

A close-up photograph of a young girl with long brown hair and bangs. She is smiling and holding a small white flower to her nose. The background is a soft, out-of-focus green, suggesting an outdoor setting. The text 'provincial respite services network' is written vertically on the left side of the image.

provincial respite services network

# annual report

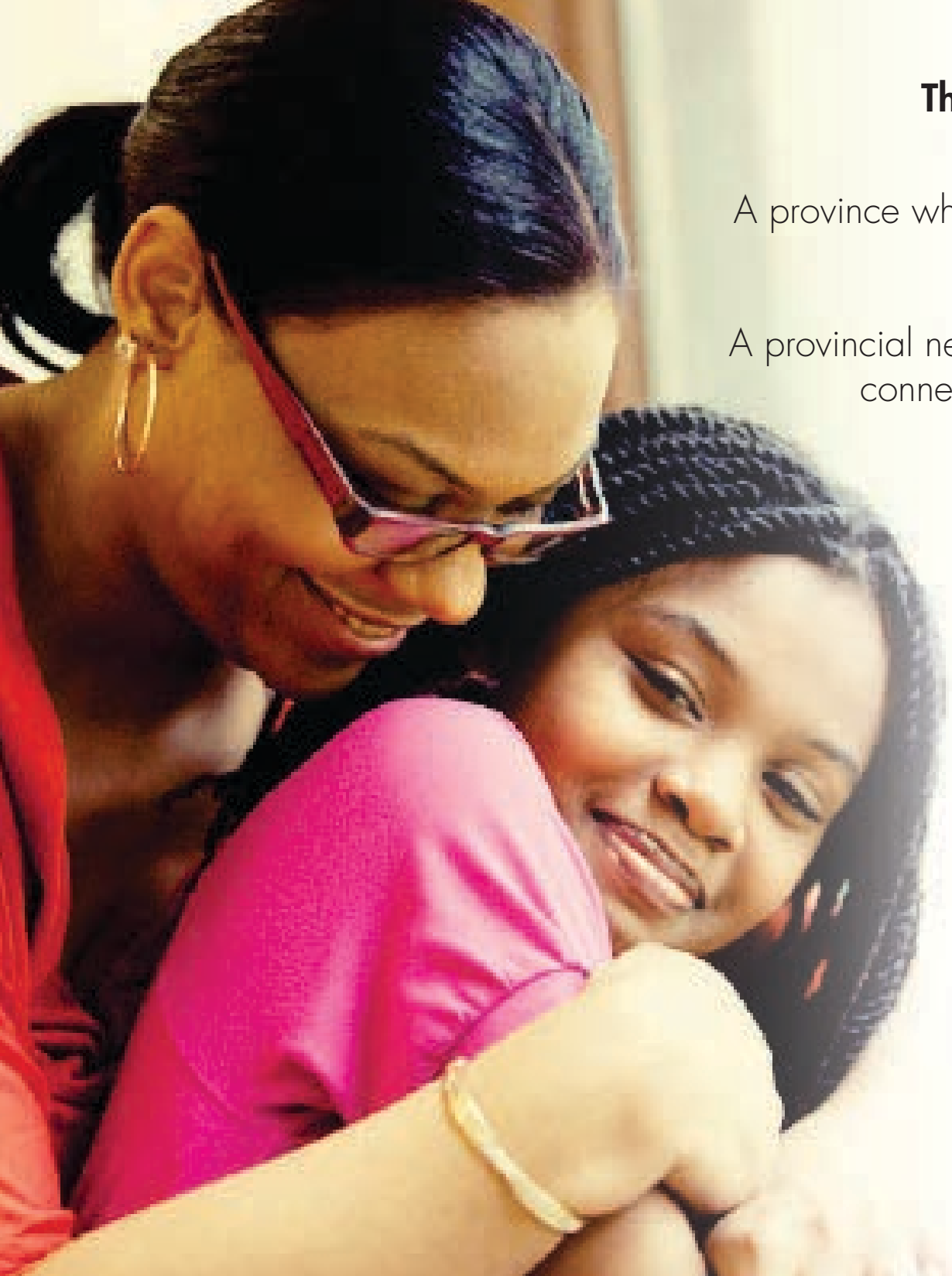
april '13 - march '14

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## **The Provincial Respite Services Network**

### **Our Vision**

A province where people find the supports they need.

