

If the child or other person(s) was not consulted in the review of a Plan of Care, reasonable efforts are made to consult with and involve them, and based on the consultation, make any changes to the Plan of Care that may be appropriate. This will be documented on the Attendee Sheet.

Policy regarding Annual Reviews

Foster Homes have an Annual Review each year, at which time the performance of the Foster Parents and the fit for fostering is evaluated. The Foster Parents also give recommendations to Carpe Diem about their own Goal Areas, and suggestions to Carpe Diem for improvement.

At this time, the goals from the previous year and the Service Agreement are reviewed. In addition to the Foster Care Licensing Requirements. The foster parent(s) Learning Plan is reviewed at this time. Goals are also set for the coming year. It is clearly outlined who will do what to facilitate the goal achievement. At this time the Foster parent(s) Learning Plans will be reviewed.

The Annual Reviews are performed with the Foster Parents and the Case Manager. Each member of the family (over the age of 6) is interviewed at this time. Once the process is complete, the form is forwarded to the Director of Foster Care who reads the Annual Review. A signed copy of the Annual Review will be put in the Foster Parent's file.

Relief Foster Homes have an Annual Review each year, at which time the performance area and Service Agreement requirements are reviewed in addition to the Foster Care Licensing Requirements. The foster parent(s) Learning Plan is reviewed at this time.

The Annual Review is performed with the Relief Foster Parents and the Carpe Diem Case Manager in the Relief Home. Once the process is complete, the form is forwarded to the Director of Foster Care who reads the Annual Review. A signed copy of the Annual Review will be put in the Relief Foster Parent's file.

EDUCATION

Policy regarding **Academic & Social Development in Education**

To achieve a successful school experience, there should be:

- Enrollment in an appropriate academic program designed to meet each child's needs and abilities.
- Good communication between the foster home and school. For example, a daily communication book to monitor work completion.
- Support of the program workers to deal with any specific behavioural, social or emotional concerns that might occur.
- Access to thorough assessment and recommendations for academic and behavioural programming.

Policy regarding **School Continuity**

Carpe Diem's Case Manager will work with the Placing Agency's Legal Guardian and the Foster Parent to maintain a Foster Child's attendance in school programs and to support academic remediation and school achievement.

Carpe Diem will arrange school meetings for Foster Children with challenges to ensure that the school, Placing Agency, Foster Parents and Case Manager are acting in the child's best interests. It is recognized that resources will need to be shared.

PROCEDURES:

- Foster Parents will make every effort to support the school and teachers in order to ensure consistency across all adults.
- Foster Parents will be the first contact for the school.
- Carpe Diem's Case Managers will introduce themselves and leave a letter outlining the role they may play within the school setting.
- Case Managers are the next in line as contact for the school.
- The school will be given the Carpe Diem phone number to access should there be an emergency at the school and the Foster Parent and Case Manager cannot be reached.
- The Placing Agency's Legal Guardian is required to sign all the legal documents of the school.
- In recognition of the importance of school continuity, Foster Parents will refrain from taking vacation during the academic school year, unless this can occur with the child remaining the foster home.
- Case Managers and Carpe Diem staff will make every effort to ensure communication remains positive between the school, home and Placing Agency.

DUTY TO REPORT

Policy regarding Foster Parent Duty to Report & Protocol For Abuse Investigations

According to the Child, Youth & Family Services Act, 2017, any individual who receives a disclosure from a Child / Adolescent needs to make a first-person report “forthwith” to the local Children’s Aid Society.

PROCEDURES:

Carpe Diem in conjunction with local Children’s Aid, have developed protocols for the investigation and reporting of allegations of abuse in foster homes. This includes child on child abuse and for reporting a child in need of protection.

In concrete terms, this means that if a Child discloses abuse to the Foster Parent / Carpe Diem staff, it is your responsibility to contact the Local Children’s Aid Society. It is also important to document the disclosure in the exact words that the Child used in an incident report. Carpe Diem will report the abuse investigation as a serious occurrence to the ministry. Serious Occurrence timelines are within an hour for Level 1 and within 24 hours for a Level 2.

Upon becoming aware of an abuse allegation, foster parents and staff will contact their local Children’s Aid and will follow the steps below:

1. Foster parent or staff will contact their local Children’s Aid by telephone and share the details of the abuse allegation with an Intake Worker. In the event the parent is directed to leave a message, the parent will continue to call back until they have spoken to the intake worker at CAS directly. *(CONTACT LIST BELOW)*
2. Foster parent will contact Carpe Diem Case Manager, Supervisor or On Call worker and then complete an Incident Report and submit this directly to their Case Manager and Supervisor.
3. Serious Occurrence timelines are required to be followed: *an hour for Level 1 and within 24 hours for a Level 2.*
4. The child’s Children Service Worker will be notified by telephone and email of the disclosure / allegation and will receive the Incident Report / Serious Occurrence.
5. Often the CAS Worker / Legal Guardian will contact the Case Manager directly to set up interview times if necessary. As the children in our care are already in the care of a Children’s Aid Society, it seems logical to contact the Worker of record. In some cases, this Worker will negotiate with the local Children’s Aid Society to complete an investigation jointly, or due to location independently, and then share information.

If the Child has made an allegation about you or another family member, contact your Case Manager or call the Office immediately. In some circumstances the Child will be placed in another Foster Home until the Children’s Aid Society Worker of record provides direction about how or if an investigation should proceed.

Any individual who reports abuse, assault or inappropriate practices in the foster home or during foster care or when allegations of abuse are brought against them, will be

supported during the reporting process. All individuals will be treated respectfully and fairly and outcomes if applicable, will not commence until the investigation is concluded.

ABUSE ALLEGATION & INVESTIGATION

Policy regarding Time Limit for Abuse Allegations & Investigations

Carpe Diem does not have the legal authorization to conduct abuse investigations. Carpe Diem follows the Ministry's guidelines to report any abuse allegations. The individual is responsible to report **DIRECTLY** to the Local CAS. Serious Occurrence timelines are within an hour for Level 1 and within 24 hours for a Level 2.

Policy regarding Children's Aid Society Contact List

Protocols are established individually with local Children's Aid during yearly CAS reviews, case consults and prior to placement of children in our care. Please know who your local CAS is and have their information available to you.

REVIEW:

Abuse Investigations & Duty to Report protocols are reviewed with Case Managers / Foster Parents / child in care on a regular basis as follows:

- During employment onboarding at Carpe Diem.
- Yearly during Annual Reviews.
- Foster Parents & Children, at the time of placement.
- Plan of Care meetings.
- Abuse investigations and duty to report guidelines will also be reviewed anytime there is a complaint or allegation of abuse or harm pertaining to children in our care, natural children in the foster home, foster parents, staff, or any individual that may impact the child's well-being.

Once the investigation has been completed and Carpe Diem has received the outcome letter from CAS, Carpe Diem will inform foster parents & foster child of the investigation outcome. Carpe Diem will document this meeting with a support note, and a copy of the support note will be placed in the parent and child's file alongside the outcome letter.

Policy regarding Supporting Foster Families During Abuse Investigations

As a private operator Carpe Diem will be present to support the Foster Home during all investigations. It is understood that Carpe Diem staff are not allowed to share details with the Foster Family prior to or during the investigation. Support, therefore, is in the

form of assisting with the children in the home or being available to talk to the Worker if requested.

Carpe Diem will work proactively to monitor families and develop strategies to support Foster Parents during investigations of abuse allegations. This is completed during Resource Meetings (Foster Parents), at Orientation during Training of staff and active on agenda's during internal meeting

COMPLAINT PROCEDURE & VIOLATION OF INDIVIDUAL RIGHTS

Policy regarding Notification of Rights

At the time of admission, the child and foster family will be required to review the rights and responsibility policies, the complaints procedure and their responsibilities while in placement with the representative of the foster placement agency present. Said policies shall be reviewed at each Plan of Care and noted on the Plan of Care Attendees form.

Policy regarding Workers Informing Children About Rights & Complaint Procedure

THE RIGHTS OF CHILDREN requires that children in care be informed of their rights and responsibilities in care and of complaint procedures at the time of admission to a placement.

CHILDREN'S RIGHTS IN CARE requires that children be informed of their rights and COMPLAINT procedures at the 30-Day Plan of Care, the 90 Day Plan of Care, 180 Day Plan of Care and every 180 Days thereafter.

Carpe Diem relies on the discretion of the Placing Agency to fulfill the requirement that parents and persons with lawful custody get notification of the child's rights and the complaints procedure.

PROCEDURES:

- The Placing Agency Worker usually informs the children of their rights and responsibilities upon admission to the foster home.
- At each 90/180 Day Plan of Care, the Child Welfare Worker and Carpe Diem Case Manager decide who will inform the child. This person signs the bottom of the Attendees at Plan of Care sheet which goes in the child's file.
- Each foster home will have a copy of the Rights and Responsibilities booklet suitable for the child's age and/or developmental level.

Policy regarding **Reviewing Complaint Procedure for Children**

Information about complaint procedures is to be communicated to children and youth at the time of admission and reinforced at the first Plan of Care and at least every three months thereafter. It is explained to children at these times that they can speak to the Case Manager of their foster home, their Legal Guardian / and Placing Agency, Ministry Ombudsman or any other adult employed by Carpe Diem. Case Managers can also discuss this with the Foster Child or Foster Parent at any time.

The outcome of a complaint will be reported back to the child and involved parties within five working days.

Policy regarding **Complaint Procedure**

Carpe Diem Staff or Foster Parent will document any complaint that relates to an alleged violation of the Child/Youth's rights through a written summary (Incident Report) and will submit to the Child/Youth's Placing Agency. These complaints include verbal or written complaints.

Any complaint will be responded to within 24 hours from the time it was received. Carpe Diem will determine if immediate action can be taken to respond to the complaint and if any supports are needed for the child in care or the individual making the complaint. This will ensure that a smooth and transparent complaint review process will occur.

DEBRIEFING REQUIRED:

- Carpe Diem's debriefing process will be conducted by a member of the Leadership Team with the persons to whom the complaint relates, in the absence of any children.
- A second debriefing process will be conducted with the Child/Youth who made the complaint in the absence of the persons to whom the complaint relates.
- If requested by the Child/Youth, the debriefing shall also include an adult identified by the Child/Youth as a support person.
- A third debriefing process will be offered to be conducted with any children who witnessed any conduct that gave rise to the complaint and must be conducted if any such children wish to participate in the debriefing process.

DEBRIEF WITH CHILD:

- Carpe Diem will meet directly with the Child/Youth and structure the debrief to accommodate any Child/Youth's psychological, communication and emotional needs of cognitive capacity.
- Carpe Diem will be focused on understanding the experiences of the Child/Youth that led to the complaint being made as well as what Carpe Diem can do to meet the needs of the child.

DEBRIEF WITHIN 7 DAYS:

- Carpe Diem's debriefing process will occur within 7 days of Carpe Diem being notified of the alleged incident.

RESPONSE AND DOCUMENTATION:

- All complaints received will be considered and responded to by a member of the Leadership team. This person will be someone other than a person in respect of whom the complaint is made.
- Carpe Diem will document the details of the complaint and the steps taken in response to the complaint in the child's file.

ACTIONS TO PREVENT RECURRING RIGHTS VIOLATIONS:

- If it is determined during the review that there has been a violation of the rights of the child in care, Carpe Diem will determine whether there are any measures that can be implemented to prevent the same violation from recurring and will implement such measures.

PROVIDE UPDATES:

- Carpe Diem will provide an update to the person who made the complaint if requested by that person and at such other times as necessary and no later than 15 days after Carpe Diem receives the complaint and subsequently at intervals of no more than 15 days.

REVIEW OF COMPLAINTS AGAINST A FOSTER PARENT:

- Foster Children should be encouraged to talk to Carpe Diem staff (Case Manager, Supervisor, Director of Foster Care, Placement and Ministry Supervisor), Foster Parents, Placing Agency, Child Advocate, Ontario Ombudsman and/or Ministry of Children, Community and Social Services about any concern they may have as soon as they state there is a problem.
- Children should be allowed free access to their CAS Worker / Legal Guardian or Carpe Diem staff with any concerns they may have.
- Feedback / complaint can come from the Child in care, someone acting on behalf of the Child in care or the public. The feedback / complaint can be received orally (via the phone or in person) and/or written (email or letter).
- If Carpe Diem staff or the Child's Legal Guardian is not available when they call, Foster Children should be encouraged to leave a message and phone number where they can be reached, or to call the On-Call Worker.
- Any complaint will be responded to verbally within 24 hours from the time it was received. If this is an internal matter that Carpe Diem can resolve, we will meet with the parties involved within 5 business days and plan accordingly for a prompt investigation process and closure. All complaints / feedback will be documented in writing (Note to File) and will be filed in the Foster Child and/or Foster Parent's file.
- Throughout the investigation process, Carpe Diem is responsible for ensuring that we follow our above guidelines in a respectful and professional manner. The Placement and Ministry Supervisor and/or the Director of Foster Care is responsible for contacting individuals involved in the complaint and coordinating with all

appropriate individuals (Foster Child / Foster Parent / CAS Worker / Legal Guardian / Community Partners) to begin the investigation process. During the investigation it is Carpe Diem's role to ensure transparency and that timelines are met.

- In most situations, discussion and clear communication with the CAS Worker / Legal Guardian, Carpe Diem staff and the Child will resolve the matter.
- The Case Manager, Supervisor and Director of Foster Care will discuss the next steps with the Child and Foster Parents involved, and written records including emails and Note to File will be entered into the Child's and Foster Parent's file. The CAS Worker / Legal Guardian will be involved here. The Child will be informed and included in all meetings and follow up during the investigation process.
- In the event of a conflict of interest throughout the investigation process, the Director of Foster Care will assign alternate staff to ensure a fair review process (free of coercion, intimidation and or bias, before, during and after the investigation).
- Police will be contacted when the complaint / feedback is of a criminal nature or relating to abuse of a Child.
- A Serious Occurrence will be submitted to The Ministry if the complaint falls under the Ministry's Serious Occurrence guidelines.
- Should the Child feel uncomfortable in the home, they can be placed in a relief home until the investigation is completed.
- Depending on the seriousness of the investigation:
 - The matter may end here or
 - Carpe Diem parents may be cautioned and/or
 - The Child may be moved on an emergency basis
 - The Placing Agency will be informed immediately
 - Cases of a serious nature will be reported to the appropriate authorities.
- Foster Parents who continue to use unacceptable disciplinary measures after one caution will have children removed and will be subject to closure.

