



SHSS Service Provider Bulletin

Moving Forward Together: Program Update and What's Ahead

SHSS Policy Update (Version 1.5)

Version 1.5 of the SHSS Operational Policies is now available. These updates were informed by feedback from service delivery staff and service providers and are intended to make service planning more meaningful, practical, and supportive for children, youth, families, and care circles.

What's Changing?

Service Planning Timelines Have Been Updated

The timelines for convening a SHSS Care Circle and submitting a SHSS Service Plan have been combined and extended. This provides more flexibility and helps streamline the service planning process.

Changes to Respite Care Planning

For Respite Care, ongoing SHSS Care Circles are now required as needed after the initial plan has been approved.

This change:

- Reduces barriers for children, youth, and families who access Respite Care.
- Aligns with existing planning processes, such as Care Plans and CYSN My Support Plans.
- Reflects the short-term and intermittent nature of Respite Care.

Changes to Who Convenes the SHSS Care Circle

For Respite Care, responsibility for convening the initial SHSS Care Circle has moved from the SHSS Service Provider to the Primary Professional. SHSS Service Providers remain responsible for generating the SHSS Service Plan.

Responsibility for other service types remains the same:

- Primary Professionals continue to convene the initial SHSS Care Circles for Emergency Care.
- SHSS Service Providers continue to convene the initial SHSS Care Circles for Specialized Long-Term Care and Low Barrier Short-Term Stabilization Care.

New Health and Safety Requirement: Water Temperature

A new requirement has been added to support children and youth safety.

Water that is accessible to any person in the care of a SHSS home must not exceed 42°C at the point of use.

Important details:

- The 42°C limit applies to taps, showers, and other points where water is used by children and youth.
- It does not apply to hot water storage tanks.
- Hot water tanks should continue to be set at approximately 60°C to help prevent the growth of harmful bacteria.
- The SHSS Environment of Care Checklist has been updated to reflect this requirement.
- Many SHSS homes already have temperature controls or regular water temperature checks in place. This requirement aligns with common practice in childcare, healthcare, and other regulated care settings.

Thank you for your continued partnership and for the essential role you play in supporting children and youth across the province.



Find the Service Provider Learning Site & Contracts for Service Providers [here](#).



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