



Information for Parents and Caregivers

Purpose and Acknowledgement

The purpose of this information package is to act as a resource guide for families and/or individuals who wish to access Special Services at Home, the CHAP Program or to contract their own support workers.

(This package is modeled after an initial package compiled by the Ottawa Carleton Worker Bank and the Ottawa Area Office of the Ministry of Community and Social Services.)

Community Helpers for Active Participation Program

The CHAP Program is a registry of people who are willing to work with individuals with a developmental disability including autism and/or physical disability. This work may take place in the family home or in the community. All CHAP workers have submitted an application outlining their experience, interests and availability and a resume which are reviewed during a personal interview. Each worker also has a Police Reference Check conducted, 2 references checked and attends an orientation session to the CHAP Program which includes an Introduction to Autism.

When a request is made for a worker through CHAP, information is taken about the individual and the nature of the request, i.e. worker duties, times needed. Following this, a profile of each CHAP worker with the necessary experience and availability is sent to the caregiver making the request.

The registry is made up of a changing list of workers. Many are students or recent graduates who join CHAP to gain valuable experience. CHAP workers vary in skills and availability, and **should not** be considered trained therapists. They are often suitable for part-time parent relief, one to one work in the community and carrying out programming designed and monitored by the parent or another service provider.

There is **no charge** for the use of the CHAP registry. We **cannot** guarantee that we can always make an appropriate connection of a CHAP worker to an individual needing support. We strongly encourage caregivers to also recruit their own workers through community schools, churches, libraries and centres. If a caregiver recruits their own worker, they can have the person screened by a CHAP coordinator.



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416 322 6317 • fax 416 481 1512

Part of: respiteservices.com

Important Notes about the CHAP Program:

1. It is the responsibility of the parent/guardian who wishes to obtain a worker for their son/daughter to call, interview, hire, pay and supervise the CHAP Worker. **The CHAP Program does not provide supervision for the workers.**
2. The CHAP Program will check references. We contact references as part of our intake process, but the family can still choose to do this as well.
3. **CHAP Workers are not CHAP Program employees.** Payment to the CHAP Worker is made directly by the family who contracts the worker. The CHAP Program **will not** assume any responsibility for disagreements over fees/payments/services provided. Any problems in this regard must be resolved between the CHAP Worker and the family that contracts the worker.
4. Some parts of the Greater Toronto Area are more difficult to recruit workers for. As well, some requests are difficult to fill due to the travel time or type of hours requested. The CHAP Program coordinators recruit on an ongoing basis and new workers are added to the registry throughout the year. A worker will be connected with you as soon as they are available. Parents are strongly encouraged to recruit workers from their own community.

respiteservices.com

respiteservices.com is comprised of agencies funded by the Ministry of Community and Social Services, Ministry of Child and Youth Services and the Ministry of Health and Long Term Care. We are collaborating to develop a more dynamic respite network for both children and adults in Toronto. As well, participants include delegates from the Ministry of Community and Social Services, the Toronto District School Board, and the Children's Aid Societies. Other organizations providing respite services for families in Toronto are invited to join. respiteservices.com is part of the Toronto Developmental Services Planning Council.

The goals of respiteservices.com are:

1. To develop a comprehensive respite system.
2. To develop a coherent access process for families of children and adults requiring respite options.
3. To develop a means of matching respite needs with respite options.
4. To work closely with all parts of the system to advocate for appropriate service options to meet the needs identified.

In addition to the CHAP Program, respiteservices.com has a Respite Facilitator and four Access Facilitators. The Respite Facilitator will work with agencies to develop creative respite options for individuals, to identify the current resources and needs within the system and to act as a respite information resource to agencies supporting families. The Access Facilitators will assist families to access respite options for individuals in conjunction with other service providers. Short-term coordination will be provided in order to overcome barriers to respite for these individuals.

Funding Programs Available to Families

1. ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES (ACSD)

(Previously called Handicapped Children's Benefit (HCB))

This is an allowance program associated with the Ministry of Child and Youth Services to help some families meet the extra costs resulting from having a child with a disability. This benefit is income slated, which means that eligibility for funding is based on total family income, at or below a specified level. Up to \$150.00/month may be provided for respite care expenses to families with limited resources

2. SPECIAL SERVICES AT HOME (SSAH)

This is a program funded by the Ontario Ministry of Child and Youth Services to assist families in providing for family members (children, youth or adult) who have a disability within their own homes and communities.