### **Our Mission**

A provincial network that shares leadership and builds connections to promote personalized support.

# message from our PRSN Co-Chairs

Respiteservices.com is recognized across Ontario by families, agencies and the Ministry as the go to web-based tool for respite support services and supports for children and adults since 2005.

Respiteservices.com is positioned for tremendous growth opportunities. Exciting new developments are on the horizon in Ontario including:

- Restructuring of adult developmental supports
- Increasing funding commitments to individuals and families through Passport Program
- Transformation of the children's mental health system through the Moving Forward on Mental Health Initiative
- Development of more coordinated services through the Ontario Special Needs Strategy

**With change comes opportunity ... and the PRSN is POSITIONED FOR THIS!**

The PRSN proactively embarked on a strategic planning process in June 2013 and there is a commitment to this shared Strategic Plan (2014-2017). The goal is to bring respireservices.com to the forefront of web-based services and supports to families, their family members and people of Ontario. This will include reaching out to service providers in other sectors who share similar values and wish to use this resource in their community, thereby increasing membership and opportunities for people in Ontario and beyond.

In essence, our vision is solidly focused on a Province where people easily find the supports they need. We are excited to share this first Annual Report with the PRSN and stakeholders alike.

As we celebrate our 10th Anniversary of serving Ontarians, it is time to both reflect on our progress while keeping our view firmly focused on our path forward.

**Debbie Irish**

Chief Executive Officer  
Geneva Centre for Autism

**Lisa Boyd Kirven**

Regional Coordinator /Coordinateur Regional  
South West Region Respite Network /Sud Ouest Région Réseau Répit



The Provincial Respite Services Network connects various agencies, including those funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. The partners in the network collaborate to develop a more dynamic respite network for both children and adults in the province. The network has had significant success through province-wide promotion of a web-based tool to facilitate respite options.

# PRSN core values

Accountability: We are transparent and accountable for quality of service, collaboration, and partnerships. We are ethical in all that we do.

Person-Centred Excellence: We will strive to ensure that each person supported, their families, and networks are informed and connected with the appropriate tools and supports to meet their individual needs and perspectives.

Promoting Choice and Equity: We support choice and voice for all people and their families to have a quality of life equal to all.

Inclusion: We foster inclusive communities that are accepting of all and give each member a voice.

Responsiveness: We regularly evaluate our services and respond to the changing needs of our communities.

Partnerships: We actively encourage and support partnerships with others in order to achieve our mission.

Respite otherwise known as a short break, is all about giving you and your family time to **recharge** and **reconnect** while knowing that your loved one is safe, well cared for, and enjoying their time away too.

Taking a break and experiencing life away from the family can be a great confidence booster for both your loved one and for yourself. Your loved one may find that they really enjoy having their own life outside of the family and experience a greater sense of **independence**, increased **self-esteem** and **self-respect**.

Every parent or caregiver needs a break every now and then and that's **not** something to feel guilty about.

Sometimes we invest so much into caring for a loved one, that we forget to take care of ourselves and may find that we are left searching for extra energy to give the rest of the family.

*"Respite means some time for me to just be able to focus on me and something I enjoy without having to worry where my son is..."*



# provincial respite services network

## Geneva Centre for Autism

Founded [respiteservices.com](http://respiteservices.com)  
Legal & financial obligations  
Website Administrator

## Reporting Structure

A Distributed Authority Model is used by the Provincial Respite Services Network.

### PRSN Co-Chairs

2 year term  
Volunteer/Elected basis  
Facilitate PRSN meetings

### PRSN Sub-Committees

- Leadership
- Strategic Development
- Finance
- Policy & Procedures
- Website Strengthening
- Communication & Administration

Leadership reports to  
Co-Chairs  
All committees report to  
Leadership  
Volunteer basis

### PRSN Membership

Membership includes all active community host agencies on [respiteservices.com](http://respiteservices.com)

Each community host agency invited to bi-annual meetings

Entitled to 1 vote per community region on voting matters

Specific roles of the network will include:

- Advocacy: Messaging, representing [rs.com](http://rs.com), advocating for respite workers to get appropriate training from other service providers.
- Delivery Models: Identifying and sharing best practices related to respite including strategies to move beyond respite to promote broader support to participate in life/community, partner mapping
- Information Resource: Gathering and sharing related information, including navigation.
- Coordinator Training: Training and support on using and managing the tool.
- Training Database: Creating a database of existing training material and sharing training with families and respite workers. (Not creating new training material)
- Standards: Continue to maintain and review standards for respite workers to participate in worker bank.
- Partnership Development: Identify and select new partners, including organizations in new sectors such as mental health.
- Tool Maintenance: Continue to maintain and develop the website and tool.

