



provincial respite services network

annual report

april '14 - march '15

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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

Dear Stakeholder,

Respiteservices.com is recognized by families, agencies and Ministry as the go to web-based tool for respite services and supports for children, youth and adults since 2002. In 2005, respiteservices.com began to expand its reach into communities across Ontario. Respiteservices.com connects families and individuals with workers, providing successful respite opportunities as well as provided important information regarding respite supports across the province of Ontario.

2014 was a year of refreshment and growth for respiteservices.com. As planned for in the 2014-2017 Strategic Plan, respiteservices.com is positioning itself to encompass the provision of a variety of supports in addition to respite services to a more diverse population. To accommodate this enhancement a website refresh was undertaken. Increased interest in the website led to expansion into additional communities in both Ontario as well as Nova Scotia.

What can you expect in 2015/2016? As part of the ongoing refresh respiteservices.com website will broaden its service scope. This will necessitate a rebranding of the overall website and a repositioning of respiteservices.com as one arm of the web-based tool specific to respite services and supports. Individuals and families can look forward to seeking information about a wider range of services and supports under an umbrella that is inclusive of all people regardless of age and ability.

In the meantime, we are very proud to announce the launch of the redesign of respiteservices.com. We invite everyone to visit www.respiteservices.com. Users of the site will enjoy improved access which will ensure searching for supports is even quicker, more efficient and easier to navigate.

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.

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 (PRSN)

Geneva Centre for Autism

Founded 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

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:

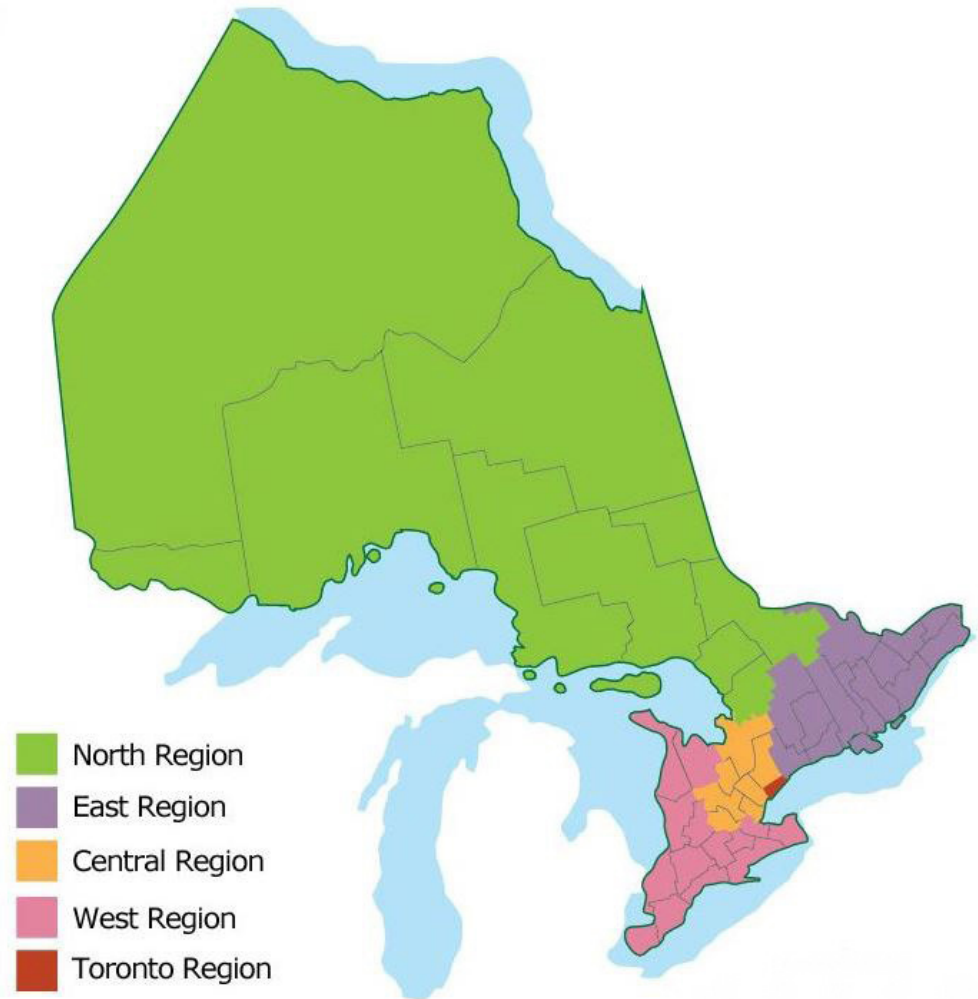
- Advocacy: Messaging, representing rs.com, advocating for respite workers to get appropriate training from other service providers.
- Delivery Models: Identifying and sharing best practices related to respite including strategies to move beyond respite to promote broader support to participate in life/community, 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