"The Special Services at Home (SSAH) program helps children with developmental or physical disabilities and adults with a developmental disability to live at home with their families by providing funding on a time-limited basis to address individual needs. With this funding, families can purchase supports and services which they could not normally provide themselves and are not available elsewhere in the community."¹

SSAH is most commonly used by families to contract a respite/support worker to work with their special needs family member. The worker may help people with disabilities develop new skills and join in community life. For example, a worker can be paid to teach someone social skills or how to perform daily living tasks independently. The worker may also be trained to implement recommendations from a behaviour, speech or infant development program.

SSAH also helps families by recognizing the added responsibilities of caring for a family member with a disability. A good example of this help is parent relief (or respite) so family members can have time for their own needs, or the needs of other people in the family.

"People of all ages with a developmental disability and children under 18 with a physical disability are eligible for SSAH. To qualify, individuals must live in Ontario with their families, have an ongoing functional limitation as a result of a disability, require support beyond that which is a normal family responsibility."¹

***For information on either program call the
Ministry of Child and Youth Services
416 325 0623***

¹

Tips for Recruiting a CHAP Worker

When to begin your search:

- Contact the CHAP program when you have received notification of approval for your funding and/or you are ready to hire a worker.

Where to look for a worker:

The **CHAP Program** has a registry of workers that are available to provide support. CHAP workers are recruited throughout the year.

If you are using the CHAP worker registry, expect at least a two-week wait. Sometimes there may be a longer wait when a special request is made or suitable CHAP workers are not available in your area, during the times you require support.

In some cases, we may be able to fulfil an immediate need as we do have some CHAP Workers with flexible hours who are willing to provide relief. Please note, there is no guarantee that an appropriate CHAP Worker is available on short notice.

Upon registering with the CHAP Program, a search of the CHAP Worker Database will be completed and profiles of suitable workers will be forwarded to you in the manner requested (mail, email or fax).

Upon reviewing a CHAP Worker Profile, the parent decides to contact and interview the potential worker. You may choose to interview all workers or only those you feel are suitable. *(A sample copy of a CHAP Worker Profile has been included with this package.)*

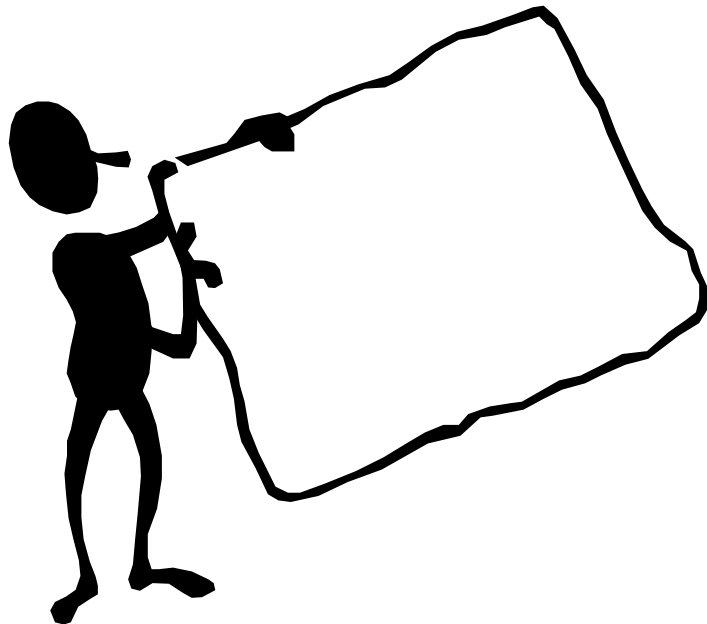
Upon interviewing potential workers, you decide on the CHAP worker you would like to hire and then notify the CHAP Program of the person you have chosen. In some cases you may decide that the CHAP workers sent to you are not suitable. CHAP coordinators can perform another search of the CHAP Worker Database and will continue to search for a suitable CHAP Worker until you have hired someone.

Upon hiring a CHAP Worker a family may contact the CHAP Program at anytime to have another search completed when their needs have changed or a new CHAP Worker is needed.

The **local community** can be an excellent resource for potential workers. You as parents are often the best recruiters of CHAP workers. By speaking to others that you are involved with in your community, you may become aware of individuals that would be interested and available. Any individual that you hire can apply to the CHAP program.

