

***respiteservices.com***

*"Creating Community Connections"*

**AND**



# **Parent and Caregiver INFORMATION PACKAGE**

copies available on [www.respiteservices.com/york](http://www.respiteservices.com/york)

# Welcome to *respiteservices.com*

## WHAT IS *respiteservices.com*?

*respiteservices.com* is a family support service, funded by the Ministry of Community and Social Services, that offers information on temporary relief from the physical and emotional demands involved in caring for a family member with a developmental and/or physical disability.

*respiteservices.com/york* enables families to access respite services in York Region by offering:

- a) registration with the CHAP Program
- b) information and links regarding respite services in York Region including funding, events and community resources
- c) other support worker options including out-of-home respite opportunities (contact the YSSN Respite Access Facilitator at 905-898-6455 for more information)

*respiteservices.com York Region* is hosted by York Support Services Network (YSSN) at 240 Edward St., Unit 3 • Aurora, ON • L3G 3S9



*respiteservices.com/york*  
240 Edward St., Unit 3 • Aurora, ON • L3G 3S9  
905 898 6455 ext. 2247 or 2575; or toll free 1 888 695 0070  
• Fax 905 898 1171

# CONGRATULATIONS ON REGISTERING WITH THE CHAP PROGRAM!

Welcome to the CHAP Program! This Manual has been created to assist you in maximizing your CHAP experience. Please do not hesitate to contact your CHAP co-ordinators should you have any questions.

## WHAT IS CHAP?

The CHAP (Community Helpers for Active Participation) Program facilitates the connection between families and CHAP workers via the family and worker database. The program creates greater opportunities for all family members to live actively and to participate in community activities while allowing caregivers time for themselves. There is **no charge** for the use of the CHAP registry.

The CHAP program recruits qualified workers who are interested in supporting persons with developmental disabilities, including autism and/or physical disabilities. This support may take place in the family home and/or in the community. **Persons interested in becoming CHAP workers must submit to the Respite Registry Co-ordinator an application outlining their experience, interests and availability, a resume and two reference letters. Each candidate must also have a Police Reference Check conducted. Potential workers are then individually interviewed by the RRC and must attend a CHAP Orientation session prior to being added to the CHAP worker registry.**

The CHAP worker registry consists of currently available workers of varying ages and experience. Many workers are students or recent graduates who join CHAP to gain valuable experience. CHAP workers vary in their skills and availability. They **should not** be considered trained therapists but **should be** considered for part-time parent relief, one-to-one work with clients within the community and/or carrying out programming with the client which is designed and monitored by the family or another service provider.

Joining the CHAP family registry does not guarantee parents will find a suitable worker. Should parents recruit a worker through their schools, churches, libraries and/or community/recreation centres, CHAP encourages families to have the person screened by the CHAP coordinator and for that person to attend a CHAP Orientation session.

## **KAREN DELONG, Respite Registry Coordinator (RCC)**

Karen Delong has been coordinating the York Region branch of [respiteservices.com](http://respiteservices.com) and the CHAP Program since its inception in 2002.

Karen maintains the integrity of the [respiteservices.com](http://respiteservices.com) York Region website, the CHAP Worker Database and the Family Registry. Karen screens and trains all new worker applicants, provides assistance with matching and updating profiles and profile log on information.

Karen also provides community outreach and education at venues such as Information Fairs, CHAP Family and Worker Meet & Greets and informal meetings with stakeholders.

You can contact **Karen** at 905 898 6455 ext. 2247 or at [kdelong@yssn.ca](mailto:kdelong@yssn.ca)

## **MEGAN FACECCHIA, Respite Registry Assistant**

Megan Facecchia has been with [respiteservices.com](http://respiteservices.com) since 2009 and works one day per week (Thursday) for the CHAP Program.

Megan processes and matches new and modified family profiles, maintains the 90 days classified ad program including family notifications, administers CHAP surveys and assists at Information Fairs, CHAP Family and Worker Meet & Greets and evening Worker Orientations.

You can contact **Megan** at 905 898 6455 ext. 2575 or at [mfacecchia@yssn.ca](mailto:mfacecchia@yssn.ca)



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240 Edward St., Unit 3 • Aurora, ON • L3G 3S9  
• Fax 905 898 1171

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We hope you find this Manual helpful in maximizing your success with the CHAP Program. Please do not hesitate to contact either Karen or Megan at 905 898 6455 ext. 2247 or 2575 should you need assistance.

## **HELP CHAP HELP YOU!**

# **CHAPTER ONE**

## **LOG-ON INFORMATION**

# CHAPTER ONE

## Logging-on to respiteservices.com

**Login and Password** – Each Family registered to respiteservices.com is assigned a login and password. The website log-in allows families to access their *Notifications* where they can retrieve their matched worker profiles, *Manage* their family registration to make changes to their profile. *Update* their classified ad every 90 days and *Change* their password should they need to activate a new password.