Complaints, by either the Foster Parents or children, can be reported to:

- Foster Parents
- Carpe Diem
- Placing Agency
- Child Advocate
- Ministry of Children, Community and Social Services

Children are informed of the above at the same time as their Rights in Care are discussed; that is at admission, at the 30-Day Plan of Care and at every 180 Day Plan of Care intervals (or more frequently if applicable).

Carpe Diem will endeavour to support the Foster Home as much as possible. The Foster Home will be given names of Foster Parents within the Agency who have managed the same experiences.

Policy regarding **Complaint Against Foster Families & Discipline**

Carpe Diem will investigate complaints regarding any Foster Parent's unacceptable disciplinary practices. The focus will be on both ensuring the safety of the Child at all times and dealing with Foster Parents in a fair and open manner.

PROCEDURES:

Carpe Diem must respond to a complaint concerning the care of a Foster Child within 24 hours of receiving the complaint, investigate if arranged within 5 business days and inform the Foster Parents of the outcome of the investigation within 5 working days of concluding the investigation. Procedures for the investigation must include:

- Advising the Foster Parents of the complaint
- Determine seriousness of incident and risk to the Child
- Interviewing complainant
- Interviewing Foster Family
- Interviewing children in the home
- Interviewing collateral's

A record of the investigation should be included in the Foster Family's file. The record should include:

- Date and nature of the complaint
- Source of complaint
- Method of investigation
- Results of interviews held
- Conclusion
- Recommendations action

The following should be included as criteria when determining what action should be taken by the licensee in regard to the investigation of such a complaint:

- Seriousness of the offense
- Actual or potential risk or harm to the Child
- Past performance of Foster Parents in general
- Frequency of occurrence
- Previous disciplinary action taken
- Behaviour of the Child

The CAS Worker / Legal Guardian for the Child involved will be notified and kept apprised of developments.

Policy regarding **Complaint Against Carpe Diem Staff Member**

If a complaint is made towards the Owner / Director of Carpe Diem the following process will occur:

PROCEDURES:

- If the complaint is regarding a criminal matter the police will be involved and investigate.

- Once the police investigation is closed and finalized, Carpe Diem will begin their internal investigation led by a member of the Leadership Team who is impartial to the incident.
- If necessary, Carpe Diem will outsource a 3rd party agency to conduct the investigation, and CAS Agencies may also do their own investigation.
- If the complaint is of a non-criminal matter against any staff member, the above-mentioned steps will be followed apart from police involvement.

Policy regarding Complaint from Foster Parent

It is the policy of Carpe Diem that Case Managers maintain contact with their assigned Foster Home on a weekly basis, typically by phone, email or in person. It is hoped that any concerns a Foster Parent may have would be discussed and resolved with the Case Manager at this time.

If a Foster Parent has a complaint that is not satisfied by their Case Manager, the procedure is:

- The Foster Parent requests a meeting with the Case Manager and the Clinical Supervisor. The Clinical Supervisor will respond within 24 hours to set a meeting date. Should the complaint be of a serious nature, the meeting will be set within 5 business days.
- If not resolved at this meeting, the Clinical Supervisor will ask the Foster Parent to put the concern in writing so that it may be brought to the Leadership Team meeting.
- The complaint will be reviewed by the Leadership Team, and the results will be communicated to the Foster Parent through phone contact or a meeting.
- The outcome will then be put in writing to the Foster Parent within 5 business days of the result being determined.
- If necessary, a Foster Parent can request a personal meeting with the Director of Foster Care of Carpe Diem to appeal an outcome once the letter has been received. A copy of the report will be kept in the Foster Parents' file.

NATURAL FAMILIES

Policy regarding Natural Family Involvement

It is the belief of Carpe Diem that the natural families be involved, when feasible and supported by the Referring Agency, while the child is placed in one of the Carpe Diem foster homes. The involvement we are referring to would be in the form of:

- Visits at the Visitation Centers, when appropriate (supervised or unsupervised)
- Attendance at Plans of Care, when appropriate
- Attendance at school meetings, when appropriate

- Attendance at pre-placement meetings, when appropriate
- Attendance at medical appointments, when appropriate
- Involvement in the child's life, school presentations, activities (i.e. any clubs to which the child may belong), when appropriate
- Involvement in the summer program for the child, when appropriate.

Any decisions, as to whether the natural family should be involved with the child, would be discussed thoroughly with the Referring Agency. This is essential to hear the Legal Guardian's input and knowledge regarding the legal status and direction of each individual case.

We have found that if the communication between Carpe Diem and the natural family is positive, then the child sees their placement in a very different light. The foster families related to our program feel the same way and attempt to include the natural family as much as possible in the planning process. Also, foster families are encouraged to have photos of the children's natural family in the child's living space, if appropriate. Carpe Diem also supports Plans of Care being held close to the natural family's residence, when possible, in order that they may attend.

It is a policy of Carpe Diem that children always have access to their natural families as the court so dictates. Foster Parents are informed clearly that they should not use threats to remove visits to the natural family as a mode of discipline. Foster Parents are also aware that they need to talk respectfully of the Foster Child's family, regardless of their own personal beliefs about the biological parents.

Policy regarding **Child's Own Family**

Apart from children & youth who are crown wards with no access

At the discretion of the Society, Carpe Diem Foster Parents and Case Managers are encouraged, through supervision and training to:

1. Recognize the importance to the Child of their own parents and the Child's status as a member of the natural family. This includes, but is not limited to:
 - Development of a life book that contains descriptions of the Child's family and the situation precipitating the Child's separation (see Section 2)
 - Preserving the Child's identity as a family member of their own family
2. Include the Child's own parents in decision making for the Child. This includes, but is not limited to:
 - Their involvement in the Child's Plan of Care
 - Their attendance at case planning meetings
 - Their involvement in selecting a placement for the Child
 - Their involvement in all preparatory steps towards placement (i.e. pre-placement visiting)

3. Provide opportunities for the Child's own family to have regular involvement with the child. This can include, but is not limited to:
 - Planned visits (supervised or unsupervised)
 - Arranging for and/or accompanying the Child to medical and dental appointments
 - Entering counseling with the Child aimed at resolution for the family, either through return of the Child to their family or the acceptance of separation
 - Making significant purchases for the Child (i.e. toys, clothing)
 - Payments for components of the Child's care
 - Phone calls and letters
 - Regular contribution to the Child's life book
 - Gifts for special events (i.e. birthdays, Christmas)
4. Discuss appropriate ways of dealing with situations where contact with the Child's own family may be deemed to be harmful to the Child and their Plan of Care.

RELIEF

Policy regarding Relief and Emergency Respite Care

Carpe Diem recognizes that foster parenting is both rewarding and demanding. Relief and respite care are important components of supporting Foster Families, promoting caregiver well-being, preventing burnout, and maintaining placement stability for children and youth in care.

Relief and respite services may be provided on a case-by-case basis, taking into consideration the needs of the child or youth, the Foster Family, placement stability, and available resources. Relief is intended to support Foster Parents in meeting their personal, family, and self-care needs while ensuring the continued safety, stability, and well-being of the child or youth.

Relief may include planned, unplanned, formal, or informal arrangements. Camp, daycare, babysitting, Child and Youth Support Workers, community resources, and college placement students may be considered forms of relief where appropriate and approved. Foster Homes are encouraged to support one another through informal arrangements such as play dates and babysitting, provided that such arrangements comply with Carpe Diem policies, the child's Plan of Care, and any requirements of the placing Child Welfare Agency.

Whenever possible, children and youth should remain with their Foster Family during significant holidays, celebrations, and special occasions, recognizing the importance of attachment, belonging, and family traditions. Relief from Christmas Eve through Boxing Day (December 24–26) is only permitted under exceptional circumstances and must be approved in advance by the Director of Foster Care. Appropriate alternative arrangements must accompany any such request. Exceptions may occur when a child

or youth is participating in approved visits with their birth family, extended family, or other significant connections identified in their Plan of Care.

All relief and respite arrangements must be approved and coordinated through Carpe Diem staff, including the Placement and Ministry Supervisor or designate. Relevant updates shall be provided to the placing Child Welfare Agency to ensure accurate information regarding the child or youth's whereabouts and to facilitate communication in the event of an emergency or urgent need.

Only Foster Homes approved by Carpe Diem may provide formal relief or respite care. Approved Relief Homes shall have completed all required screening, home study, training, and documentation requirements in accordance with Agency policies and applicable legislation.

Whenever possible, Carpe Diem will strive to utilize consistent Relief Homes to promote continuity, familiarity, and a sense of security for children and youth. The full-time Foster Parent and Relief Foster Parent are expected to communicate prior to the relief period to confirm schedules, transportation arrangements, routines, medication requirements, and any other information necessary to support the child or youth.

The full-time Foster Parent shall provide the Relief Foster Parent with all information required to safely care for the child or youth during the relief period. The Relief Care Provider is responsible for completing all required relief documentation, including the Relief Log, and submitting it promptly following the respite period to support continuity of care and timely payment processing.

Relief time is generally calculated on a 24-hour basis. Alternative arrangements may be made when mutually agreed upon by the Foster Parent, Relief Care Provider, and Carpe Diem staff, provided the arrangement is approved and documented in advance.

Transportation to and from relief placements is a shared responsibility between the Foster Home and the Relief Home unless otherwise approved by Carpe Diem.

All relief arrangements are considered and approved on a case-by-case basis, considering the needs of the child or youth, placement stability, and available Agency resources.

In situations requiring emergency relief, the Foster Parent shall contact their Case Manager as soon as possible. The Case Manager will respond promptly and work collaboratively with the Foster Family to identify appropriate supports and relief options. Once approved, the Case Manager will notify relevant Carpe Diem staff and, where applicable, the placing Child Welfare Agency.

Debriefing following relief is encouraged to promote continuity of care, facilitate information sharing, and support positive communication among all caregivers involved in the child's life.

Carpe Diem recognizes that fostering impacts the entire family system. Foster Families may experience challenges related to family dynamics, supporting children and youth through transitions, managing complex behaviours and needs, and collaborating with multiple professionals, caregivers, schools, and community supports. Relief and

respite services are intended to provide families with opportunities to rest, recharge, and maintain their capacity to provide high-quality care.

Policy regarding Relief Home Responsibilities

The Relief Home should have the following information provided on the Relief Information Form by the full-time Foster Parent:

- Child's Health Card #
- Detailed instructions regarding medication administration including name, dosage, etc. (Transfer of Medication Form also to be included and signed off by the adult transferring and receiving the medication)
- Case Manager's name and phone #
- Telephone contact and/or visits allowed
- Child's safety plan

Relief Homes are responsible for the safety, welfare and security of the Carpe Diem Foster Children in their care. All essentials are included in the Relief Home per diem. There should be no extra expenses on the part of the Relief Home.

Foster and Relief Homes are required to make telephone contact in the week preceding the weekend or relief period, to get updates on information pertaining to the child. Arrangements for the drop off and pick up of children should be made, as this is the shared responsibility of the Relief and Foster Home.

The Relief Home is responsible for filling out the Relief Log those records activities and behaviour. The Relief Log is forwarded to the Case Manager and if any follow up with the Relief Home is required, the Case Manager will contact them directly.

MINISTRY HOME SAFETY & REQUIREMENTS

Policy regarding Foster Home Safety

EMERGENCY TELEPHONE: Foster Parents should have an accessible list of emergency telephone numbers, preferably beside the telephone. The phone needs to be in a location that can be accessed in case of emergency.

If there is no land line available in the home (i.e. the Foster Home uses cell phones for their primary number), a working cell phone must always be available to the Foster Child in the home.

HOME SAFETY: Carpe Diem ensures that Foster Children are placed in homes free from hazards.

SAFETY FEATURES: The following should be adhered to in the Foster home in relation to the age or capabilities of a child:

- Cigarette butts, matches, or other dangerous objects are inaccessible to children
- Steps or railings are sturdy, appropriately spaced, and in good repair

- Toxic plants are inaccessible to children
- Extension cords are in good repair
- Electrical outlets are covered and not overloaded
- Balcony doors are secured
- Electrical appliances and cords are out of children's reach
- Cleaning materials are inaccessible to children or kept in locked cabinets
- Drugs and medications are locked up
- 2 fire extinguishers are accessible and in good working condition
- Carbon monoxide detector
- Flashlight
- Toys are safe, clean and in good repair
- Decorative mobiles are out of reach
- Handles of pots are kept away from the edge of the stove
- Floor coverings provide adequate comfort and safety
- Radiators, hot water pipes, fireplaces are covered
- Smoke detector is installed on each level & in all sleeping areas and are in working order
- Knives, scissors and other sharp instruments are kept out of children's reach
- Halls and stairways are well-lit and free of objects
- Exits and stairways are secured to protect children
- General housekeeping standards are consistent with the community norms
- Safety locks are on windows and screen for the protection of children
- Cords from blinds and drapes are inaccessible to young children
- Rugs are properly secured to prevent falls or mishaps
- All cleaning materials should be properly identified and labelled. Empty containers with permanent labels and descriptions should not be reused for other substances or as toys.
- Cleaning fluids should not be accessible to children. Fluids should not be left at the floor level in utility rooms or washrooms.
- Alcoholic beverages should be inaccessible to minors.
- Video Policy
- All firearms and weapons must be made inoperable when not in use and inaccessible to children at all times. Firearms should be stored unloaded, and separately from the ammunition. Ammunition should be locked up.
- Check lint drawer in dryer as well as dryer vent outside
- Check furnace filter
- Check Water Temperature (capable of reaching 40 degrees Celsius / not to exceed 49 degrees Celsius)
- Foster Homes should have a readily available first aid kit and manual. Foster parents should have training in first aid. Suggested kit items may include:

• Roller bandages 25.4 mm (1in) • Roller bandages 51.2 mm (2 in) • Large gauze pressure dressings • Sterile gauze bandages • Sterile surgical pads • Waterproof adhesive tape • Adhesive strips • Triangular bandages • Ice Pack	• A box of cotton-tipped applicators • Rubbing alcohol • Antiseptic soap • Safety pins • Sharp needle • Blunt nosed scissors • Thermometer (fever strip) • Hot water bottle
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Policy regarding Storage of Hazardous Goods

All cleaning materials should be properly identified and labeled. Empty containers with permanent labels and descriptions should not be reused for other substances or as toys.