Some locations where potential workers live close to you are:

- Day Care
- Elementary and High Schools - educational assistants, other parents, co-op students, guidance job boards and child care program (if there is one at the school)
- Local College/University - career centre; psychology/social work departments may have bulletin boards or websites
- Neighbours
- Friends
- Parks and recreation programs - current or previous camp counselors
- Local newspapers
- Local hospitals and Long Term Care facilities
- Local church bulletins
- Youth groups
- Parent Support groups



A sample job posting is included as a guideline or may be copied and posted.

What are your needs?

Identifying your needs is probably the most important thing you have to do to achieve a good fit between your family and your respite worker. Start by asking yourself some questions and recording your answers. Here are some examples:

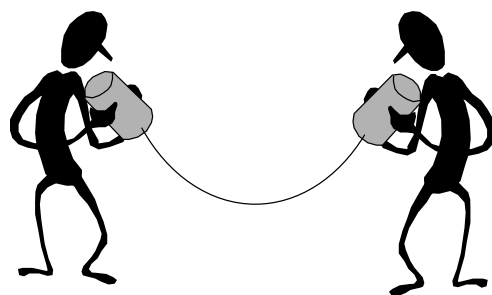
- What do I need/want the worker to do with my son/daughter?
- Will they be administering medication?
- Do I want a non-smoker?
- Do I need a worker with a license? His/her own vehicle?
- Do I need a worker who can swim? Do I want specific qualifications?
- Do I have a preference for the worker's gender? Age range?
- Will I require the worker to have first aid and/or CPR?

What qualities should I look for in a potential worker?

- Knowledgeable, warm, caring
- Willing to learn
- Problem solver, good judgement
- Able to take direction
- Positive outlook, energetic
- Dependable, punctual
- Flexible, accessible and responsive to family's needs
- Good rapport with son/daughter and family

Initial telephone contact:

- Tell the person that you have received their name from the CHAP Program.
- Explain when you need a worker (days and times), what you would like the worker to do and where the activities will take place.
- If the person is interested then set a date and time when you can meet with the person for an interview. It is important that you choose a time when your son/daughter will be present during the interview so the person can meet and interact with him/her.



The Interview

Now that you have identified your needs and have written them down, you are ready to interview. The interview is where you talk about these needs with a potential worker.

How to conduct the interview

- Schedule a time that is convenient for you and the potential worker.
- Plan about an hour for each interview. Don't be in a hurry.
- Take the time to check references and ask for verification of professional expertise.
- Be prepared – have your questions ready, your son/daughter's profile handy, your expectations highlighted, and your son/daughter present for part, if not all of the interview.
- Be specific about your needs and how you expect the respite time to be spent with your son/daughter.
- Be sure to discuss salary expectations – the rate of pay, how it will be invoiced, how the payment will be delivered and when.

Interview questions for potential respite workers:

1. Please tell me about yourself.
2. Please expand on your experience working with children/adolescents/adults.
3. Why are you interested in providing respite care services?
4. Describe your strengths and areas you are working on.
5. Why are you the right person for the job?
6. What would you do if we disagreed about something?
7. If my son/daughter cries when I leave, how will you handle the situation?
8. If my son/daughter has to be taken to the hospital for an emergency, what steps would you take?
9. What would you do if my son/daughter did not respond to your request?
10. What hours are you able to work? During the day, weekend, holidays, short notice? Are there specific times when you are unable to work?
11. What style of discipline do you use?
12. Are you willing to take my son/daughter out for activities?
13. Describe a difficult problem you have had to handle with an individual. How did you handle it?
14. Do you have any special training or experience you would like me to be aware of?
15. Do you have a valid driver's license? Would you take my son/daughter in your own vehicle? Would you drive our vehicle?

About references – Things to consider

The CHAP Program does check references.

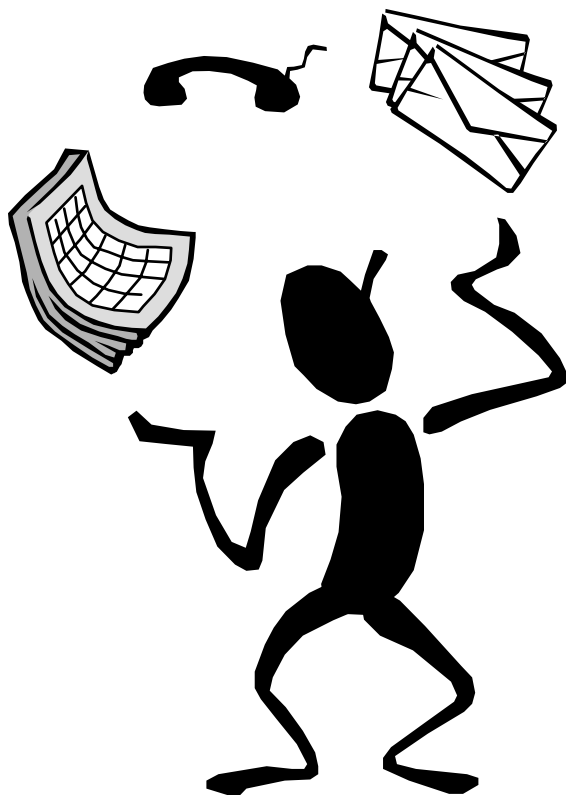
You may wish to check references for yourself. References can be either personal or work related.