### Host Agencies

Members of the PRSN will report back to their host agencies with information

# Ontario host agencies

Community Living Algoma  
Keystone Child, Youth & Family Services  
Community Living Wallaceburg  
Cochrane Temiskaming Resource Centre  
Dufferin Child and Family Services  
Durham Association for Family Respite Services  
Community Living Elgin  
Northumberland Family Respite Services  
Community Living Kingston  
Halton Support Services  
Counselling Services of Belleville & District  
Huron Respite Network Community Living Central Huron  
Community Living Sarnia/Lambton  
VON London Middlesex  
Community Living Parry Sound  
Service Coordination for People with Developmental Disabilities/  
Coordination des services pour les personnes ayant une déficience intellectuelle  
Oxford Child & Youth Centre  
Child Development Resource Connection Peel  
Family Services Perth Huron  
Simcoe Community Services  
Catulpa Community Support Services  
Children's Community Network  
Wesway  
Geneva Centre for Autism  
Developmental Services Access Centre  
Canadian Mental Health Association WWD  
Family Respite Services  
York Support Services Network

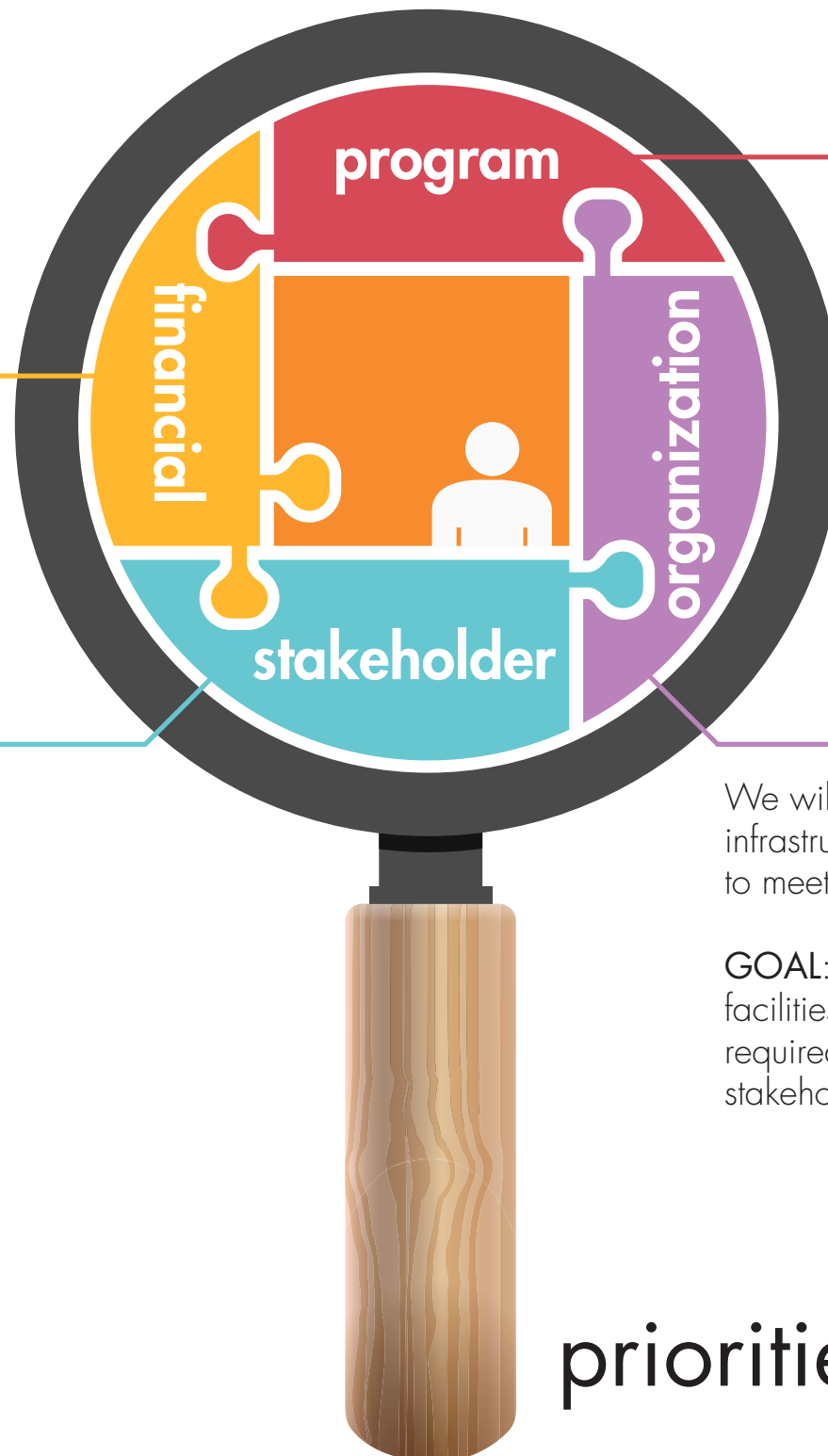


The Provincial Respite Services Network has recently undergone a strategic planning process to leverage past successes and develop a strategic plan that capitalizes on **opportunities** for deeper impact.

In the next few pages you will see what our plan is for the the next 3 years...

We will increase the operating budget through diversified revenue sources.

**GOAL:** Determine financial implications of all goals, including funding levels and revenue mix.



We will ask and respond to the changing needs of our stakeholders. We will ensure the tool and network are responsive and flexible to meeting community needs.

**GOAL:** Define which programs and services to deliver and at what service levels to address needs.

We will be the go-to resource for personalized support in Ontario.

**GOAL:** Define how each stakeholder group should perceive the network.

We will ensure the required infrastructure and systems are in place to meet the needs of the Network.

**GOAL:** Determine staffing, systems, facilities, and other infrastructure required to deliver on program and stakeholder goals.

2014-2017

strategic  
priorities & goals

## program priority

Priority Indicators: The following indicators will be used to measure progress:

- Number of member agencies in the provincial respite services network (PRSN).
- Percentage of member agencies stating the PRSN provides significant value.
- Number of host agencies actively using the website tool.