Cleaning fluids should not be accessible to children. Fluids should not be left at the floor level in utility rooms or washrooms.

Drugs and medications should be stored as directed and inaccessible to children. Alcoholic beverages should be inaccessible to minors.

Policy regarding Fire Safety & Emergency Plans

Every Foster Home must develop a written fire and emergency procedures plan which includes:

- Roles and Responsibilities for Foster Parents, Natural Children and Foster Children
- All children placed in the foster home are instructed upon their placement in the foster home in a manner suitable to their age and maturity on the procedures to be followed when a fire alarm is activated or discovered including their roles and responsibilities
- The procedures referred to above are posted in a conspicuous place in the foster home and a record is kept of each practice
- Designated short term shelter for situations in which the foster home needs to be evacuated because of fire or another emergency
- Establishes a protocol for situations in which the foster home needs to be evacuated because of fire or other emergencies
- Carpe Diem shall involve the Foster Parent or parents in the involvement of the fire and emergency procedures plan
- Carpe Diem will keep a copy of the fire and emergency procedures plan in the foster home to which it relates and at the head office.

- Carpe Diem will ensure that the fire and emergency plan is reviewed as often as necessary to support the safety of children receiving foster care in the foster home at least once annually and revised to take into account any changes to the nature of the residential setting to the child to whom foster care is provided
- Carpe Diem will ensure that the Foster Parents practice fire drills with all members of the household at least once every 6 months. Fire alarms / smoke detectors must be initiated when the fire drills are practiced. Batteries should be changed at this time as well.
- Any flammable liquids, including paint supplies that are kept in the foster home are stored in lockable containers and not stored near any appliance.
- Foster Parents are encouraged to check the Health Canada website for Fire Prevention regularly at <https://www.canada.ca/en/health-canada/services/home-safety/fire-safety.html>

All Foster Homes are required to have working single station smoke detectors with alarm device, approved by Underwriter's Laboratories of Canada. Smoke detectors also must be installed on each level of the dwelling and installed in all bedrooms and sleeping areas. These must be tested regularly. Carpe Diem reminds Foster Parents through the monthly Chronicles Newsletter as the clock changes to check the smoke alarms and change batteries at these times.

Policy regarding Fire Drills

When developing a fire evacuation plan, the following factors should be considered:

- Contact the local fire department for drill and evacuation procedures
- Have regular fire drill practices (twice annually when clocks change)
- Ensure that the emergency procedure is simple and that all family members know what to do
- Ensure that where there is a disabled or dependent member of the family, there is a plan to assist this person in escaping during a fire
- Plan alternate escape routes
- Practice using the alternate routes
- Ensure that the warning signal is clearly recognizable
- Choose a safe area outside and away from the house to assemble in the event of evacuation
- Plan a location from which the fire department can be contacted
- Arrange an appropriate temporary place of shelter
- Ensure that Foster Children are advised of the evacuation plan for each home at the time of each placement

Policy regarding Fire Response Procedure

The following are recommended in the event of a fire emergency:

- Assist family members as quickly as possible (Do not wait to dress them, even in cold weather). If possible, attempt to close doors and windows to isolate the fire. Turn off all appliances and the stove if possible
- Assemble at a designated location
- Contact the fire department

NOTE: Never re-enter a burning building unnecessarily. Smoke and gases from a fire may be fatal.

Policy regarding Emergency Preparedness Plan & Continuity of Operations Plan

Carpe Diem's emergency preparedness plan will ensure the agency will be self-sufficient for at least 72 hours from the time of an emergency.

An emergency inside or outside of the home may include the following:

- Power outage
- Fire
- Flood
- Storm damage
- Pandemic & medical emergency

In the event of an emergency, the Carpe Diem on call worker can be reached at (905) 799-2947 *8 and will be notified immediately. The on-call worker will then notify the Director of Foster Care Tyler Green (647) 233-9004 as well as the CAS Worker for the individual. Community partners including police, fire, ambulance, hospitals and all other 9-1-1 related incidents, will be made by the Case Manager in conjunction with the Director of Foster Care. All communication will come directly from the Director of Foster Care of the agency and if needed, the individuals involved can be relocated. Their temporary relocation will be to other homes fully licensed and approved Carpe Diem.

In the event of a crisis outside of the home, the following measure are put in place if required. Carpe Diem's on call worker will be notified as well as police and family member (if applicable). CAS and the Ministry will be contacted, and an incident report or serious occurrence will be filed.

If the Carpe Diem head office has been shut down, staff will work from home and be available through emails and phone calls.

FIREPLACES: All fireplaces should:

- Be installed as per the specification of the local fire department
- Be safety insulated
- Have fireplace screens or front guards to catch sparks

- Have combustible deposits removed regularly, especially in the chimney
- It is recommended by Carpe Diem that a working extinguisher be accessible to the fireplace.

STORAGE OF COMBUSTIBLE MATERIALS: The following precautions should be taken when storing combustibles:

- Gasoline should be stored in the garage or other area not attached to the house
- Flammable liquids and gasoline should be stored in an Underwriter's Laboratories of Canada approved container and out of children's reach. Locked storage is preferred.

FIRE EXTINGUISHERS: Foster Parents should have in their home at least two fire extinguishers, readily accessible weighing not less than 1 kg (2 ½ lbs) and in working condition for class B and C fires.

FLASHLIGHTS: Every foster home should have a flashlight in working order and accessible in case of an emergency. The location should be known to all family members.

EXITS AND HALLWAYS: All exits and hallways should be kept clear at all times.

FIREARMS AND WEAPONS: All firearms and weapons must be made inoperable when not in use and inaccessible to children at all times. Firearms should be stored unloaded, and separately from the ammunition. Ammunition should be locked up.

FIRST AID KITS: Foster homes should be equipped with a readily available first aid kit and manual. Foster Parents must have up-to-date training in first aid.

Suggested kit items may include:

- Roller bandages (25.4 mm or 1 inch)
- Roller bandages (51.2 mm or 2 inch)
- Large gauze pressure dressings
- Sterile gauze bandages
- Pressure dressings (76.2 mm x 76.2 mm or 3 inch x 3 inch)
- Sterile gauze dressings (102 mm x 102 mm or 4 inch x 4 inch)
- Sterile surgical pads
- Waterproof adhesive tape (25.4 mm or 1 inch)
- Adhesive strips
- Triangular bandages
- Box of cotton tipped applicators
- Rubbing alcohol
- Antiseptic soap
- Safety pins
- Sharp needle
- Blunt nosed scissors
- Thermometer (fever strip)
- Hot water bottle
- Ice pack

POISONOUS PLANTS: Foster Parents should be aware that the following house plants are poisonous and should take appropriate precautions:

Hyacinth (bulbs)	Calla Lily	Daffodil (bulbs)
Elephant's Ear	Narcissus (bulbs)	Rosary Pea
Oleander	Castor Bean	Arnica
Mistletoe	Philodendron	Poinsettia
Dieffenbachia		

In addition, caution should be taken when applying herbicides, fungicides and/or insecticides, since they may render normally harmless plants toxic.

Policy regarding High Rise Building Safety

Foster Parents who are providing care in apartments should be aware of special safety considerations.

- 1) Fire emergency procedure
 - Foster Parents should check with the owner or manager of the building to see if there is a safety plan approved by the fire department.
 - The plan should be reviewed with all foster children at the beginning of their stay in each foster home.
- 2) Elevators
 - Young children should not be allowed to use the elevators unattended.
 - Children should not be allowed to play around elevators.
- 3) Balconies
 - Balconies are particularly dangerous to young children.
 - No child(ren) should be allowed to play on a balcony unsupervised.
 - Windows, screens and sliding doors should be secured.
- 4) Laundry chutes and garbage chutes are dangerous to children. Children should not be left unsupervised around chutes that do not have safety guards.

RURAL AREAS SAFETY: Agriculture equipment and machinery is often found in rural areas. Special caution should be taken to secure equipment so that children will not get hurt. All children placed in rural areas should be cautioned.

WATER SUPPLIES: Homes that use wells as a water supply should have them checked routinely to ensure that they are free of contaminants.

Policy regarding Video Surveillance

Carpe Diem's Video Surveillance Policy ensures the safety and protection of their rights as outlined in the CYFSA for children, teens & adults in our care.

Due to the Privacy interests of Carpe Diem's Foster children / Youth / Adults the Agency is not in approval of video surveillance within any Foster Home as an accepted best practice. This includes cameras in bedrooms, washrooms, and in communal areas of the home (living rooms, dining rooms, hallways, kitchens, basement &

garages). Carpe Diem believes that due to the nature of foster care, this would violate and undermine the relationships that has developed between our Foster Parents and the individuals they are approved to care for.

Carpe Diem understands that for safety reasons, video surveillance and recording devices might be necessary for outside the home and in public areas of the property. These areas could include the front and rear entrances of the home as well as side breeze way and paths. Camera angles must be positioned as to avoid viewing and recording the inside of the residence and should be aimed along the communal areas of the outdoor property.

In the event a Carpe Diem foster home requires outside video surveillance and or recording devices, the Foster Parents will notify their Carpe Diem Case Manager in writing of the following information:

- The reason for video surveillance
- The type of video surveillance and recording device(s)
- The position of the camera(s)
- The length of time the recorded images are kept after viewing
- Who has access to recorded video

This information will be reviewed by the Carpe Diem Case Manager and immediate Supervisor. The Carpe Diem Director of Foster Care or Placement and Ministry Supervisor will then sign off on this information and place it in the foster family's file.

Infant monitoring: In the event a baby monitor with a camera is required for an infant, the Carpe Diem Case Manager will receive written permission from the placing Children's Aid Society during the admission of that child.

The Video Surveillance Policy will be reviewed with foster parents during their initial home safety check prior to having children, teens or adults in their home and yearly during their annual review.

TRANSPORTATION

Policy regarding Transportation of Foster Children

CAR SEATS: Carpe Diem has a staff member who has taken the St. John Ambulance Technician course. This staff inspects all car seats as they come into the head office. All Foster Parents, Volunteer Drivers, and staff have been given direction from the Car Seat Technician. Written notice has been provided for the foster homes in the monthly Chronicles Newsletter, and in Resource Meetings that up-to-date information can be found at Transportation Canada's website: www.tc.gc.ca/roadsafety

INFANT SAFETY: For the most current information, Carpe Diem encourages its Foster Parents to use the Health Canada Website at <https://www.canada.ca/en/health-canada/services/consumer-product-safety/reports-publications/consumer-education/your-child-safe/is-your-child-safe.html>

MILAGE: Mileage will be reimbursed for home visits, court and psychiatric appointments or specialist appointments that are out of the area. Foster Parents are responsible for other transportation such as school, local medical, dental and therapy appointments and recreational activities.

Transportation pertaining to relief weekends will be mutually decided upon between the Foster Parents and the Relief Parents. It is the responsibility of Relief and Foster Parents to arrange transportation for children's relief weekends as well as relief holidays. Transportation costs are not refundable for relief weekends.

The Foster Parents are advised that should a child travel out of province or country, Carpe Diem (Case Manager) and CAS Worker / Legal Guardian must be notified, and letters or permission and consent must be obtained from CAS (Guardian) prior to such time of travel. At least 4 weeks-notice should be given for out of province excursions and 90 days for out of country excursions in order to obtain the appropriate documentation.

FINANCIAL POLICIES FOR PARENTS & CHILDREN

Policy regarding Daily Chores, Employment & Currency for Foster Children

Children only perform chores that would be considered regular for a child of the same age OR development level.

- Adolescents are encouraged to find employment suitable to their developmental level and progress in school. Children are taught how to manage their allowance and any work earnings, either by Foster Parents, Life Skills Mentors or other caring adults.

PROCEDURE:

The above-mentioned items are recorded in the Child or Youth's Plan of Care on a regular basis.

Policy regarding Children's Allowance & Purchases

A money planning and management approach will be used with allowances and monies earned from employment. It is recommended that half of the child's allowance will be given in cash to be used as disposable income. The other half could be used as earnings to meet pre-set goals of the child's choice. This half could be placed in a personal bank account for the child. The Foster Parent, Guardian and Child will negotiate the monies earned from employment with a view to guiding the young person to save. The child will ultimately have the final decision in spending their employment earnings.

The Child will be guided on purchasing and saving. The Foster Parent will assist older children, working outside of the home, on how to manage their income.

Foster Parents are responsible for calculating and requesting the monthly allowance for each child. This needs to be claimed monthly through the Foster Parent's expenses. Foster parents are responsible for keeping a monthly record of such monies.

Children can participate in daily chores to feel good about receiving an allowance. For those children with outside employment, the Foster Parents can teach the child how to use money wisely as well as encourage them with a good savings plan.

Children and youth are encouraged to perform only the regular / normal chores for their age and development level. Foster Parents, in conjunction with children/youth, are encouraged to share experiences related to managing their allowance or work income. The child/youth will have access to their Case Managers regarding any problems in this area.

It is strongly recommended that each child have a bank account to encourage saving for a specific goal. We suggest that children learn to budget, save, give to charity and spend on items that are important to their own identity.