Personal References can include an adult friend, minister or priest, a teacher or professor, or a neighbor.

Work related References may include a past or current employer/supervisor or a family that the applicant has babysat for or supported through SSAH.

Here are a few suggestions for questions you can ask a reference:

- What is your relationship with the applicant?
- How long have you known this person?
- Describe the position you are recruiting for and ask the referee if he/she has any concerns about the person's ability to perform such duties.
- Does the applicant follow directions?
- Is the applicant reliable? Punctual? Honest?
- Is there anything else you would like to comment on?



Maintaining a Good Relationship with CHAP Workers

Once you have chosen the person(s) or CHAP Worker(s) to work with your son/daughter, it is important to establish and to keep a good working relationship. Listed are some issues identified by both workers and families as important things to remember and to discuss.

The Schedule

Try to plan the day, time period, and the expectations for the worker. What do you want the worker to do? here? and how? Is this time period for developmental programming, social skills training, just plain respite, or all of the above? Indicate your expectations and ask the worker if he/she has any questions or suggestions. Keep in touch – give workers advance notice of any change in you or your son/daughter’s schedule. Always keep the worker up to date on your son/daughter’s health status or performance level when they are working.

Rate of pay

The rate of pay should be established at the interview or when you make an offer of employment. Be sure to include how you will pay (cheque or cash) and when you will pay (weekly, monthly, etc.) You should outline a protocol for time sheets and/or the SSAH invoice sheet. Be specific. You may need to consider varying rates – so much per hour for behaviour management, for therapy or community integration or for while your son/daughter is sleeping and not in need of direct support. Current rates start at \$10/hr; the average is about \$12, and higher rates recognize special training or experience.

Probationary period

There may be times when you don’t get a good fit when hiring a worker, whether it is from their perspective or yours. A way to acknowledge this possibility and to be helpful for all concerned is to establish a probationary period before any final employment commitment is made by either party. Of course, the worker is paid the agreed upon wage during this period, but at any time in the probationary period either one of you can opt out of the contract – no questions asked. However, once a worker is employed on a contract basis it is recommended that you give reasonable notice if you intend to terminate employment, and expect the same from your worker.

Supervision

CHAP Workers are considered self-employed. They are providing a service under contract with the family. The family is expected to provide the general supervision of the workers work, an outline of job expectations, the hours of work, provide orientation, training and information required to support an individual.

Transporting Individuals

You may request that a worker drive your son/daughter and use their own vehicle. If a worker agrees to transport ensure the worker has:

- A valid driver's license
- Safe vehicle
- Minimum of \$1,000,000 liability on their insurance (you may wish to speak to your insurance company for requirements)

The family is responsible to cover the cost of transportation only during the time the worker is with their son/daughter. An average amount would be \$0.35/Km. It does not include a workers transportation to and from the work place.

The worker is responsible to ensure all passengers are safe. Proper seat belts and car seats are being used. It is good practise to keep a First Aid Kit in the car. A phone or change for the pay phone for emergencies is also helpful.

Length of Agreement between Parent and Worker

It is hoped that once an agreement has been made for respite support, that the commitment of the worker to the family will lead to an ongoing, productive and satisfying relationship. A longer term commitment alleviates the family from having to retrain and rehire a new worker. If a worker decides to leave or the family no longer needs the workers support it is important to give each other notice. Families may begin looking for a new worker immediately and workers for other families to work with. It is just as important to give notice to the individual being supported.

