

December 23, 2014

Mr. Terry Stevenson, Executive Director
Quinte Children's Homes
72 Orchard Drive
Belleville ON K8P 2K7

RECEIVED
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Dear Terry:

Re: 2014 Licensing Report – Parent Therapist Program

This licensing report is based on the site visits of December 8, 9, 10, and 11, 2014, which was conducted by Sandra Lowe and Ed MacIntyre, Program Advisors, Licensing Unit of the East Region. The following is the program information and the Review Data Summary.

Program Information

Program Offered: Privately operated Parent Therapist program serving male and female youth aged 6 to 18.

Number of Children: 28

Number of Homes: 16

Executive Director: Terry Stevenson

Clinical Director: Jeff Waplak

People Interviewed: Management (1)
Staff (2)
Youth (5)
Parent Therapist (4)

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Telephone: 613-545-0539
Toll Free: 1-800-646-3209

□ 347 Preston Street, 3rd Floor, Ottawa ON K1S 3H8
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Files Reviewed:	Youth	(6)
	Parent Therapist	(4)
	Closed Youth	(1)
	Closed P/T	(1)

Policies and Procedures

Policies and Procedures were reviewed at this year's licensing review. The Licensee did not present any new policies and procedures at time of licensing.

Narrative

Quinte Children's Homes is a treatment program that provides a variety of services to youth with severe emotional, behavioural, and/or psychiatric issues. The program utilizes psychometric testing, psychotherapy, psychiatric consults and (for some youth) a fee for service, private school.

Licensing Review December 2014

Children's File Review

Six (6) youth files were reviewed and one (1) closed file was reviewed. Children's files were found to be in full compliance.

Parent Therapist Files

Four (4) parent therapist files and one (1) closed parent therapist file was reviewed. Files were found to be in full compliance.

Parent Therapist Interviews

Four (4) parent therapists were interviewed in their homes. All appeared knowledgeable of Quinte Children's Homes Policies and Procedures. No concerns.

Children's Interviews

Five Children were interviewed in their homes. One young man was Inuit and the interview needed to be catered somewhat to help in his understanding of the questions. All youth appeared content and happy in their placements.

Staff Interviews:

Two staff was interviewed. Staff in this program are child and youth workers who provide staffing hours in the parent therapist homes. No concerns with staff interviewed.

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Conclusion:

The Licensee has appropriately addressed the issues raised during the licensing review. A regular license will be issued which will expire on **December 31, 2015**.

This license is subject to the following **terms and conditions**:

1. Terms and Conditions attached as Schedule "A".

Please note that Section 198 of the CFSA provides that where a Licensee is dissatisfied with terms and conditions of a licence that the Licensee is entitled to a hearing by the Licence Appeal Tribunal if the Licensee mails or delivers to the Director and to the Tribunal a written request for hearing within 15 days of receiving the licence.

If you contemplate any changes or have any questions or concerns regarding licensing, please contact Sandra Lowe at 1-800-646-3209 or (613) 536-7266.

Sincerely,



Valerie Podpallock
Manager, Program Compliance and Review
East Region

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**A LICENCE OR RENEWAL OF A LICENCE TO
PROVIDE RESIDENTIAL CARE
FORM 32**

Child and Family Services Act

No. 0000661

Date of Issue: 29-Dec-2014

- Licence
 Renewal

Under the *Child and Family Services Act* and the regulations thereunder and subject to the limitation thereof, this licence is granted to:

Quinte Children's Homes Ltd.

of the City of Belleville of the County of Hastings to provide residential care under the name of:

Quinte Children's Homes

at 72 Orchard Drive in the City of Belleville in the County of Hastings.

1. This licence expires on the **31st of December, 2015**.
2. This licence is subject to the following terms and conditions:
 - (1) **Terms and Conditions attached as Schedule "A"**.