PERSONAL CHILD ALLOWANCES PER MONTH

AGE OF CHILD	MONTHLY ALLOWANCE
3-5 years	\$20.00
6-11 years	\$30.00
12 and older	\$50.00

Policy regarding Foster Parent Per Diem Rate

The Treatment Per Diem Rate is paid to Foster Parents to compensate them for the child's physical, social, emotional, spiritual and educational development on a day-to-day basis.

The Per Diem Rate is designed to cover normal day to day expenses such as:

- Food, including school lunches, pizza days, school trips (see below under School – Educational Expenses), outings to McDonalds and treats
- Shelter and household operation – children's rooms must be appropriately decorated according to age and gender
- Personal care supplies and toilet articles such as shampoo, toothpaste, face cloths, sanitary napkins and over the counter medication (i.e. Tylenol, Benadryl, vitamins, etc.), unless prescribed by a physician and noted on a medical report
- Toys, games and family recreational costs, including the cost of restaurant meals
- Normal wear and tear on furniture, appliances, bedding and linens

Policy regarding Per Diem Rate During Extended Time Out of The Foster Home

When a child is absent from the foster home for more than 7 consecutive days, the per diem payment to the foster family will be suspended unless prior approval has been granted by the Director of Foster Care. In consultation with the CAS Worker / Legal Guardian, Case Manager and Carpe Diem, a decision may be made regarding the child's future placement. If this should occur, this may also have an impact on vacation time earned. Should a child need to be removed from a foster home because of an investigation, the per diem will be reviewed on an individual basis.

Policy regarding School & Education Expenses

Transportation costs to and from school, school dances, pizza day and hot dog day costs **are included** in the basic Per Diem Rate and are not considered to be reimbursable.

School trips are the responsibility of the Foster Parent.

RECREATIONAL EXPENSES: Normal recreational costs of everyday family life are included in the Per Diem Rate. Registered swimming classes, hockey, gymnastics, etc., may be covered if prior approval is agreed upon.

Each family is responsible for providing individual children with **one** appropriate community activity: sport activities, lessons (swimming, piano), Cubs/Brownies, etc. After Carpe Diem's approval the Foster Parents will be reimbursed for such expenses. Transportation and eating out is not to be included in the reimbursements for these activities. This is the Foster Parents' responsibility.

At each Plan of Care the Carpe Diem Case Manager, CAS Worker, Foster Parent and Child / Youth will discuss appropriate community / recreational activities and document how the Child / Youth were encouraged to participate.

Policy regarding Therapeutic Camps

Where practical and appropriate, Carpe Diem will facilitate a summer camp experience (either an overnight or day camp) for Foster Children. Foster Parents are responsible for registering and planning holidays in conjunction with the Carpe Diem Case Manager. Only children capable of handling overnight camp will be able to attend. Camp will be treated as part of Foster Parent's vacation time if funded by Carpe Diem. It is the Foster Parents responsibility to get their Foster Children to/from camp.

Carpe Diem will gladly assist Foster Families with their children's summer planning, but please keep in mind it is the Foster Parent's responsibility to ensure that children have a good, positive and productive holiday. Please register for summer programming on time to avoid disappointments.

Policy regarding Additional Financial Needs of Children

Any exceptional costs related to the Child's special needs must be discussed with and approved by the Carpe Diem Case Manager.

- Christmas allowance – You will be notified in the fall of each year about Christmas spending. We truly appreciate Foster Parents for providing appropriate holidays for children in their homes, i.e. Christmas, birthdays, etc. We are aware that they usually spend some of their own money towards presents.
- Birthday allowance – Foster Parents can expense \$50.00 towards a gift and party for their Foster Child in the month of their birthday. No receipts are necessary.

Policy regarding Health & Related Expenses

Foster Parents will use the appropriate Health Care insurance (i.e. Greenshield) for prescription drugs, dental appointments, etc. Non-prescription drugs (i.e. vitamins, cough syrup, Tylenol, Benadryl, etc. are to be covered by the Foster Parents.

Carpe Diem shall reimburse the Foster Home for medication prescribed by physicians or dentists. Non-prescription drugs, (i.e. vitamins, cough syrup, Tylenol, Benadryl, etc.) are to be covered by the Foster Parents. In the case of CAS Agencies who carry Green Shield, make sure you have the child's Green Shield number when ordering prescription drugs.

All billing in excess of Provincial Health Plan coverage should be approved by the Carpe Diem Case Manager. All other medical related fees beyond OHIP coverage such as nursing, therapy (such as art, play and stimulation) must be approved in advance by the CAS Worker / Legal Guardian.

Any dental fees not covered by the Foster Child's insurance plan (i.e. Greenshield, etc.) are required to be pre-approved by CAS (Legal Guardian) prior to work being initiated.

Policy regarding Personal Effects

The following items are reimbursable personal effect expenses for Carpe Diem Foster Parents:

- Uniforms (i.e. Guides Brownies, Cubs, etc. Authorization from a Carpe Diem Case Manager is required.

Other special situations must be discussed and approved by the Carpe Diem Case Manager.

Policy regarding Damage Compensation

Compensation for damages caused by a Foster Child in your home are the responsibility of the Foster Home. In the event there is significant damage, Carpe

Diem will advocate to Children's Aid on behalf of our Foster Parents for shared financial compensation. This procedure does not apply to normal wear and tear.

- Foster Parents must report the damage to the Carpe Diem Case Manager immediately (within 3 business days).
- The Carpe Diem Case Manager will investigate the incident to:
 - Ensure there is evidence that the damage was caused by the specific Child and to determine the extent of the damage
 - To determine that the Foster Parents have provided adequate supervision
 - To explore if the loss is recoverable through insurance
 - To explore restitution by the Child and/or Placing Agency
- If Children's Aid approves compensation, payment will be made to the Foster Parents. This may be a reimbursement system, and compensation may be provided after the repairs have been completed and receipts are submitted to Carpe Diem. If however, compensation is not approved by Children's Aid, Carpe Diem encourages Foster Families to use their home insurance.
- If the Foster Parents are not satisfied with the results of their claim, they can proceed as per our complaints procedure.

Policy regarding Cell Phone Finances for Foster Children

Carpe diem strongly recommends that all cell phone plans for youth be strictly pay as you go and that all foster parents should avoid the use of any contracts both short and long term if parents choose to commit to such contracts carpeting will not financially compensate any of these charges including overage usage.

HUMAN RELATIONS & PERSONNEL

Policy regarding Pre-Service Qualifications

Carpe Diem Treatment Homes for Children Inc. is committed to employing qualified, competent, and culturally responsive individuals who possess the education, experience, skills, and professional values necessary to provide safe, therapeutic, and high-quality services to children and youth. The Agency ensures that all staff qualifications comply with the *Child, Youth and Family Services Act, 2017 (CYFSA)* and its applicable regulations.

POLICY:

All Carpe Diem employees, contractors, students, or other individuals who provide direct care or supervision to children and youth in licensed Foster Homes, as well as those who supervise these individuals, shall possess qualifications that are appropriate to their role and responsibilities.

A person will be considered qualified if they meet one of the following criteria:

- Hold a certificate, diploma, or degree from a recognized educational institution in a field that is directly relevant to their position, the services provided by Carpe Diem, and the needs of the children and youth served by the Agency.
- Possess demonstrated education, experience, and skills that are directly relevant to their job responsibilities, the Agency's therapeutic foster care program, and the needs of the children and youth receiving services.
- Be recognized as a First Nations, Inuit, or Métis Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person, or Cultural Person whose cultural knowledge and expertise are directly relevant to supporting the children, youth, and families served by the Agency.

Carpe Diem recognizes the value of diverse educational backgrounds, professional experience, and lived experience in providing quality services to children and youth.

EMPLOYEES COMPLETING THEIR EDUCATION:

Carpe Diem may employ individuals who are actively enrolled in a recognized post-secondary program leading to a qualifying certificate, diploma, or degree when the individual demonstrates suitability for the position.

Employees who are completing their education shall:

- Be directly supervised by a qualified employee who meets the Agency's qualification requirements.
- Continue to maintain active enrollment in their educational program.
- Provide documentation confirming their continued enrollment at least annually or upon request by the Agency.

RECOGNIZED EDUCATION QUALIFICATIONS:

Educational qualifications shall be obtained through recognized post-secondary institutions, colleges, universities, Indigenous Institutes, approved career colleges, or other educational institutions recognized under applicable Ontario legislation or determined to be substantially equivalent when obtained outside Ontario.

The educational program must include academic and practical learning that is directly relevant to:

- the duties and responsibilities of the position;
- the services provided by Carpe Diem; and
- the developmental, emotional, behavioural, physical, cultural, and therapeutic needs of the children and youth served by the Agency.

VERIFICATION OF QUALIFICATIONS:

Prior to employment, Carpe Diem shall verify that each employee meets the qualifications required for their position.

Verification may include:

- review of educational credentials;
- confirmation of relevant professional experience;
- review of employment history and references;
- verification of registration with professional regulatory bodies where applicable;
- confirmation of enrollment for staff completing educational programs; and

- documentation supporting specialized cultural knowledge or expertise where applicable.

No employee shall provide direct care or supervision until the Agency has determined that the individual meets the qualification requirements or qualifies under the supervised student provisions.

PERSONAL FILE DOCUMENTATION:

Each employee's personnel file shall include, at a minimum:

- the employee's job title;
- a current job description outlining their duties and responsibilities;
- a copy of all relevant certificates, diplomas, degrees, transcripts, or official documentation confirming completion of educational qualifications;
- documentation describing how the employee's education, training, experience, or skills are directly relevant to:
 - their job responsibilities;
 - Carpe Diem's therapeutic foster care program; and
 - the needs of the children and youth served by the Agency;
- documentation of relevant employment history and professional experience, where qualifications are based on experience;
- documentation identifying specialized Indigenous cultural knowledge or expertise, where applicable;
- for employees completing educational programs:
 - documentation of their educational program;
 - identification of their qualified supervisor;
 - annual verification of continued enrollment; and
- copies of any required professional registrations, certifications, or licences applicable to their role.

Where educational credentials have been obtained outside Ontario, the personnel file shall contain documentation demonstrating that the qualifications have been reviewed and determined to be substantially equivalent to those recognized under Ontario legislation.

ONGOING REVIEW:

Carpe Diem shall maintain written procedures for verifying employee qualifications and shall review personnel files regularly to ensure that required documentation remains complete, current, and compliant with legislative and licensing requirements.

Employees are responsible for informing the Agency of any changes that may affect their qualifications, professional registration, or ability to perform the duties of their position.

RESPONSIBILITY:

The Director of Foster Care, or designate, is responsible for ensuring compliance with this policy, maintaining appropriate documentation within personnel files, and verifying that all employees providing direct care, supervision, or case management continue to meet the qualification requirements established under the Child, Youth and Family Services Act, 2017 and applicable regulations.

INTERNAL COMMUNICATION

Policy regarding Foster Home Supervision

Each full-time Foster Home is supervised by a qualified Case Manager who has regular contact with the home. The Foster Parents and Case manager work as a team with the CAS Worker / Legal Guardian to provide the best care for the Child.

Case Managers give both positive and constructive feedback to Foster parents. While the relationship is supportive and team oriented, the Case Manager is responsible to the Director of Carpe Diem for the conduct of the home.

In cases that are difficult or where the Foster Family may need some extra guidance, the Case Manager's Supervisor or the Director of Foster Care may attend meetings with the Foster Parent.

Carpe Diem will review the Service Agreement annually and will perform an annual Foster Home review. This interview shall include Foster Parents and all members residing in the home. A self-evaluation will be given for the Foster Parents to complete.

Any concerns about the Foster Home will be first shared with the Foster Parents, and a plan shall be implemented for change. Concerns will be documented and discussed in a timely manner.

When Carpe Diem approves a Foster Family, but no Child is placed with the family, one of the Case Manager shall maintain contact with the Foster Family at least every 3 months and review the foster parent learning plan of each foster parent. Carpe Diem Staff will visit the home to provide support to the foster family or if there are no children placed in the foster home contact the family.

Policy regarding Child Private Interviewing

Carpe Diem Case Managers will have private interviews with children in Carpe Diem Foster Homes on a regular basis (minimum 4 times annually) in regard to the day-to-day care and their legal rights and responsibilities. The private interviews must be documented by the Carpe Diem Case Manager and notes must be placed in the child's file. To ensure this takes place, new Case Managers are informed during their Orientation and Training and receive ongoing Supervision.

Policy regarding Staffing & Supervision

Each Foster Home is assigned a Case Manager who has education and experience working with children and adults.

As a full-time Foster Parent, contact with the Case Manager occurs weekly. This includes support, treatment strategies and behavioural management techniques. Resource Meetings occur periodically from September to June to provide training and support to Foster Parents. Attendance is a requirement for fostering.

A 24-hour telephone line is available to all Carpe Diem Foster Parents. The On-Call Worker number is **905.799.2947, press 8** to reach the person on call.

Carpe Diem has experienced relief homes available. Through years of experience and trust building, Carpe Diem has established a strong network of professionals willing to share “training” and expertise with each other. This input has created an environment for a positive and equal learning opportunity for all members.

Some homes may require the assistance of a CYSW / 1:1 Worker for a period of time. These people are recognized as Child and Youth Support Workers. This may occur with approval from the Carpe Diem Case Manager. The CYSW will be assigned a number of hours to assist the Foster Family by providing therapeutic value within the Foster Home with consultation from the Foster Parent and Case Manager.

It is the policy of Carpe Diem that inquiries from a Foster Parent will be responded to promptly, with the time not to exceed 3 days. Foster Parents are also aware that they may access the On-Call Worker @ 905.799.2947, press 8 to speak to a staff member at any time. On-Call Worker’s cell numbers are also available on the Carpe Diem web site or monthly Chronicles in the event that the On-Call transfer is not successful.

REGULATIONS (DISCIPLINE, MECHANICAL RESTRAINT & PASD)

Policy regarding Discipline

The word “discipline” is derived from the word disciple. It describes the teaching and learning process by which children develop socially acceptable behaviours as they grow.

While there are a wide variety of theories and approaches related to discipline, the goal remains constant ~ to assist children in developing self-control, self-confidence and ultimately, self-discipline and sensitivity in their interactions with others.