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

2014-2017

strategic priorities & goals

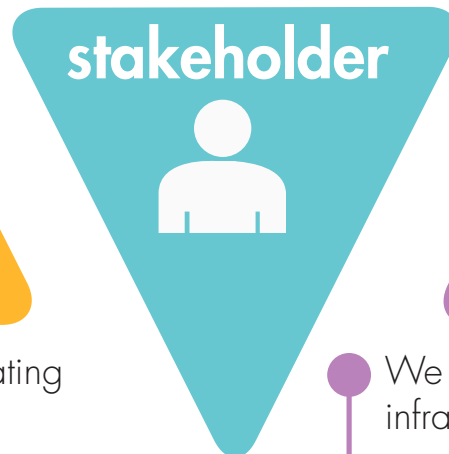
We will increase the operating budget through diversified revenue sources.

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



We will 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.



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.



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 2015-March 2016 Annual Report

respiteservices.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.

Geneva Centre for Autism, as a multi service agency and the host agency for rs.com in Toronto, led 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 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 an annual 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:

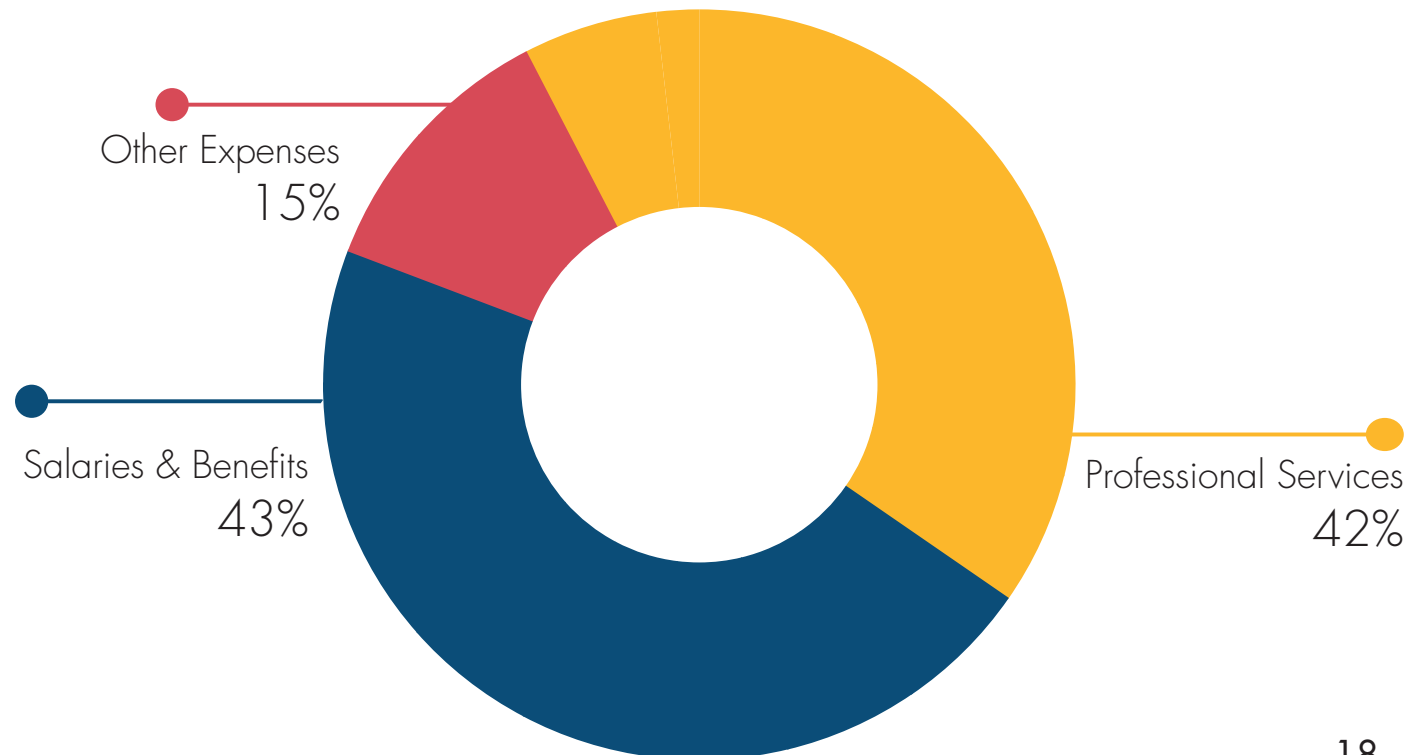
- Respite Service providers and Respite Options
- How to access respite services in local communities
- Events and Training Opportunities
- Funding Sources
- How to connect with workers and families through the Workerbank Database