Valerie Podpallock
Licensing & Compliance Manager

Child and Family Services Act
Foster Care Licensing
Schedule A – Mandatory Terms and Conditions

1. The licensee shall provide written policies and procedures for workers and foster families regarding the involvement of natural parents with their child in care.
2. The licensee shall provide written policies and procedures for workers, foster parents and natural parents stating the responsibilities and obligations of each party in regard to the provision of health care, including the administration of prescription drugs, hospitalization, medical and/or surgical treatment and emergency medical care.
3. The licensee shall have written policy and procedural guidelines with respect to the purchase and possession of any goods, for or by, the foster child that pose a threat to the foster children's or the foster family's health and/or safety, and shall advise the workers and foster parents of the policy and guidelines.
4. The licensee shall have a written policy regarding the foster child's privacy to receive and send mail and to receive and make telephone calls, and shall advise workers and foster parents of the policy.
5. The licensee shall have a written policy regarding work done and money earned by the foster child inside or outside and shall advise workers and foster parents of the policy.
6. The licensee shall provide:
 - a) written policies regarding discipline that set out acceptable and unacceptable practices for workers and foster parents;
 - b) instruction on acceptable methods of discipline to all foster parents as part of foster parent orientation.
7. Unacceptable disciplinary practices shall include:
 - a) deliberately harsh or degrading responses that could result in the humiliation of a child or the undermining of a child's self-respect;
 - b) deprivation of basic needs including food, shelter, clothing or bedding;
 - c) extensive and prolonged withholding of emotional response or stimulation after the undesirable behaviour of the child has stopped;
 - d) placing or keeping a child in a locked room;
 - e) threatening removal of the foster child from the foster home in an attempt to control behaviour;

- f) corporal punishment by foster parents or by another child or group of children condoned by foster parents;
 - g) punching, shaking or shoving or other forms of aggressive physical contact.
- 8.** The licensee shall have written policy and procedures regarding acceptance or rejection of applicants and the policy shall specifically cover verified and suspected child abuse and neglect. The policy and procedures shall be made available to workers responsible for the foster family assessment.
- 9.** The licensee shall provide written policies stating the criteria that shall be met in the selection of a suitable placement for any child. The criteria to be used in selecting a placement shall include reference to:
- a) the child's cultural, racial, linguistic and socio-economic background and kinship ties;
 - b) the child's religious background;
 - c) the child's developmental, emotional, social, medical and educational needs;
 - d) the child's interests, abilities, strengths and problems;
 - e) the child's wishes if they can be reasonably ascertained, and wishes of any parent who is entitled to access.
- 10.** The licensee shall have written policies and procedures for the provision of both planned and emergency relief services for foster parents when required and shall ensure that a worker is available to respond within 24 hours to emergencies reported by foster parents.
- 11.** The licensee shall have written policies and practices with respect to the development of its foster parents.
- 12.** The licensee shall have written policies and procedures for the investigation of complaints about foster parent actions that contravene Term and Condition 7 (concerning unacceptable disciplinary measures). These shall be made available to workers and foster parents during orientation.
- 13.** The licensee shall provide workers with written policies and procedures for closing foster homes. In situations where the foster parents oppose the licensee's decision to close their home, the procedures shall include:
- a) a minimum of one interview with the foster parents;
 - b) a letter signed by the licensee or his/her designate sent to the foster parents in accordance with any terms in the service agreement stating that their home is officially closed and that any agreements they have entered into with the licensee or its workers are terminated.

- 14.** The licensee shall inform the foster parents in writing of the procedure for reporting any serious occurrences involving the foster child. The foster parents shall report any serious occurrences immediately to the licensee. The licensee shall provide emergency telephone numbers to the foster parents to call to report serious occurrences taking place after office hours.

The serious occurrences that shall be reported include:

- (1) Any death of a client while participating in a service.
 - (2) Any serious injury to a client, which occurs while participating in a service: i) caused by the service provider, ii) accidental, iii) self-inflicted/unexplained, treatment required.
 - (3) Any alleged abuse or mistreatment of a client which occurs while participating in a service.
 - (4) Any situation where a client is missing, in accordance with ministry requirements for applicable program sectors: otherwise where service provider considers matter to be serious.
 - (5) Any disaster, such as a fire, on the premises where a service is provided.
 - (6) Any complaint concerning the operational, physical or safety standards of the service that is considered by the service provider to be of a serious nature, including any report of adverse water quality.
 - (7) Any complaint made by or about a client, or any other serious occurrence concerning a client, that is considered by the service provider to be of a serious nature.
- 15.** The licensee shall report the serious occurrence as soon as possible within 24 hours to the placing agency.
- 16.** The licensee shall report the serious occurrence as soon as possible and within 24 hours to the Director.
- 17.** The licensee shall maintain a written case file for each foster child in care, including the following:
- a) admission and placement documentation;
 - i) identifying information and family background information
 - ii) the assessment report, as specified in Regulation 104 (O.Reg.550/85)
 - iii) health care, medical and dental history and reports
 - iv) school information including copies of all school reports

- b) recording of care plans and reviews where application;
 - i) the foster care plan
 - ii) psychological, psychiatric, educational and other reports pertaining to the functioning and/or care of the foster child
 - iii) a copy of the evaluations made and plans provided by any professional, school, clinic or hospital service
 - iv) plans made with the natural parents
 - v) foster care plan and placement reviews
- c) recording of any serious occurrences reported by the foster parents or other persons or agencies involved with the care of the child including a description of the incident, who reported it, the date and the time.