- Percentage of host agencies stating the website tool provides significant value.
- Percentage of families expressing high levels of satisfaction with the website tool.
- Percentage of workers expressing high levels of satisfaction with the website tool.
- Number of geographic communities represented by the PRSN.
- Number of sectors represented by the PRSN.
- Number of new collaborative initiatives implemented by PRSN.

### Key initiatives and activities under the program priority include:

- Advocacy: Be at the right table, engage DSO, reengage ministry, advocate internally within organizations. Maintain involvement with other groups.
- Awareness & Branding: Promote our value to different audiences; Be Go-To for Personal Support
- Needs assessment: Determine needs at different levels. Communicate with the families and understand needs and ensure consumer representation.
- Website/Tool: Enhancement with new tabs and apps. Make more user-friendly.
- New Sectors: Develop new partnerships. Develop tool for new sectors.
- Member Support: Clear Membership Accountability/TOR. Support new members or organizations that may not have resources.
- Share information: Sharing cloud for best practices and policies.
- Evolve based on situations





## organizational priority

Priority Indicators: The following indicators will be used to measure progress:

- Number of committees with clear Terms of References
- Regular reports from each committee prepared on timely basis.
- Percentage of host agency coordinators stating that the organizational structure is very effective in supporting PRSN's success.
- Percentage of host agency coordinators who feel they have moderate or significant input into the PRSN.
- Number of Policies and Procedures created.
- Meeting minutes distributed by co-chairs of network after each meeting.

The following committees have been established for the Network:

- Leadership
- Finance
- Policies and Procedures
- Website Strengthening
- Strategic Development
- Communication and Administration

## financial priority

Priority Indicators: The following indicators will be used to measure progress:

- Total Operating Budget for PRSN
- Number of different revenue sources for PRSN

## stakeholder priority

Priority Indicators: The following indicators will be used to measure progress:

- Percentage of stakeholders expressing positive perception of the network.
- Network level of participation in government planning meetings and tables.
- Level of government participation in regional planning tables and network meetings.
- Number of website hits per month.
- Number of page hits per month.