Confidentiality

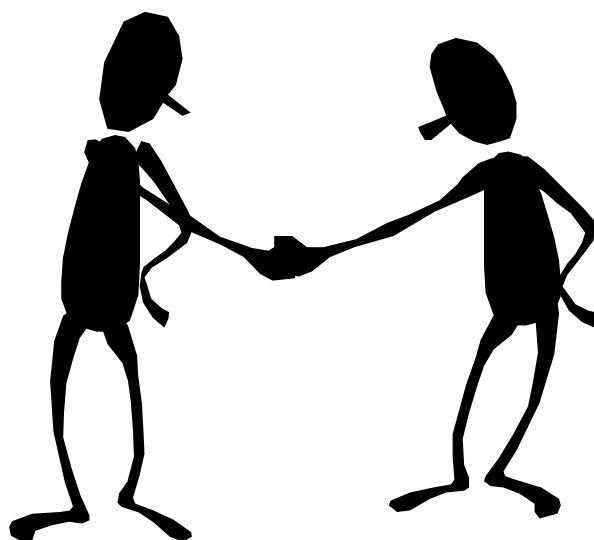
It is important that you maintain confidentiality with your worker and that your worker maintains confidentiality with you and your family. All personal information must not be discussed unless the person is present or has given their consent to specific information being discussed.

Some tips for maintaining a good working relationship

- Identify and discuss problems as soon as they arise. Be prepared to negotiate a solution to the problem.
- Keep communication open and on-going. You may want to maintain a communication book to keep everyone informed and be responsive to any suggestions or recommendations documented.
- Discuss specific strengths and needs of your son/daughter and any strategies used to support him/her with communication, behaviour or in various situations in the community or at home
- If serious problems arise document dates, times, issues and concerns. Abuse or suspicion of abuse is to be reported to the Children's Aid Society. However, in situations like this you will probably want to confide in someone that you trust in order to get

some personal support and assistance. For example, your doctor, nurse, social worker or friend.

- For quality programming and/or therapy services, invite the CHAP worker to accompany you to a therapy session to observe the therapist at work with your son/daughter. In this environment, the CHAP worker can ask the therapist questions and observe and implement the program under the watchful eyes of an expert. This also allows you to observe the CHAP worker in action with your son/daughter.
- Discuss activities, any costs associated with activities and travel expenses with the worker. A worker is not expected to pay for entrance and activity fees or travel (mileage or transit) during the time he/she is providing support. Remember: many places in the community offer discounts, on entrance fees and activities, to support workers or individuals with a disability.
- Train workers on proper use of any communication aids, assistive devices or equipment.
- Only the person hired by the family or registered with the CHAP Program should provide care to the individual. If a worker is not able to fulfil hours a family would be responsible to make other arrangements.



CHAP Program: Worker Profile

Provided by: Tatjana Smrekar

WWW: www.respiteservices.com

CHAP Program

Phone: 416 322 6317 ext. 3 Fax: 416 481 1512

112 Merton Street Toronto ON M4S 2Z8

E-mail: tsmrekar@respiteservices.com

<p>Name: Worker Profile</p> <p>E-mail: info@respiteservices.com</p> <p>Gender: Female</p> <p>Occupation: CHAP Worker</p> <p>Education/Training: BA Psychology, University of Toronto</p> <p>Provides personal care?: Y</p> <p>Related experience: Autism/PDD Developmental Disabilities Challenging Behaviours Alternative Communication</p> <p>Other experience: Babysitting experience with children with ADHD.</p> <p>First aid?: N</p> <p>CPR?: N</p> <p>Crisis Prevention Intervention?: N</p> <p>Comments: I have experience providing speech & language and behavioural support to children with disabilities. I am patient, creative and like to add fun to my work.</p>	<p>Worker ID: 622</p> <p>Address: 112 Merton Street Toronto, ON M4G 1R8</p> <p>Region: Central</p> <p>Nearest main intersection: Yonge & Merton</p> <p>Phone: 416 422 7045</p> <p>Alternate phone:</p>
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<p>Valid driver's license?: No</p> <p>Willing to use own vehicle for respite support?: No</p> <p>Rate of pay: \$12- \$15</p>	<p>Other languages spoken?: Slovenian</p> <p>Interests/Hobbies?: Dancing, music, outdoor activities, arts & crafts</p>
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<p>Gender preference: Either</p> <p>Age preference: Preschoolers</p> <p>Will work in the following GTA Regions: Central North</p> <p>Referral source/agency association: UofT Career Centre</p> <p>File Updated: Jul 4, 2005</p> <p>Will work with agency: School Camp One-on-one</p>	<p>Mornings: TUE THU</p> <p>Afternoons:</p> <p>Evenings: MON THU</p> <p>After school:</p> <p>Weekends:</p> <p>Overnight: N</p> <p>March break: N</p> <p>Holidays: Y</p> <p>Relief shifts: Y</p> <p>Summer: Morning Afternoon</p>
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Note:

Where 'Yes' appears (under mornings, afternoons, evenings, etc), the worker is available *any*, not all of the days indicated

The above CHAP worker is available for contacts in your area. He/She has been through the interview, orientation and police reference check process. Please discuss the needs of the individual he/she will be working with and the activities you would like him/her to be doing. Remember to be clear about your expectations of the worker.