18. The licensee shall maintain a written file for every foster family approved as a placement for children. The file shall include the following:

- a) the assessment of the foster family and their home;
- b) a copy of the foster care service agreement;
- c) a copy of every annual foster home review;
- d) a record of any complaint made by the foster parents;
- e) a record of any investigations regarding a complaint against the foster family.

19. The licensee shall keep all his/her records in a locked container on his/her premises.

20. Information held by the licensee on a foster child shall be available to:

- a) the child of 12 years of older;
- b) the person having lawful custody of the child;
- c) authorized persons in the employ of the licensee;
- d) the child's foster parents when they have signed a statement of confidentiality;
- e) other agencies, professionals or hospitals when authorization has been given following written consent to release of the information by the child of 16 years of age or older or the legal guardian of a child under 16 years of age.

21. Information held by the licensee on a foster parent shall be available to:

- a) the foster parent, except for references and other information given to the licensee in confidence;
- b) authorized persons in the employ of the licensee;

- c) other agencies, professionals or hospitals when authorization has been given following written consent to release of the information by the foster parent.
- 22.** The licensee or a person designated by the licensee shall determine that the home:
- a) has designated spaces for informal living, dining, food preparation and storage, and separate rooms for sleeping and bathing;
 - b) is equipped with a means of providing and maintaining a supply of heat for habitable rooms;
 - c) is in a condition free of hazards to physical safety, and garbage, refuse and other wastes are disposed of in such a way as not to constitute a health hazard.
- 23.** To protect the safety of foster children, the licensee shall:
- a) ensure that there is a means of communicating regularly and routinely with foster parents and that every foster home has a telephone or access to a telephone except where telephone service is not available to the community;
 - b) inform foster parents that agency policy states that all weapons including firearms, air rifles, bows and hunting sling shots shall be made inoperable when not in use and inaccessible to children at all times;
 - c) ensure that any home that is approved for foster care has a single station smoke detector with alarm device approved by Underwriter's Laboratories of Canada, between the bedrooms and the remainder of the home;
 - d) ensure, before a foster child is placed, that the foster parents have a procedure for evacuating the home in case of fire. The foster parents shall inform each foster child of the exit to use and how to use it in case of fire.
- 24.** Prior to selecting a placement for a child, the licensee shall obtain the following written background information from the placing agency:
- a) identifying information on the child, full name, sex, birth date, address;
 - b) the child's family background, size, birth order, cultural, racial, linguistic, religious and socio-economic background, parental and other family relationships;
 - c) school information, name and address of school, name of teacher, grade in school, current performance level;
 - d) medical data, name and address of family doctor and/or hospital used, medical problems of the child including physical handicaps or limitations on physical activity, allergies, current medication, history of illness and immunization records as available;

- e) a description of the child's interests and any hobbies or recreational activities the child enjoys;
- f) a statement of the child's strengths and problems and known psychological or psychiatric information available including behaviour problems, youth record or unusual habits;
- g) a statement of the child's needs in care;
- h) the probable duration of foster care and the plans for parental contact and visiting of the child.

Where this information is not available at the time the placement is selected, the licensee shall obtain the information from the agency by the time the assessment report is completed. Where this information cannot be obtained, the licensee shall note the reason in the child's file.

- 25. The licensee shall ensure that during the period while the child is in foster care that the child has a supply of clothing suitable to his/her size, age and activities, community norms and the climate, and that appropriate storage is provided for his/her clothing.
- 26. The licensee shall provide the foster parents with information on the foster child's eating habits so that the foster parents can provide the child with food that constitutes a balanced diet for him/her. Where a licensed physician prescribes a special diet for a foster child or special feeding arrangements are required, the licensee shall provide the foster parents with instructions regarding the preparation of such a diet or the handling of the special feeding arrangements.
- 27. The licensee shall assign a worker to contact quarterly the foster child's teacher and/or school principal, to assess the child's adjustment and progress in school.
- 28. The licensee shall advise foster parents of the licensee's position regarding the arrangement of travel for foster children inside and outside of the Province of Ontario.
- 29. A licensee or person designated by the licensee shall meet with the foster child and the foster parents as soon as possible within five days of a request for a change in placement by the foster parents and/or the child to determine whether a change in placement is needed.