Stakeholders are defined as those who have a vested interest or influence in the success or failure of the network.

The network has identified the following stakeholders:

- Families and individuals
- Workers/Contractors
- Network Agencies: Service providers, host agencies, as well as GCA
- Community Partners: Other sector service providers, including school boards
- Government: Provincial ministries as well as regional government
- Developmental Services Ontario
- Community at large
- Potential Funders & Donors: Individuals and Corporations
- Recruitment sources: University & colleges
- Advisory Groups

We will be reporting on our Strategic Plan progress in our  
April 2014-March 2015 Annual Report

respite services.com **website** provides families, individuals and professionals with information and links to respite services in local communities across Ontario, respite service providers and respite options, how to access respite services in local communities, events and training opportunities & funding sources.

# where respiteservices.com came from

In 2001 in Toronto, respiteservices.com was developed as a service collaborative for the planning and coordination of adult and children's respite services, within the developmental services sector. It is a service delivery mechanism designed to make access to respite services easier for families and caregivers. This group developed a worker bank, access facilitation, an electronic directory of services and training opportunities for respite providers and families and system facilitation. In 2003 York region adopted respiteservices.com as both regions shared many of the same service providers.

A project was developed in 2005 to make similar resources available to communities across the province. This project, called Strengthening our Partnerships Initiative, was funded by the Ministry of Finance, with support from the Ministry of Community and Social Services and the Ministry of Children and Youth Services.

This project was developed to deliver the following objectives:

- To develop or enhance a consistent system to manage and coordinate respite services through local developmental services and children's services systems across the province
- To maximize efficient and effective use of respite resources
- Provide ease of access to information about respite services to families and caregivers and to increase their options for respite care
- To identify service gaps and support local service planning.

The Geneva Centre, as a multi service agency and the host agency for rs.com in Toronto, was involved in the development and implementation of this service from the beginning. It was selected to receive grant funds to move this initiative forward for the province. Each region decided how rs.com was to be developed and supported in their area. The goal was to fully implement this by 2008.

Since that time different areas of the province have had involvement with rs.com and become an active participant to varying degrees. Some use the tool primarily as a central information point for families in their community, while others have a more robust involvement, utilizing the full family and worker bank and matching tool.

The network of agencies has developed as agencies and communities have come together to share their experience in this process. In this evolution, it was also necessary once the grant was completed, to implement fees to ensure that the technological support remained in place. Therefore each community pays a fee to be part of the network, regardless of how the individual community utilizes the tool. This has allowed for a consistent "branding" to be in place across the province related to respiteservices.com.

# Creating Community Connections

“respiteservices.com working together to facilitate respite options that empower individuals with differing abilities and their families to lead active and rewarding lives”

The objectives of respiteservices.com are:

- To develop a comprehensive respite system across Ontario.
- To provide a central point for information on respite services and the access process for families of children and adults requiring respite options.
- To facilitate the connection to various respite options for individuals, which match their identified needs.
- To connect families to workers who are interested in providing respite care.
- To work collaboratively with host agency providers and other service providers to enhance the respite services available.

Information and links include:

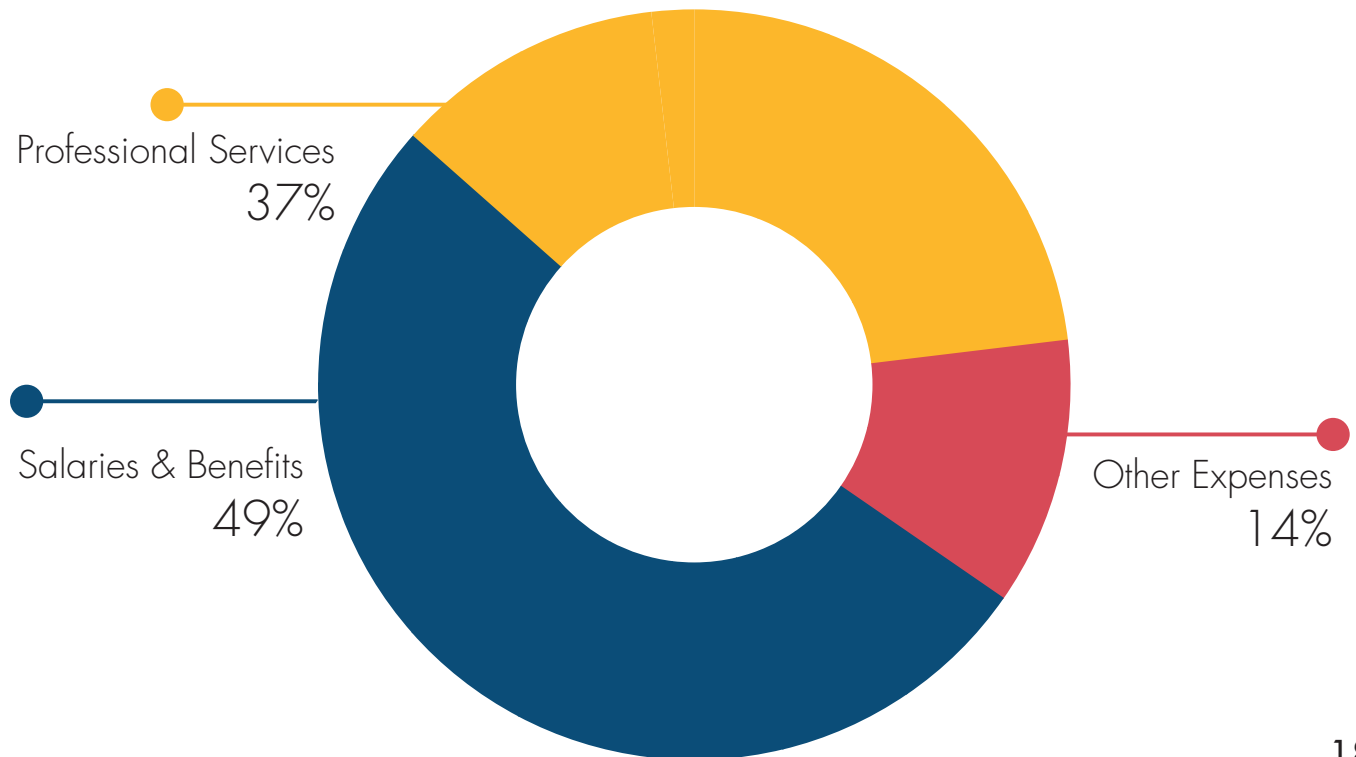
- Respite Service providers and Respite Options
- How to access respite services in local communities
- Events and Training Opportunities
- Funding Sources
- How to connect with workers and families through the Workerbank Database

# financials

Each host agency is responsible to pay an Annual Hosting Fee of \$2000 for their community respiteservices.com website. Their Annual Hosting Fee contributes to the overall health of the website which would include development & testing of improvements, training & support for community site coordinators, the Website Administrator role & server hosting.

There is no cost to the user accessing the respiteservices.com website.

Salaries & Benefits - \$34,936  
Professional Services - \$25,810  
Other Services - \$9,867








