

**CAREGIVER SUPPORT SERVICE STANDARDS  
STANDARD AND POLICY (required practice)**

<b>CSS STANDARD 21: MONITORING OF AND LIAISON WITH STAFFED CHILDREN'S RESIDENTIAL SERVICES</b>	
<b>LEGISLATION</b>	
<b>STANDARD</b>	<p>A director provides ongoing liaison with staffed children's residential services to monitor for:</p> <ul style="list-style-type: none"> <li>• consistent referral, assessment, planning, treatment and discharge practices</li> <li>• participation in integrated case management processes as members of a child's team for the duration of the child's stay</li> <li>• responsive program development to meet the needs of children receiving care and their families</li> <li>• provision of services under their contracts, and</li> <li>• adherence to the Standards for Staffed Children's Residential Services and the fulfilment of community care licensing and accreditation requirements.</li> </ul>
<b>POLICY</b>	<p><b>Note:</b> Monitoring, reviewing and supporting placements in staffed children's residential services is distinct from the supportive role referred to in Caregiver Support Service Standard 15: Supportive Practice.</p> <p>The director informs relevant care providers within the residential resource about a director's responsibilities and purpose in monitoring the child's care.</p> <p>In consultation with relevant care providers, the director develops a monitoring schedule outlining the nature and frequency of contact. Frequency of contact is based on the ages, vulnerabilities and number of children in the residential resource. Contact occurs in person at a minimum of once every three months.</p> <p>In collaboration with the child's worker, during visits to the residential resource, the director sees and wherever possible interviews each child in care in the residential setting about topics relating to their rights in care. The director interviews each relevant care provider separately to discuss his or her individual experience with and/or concern about:</p> <ul style="list-style-type: none"> <li>• the provision of a safe and nurturing environment that promotes the well-being of each child</li> <li>• carrying out his or her responsibilities in implementing the goals and objectives identified in each child's plan</li> <li>• honouring each child's views, culture, identity, spiritual beliefs and wishes, and for an Aboriginal child, following the cultural plan</li> <li>• maintaining family connections as outlined in each child's plan</li> <li>• reviewing daily records of the care of each child</li> <li>• adherence of the residential resource to the Standards for Staffed Children's Residential Services, and</li> <li>• the quality of care in the residential resource.</li> </ul>

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	<p>The director maintains a record of all monitoring visits to the residential resource for inclusion on the agency/service contract file, as part of contract management and the region's quality improvement practices.</p> <p>The director advises a child's worker of any concerns relating to a child's care.</p> <p>The director documents a child's experience in the residential resource and provides the child's worker with information for documentation on the child service file.</p>
<b>PROCEDURES</b>	
<b>ADDITIONAL INFORMATION/ RESOURCES</b>	<ul style="list-style-type: none"><li>• Integrated Case Management User's Guide</li><li>• Standards for Staffed Children's Residential Services</li></ul>