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 includes development & testing of site 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 - \$34,570
Professional Services - \$34,177
Other Services - \$12,410



486,216 page views



119,224

unique sessions

(A session is the period time a user is actively engaged with the website)



7,892 unique visitors in 30 day period

47.7%
visitors found site organically



4.08
pages viewed per session

49.8%
of visitors were new to the site



33.53%
bounce rate (single page visits)



***9,998**
individuals 0-18 yrs of age have accessed service



63,547
users accessed the website

***4,796**

individuals 18+ yrs of age have accessed service

5,441

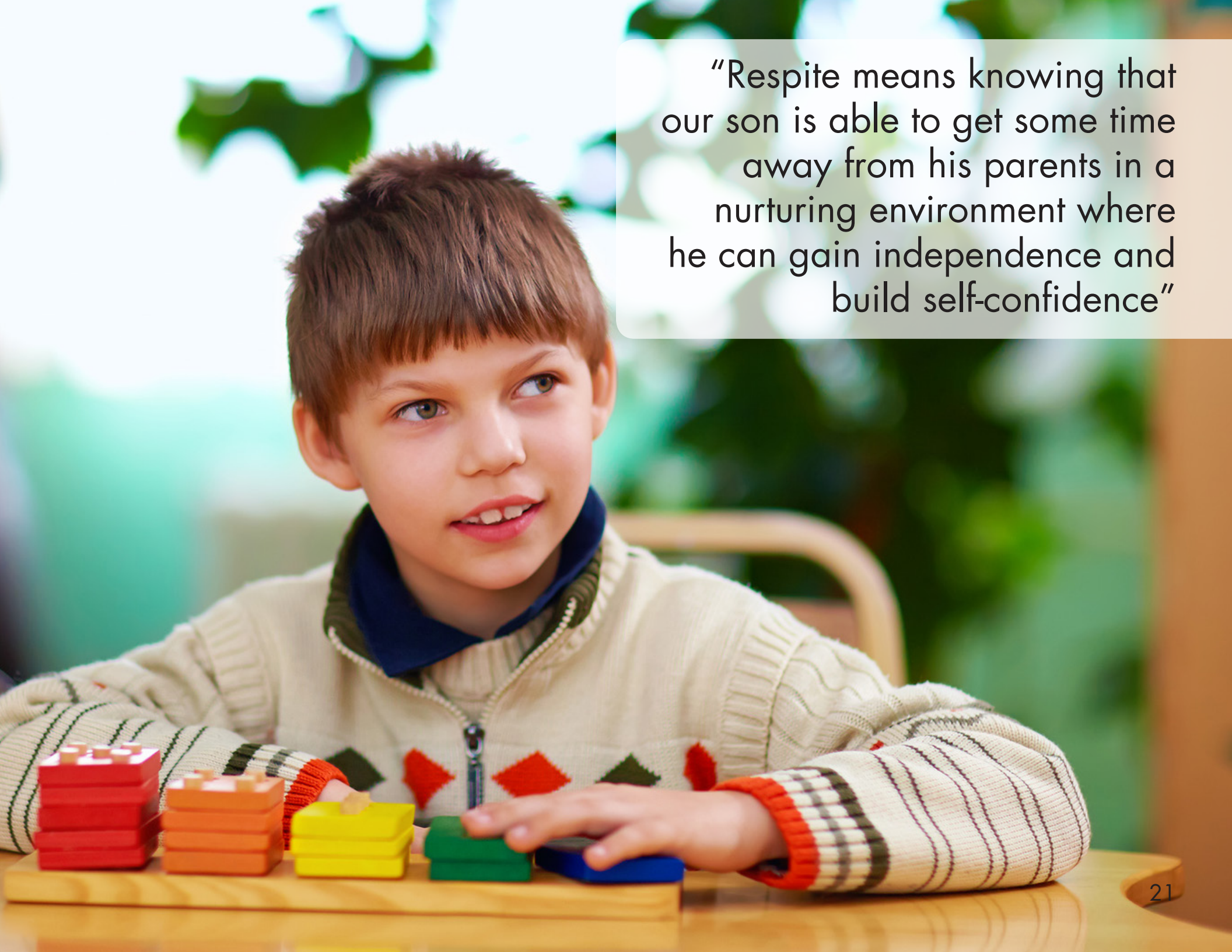
site visits from 12 other Canadian provinces