website figures

*\*stats April 2013 - March 2014*

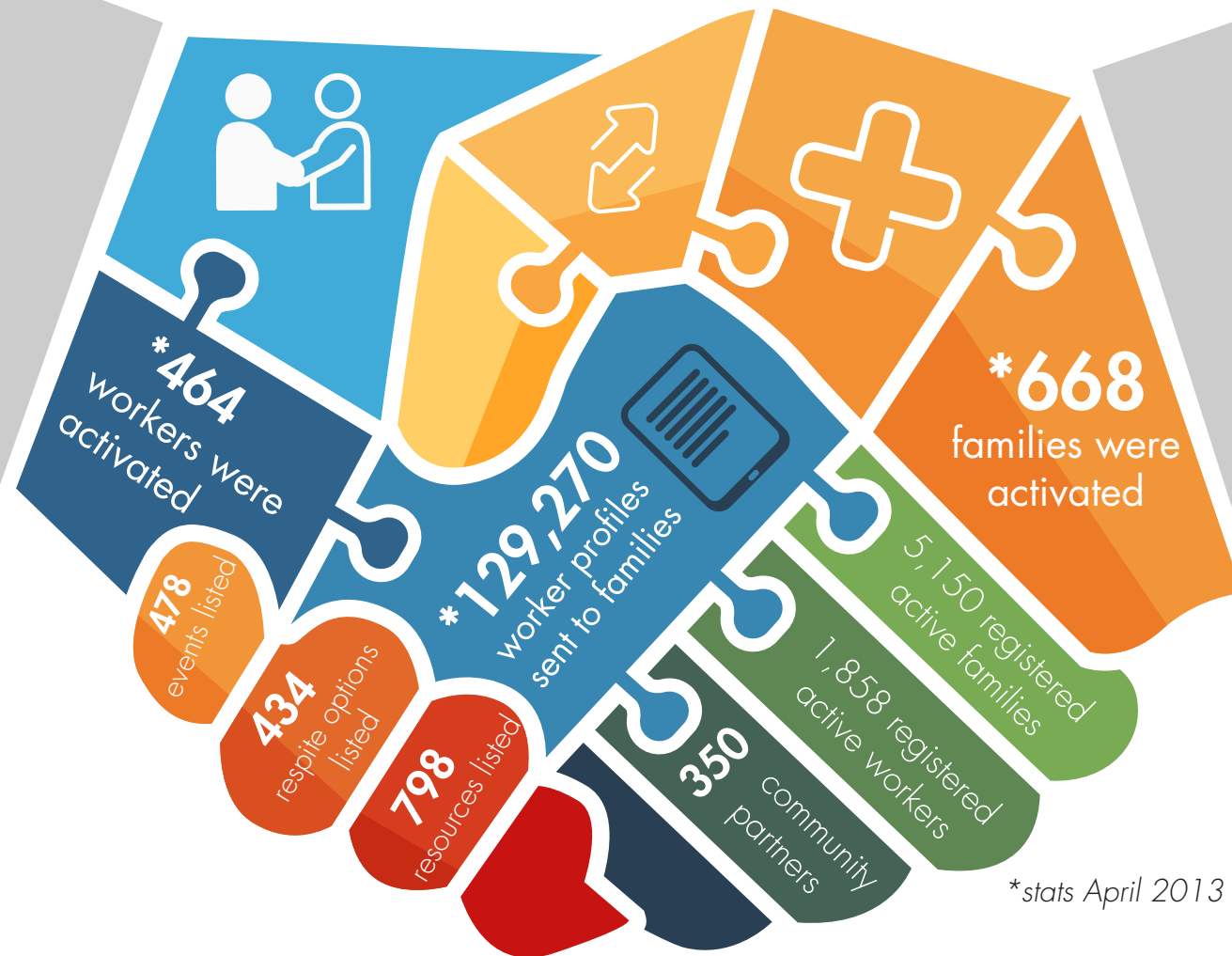
The workerbank database is an **integral** part of [respiteservices.com](http://respiteservices.com). This Program was initially developed through a partnership between Geneva Centre for Autism and Bloorview MacMillan Children's Centre in 1990.

The workerbank database has also been referred to as the CHAP (Community Helpers for Active Participation) Program.



“Respite means knowing that  
our son is able to get some time  
away from his parents in a  
nurturing environment where  
he can gain independence and  
build self-confidence”

# the database connection



*\*stats April 2013 - March 2014*



**more** than **700,000** profiles have been sent to families through the workerbank database over the last 10 years...



**27** active Ontario communities  
**5,150** registered families  
**1,858** registered workers  
**350** community partners

where do **you** fit in?

... we need **you** to be a part of it

Now's the time to get involved.

If you're...

A family or individual who needs **support**...

