

# Canadian Certified Aging in Place Specialist Program

-What's in the program

-And why, yes, you actually should consider taking it

## How CCAPS is structured

- More than half the course is on-line
  - Description of the market and how to reach it
  - Personal dynamics of client relations
  - Legal and privacy issues
  - Description of other professionals you have to deal with
  - Challenges in estimating
  - Communicating with clients

## How CCAPS is structured

- In-classroom portion is two days
  - Design categories
  - Case studies
  - Specific responses to human situations
- An optional on-line session covers marketing

“I don’t really need this course because...”

- I can already install a grab bar

Ted, a CAPS professional, installed a standard grab bar purchased from a building supply store. The diameter was too big for a client who had small hands. The client lost her grip, fell and was seriously injured.



Courtesy of [www.moenpro.com](http://www.moenpro.com)

Continues . . .

“I don’t really need this course because...”

- I can already install a roll-in shower

Rebecca, an AIP service provider, selected and installed a nonslip tile for her client's bathroom floor. However, the tile wasn't slippery enough for her client with Parkinson's disease who necessarily shuffled his feet when walking. Her client tripped and fell on the unforgiving tile floor and was injured.



2015 Homes for Life Award Winner  
Continues . . . Courtesy of Accessible Home Solutions, LLC

“I don’t really need this course because...”

- I know better than to do this



Continues . . . Courtesy of Accessible Home Solutions, LLC



“My client has COPD and wants to know what to do

- Bathroom?
- Laundry?
- Living Room?
- Kitchen?
- Entryways?
- Adaptive equipment?
- Will the client’s situation get worse?



## AIP Contractor Contractual and Legal Considerations cont.

- Even responsible service providers risk legal claims and lawsuits; therefore, they must protect themselves.
- Liability protection:
  - Use the best practices and materials that the budget permits.
  - Do not present yourself as an expert on matters other than those that relate to your profession.
  - Keep your insurance coverage in force.

## Authorizations for AIP Projects

- As an AIP service provider, you should:
  - Protect your clients' privacy and dignity.
  - Reassure your clients and their families that all personal information will be kept confidential.
- The Personal Information Protection and Electronic Documents Act (PIPEDA) provides for penalties for not complying with patient confidentiality.

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## Authorizations for AIP Projects cont.

- Commercial enterprises must have a personal privacy agreement with their AIP clients
- Federally, PIPEDA is administered by the Privacy Commissioner's Office which has downloadable guidelines on the web
- Privacy laws are different in every province (in PEI and the Territories, PIPEDA applies directly)
- Specific forms for personal privacy agreement are unique to each province, there is no standard form that applied across Canada

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## Authorizations for AIP Projects cont.

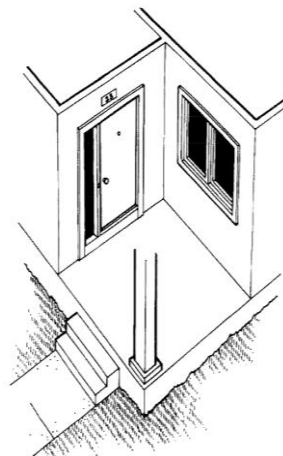
- CAPS contractors don't have training or license to interpret medical information:
  - Rely on the HCPs' recommendations or clients' requests.
  - Ask HCPs to examine and sign off on the design solution as part of the contract approval process.

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## Activity 4 – 1: Design Concepts for Access