Where a child is objecting to his/her placement, the licensee or person designated by the licensee shall inform the child of his/her right to review by a Residential Placement Advisory Committee in accordance with Section 34, 35 and 36 of the *Child and Family Services Act*. A decision to move the child shall be made by the licensee or a worker in conjunction with the placing agency where a Residential Placement Advisory Committee has not been involved.

30. A licensee or a delegate shall begin to prepare the foster child and foster family for any change in placement as soon as possible after the decision for placement change is made. Such preparation shall include at least one meeting of the licensee or delegate with the foster child and the foster parents before the move is made. A record of the process by which the child and the foster family were prepared for the placement change shall be made in the child's file.
31. The licensee shall complete an assessment of the applicants and their home and prepare a written report. Once the decision to accept or reject the applicant is made, the licensee shall arrange to meet with the applicants within five working days.
32. The licensee shall begin an orientation for new foster parents prior to the placement of the first foster child in the home, including a minimum of one individual or one group meeting. Written material on the licensee's foster care policies and practices shall be provided to the foster parents at the start of the orientation.
33. The licensee shall have a written complaint process for foster parents that shall be made known to foster parents during orientation. The written complaint process shall state:
 - a) how to launch a complaint;
 - b) the circumstances that would warrant an investigation of a complaint;
 - c) who is to be involved;
 - d) the way in which the review is to be conducted;
 - e) the authority of any conclusions;
 - f) the appeal procedure.

The licensee shall respond to every service complaint from a foster parent with 24 hours of receiving the complaint and begin an investigation within five working days if warranted. The results shall be reported to the foster parents within five working days of concluding the investigation and shall be recorded in the foster family's file.

34. The licensee shall respond to every complaint against a foster family concerning the care of their foster child within 24 hours of receiving the complaint and begin an investigation within five working days if warranted. The results shall be reported to the foster parents within five working days of concluding the investigation and shall be recorded in the foster family's file. The recording shall include:
 - a) The circumstances of the complaint that warranted the investigation;
 - b) Who is to be involved;
 - c) The way in which the investigation was conducted;
 - d) The recommendation;
 - e) The action taken.

- 35.** The licensee shall keep up-to-date a list showing the number and location of beds available for emergency placement and shall make this list available to workers.
- 36.** The licensee shall complete an annual written review of each foster home following a minimum of one interview with the foster parents for that purpose. The review shall be signed by both the foster parents and the licensee and shall be placed in the foster family's file.



Ministry of Children and
Youth Services

Summary of Licensing- Requirements and Recommendations

Foster Care Licensing Review

Identifying Information	
License ID:	Licensee Name:
0000661	Quinte Children's Homes
Inspection Type:	
Licensing	
Head Office Address:	Contact Title & Contact Name:
72 Orchard Drive Belleville, Ontario K8P 2K7	Executive Director; Terry Stevenson
Telephone Number: 613-968-8569 () Fax Number: 613-967-3998	Contact Email:
	terry@swa-qch.com
Ministry Staff:	Inspection Date (yyyy-MM-dd) :
Sandra Lowe	2014-12-08
License Status:	Expiry Date (yyyy-MM-dd) :
Regular	2015-12-31
Number of Foster Homes:	Number of Beds:
21	40

Checklist Section	Date of Non-Compliance (yyyy-MM-dd)	Date to be Completed (yyyy-MM-dd)	Legislation Section	Observed Non-Compliance	Compliance Requirements	Requirement Met	Follow-up Comments

Recommendation

<p style="text-align: center;">----- Cara Pinchuk Operator/Authorized Designate Name</p> <p style="text-align: center;">----- Operator/Authorized Designate Signature 2014-12-08 Inspection Date (yyyy-MM-dd)</p>	<p style="text-align: center;">----- Sandra Lowe Ministry Staff Name</p> <p style="text-align: center;"><i>Sandra Lowe</i> ----- Ministry Staff Signature 2014-12-08 ----- Inspection Date (yyyy-MM-dd)</p>
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