Please contact a CHAP Coordinator if you wish to receive more information on the above worker or when you have successfully contacted a CHAP worker.

Note: The family makes the final decision to independently contract the worker. CHAP workers on the registry are not employees of the CHAP Program.

CHAP WORKER NEEDED

We are looking for an enthusiastic and responsible individual to provide one-to-one support.

Description of Individual: _____

Worker's Role: _____

Time: _____

Nearest Main Intersection: _____

Rate of Pay: _____

Contact:

Example

CONTRACT FOR SERVICES

Between

Parent/Guardian

And

Service Provider

The Service Provider agrees to provide services as a respite worker to _____ and carry out family/parent relief, as well as developmental programming, which may include social skill training, orientation and mobility training, behaviour management, recreation and leisure time pursuits, community integration, personal care and supervision, and/or other related duties as required. These services will be provided for a specified and agreed upon time period which falls within the MCYS approved time frame, beginning

_____ and ending _____. Services will be paid by the MCYS Special Services at Home Funds in co-operation with

_____ (family) in the amount of \$_____ per hour.

It is agreed that any damage to special equipment incurred during the time the worker is working will not be the responsibility of the worker and proper use will be demonstrated.

It is agreed that this is a contract for Special Services at Home and that the service provider shall acknowledge responsibility for declaring this income and paying all the taxes thereon.

The parties have agreed to the foregoing terms and conditions on the

_____ day of the month of _____ in the year _____.

Service Provider

Date

Parent/Guardian

Date

HOME ALONE

A Checklist for Families

It is recommended that the following information be available to your worker when he/she is in your home:

- Your full name
- The name of the place you can be reached, the phone number and the expected time of your return
- The phone number of a neighbour or relative to call for assistance if you cannot be reached in an emergency
- A list of emergency numbers. You may want to leave cab fare and your son/daughter's health card.
- A tour of the house, pointing out and explaining telephones, door locks, security systems, the thermostat, circuit breakers, water shut off, and the location of a flashlight
- Medical information, including allergies, medical conditions and the administration of medications
- Review of special instructions and equipment/adaptive devices
- House keys
- Knowledge of your family rules, such as disciplining and /or behaviour management, television viewing, stereo and phone use, visitors to your home, and acceptable forms of recreation
- Meal instructions, snacks, bottle/feeding schedules
- Location and instructions for clothing, equipment and other sundry items
- Information about routines and needs, such as stories, teeth care, bathing, nightlights, bedtime
- Suggestions for activities
- Homework and/or chores your son/daughter is encouraged to complete
- Information and/or awareness of family pets
- Smoking rules in your home

The Ten Commandments for Families with Children Who Have Special Needs

(Kathleen Jordan & Maureen Shaw)

We shall be the advocates for our child and family and will endeavour to respect and reinforce in the view of others, the uniqueness and individuality of all concerned.

We shall acknowledge the humanness of all the professionals serving and supporting this family, and remember that they too are unique, no better or worse than the rest of us and who have chosen this way to make their living.

We shall endeavour to regard the professional as our equal, participating **ACTIVELY** in the partnership.

We shall accept the responsibility for our child and shall assist and support them in attending to their own best interests.

We shall recognize the professionals as resources and shall choose those professionals whose actions and attitude demonstrate a respect for the child and the family.

We shall accentuate the positive and keep the negative in perspective.

We shall ensure that when contracting for service that the service goals are focused on the child and the family receiving these services and that the goals are stated in a clear and precise manner.

We shall be persistent in our efforts to access accurate, complete and unbiased information in an attempt to make informed decisions on behalf of and with our child.

We shall recognize our vulnerability, sensitivity and emotional involvement and make an effort to direct our anger and frustrations appropriately.

We shall endeavour to develop a sense of humour, to celebrate and to care for our families and ourselves in order to participate fully in all aspects of community life.