website figures

**up until March 31 2015*

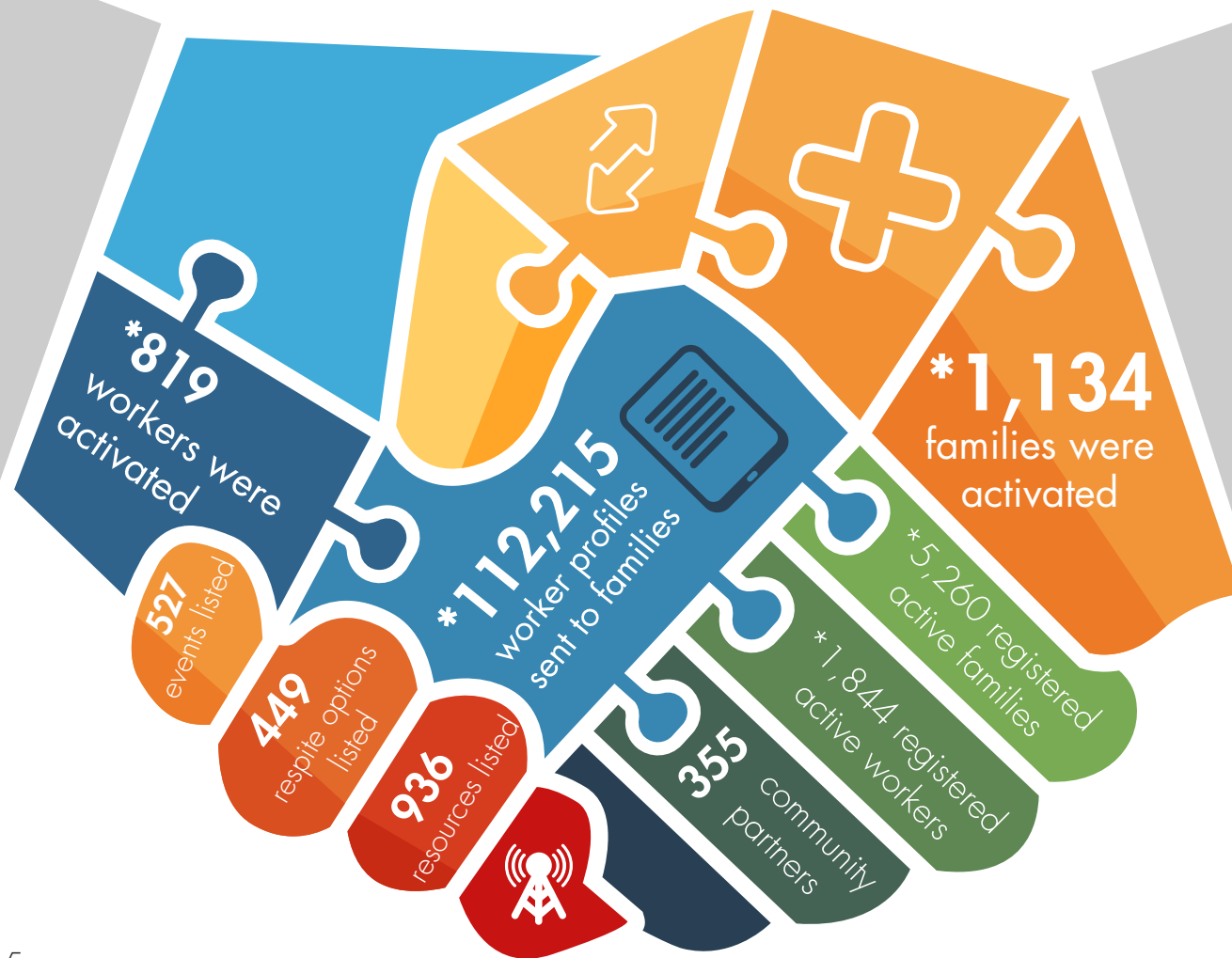
The workerbank database is an **integral** part of respiteservices.com. This program was initially developed through a partnership between Geneva Centre for Autism and Bloorview MacMillan Children's Centre in 1990.

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



*April 2014 - March 2015

801,200

profiles have been sent to
families through the workerbank database over
the last 10 years...



6,960 registered families
3,877 registered workers
29 active communities
355 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

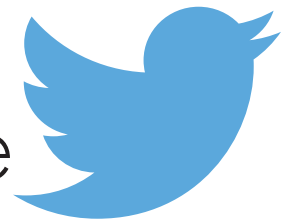
A close-up photograph of a woman and a young child. The woman, on the left, has dark hair and is smiling warmly, looking down at the child. She is wearing a light green top. The child, on the right, has dark hair and is laughing joyfully, showing their teeth. They are wearing a light-colored button-down shirt. The background is a soft, out-of-focus yellow.

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

ontario@respiteservices.com



twitter.com/ontariorespite



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The [respiteservices.com](https://www.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.