Children’s past and present experiences in their family and culture can influence their pattern of behaviour. At Carpe Diem, we practice effective discipline as a proactive response to behaviour. It takes time and effort to discipline effectively and to focus on discipline as a teaching process. It teaches the children that there are consequences for actions. It teaches social responsibility. It teaches problem solving techniques. It teaches self-control using inner values. Appropriate discipline enhances self-esteem using positive reinforcement that strengthens relationship building skills. It provides opportunities to consider what has been done “right” rather than what has been done “wrong”.

It is important to ensure that consequences need to make sense, to be related to what the young person needs to learn, and they must be fair. Effective consequences take time to consider and to follow through. The use of natural, logical consequences is supported in all foster families.

Foster Parents are encouraged to make use of their “team” if they find themselves at a loss or feeling exceedingly frustrated. We know that fostering is very stressful, and that we are often triggered in our own way by the behaviour of Foster Children. The team can include the home’s Case Manager, the After Hours On-Call staff, other Foster Parents, the Supervisor, etc. Reaching out for help and ideas is seen as a strength.

Policy regarding **Unacceptable Discipline Practices**

The following disciplines are “**UNACCEPTABLE**” discipline practices with Foster Children and/or natural children:

- Corporal punishment by the Foster Parents, by another child, or by a group of children. The following types of disciplines must not be condoned by the Foster Parents or any other third party, these including, but not limited to:
 - Striking (directly or with a physical object)
 - Shaking, shoving, spanking or any other form of aggressive physical contact.
- Deliberate harsh, humiliating, and/or degrading responses that could result in the humiliation of the Child, or the undermining of the Child’s self-esteem. Examples of this include, but are not limited to:
 - Requiring that the child will not maintain a position where they feel discomfort in their environment
 - Forcing the repetition of physical movements
 - Forcing the consumption of food
- Deprivation and/or restriction of basic needs (i.e. food, shelter, clothing or bedding)
- Placing or keeping a Child in a locked room
- Threatening removal of the Child from the foster home as a form of behaviour control
- Extensive and prolonged withholding of emotional response or stimulation after the undesirable behaviour of the Child has stopped
- Deliberate destruction of the Child’s property in retaliation for the undesirable behaviour
- Restricting, threatening or forbidding visits with the Foster Child’s natural parents in retaliation for the undesirable behaviour

Policy regarding **Appropriate Methods & Choices**

Appropriate discipline is timely, fair, consistent, reasonable, appropriate, and includes natural and logical consequences.

Choose from the following list of disciplines:

- Natural consequences
- Clarifying expectations or reinforcing limits
- Offer children a simple choice

- Redirecting
- Logical loss of privileges
- Time in/out
- Reward system

Gaining an understanding of the triggering events which provoke/stimulate an unwanted behaviour may help you in your choice of discipline.

Policy regarding **Contravention of Discipline Provisions**

Foster Parents and Workers are expected to comply with Carpe Diem's Policies and Procedures and the requirements of the *Child, Youth & Family Services Act* with respect to unacceptable disciplinary practices. At the same time, Carpe Diem's Case Manager is expected to know the capabilities of their Foster Parents and additional supports they may require. Failure on the part of the Foster Parent to comply could result in forms of remediation, or closure of the Foster Home.

Carpe Diem has written policies and procedures regarding the investigation of a complaint against a Foster Family regarding discipline.

Policy regarding **Purchase, Possession and Removal of Potentially Harmful Items**

Foster parents must ensure that children and youth do not possess items that may pose a safety risk to themselves or others.

If a potentially harmful item is identified, the foster parent will:

- Immediately remove or safely secure the item.
- Notify their Case Manager as soon as possible.
- Consult with the Case Manager regarding the concern.
- The Case Manager will consult with the child's legal guardian/placing agency to jointly determine how the item will be managed or whether it may be returned.

Whenever possible, the child or youth will be informed of the reason for the removal and involved in the discussion, taking into consideration their age, developmental level, safety needs, and rights.

Policy regarding **De-Escalation & Behaviour Management Techniques**

Carpe Diem is a hands-off Agency where Foster Parents, Children and Youth will engage in proactive measures to support a calming, therapeutic environment inside and outside every Foster Home. Foster Parents are trained in UMAB (Understanding

and Managing Aggressive Behaviour) which is non-evasive, non-physical in nature techniques and strategies to deescalate potential violent situations.

All foster parent(s) receive an orientation and education within 30 days after the foster parent(s) commence employment and 30 days after any amendments. An assessment will be completed annually to ensure the care, welfare, safety and security of every Child / Youth and Foster Parent within Carpe Diem. These de-escalation techniques involve understanding early warning signs of anxiety and the stages that can lead into a Child / Youth becoming a physically acting out individual. This certification needs to be up to date.

Early and appropriate intervention along with the understanding of brain development are taught to assist our Foster Parents in attempting to avoid a serious physical altercation. Continued monitoring of the ongoing progress of each Foster Child / Youth is also an important component in the understanding of an individual's behavioural patterns.

In the event a Child / Youth requires a therapeutic hold or continues to need this support on an ongoing basis, Carpe Diem will train that parent individually to meet the needs of the Child / Youth while also consulting with the CAS and Carpe Diem's Clinical Psychologist to ensure that placement permanency and children's rights are being addressed.

Carpe Diem also believes that any incident where there is a risk of harm to the individual or any other member of the family, that individuals will intervene if necessary, as a last result to prevent potential serious harm.

Physical restraint can only be used or permitted to be used if there is imminent risk that the Child or young person will physically injure themselves or others; or, in the care of a young person, that the young person will escape or cause significant damage to property (and there is imminent risk that the damage to property will cause harm to a person).

Physical restrains can only be used with the least amount of force and with the least intrusive type of restraint that are necessary in the circumstances. The Child or young person's condition must be continually monitored and assessed while a physical restraint is being used. The physical restraint must be stopped immediately when:

- There is risk that the use of the physical restrains will endanger the safety of the Child or young person
- There is no longer imminent risk of physical injury, escape, or significant property damage; or
- The physical restraint is determined to be ineffective in reducing or eliminating the risk of physical injury, escape or property damage.

As with any significant situation, an incident report / serious occurrence report will be required to be sent in immediately by the Foster Parents and a debrief will take place following such incident with the Foster Parents including the creation of a safety plan explaining the course of action for moving forward.

Policy regarding Mechanical Restraints

Carpe Diem does not permit the use of mechanical restraints with the following exception:

Should a Foster Placement that has a specialized need is admitted to Carpe Diem's care, and that Child / Youth requires special needs equipment such as specialized stroller, walkers, standers or any other device that use straps/belts to ensure safety, the Legal Guardian needs to agree to the use of these devices prior to its use. This will be documented in writing on the Goal Sheet that is provided at the time of the admission.

Carpe Diem will document the following information on the PASD form:

- Child's name
- Date of approval
- Type of PASD

The PASD will be reviewed when any of the following occurs:

- Initial start date of PASD
- 30 Days after Plan of Treatment with a PASD commenced.
- Admission Date of Child (where a PASD is already in use)
- 30 Day POC / 60 Day POC / 90 Day POC / 180 Day POC
- New information comes to the attention of the Service Provider respecting the Child's needs.
- The Child's needs change with respect to the PASD
- The PASD has been shown to be ineffective.
- The PASD is no longer required.
- The Service Provider receives a request that the plan for the PASD be reviewed from the Child or their substitute decision-maker, if the substitute decision-maker consented to the plan.

PASD Treatment Plan Description will include:

1. Any risks the child poses to themselves or others or any other behaviour the Child engages in that requires the use of a mechanical restraint.
2. How the use of mechanical restraints supports the health, safety, and well-being of the Child.
3. Alternative interventions to the use of a mechanical restraint that have been considered or proven to be ineffective in managing the Child's behaviours and the risks posed by those behaviours.
4. Clinical or other supports to be provided to the Child that are intended to address the behaviours or needs that are being managed using mechanical restraints.
5. Alternative interventions that are being used to teach the Child skills intended to eliminate the behaviours or meet the needs that are being managed using mechanical restraints.
6. Indicate the length of time during which the mechanical restraint may be used, which shall not exceed 12 hours in any 24-hour period.

7. Alternatives to the use of the PASD that have been considered or proven to be ineffective in assisting the Child with a routine activity of daily living.
8. How it was determined that the use of the PASD is reasonable and that the PASD in question is the least restrictive type of PASD that would effectively assist a Child with a routine activity of daily living, taking into consideration their physical and mental condition and their personal history.
9. How the Child being restrained by the PASD will be repositioned (if applicable).
10. Name and signature of legal guardian or health practitioner who was consulted in the treatment plan and approved use of PASD.
11. If applicable, clearly indicate the amendments that have been made to the original treatment plan or last revised treatment plan regarding the PASD.
12. Amendments must be signed and dated by any health practitioner in developing the amendments to the plan and by the Child, or their substitute decision-maker, in such a manner as to indicate their agreement with the amendments.
13. Carpe Diem will document the individual who has received training on use of PASD including date and training instructions / education received.

PASD Plan of Treatment must be reviewed by any individual who is employed or otherwise engaged by Carpe Diem to provide a service and who provides direct care to the child to whom the plan relates including signatures and date of review.

Such reviews (if applicable) will have taken place before the individual provided direct care to the Child for the first time and as soon as reasonably possible after any revisions were made to the plan.

Policy regarding Guidelines & Confirmation of Use of PASD

Carpe Diem will confirm that the PASD was:

- Applied in accordance with the manufacturer's instructions.
- Are maintained in good condition in accordance with the manufacturer's instructions if any.
- Are not altered except for adjustments made in accordance with the manufacturer's instructions if any.

Carpe Diem will Confirm that the PASD is used as follows:

- The use of this PASD shall not exceed 12 hours or such other shorter amount of time set out in the Plan of Treatment in any 24-hour period.
- If the use of the PASD is used for a longer period of time than stated above, approval must be obtained by a legally qualified Medical Practitioner, Registered Nurse or Regular Practical Nurse, a member of the College of Occupational Therapists of Ontario or a member of the College of Physiotherapists.
- The least intrusive type of mechanical restraint.
- The mechanical restraint was applied using the least amount of force that is necessary in the circumstances.

- The Child was not secured by a mechanical restraint to a fixed object or another person.
- The child being restrained using a mechanical restraint was monitored continuously and in accordance with any instructions or recommendations provided in the Child's Plan of Treatment or plan for the use of a PASD.
- The mechanical restraint was not used on the Child for the purposes of punishment or solely for the convenience of the Service Provider, Foster Parent or Staff Member who is providing the service.
- The mechanical restraint was removed immediately upon the earliest of the following:
 - When there is a risk that their use will endanger the health or safety of the child.
 - When the continued use of the mechanical restraint would no longer be authorized by the Plan of Treatment or plan for the use of a PASD.
 - If the child, or their substitute decision-maker, withdraws consent to the use of the mechanical restraint.

Carpe Diem will ensure that the PASD is not used for the purposes of punishment or solely for the convenience of the Service Provider, Foster Parent or Staff Member who is providing the service. In addition, Carpe Diem will confirm that all versions of the treatment plan for the use of the PASD are locked securely and stored in the Foster Home.

This will be documented on the PASD consent form and signed by all parties.

HEALTH

Policy regarding Foster Children's Health

It is Carpe Diem's policy that medical, and all related areas are well documented in each Child's file. In cases where a plan is required, it will be comprehensive and well documented. It is also Carpe Diem's policy that this policy be reviewed at orientation and then annually thereafter.

When a Child/Youth leaves the Foster Home for a period of time and their psychotropic medication is required, the Foster Parent will send the medication in original pill bottles or blister pack along with the necessary information (i.e. dosage / time to dispense medication / side effects, etc.) to the next caregiver (i.e. Driver, Relief Foster Parent, CAS Worker / Legal Guardian, Bio Parent, etc.) with a Transfer of Medication Form that is to be signed by both parties. Foster Parent will be responsible for ensuring that Carpe Diem receives a copy of the signed Transfer of Medication Form after the child has returned to the Foster Home and Carpe Diem will place the form in the Child/Youth's file. In the case where a child meets the high-risk criteria, the Case Manager will seek out a health practitioner's verbal or written consent which will assist with planning for the child's short-term absence.

Policy regarding Admission Medical

Admission medicals need to be completed within 72 hours (failure to meet this requirement will be explained and documented in the file). Prior to admission, each child will have a pre-admission form completed. This form includes all necessary medical information:

- Provincial Health Card / Green Shield Number
- DOB
- Current Weight and Height (this will be noted on the Admission Medical)
- Name, dosage, frequency, duration and purpose of medication
- Medical History including Assessments and Medication history
- Allergies and any adverse reactions
- Any special instructions and / or monitoring procedures (i.e. blood tests, etc.)

If one of the following circumstances is present, this Admission Medical will occur ASAP after admission:

- Any infant under 6 months of age unless that child has been discharged from a hospital within the preceding 48 hours
- Any child/youth with an acute physical illness
- Any child/youth with a known medical or psychiatric issue where medication is required
- Any child/youth with a possible injury
- Any child/youth about whom there is a concern of a communicable disease
- Any child/youth that is the subject of a sexual abuse investigation where an earlier examination is deemed necessary by the Worker and Supervisor (i.e. for evidentiary purposes)

In the event where a child is transferred to another home or another Case Manager, the initial Case Manager and Foster Parent will ensure that the *Internal Transfer Form* is completed. In the case where the child is moved to a new Carpe Diem Foster Home a new *Service Agreement* will be completed. In the case where a child is discharged, all medical information and plans will be indicated on the *Discharge Form*.

Policy regarding Medical Appointments and Care

Carpe Diem has written policies and procedures in respect to health care that protects the child and ensures prompt and appropriate medical care.

In developing the written policies and procedures, Carpe Diem's emphasis is on ensuring that the health needs of the child are met.