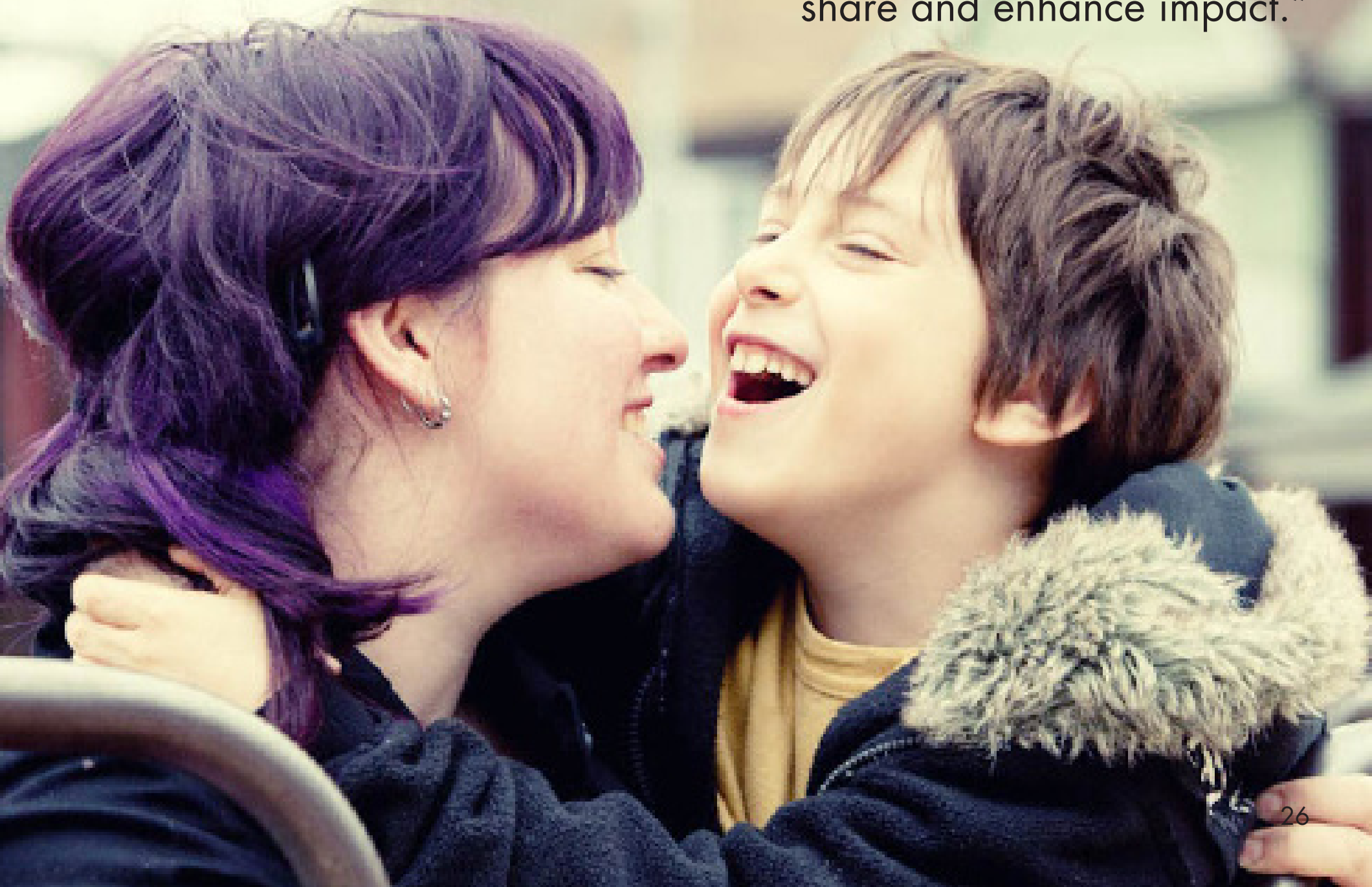
A worker wanting to expand your work **experience**...

An agency looking to expand their service **options**...

We want to work with **you**.

**Connect with [respiteservices.com](https://respiteservices.com)**

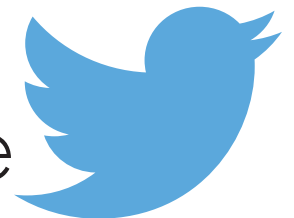
"respiteservices.com is founded on  
diverse partners coming together to learn,  
share and enhance impact."



ontario@respiteservices.com



twitter.com/ontariorespite



facebook.com/respiteservices



The [respiteservices.com](http://respiteservices.com)  
network gives you a  
variety of respite options.  
**Explore them.**



For more information about respite options and how to get connected  
with a workerbank database in your community,  
visit [www.respiteservices.com](http://www.respiteservices.com).