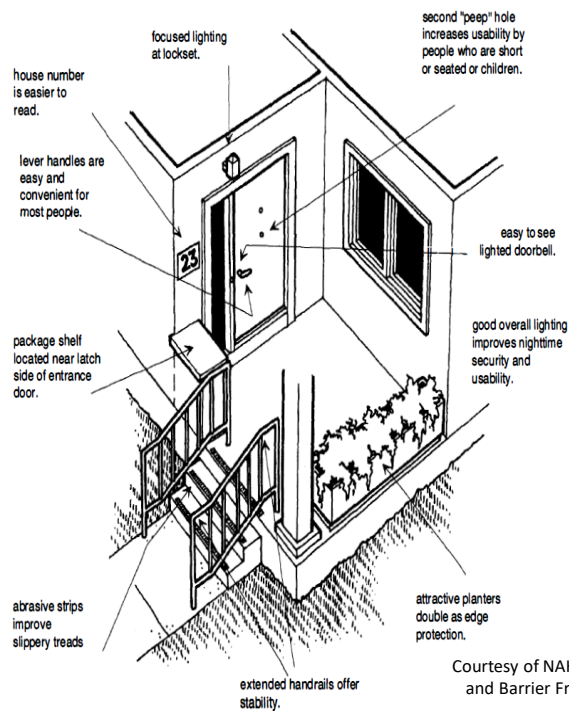
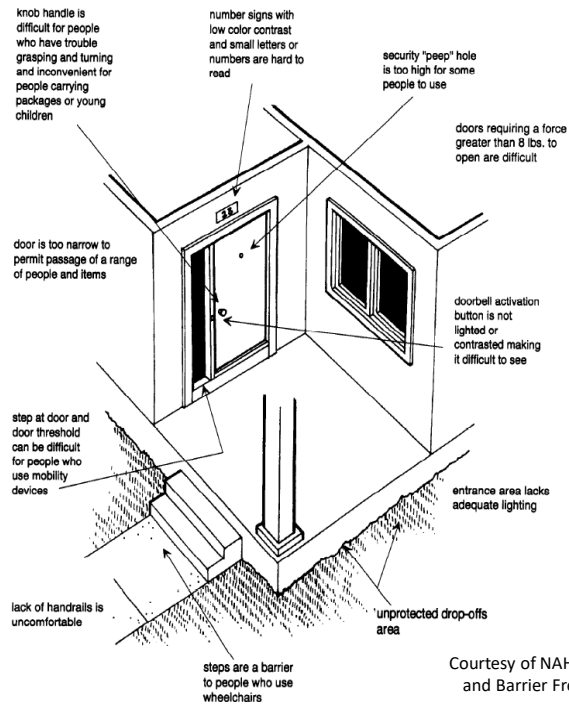
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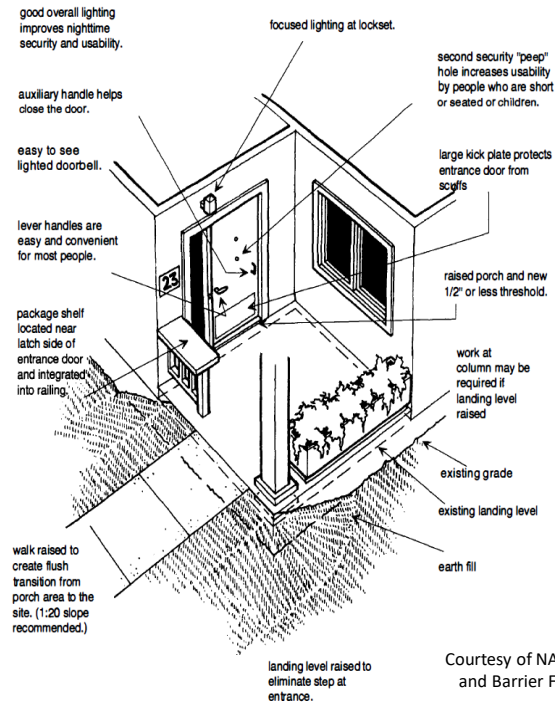
- Purpose:
  - To identify challenges and solutions to home access
- Instructions:
  - Review the diagram to identify barriers or challenges to people entering or visiting that space.
  - Make notes on the diagram about identified barriers and suggested solutions.



Courtesy of NAHB Research Center Inc.  
and Barrier Free Environments, Inc.

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Courtesy of NAHB Research Center Inc.  
and Barrier Free Environments, Inc.

## Questions?