It is Carpe Diem's policy that children and youth will be accompanied by a Foster Parent and/or Case Manager to all medical appointments (i.e. Admission Medical, Medication Reviews, injuries and sickness). In the event that the child is attending an appointment with another delegate, all necessary medical and personal information (i.e. Health Card Information, allergies, Green Shield, etc.) will be supplied in writing.

The Child's CAS Worker / Legal Guardian will always be notified of medical appointments. In the event that the youth refuses to seek medical attention or refuses to have the Foster Parent attend with them, an explanation will be given to the Case Manager and Child's Guardian and this will be documented in an incident report in the youth's file.

Carpe Diem shall ensure the following medical and dental requirements are met for children in care. These health care provincial standards are the responsibility and obligation of the foster parent of the child and or the individual assigned by Carpe Diem to supervise and support the foster family.

Determination at the time of admission of:

- Evidence of serious bruising or significant injuries and where there are specific indications that suggest either a medical examination or treatment is urgently required for the Child, provision for the examination or treatment.
- Symptoms of communicable or contagious diseases or indications of exposure to communicable or contagious disease within 21 days prior to placement.
- Placing Agency is expected to communicate to Carpe Diem any known allergies prior to the admission of a Child.
- Carpe Diem requires a dental examination by a licensed dentist every 6 or 9 months or when a child is requiring dental intervention. As CAS Agency mandates vary, please check with your Case Manager to determine how often these check-ups are required.
- Within 3 months of admission, Carpe Diem requires assessment and treatment of hearing, vision and dental (unless the child/youth is already on a current schedule). If indicated, psychological, psychiatric assessments and treatments may be required where necessary and available.
- Carpe Diem requires establishment of an ongoing immunization program.
- All the above is to be included in each Foster Child's file, stating the date, the name of the physician, dentist or other professional, and is also documented with the Plan of Care Report as the Cumulative Health Record.
- Medical Forms must be completed **any time** a Foster Child visits a third-party service provider (i.e. doctor, dentist, Optometrist). Medical forms when completed, including date of visit, must be sent to the office to forward to the Child's Worker with a copy to be kept in the Child's file. Please contact your Case Manager regarding which CAS Agency form you need to utilize.
- Vision testing shall be completed on an annual basis, and the Foster Parent will submit a medical form to Carpe Diem. If glasses are required, the Foster Parent shall have the prescription filled by an Optician of their choice in the medium price range. Consult with your Case Manager for the allowable amount.

Policy regarding Illness & Medical Emergencies

The family physician or the Foster Parent shall be consulted in care of illness of children in care, or in the case of an emergency, the local hospital emergency department, for diagnosis and treatment.

PROCEDURES:

1. The Foster Parent shall consult their family physician or the emergency department in case of illness or emergency.
2. The Foster Parent shall inform the child's Case Manager and/or On-Call immediately of any serious illness, unplanned medical visit or accident.
3. A written Incident Report must be submitted immediately.

AUTHORIZATION:

It is Carpe Diem's policy that ALL medications including psychotropic medication, oral medication and topical medication must be authorized by the Child's Legal Guardian / CAS Worker / Legal Guardian.

Policy regarding Psychotropic Medication

CAS Worker / Legal Guardians will sign the psychotropic medication form at each Plan of Care, noting the date of the next medical review. If a doctor recommends a medication change, the CAS Worker / Legal Guardian **MUST** approve it before any medication is given.

The Foster Parent and/or Case Manager and/or Doctor cannot make any medication changes without Guardian approval; written or verbal (if verbal, written consent to follow). When possible, these medications will be issued in a blister pack.

With each new psychotropic medication prescription, the Worker shall complete an *Approval to Administer a Psychotropic Drug Form*. This will also be renewed as mentioned earlier with each Plan of Care.

Please note the above information regarding psychotropic medications. These must be reviewed regularly by the prescribing doctor, and approved by the CAS Worker / Legal Guardian at each Plan of Care

Policy regarding HIGH-RISK Medication

For this policy requirement, "High Risk" situations involving psychotropic medication include the following:

- Psychotropic medications are prescribed "as needed" (Pro Re Nata or PRN) and/or are used "as needed" more than twice daily or for three or more consecutive days
- A Child or Youth is prescribed two or more psychotropic medications at the same time
- A Child under the age of 7 is prescribed psychotropic medication

- A psychotropic medication prescription that has not been reviewed by a health practitioner in more than 6 months
- Any psychotropic medication that is stopped suddenly and abruptly by a Child or Youth without being supported by a health practitioner treatment plan; or
- Any other situation which causes concern in the opinion of the Licensee

Policy regarding Handling of HIGH-RISK Situations

Foster Parents and Case Managers are responsible to monitor and respond to medication incidents including seeking emergency medical attention as required and notifying the Youth (if appropriate) and CAS Worker / Legal Guardian or Designate immediately. This will be documented on an Incident Report and stored in the child case record.

- Carpe Diem will internally review any medication incidents and near-misses to minimize the potential for future incidents. This will occur at all plans of cares and after all medication incidents. Safety Assessment and Safety Plan will be reviewed and updated. (see Approval to Administer Psychotropic Drug Form - #3 Response Plan for Refusal to take Psychotropic Medication).
- Foster Parents / Case Managers will document any action taken to address medication incidents and near-misses in the Child or Youth's Plan of Care and in an incident report. These medication incidents are stored in the child's case record.

Improved Communication & Transfer of Medication Information

This is to improve safety, protection and quality of care for children who are prescribed psychotropic drugs and other medications. This policy is to provide clear requirements regarding safe administration, storage and disposal of medication and effective communication and sharing of medical information.

Health & Medical Definitions

Blister Pack: Medication packaging consisting of a layer of foil with multiple raised pockets filled with medication. This type of packaging can be provided by a pharmacist to simplify the administration of multiple medications, as each section of foil represents a different date or time of day.

Hand Hygiene Practices: Appropriate techniques used to minimize the transfer of bacteria, which can include hand washing and/or the use of alcohol-based antiseptic rubs or gels. The Ontario Ministry of Health and Long-Term Care's public information on hand hygiene can be found at: <https://www.canada.ca/en/public-health/services/healthy-living/hand-hygiene.html>

Medication Incident: Any preventable event that may cause or lead to inappropriate medication use of patient harm while the medication is in the control of the healthcare professional, patient or consumer.

Medication Near-Miss: An event that could have resulted in unwanted consequences but did not because either by chance or through timely intervention the event did not reach the patient.

Prescription Medication: A medication that requires a prescription from a provincially licensed health care professional, such as a physician or Nurse Practitioner extended care, and it typically dispensed by a licensed pharmacist.

Pro Re Nata (PRN): Medications that are prescribed “as needed” or “as the situation arises”. These are medications that are prescribed not to be taken regularly or routinely but as required. Some medications may be prescribed as both a routine medication and on a PRN basis.

Psychotropic Medication: Any drug prescribed to stabilize or improve mood, mental status or behaviour.

Sharps Container: Sealed plastic containers that are puncture-resistant, leak proof, and clearly labelled as disposal containers for needles, syringes and other sharp objects. Sharp containers can be obtained from a local pharmacist.

Short-Term Absence: A period during which a child or youth will be residing in a location outside of the licensed residential setting (i.e. at camp or with extended family).

Side Effects: Side effects are the known and frequently experienced secondary, non-intended reactions to a medication. They can vary by how frequently they occur and how serious they are.

Policy regarding Hospitalization, Medical & Surgical Treatment

It is Carpe Diem’s policy that the Legal Guardian / CAS Worker shall be informed any time a child is admitted to the hospital on both a planned or emergency basis.

Attendance or non-attendance (i.e. Foster Parent / Carpe Diem Staff / Legal Guardian) will be documented in the incident report along with any other pertinent information (i.e. treatment and diagnosis).

In case hospitalization, medical or surgical treatment or emergency medical care, the foster parent or the person assigned by Carpe Diem to supervise and support the foster parent are responsible and obligated to ensure that the child receives prompt and appropriate health care.

In the case of a planned admission, the CAS will need to sign any required forms and consents for the hospital.

In the case of an emergency admission, the Foster Parent will phone their Case Manager or On-Call Worker immediately so that the proper consents can be obtained

by the on-duty CAS Worker / Legal Guardian, and the Serious Occurrence Form submitted.

The Case Manager will keep the CAS Worker / Legal Guardian informed, in a timely manner, of any changes.

Policy regarding Emergency Medical Care

It is Carpe Diem's policy that Foster Parents are able to respond to a child's basic emergency medical needs. Therefore, every Foster Parent is to be trained in basic First Aid methods, and documentation is in the Foster Home file.

Policy regarding Immunization – School Pupils Act (Bill 142)

The bill has, as its purpose, increased protection of children against diphtheria, measles, mumps, polio, whooping cough, rubella and tetanus. The act authorizes the medical officers of health to require the suspension from school for 20 days of any pupil who has not been immunized and not exempt for medical or religious reasons and who will not complete the prescribed program of immunizations.

Children receive immunizations as per the chart below:

Routine Schedule: Children Starting Immunization in Infancy									
Vaccine	Age	2 Months	4 Months	6 Months	1 Year ⁰	15 Months	18 Months	4 Years	Grade 7
DTaP-IPV-Hib Diphtheria, Tetanus, Pertussis, Polio, <i>Haemophilus influenzae</i> type b		◆	◆	◆			◆		
Pneu-C-13 Pneumococcal Conjugate 13		◆	◆		◆				
Rot-1 Rotavirus		▲	▲						
Men-C-C Meningococcal Conjugate C					◆				
MMR Measles, Mumps, Rubella					■				
Var Varicella						■			
MMRV Measles, Mumps, Rubella, Varicella								■	
Tdap-IPV Tetanus, diphtheria, pertussis, Polio								◆	
HB Hepatitis B									●
Men-C-ACYW Meningococcal Conjugate ACYW-135									●
HPV-9 Human Papillomavirus									●
Tdap Tetanus, diphtheria, pertussis									◆

PROCEDURE:

- The CAS Worker / Legal Guardian, at the time of admission of a child to care, shall obtain the record of immunization from the parent.

- If the parent(s) cannot give the information, or it is otherwise unavailable, the CAS Worker / Legal Guardian shall contact the family physician or the school (where applicable) for the record.
- The Cas Worker / Legal Guardian shall ensure that the up-to-date Ministry of Health Immunization Card is given to the Foster Parents.
- Please note that any additional immunizations (i.e. the flu shot) require the CAS Worker / Legal Guardian's permission.

Policy regarding Administration of Drugs & Medication

CAS Worker / Legal Guardian must authorize any administration of over-the-counter medication and/or psychotropic medication as approved by a physician.

ALL medication must be kept in a locked box or locked cupboard, out of the reach of children and accessible by authorized persons only.

Foster parent of the child and or an individual assigned by Carpe Diem to supervise and support foster parents with the provision of health care to children placed in the foster home are responsible and obligated to provide the administration of prescribed medication.

When Foster Children go on relief weekends, planned home visits or to camp, medications must be sent in the most up-to-date prescription bottle so that clear instructions can be seen or sent in a *Blister Pack*.

Foster Parent is required to provide necessary medical information and enough medication for the short-term absence in original containers as applicable, and any other relevant medication administration instructions to the receiving person or Agency. For regular planned absences, establishing a written plan for continued medication administration and monitoring of potential side effects that is shared with the receiving person or Agency, and documented in the child or youth's Plan of Care. For occasional planned absences (i.e. camp), obtaining and documenting support (written or verbal)

from the prescribing health practitioner for the short absence, where there is significant safety considerations associated with a medication(s) or medical condition(s) and where consultation with a health practitioner would be beneficial.

Schools may administer medication with the Legal Guardian / CAS approval; they are responsible for fulfilling their procedure requirements.

Policy regarding Safe Administration, Storage and Disposal of Medication

The intent of the policy is to improve protection for vulnerable children and youth who take psychotropic and other medications and to provide clear requirements regarding safe administration, storage and disposal of medication.

In addition to the systems that are in place to monitor children on a daily basis (i.e. Therapeutic Milieu, Plans of Care, Incident Reports, Serious Occurrence Reporting, Guardian Visits, Health Practitioner Appointments), it is Carpe Diem's Policy to ensure that the following procedures to enhance our current practices regarding safe administration, storage and disposal of medication.

PROCEDURE:

- Foster Parents and Case Managers will use infection prevention and control procedures, including the use of proper hand hygiene practices based on the Ministry of Health and Long-Term Care's guidelines which include hand washing prior to administering and self-administering medication.
- Preparation of medications in a location where there is adequate space and lighting.
- Administration of prescription medication only to the child or youth for whom the medication is prescribed.
- Storage of medication as directed in original labelled containers and/or blister packs. If required, additional labelled containers can be obtained from a local pharmacy.
- Appropriate disposal of unused or expired medication, including the use of Sharps Containers for needles and syringes, prohibiting disposal in inappropriate areas (such as the garbage, toilet, sink), and separate and secure storage of unused or expired medication until it can be disposed of properly. The Case Manager and Foster Parent will coordinate this.

Policy regarding Medication Safety & Monitoring

- On a regular basis the Foster Parent will document in the Plans of Care reports any changes in weight, height, emotions and physical state or any adverse reactions to medication.
- The Foster Parent and Case Manager will develop an individual response plan to handle situations where a child or youth misses a medication or refuses to take their medication. This will be documented in the Plan of Care, in an incident report and Approval to Administer Psychotropic Medication Form.
- The Foster Parent, in conjunction with the Case Manager and Health Practitioner, will advise children and youth about the dangers of mixing medication with other medications, substances, or non-prescription medications, including herbal remedies.
- Case Manager in conjunction with the Foster Parent will obtain information about prescribed medications and possible side effects and provide opportunities for a child or youth to speak to a health practitioner or pharmacist directly, where possible.
- Case Manager will share information about medication and possible side effects with the child or youth in a language suitable to their age and understanding and

with staff or Foster Parents responsible for administering medication. When there is a change in medication, they must document the reason for the medication change in the child or youth's Plan of Care. The Case Manager in conjunction with the Foster Parent must maintain a copy of the medication information including possible side effects and administration instructions in the Child or Youth's Plan of Care.

- The Case Manager will ensure that the Foster Parent follows up on any completed medical tests or lab work ordered by a health practitioner. This will be documented in the Plan of Care.
- Contact information for a local pharmacy and poison control centre or similar body to be used to address questions or concerns as needed.
- Seeking medical advice from a health practitioner as needed and documenting any actions taken in the Child or Youth's Plan of Care.

Policy regarding **Medication at Discharge**

It is Carpe Diem's policy that all medication be discharged with the Child or Youth and accompanies them on the move. At the very least arrangements will be made such that the Child will have **at least a 7-day supply (in original containers)**. This information must be documented on the Discharge Form.

Case Manager to provide a copy of the medical information contained in the Plan of Care, medications in original containers (as applicable), and any other relevant information to the receiving person or Agency; and if no medication or less than a seven-day supply is provided, documenting and communicating the reason(s) to the receiving person or Agency.

This will be communicated to the Case Manager and the Child's CAS Worker / Legal Guardian on day of move.

Policy regarding **Medication Incidents & Near-Misses**

- Foster Parents and Case Managers are responsible to monitor and respond to medication incidents including seeking emergency medical attention as required and notifying the Youth (if appropriate) and CAS Worker / Legal Guardian or Designate immediately. This will be documented on an Incident Report.
- Carpe Diem will internally review any medication incidents and near-misses to minimize the potential for future incidents. This will occur at all plans of cares and after all medication incidents. Safety Assessment and Safety Plan will be reviewed and updated. (see Approval to Administer Psychotropic Drug Form - #3 Response Plan for Refusal to take Psychotropic Medication).
- Foster Parents / Case Managers will document any action taken to address medication incidents and near-misses in the Child or Youth's Plan of Care and in an incident report. These medication incidents are stored in the child's case record.

Policy Regarding Illness Prevention, Employee Wellness, and Infection Control

Carpe Diem is committed to maintaining a healthy and safe environment for children and youth in care, Foster Families, employees, contractors, volunteers, and community partners. The Agency recognizes that preventing the spread of illness is a shared responsibility and supports practices that promote individual wellness, workplace safety, and continuity of care.

Carpe Diem encourages all employees, Foster Parents, and volunteers to take reasonable precautions to prevent the spread of communicable illnesses and to follow current public health recommendations and applicable legislation.

The Agency recognizes the importance of self-care and recovery and supports employees and caregivers in taking the time necessary to rest, recover, and seek appropriate medical attention when ill. Individuals experiencing symptoms of a communicable illness are expected to take appropriate measures to minimize the risk of transmission to others, which may include remaining at home, limiting contact with others, practicing good respiratory hygiene, or following public health guidance.

Carpe Diem is committed to fostering a culture where employees and Foster Families feel supported in prioritizing their health and the health of those in their care. No individual should feel pressured to attend work, meetings, training sessions, or other Agency activities when doing so may place others at risk of illness.

To promote health and safety within Foster Homes, Agency offices, and community settings, Carpe Diem may implement appropriate infection prevention and control measures as circumstances require, including but not limited to:

- Encouraging regular hand hygiene and respiratory etiquette
- Maintaining access to personal protective equipment (PPE) when required
- Following public health recommendations regarding communicable illnesses
- Providing information, training, and education on illness prevention and infection control practices
- Implementing enhanced cleaning and sanitization measures when necessary
- Supporting virtual meetings or alternative service delivery methods when appropriate
- Monitoring and responding to public health advisories that may impact Agency operations

Carpe Diem will continue to adapt its practices in response to emerging health concerns, public health guidance, and the needs of the children, youth, families, and communities it serves.

Policy regarding Lice

If you or one of your children have little critters crawling in their hair, yes...the dreaded “L” word, here are some helpful hints and facts to remember.

- Head lice are tiny wingless insects with flattened bodies. They are approximately 1/8 inch long and can take on the colour of the hair to which they are attached. As a result, they are very difficult to see.
- Lice can only crawl (they do not fly or jump). The best way to avoid getting them is to avoid head-to-head contact and sharing items such as brushes, hair accessories, etc. Also, lice like clean, fine hair. Using gel or hair spray in the morning will help to make it a little more difficult for lice to attach to your child's hair.
- Female lice lay 3 to 5 eggs per day and live for 30 days. Lice eggs take 7-10 days to hatch and another 7-10 days to be mature enough to mate.
- To kill lice, there is no need to use expensive chemical shampoos, which can be dangerous if over used or misused, and studies have shown that they can create long-term health problems. Mayonnaise or olive oil is cheaper, safer than and just as effective as chemicals, plus it conditions the hair. Saturate hair completely with mayonnaise or olive oil (it must be extremely greasy to drown the lice). Wrap hair as tightly as possible with oil (it must be extremely greasy to drown the lice). Wrap hair as tightly as possible with plastic wrap, then cap with a towel. Let stand 2-3 hours. Shampoo thoroughly. Rinse with white vinegar and then with water.
- Now that you have killed the lice, you must remove all the nits (tear shaped and are brownish / yellow; they are not white) and are often mistaken for dandruff. They lie very close to the scalp, especially behind the ears, at the crown of the head and at the nape of the neck. To ensure that you find all the nits, check the entire hair shaft. Look for red scabs caused by scratching or from nits and bugs crawling through the hair or sucking blood from the scalp. They are firmly attached to the hair shaft.
- Hair should be combed out with a nit comb. It is beneficial to invest in a good metal nit comb as the plastic nit combs are not very effective.
- Lice die within 24 – 48 hours once off the head and unable to feed on a blood meal. If you are seeing head lice reoccur within 1-3 weeks of treating, chances are this is the same infestation and not a new occurrence. If any lice eggs (nits) were missed in the combing process, you must complete the treatment cycle again.

Now that you have killed the lice and removed the nits, you must clean other items that may have come into contact with the lice as follows:

- Bedding and clothing must be washed in hot water OR placed in a hot dryer for 20-30 minutes OR simply set aside for 48 hours.
- Carpets must be vacuumed
- Items such as stuffed animals / toys that lice may adhere to must be set aside for 48 hours.

As the natural products are safer to use and are less expensive, please note that Carpe Diem will not cover the cost of expensive chemical shampoos, etc. However, if you feel that you simply cannot deal with treating your child(ren) because there are too many nits and it is simply too overwhelming, you can procure the services of “The Lice Squad”. They can be reached @ 1.866.838.LICE or www.licesquad.com. You provide them with the city you live in and they will direct you to an individual who works from your area. The Lice Squad charges per hour and the average time is usually about 2 hours depending on the length and thickness of the hair, the number of people they are treating, etc. (they can do the same amount of work in 2 hours that it would take the average individual 8 hours to do as they are highly trained and have the proper equipment to use).

After much thought, Carpe Diem has decided to add some financial compensation as we know how stressful lice can be. Carpe Diem will therefore pay for one hour of Lice Treatment for your household if you decide to use this service.

We hope that the information provided will be helpful to you although we also hope that you never need to use it!

FOOD & NUTRITION

Policy regarding Food & Nutrition Training

Carpe Diem will provide Foster Parents training at Resource Meetings and/or in the Monthly Chronicles on food and nutrition requirements that will meet the developmental needs of Children and Youth in Foster Care. Carpe Diem will also provide the website address or hard copies of Canada’s Food Guide (subsequently CFG) to assist Foster Parents in meeting this requirement.

PROCEDURE:

1. Canada’s Food Guide will be included in the Monthly Chronicles once annually.
2. Time will be allowed for Foster Parents to brainstorm ways of meeting the recommendations (i.e. adolescent servings of milk and vegetables)
3. Case Managers will have copies of the CFG available for any Foster Parents who require them.

Policy regarding Foster Parent Nutritional Requirements

Foster Homes are required to:

1. Provide varied, nutritionally balanced meals, prepared according to the most current Canada’s Food Guide.
2. Provide three regular meals and snacks.
3. Accommodate special dietary requirements or modified meals, including medical, religious, cultural (including fasts of recognized faith groups), and lifestyle diets (i.e.

vegetarian) and requirements for Children and Youth with unique needs related to feeding within the parameters of the most current Canada's Food Guide).

4. Provide opportunities for Children and Youth to participate in menu or meal planning and meal preparation including appropriate oversight by Foster Parents.

PROCEDURES:

- Foster Parent is notified of any special dietary considerations.
- Meal planning reflects the guidelines in the Canada's Food Guide for age, development, etc.
- Special dietary requirements or modified meals are provided for any Foster Children requiring them based on unique needs.
- Opportunities are built into the routines for Foster Children to participate in menu or meal planning and preparation, according to their age and developmental level (i.e. meals, snacks, lunches).
- Foster Children are appropriately supervised during these times.

Policy regarding Portion Size

Foster Parents are required to provide portion sizes based on the most current Canada's Food Guide which are adequate for the physical growth and development of Children and Youth. Also, children may have access to additional portions if requested by the Child or Youth or Placing Agency / Guardian / Parent.

PROCEDURES:

- Foster Parents know the appropriate sizes recommended by Canada's Food Guide.
- If there are concerns, Carpe Diem will work with the Child or Youth, Placing Agency / Guardian / Parent / Nutritionist / Nurse Practitioner or other Health Care Professional.

Policy regarding Mealtime

Foster Parents will provide meals at set times whenever possible. It is recognized by Carpe Diem and Foster Parents that meals are a social family time.

PROCEDURE:

Each Foster Home will have an eating or dining area identified for mealtimes where social interaction can take place.

Policy regarding Medical & Behavioral Issue Related to Food

Foster Parents are required to:

- Put mechanisms in place to identify and respond to food allergies including anaphylactic reactions.

- Obtain medical advice for those Children and Youth, who refuse to eat, overeat or have possible eating disorders and notification of the Placing Agency and/or Guardian/Parent.
- Obtain medical and/or behavioural advice and support for Children and Youth with unique needs related to food, feeding and nutrition.
- Obtain behavioural advice for dealing with challenging eating behaviours that may not be medical in nature.
- PROCEDURES:
- All Foster Parents will have documentation related to:
- Notification about food allergies, when known.
- Options for a balanced diet and a safety plan in the event of severe allergic reactions.
- Any food allergies or allergic reactions.

Policy regarding Food & Nutrition Education

Foster Parents will:

- Provide educational material for Children and Youth about proper nutrition in a format that is suitable to the Child and Youth's level of understanding.
- Provide information to Children and Youth about food handling and food preparation, if the Child or Youth has an active role in these activities and in a format that is suitable to the Child and Youth's level of understanding.

PROCEDURES:

- Educational material about proper nutrition is available (i.e. copy of the CFG)
- Opportunities are provided at appropriate times for Foster Children to have an active role in food handling and food preparation, according to the Child's age and developmental level.

Policy regarding Disciplinary Practice & Food

Foster Parents will adhere to the following **Prohibited Practices**:

- Deprivation of food is prohibited. Deprivation is distinguished from food-related limits, routines and token reinforcement that are part of an individualized and documented treatment approach that is administered under the guidance of a health care professional or rehabilitation professional.
- Food must not be used to bribe, punish, reward or coax.

Policy regarding Cultural Diversity & Food

Foster Parents will:

- Serve food that reflects the cultural diversity of the Children and Youth in their care.
- Support the preparation of traditional and cultural foods and/or celebrations involving food.

PROCEDURES:

Foster Parents will make every effort to find out about the cultural background of the children in their care, and to include food that reflects that diversity in the menu.

Policy regarding Food Hygiene, Sanitation & Safety

Foster Parents will:

- Adhere to food handling, hygiene and food safety practices.
- Monitor Children and Youth working in the kitchen area.
- Provide food preparation information to Children and Youth in a format that is suitable to the child's level of understanding.
- Identify foods, products or equipment not to be used by Children.

CULTURAL COMPETENCY

Policy regarding Cultural Competency

Carpe Diem will consider a Child's Identity characteristics and regional differences when making decisions that affect them. Carpe Diem will also consider First Nations, Inuk or Metis child's cultures, heritages, traditions, connection to community and the concept of extended family when providing services to the child and their family.

1. Carpe Diem will consider a Child's identity characteristics and regional differences when making decisions that materially affect, or are likely to materially affect, the Child's interests. A Child's identity characteristics include a Child's race, ancestry, place of origin, colour, ethnic origin, citizenship, family diversity, disability, creed sex, sexual orientation, gender identity and gender expression.
2. Carpe Diem will, in addition to the above, when providing services to First Nations, Inuit or Metis children and their families, consider the Child's cultures, heritages, traditions, connection to community and the concept of the extended family.
3. Carpe Diem will ask a Child and, in specified circumstances, their parents what information related to the Child's identity, regional differences, and in the case of a First Nations, Inuk or Metis Child, related to their cultures, heritage, traditions, connection to community and the concept of extended family should be taken into account and how it should be taken into account. Rules also allow for a Child and their parents to name a resource person(s) to assist service providers in considering these matters.
4. Carpe Diem will describe the role of the resource person to the Child, including the role's nature as voluntary, and requirements of Carpe Diem to obtain information from them. If the Child or parent subsequently indicates they no longer wish for

that resource person to be contacted, or if a resource person declines to act or to continue acting in that role, Carpe Diem will no longer contact the resource person and will ask the Child or parent whether they wish to name another resource person. Carpe Diem will determine the time, place and methods of communicating with a resource person as appropriate.

5. Carpe Diem will determine the availability of complementary programs, activities or services related to a First Nations, Inuit or Metis Child's unique identity and facilitate linkages with these programs, activities or services if the Child agrees.
6. Carpe Diem will determine whether there are services, programs or activities that may complement the service being provided and support the objects of the service that relate to a Child's identity and regional differences.

Policy regarding Cultural Rights Orientation for Children & Youth

Carpe Diem / Foster Parent / Legal Guardian will review the rights of Children and Youth related to cultural competency care upon admission, 90 days after admission and at least every 180 days thereafter.

PROCEDURE:

The Case Manager / Foster Parent / Legal Guardian will sign the Attendee Form indication who has reviewed the rights with the child and when, particularly in relation to cultural competency.

- These rights will be reviewed with the child in a language suitable for the child's level of understanding.

Policy regarding Cultural Program Description

Foster Parent / Carpe Diem / Legal Guardian will ensure that the following is provided when possible and will be documented in the child's file.

PROCEDURES:

- Provision of inclusive services that are non-discriminatory and in an environment that considers ethno-cultural, racial, linguistic and ancestral diversity. This includes the provision of services under the French Language Services Act.
- Accommodation of the gender-specific needs of Children and Youth.
- How the Service Provider accommodates the needs of LGBTQ2S Children and Youth.
- Opportunities for participation in leisure and recreational activities that promote physical, social and cultural benefits for the Children and Youth in their care.
- How Children and Youth of Aboriginal heritage will be assisted in preserving their unique cultural identity and in maintaining positive contact, involvement and participation with their Aboriginal community as identified in the Plan of Care.
- Provision of tailored support for Children and Youth with unique needs.

Policy regarding Religious Access

Foster Parent / Carpe Diem / Legal Guardian will ensure that the following is provided and is documented in the Foster Children's file.

PROCEDURES:

Carpe Diem / Foster Parent will document:

- How a Child or Youth's rights to voluntarily access and benefit from religious and spiritual care will be implemented and maintained.
- Procedures for collecting and maintaining information regarding a Child and Youth's religious affiliation or preference.
- Documentation of the name of the Child or Youth's community spiritual / religious care provider, if available.
- Addressing the Child or Youth's spiritual and religious needs in their Plan of Care and in transition planning.
- How the Child or Youth is advised of the right to receive spiritual / religious instruction.
- The voluntary nature of any religious programs offered by the Service Provider.
- What religious diets and fasts of recognized faith groups are observed.
- Clear direction to the effect that seeking conversions, proselytizing or criticizing other faith groups by staff, students or volunteers is not permitted.

INCIDENT REPORTS & SERIOUS OCCURRENCES

Policy regarding Incident Reports

A Foster Parent is required to submit an incident report within 24 hours of an incident occurring. This is very important because the Incident Report is forwarded to the Child's Worker. Incident Reports may be submitted in court, and Foster Parents may be asked to describe the incident reported. It is important, then, that these reports be written with care and attention to detail.

The incident also needs to be reported verbally to the Case Manager or After Hours Worker **as soon as possible**. Carpe Diem staff will then forward the Incident Report within 24 hours to the Referring Agency. At the discretion of the Referring Agency, the natural parents may be notified.

Policy regarding Serious Occurrences

Carpe Diem will report to the ministry and placing agency as soon as possible based on the type of incident. When a serious occurrence is a Level 1, it requires immediate notification to the Ministry within 1 hour of becoming aware of the incident. When a serious occurrence is a Level 2, it requires notification to the ministry no later than 24 hours from becoming aware of the incident.

Definition of serious occurrences are as follows:

- **Death of a Child:**
 - A child dies in the care of Carpe Diem.
- **Serious Injury, accidental, self-inflicted / unexplained medication error:**
 - Serious injury which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization
- **Serious Illness:**
 - Serious illness or has an existing serious illness which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.
- **Serious Individual Action:**
 - Suicidal behaviour, assault, contraband, inappropriate IT use, unauthorized absence (Missing Person), serious charges, relinquishment of care
- **Restrictive Intervention:**
 - Physical, mechanical restraint, secure de-escalation
- **Abuse or Mistreatment:**
 - Witness / suspected, mistreatment, allegations of historical abuse
- **Error or omissions:**
 - Involving prescribing, transcribing, dispensing, administration and or distribution of meds. Breach of privacy, confidentiality
- **Serious Complaint:**
 - Violation of human rights, violation of privacy, operational, physical safety standards
- **Service Disruption, emergency situation or disaster:**
 - On premise or within proximity of foster home. Interferes with ability to provide routine services.

Policy regarding Information About Previous Abuse

Carpe Diem has a strong clinical basis and is always committed to minimizing the trauma experienced by Foster or natural children. It is therefore Carpe Diem's policy that any information obtained regarding previous abuse the child has suffered will be shared in a timely and sensitive manner with the potential Foster Parents. If information comes to light following the placement, that information will also be given to the Foster Parents. Support will also be provided to the Foster Parent if secondary trauma is a concern.

Carpe Diem's Placement & Ministry Supervisor requests as much information regarding previous history as is possible from the Placing Agency – especially information related to previous abuse or trauma. Special care is given to the matching of a new Foster Child with children previously placed.

Policy regarding Foster Parent Response to Runaways & Missing Children

1. Immediately notify Carpe Diem that the child is missing and have the following information available (as required):
 - Name of the child
 - Date of Birth

- Gender
 - Complete physical description
 - Status of the child:
 - Probation with an order to reside
 - Parental Agreement
 - Society Ward
 - Crown Ward
 - The Worker's name with the Agency address and telephone number
 - Any locations where the child may be and any possible associations
 - Any serious concerns (suicidal, homicidal, medical problems)
 - Photograph (if available)
2. Ensure that the Carpe Diem Case Manager or On-Call Worker is notified immediately. In consultation with Carpe Diem staff, a decision will be made regarding contacting the police. Carpe Diem will then contact the Child Welfare Agency.
 3. An Incident Report must be submitted no later than 6-8 hours after the child has been reported missing as Carpe Diem needs to report this as a Serious Occurrence. The report should include:
 - The time of the missing person report
 - The name, badge number of the Police Officer and name of Police Force (i.e. OPP)
 - The occurrence number
 - All instructions given to the police
 4. On the return of the child to the Foster Home:
 - Inform Carpe Diem (either the Case Manager or the On-Call Worker)
 - Notify the Police in cases where the police do not return the child
 - Ensure the Incident Report includes the time and details of the return
 - Carpe Diem Case Manager or On-Call Worker will notify the CAS Agency
 5. When a child is absent from the Foster Home for more than 7 days, the per diem rate will be reduced, unless prior arrangements have been discussed. In consultation with the CAS Worker / Legal Guardian and Carpe Diem Placement & Ministry Supervisor a decision may be made regarding the child's future placement.

Policy regarding Media Contact

Carpe Diem is committed to respecting the privacy of its employees, programs and current and past placements. All contact with the media must be specifically authorized by the Director of Foster Care or Designate.

PROCEDURES:

- If approached by any member of the media; please have them contact the Director of Foster Care.
- If permission has been specifically granted, please ensure you represent Carpe Diem and its programs using a strength-based professional approach.

- You will not be authorized to discuss the particulars of any exiting or past clients in our program without written consent from the Child's Legal Guardian and the Director of Foster Care of Carpe Diem.
- No client may be photographed or recorded without specific written consent from the Legal Guardian.
- Any unauthorized contact MUST be reported immediately to the Director of Foster Care and may be subject to a serious occurrence.

EQUALITY POLICY

Policy regarding Commitment to Equal Opportunities

Carpe Diem is committed to promoting equality of the opportunity in all it does as an employer and the services it provides. The Agency recognizes that individual and groups can be unfairly discriminated against and understands its responsibilities to eliminate discrimination. Carpe Diem continuously attempts to operate within the framework of fairness, openness, accountability and integrity and is committed to the equality of those who provide services for the Agency.

Carpe Diem strives to achieve:

1. All employment and service delivery policies and daily practices reflect a positive valuing of human difference and diversity.
2. Carpe Diem and our Foster parents are aware of and understand the Agency's commitment to equality of opportunity and their responsibilities in relation to this.
3. Our services will be sensitive responsive and appropriate to those that need or may benefit from them.
4. Our recruitment, support and training of our Foster Parents reflect the Agency's commitment to having a vast range of Foster Families that are sufficiently diverse to meet the ethnic, racial cultural linguistic, and religious needs of clients that require services. Also considered are any other needs relating to sexuality, religion, age, gender of physical or emotional disabilities.

Carpe Diem is committed to equality of opportunity for all of its employment activities. To the best of our abilities we see to recruit and retain a workforce that is diverse and representative of the community and those whom the Agency works with or provides a service to such as, Foster Children / Youth / Adults, Foster Parents / Children's Aid Societies / Colleges/University Students and representatives / Ministry Representative's Local Government.

RECRUITMENT AND SELECTION PRACTICES:

No person will be subject to any form of discrimination on the grounds of:

- Gender
- Age
- Marital Status
- Race

- Nationality
- Ethnic or nation origin
- Religious beliefs (or none)
- Disabilities
- Sexuality and sexual orientation
- Political beliefs or opinion
- First language
- Ill health either physical or emotional

Policy regarding Service Delivery & Equality for All

Carpe Diem is committed to providing quality services for Children, Youth and Young adults which values diversity and promotes equality. We strive to provide equal access to Children / Youth / Young Adults in placement or requiring placement. We encourage the contribution of Child / Youth / Young Adults in relation to service development so that they can influence the way their needs are met. When developing new services within Carpe Diem we seek out the needs of our Service Providers.

Carpe Diem, with respect to the day-to-day care of the Child / Youth / Young Adult, will ensure:

- Priority is given to the individual needs of the Child / Youth / Young Adult, in deciding each Foster Home and there is a respect and recognition of the importance of ethnic origin, cultural background, religion and language of the Child / Youth / Young Adult. Also, gender, age, sexuality and special needs arising from disability of any Child / Youth / Young Adult that is placed or in need of placement.
- Any child placed with Carpe Diem has the right to personal privacy and that their communication with persons outside of the Foster Home will remain private unless there are clear specific reasons to the contrary based on safety/protection of the Child / Young Person.
- Carpe Diem staff and Foster Parents support and encourage each Child / Youth / Adult to develop skills to help them deal with all forms of discrimination.
- Carpe Diem staff and Foster Parents give each Child / Youth / Adult encouragement and equal access to opportunities to develop interests, hobbies and talents. Any disabled Child / Youth / Adult is provided with the necessary additional services and support, in conjunction with their Children's Aid Society, to enable them to access as wide a range of activities as possible.
- The views of the Child / Youth / Adult are ascertained and taken in account in respect of all issues and decisions that will likely affect their daily life or future care, and the Child / Youth / Adult is helped to access advice and advocacy services if needed.

Policy regarding Equality In Recruitment, Assessment, Approval, Training & Support of Foster Parents

Anyone enquiring about fostering or applying to foster with Carpe Diem are considered on the basis of their ability to provide appropriate care for Children / Youth / Adults that Carpe Diem services.

Carpe Diem welcomes inquiries from those interested in fostering irrespective of:

- Gender
- Marital Status
- Race
- Ethnic or national origin
- Sexual orientation
- Religion (or none)
- First Language
- The list above is not exhaustive.

All Carpe Diem Foster Parents receive training on diversity and equality with information about how to best meet the needs of the Child / Youth / Adult in terms of race, gender, religion, sexuality, ethnic origin, culture, language and disability.

Carpe Diem Foster Parents who are caring for a Child / Youth / Adult whose race, cultural, religious background, and sexual beliefs that is different to their own will receive information and support to help them support a positive understanding and pride in the Child / Youth / Adult in relation to their heritage/orientation.

EXTRA POLICIES

Policy regarding Fostering for Other Agencies

It is Carpe Diem's policy that as a Carpe Diem Foster Parent you will not foster for other Agencies as this becomes a conflict of interest. This includes Children / Youth and Adults. Carpe Diem does realize that on occasion situations arise whereby this will be approved, however this will be looked at on an individual basis and needs to be approved ahead of time by the Director of Foster Care. If the respite is approved the Director of Foster Care will put a "Note to File" explaining why it has been approved.

Policy regarding Life Books

A Life Book will be maintained for each child with the cooperation of the family and referring Agency. Life Books (or virtual life books) are the responsibility of the Foster Parents and will contain photos and memorabilia pertaining to the individual child. A Life Book should portray a Child's opinions and pay special attention to the Child's successes and experiences.

Life Books should be brought to each Plan of Care so that the Child's Legal Guardian can review current additions. Children who are too young to attend their Plan of Care can be encouraged to show and discuss their Life Books with their Legal Guardians during privacy visits.

There are many wonderful Life Book resources online, and supplies can be purchased at the local Dollar Store. This cost is included in the per diem rate.

Policy regarding Recreation & Summer Camps

Carpe Diem strongly believes in the therapeutic value of recreation and social activities. As a result, children in our care are entitled to recreational activities as it is seen as part of their treatment plan.

Carpe Diem utilizes community resources because we have seen the progress children can make by being part of recreational activities. Each child is unique, and therefore recreation programs should be tailored to fit their individual needs.

Carpe Diem researches and maintains a list of accredited summer camps that have the necessary resources to support the needs of our children for a one- or two-week summertime experience. Planning and organizing this camp experience takes place with the input from the Legal Guardian, Foster Parents and the Case Manager. Drives to and from summer camp is the responsibility of the Foster Parent.

Each foster home is expected to provide family outings, i.e. picnics, trips, activities (skating, swimming, biking, etc.) and attractions (museums, zoo, etc.) on an ongoing basis. This is covered by the per diem rate.

Policy regarding Smoking

Smoking is not permitted in any Carpe Diem Foster Homes, Relief Homes or vehicles that Carpe Diem children will travel in. This includes additions that are attached to the Foster Home.

- Neither children nor their belongings should therefore smell of smoke at any time, and workers should not be able to smell smoke when they visit or attend meetings at a Foster Home.
- If children smell of smoke after attending visits with natural family members, this should be noted in an incident report and added to Plan of Care reports.
- Cigarettes, lighters and ashtrays should be out of sight and reach of children in the Foster Home.
- Foster Parents and/or Carpe Diem Case Manager will advise the Legal Guardian when an adolescent child is smoking. The child must also adhere to the above policies.
- Foster Homes who disregard this policy will have a disciplinary letter placed in their file. Further failure to comply may result in closure.

Policy regarding Cannabis

Smoking of cannabis is not permitted in or around the foster home. Cannabis edibles, oils, creams, plants and all other products must NOT be accessible to the children or youth in the home. Cannabis must be stored securely and away from children & youth.