If you have chosen to receive worker profiles through e-mail notification you have received the following e-mail message:

*Congratulations, you are now successfully registered to respiteservices.com. To view your Family Profile, to make changes, or to update your information please visit [www.respiteservices.com](http://www.respiteservices.com) and login using your username and password.*

*Username:-----*

*Password:-----*

It is important to save your username and password in order to log-on to the respiteservices.com website. Please note this information on the label located on the back of the enclosed *respiteservices.com* mouse pad.

## Accessing Worker Profiles

If you have requested to receive profiles via e-mail and a worker match has been made, you will be e-mailed the following message:

*“You have new Worker Matches available at respiteservices.com. Please visit respiteservices.com to log into your Profile and view your new Worker matches.”*

After logging on to respiteservices.com, check your **Notifications** in order to **Select** the worker profiles that you wish to **View**.

By using your login and password on [www.respiteservices.com](http://www.respiteservices.com) website, you will also be able to access your Family Profile to make changes to your registration, to register a sibling or to register in another Ontario community if you are moving or if you require a worker while you are away in another part of Ontario. Each sibling profile will be managed separately, as will each Family Profile for the different communities.

## Troubleshooting

If you experience difficulty navigating the [respiteservices.com](http://respiteservices.com) website or if you are not sure where to find the worker classified ads or other respite options or you do not know how to log-on to retrieve your matched CHAP profiles FREE information sessions can be arranged.

One-on-one sessions are held at York Support Services Network (YSSN) at either the Aurora location: 240 Edward Street, Unit 3, or the Markham location: 50 McIntosh Drive, for any family users interested in learning more about the [respiteservices.com](http://respiteservices.com) website.

Please contact Karen Delong, [kdelong@yssn.ca](mailto:kdelong@yssn.ca), or 905 898 6455 ext. 2247 to book a session.

## What's My Status?

### ***Active Status***

A family currently in need of a respite worker and whose profile and classified ad is up-to-date is considered to be in **Active Status**. When in Active Status, worker profiles matching a family's requirements are forwarded to the family as well as e-broadcasts regarding pertinent special events, information fairs and community information.

### ***Inactive Status***

A family not currently looking for a worker (for example, have hired a worker and their respite needs have been met) or a family not ready to hire (for example, waiting for funding approval) should contact the CHAP Co-coordinator who will place their registration in **Inactive Status**. Also, a family who has not updated their profile and their classified ad on or before the 90 day expiration period is placed in **Inactive Status**.

**An Inactive family registration remains in the CHAP database.** However, the registration is no longer matched with worker profiles and the families do not receive e-broadcast messages.

If a family's respite needs change (for example, they again require a worker) they can log-on and update their profile and classified ad. Notification of their update will be received and they will be returned to **Active Status**. A new search of the worker database will be made and, if applicable, a matched worker profile notification will be sent to the family.

**Maintaining an up-to-date family status helps the CHAP coordinators keep the database current, efficient and cost effective.**



# **CHAPTER TWO**

## **YOUR FAMILY PROFILE**

# CHAPTER TWO

## YOUR FAMILY PROFILE

To maximize your success with the CHAP program, the bolded areas in this example of a family profile denote areas of special importance that should be completed upon registration and kept in a current status.

### Parent / Caregiver Contact Information

Name : John Testfamily

**Home Phone Number : 555-1345**

**Alternate Phone Number :** (if applicable)

Fax Number :

**Email Address : jtestfamily@abc.com:**

Family ID # : 9463

Individual ID # : 9675

**Street Address : 102**

**Somewhere St.**

**Apartment / Unit :**

**City / Town :**

**Newmarket**

**Postal Code : L3Y 3Y7**

**Main Intersection :**

**Davis & Yonge**

### Individual Information

Name : John Jr. Testfamily

Date of Birth : December 12, 1989

Gender : Male

Age Category : Adult 22-30

**Comments / Hobbies / Interests : Very sociable, likes to go out to community events.**

Address same as parent  
/ caregiver

**Diagnoses : Challenging Behaviours, Autism/Pervasive Developmental Disorder (PDD)**

**Other Needs :**

**Support Required : Personal Care (toileting)**

**Preferred Spoken Languages: English**

**Worker Gender : Male, Female**

**Rate of Pay : Negotiable**

**Requires Driver's License? : No**

**Requires Vehicle during support? : No**

**Worker Duties / Activities : Help with independent living skills (budgeting, grocery shopping, transit training, community activities etc.). Recreational activities in the community.**

**Morning : Any**

**Afternoon : Any**

**After School :**

**Evening : Tuesday,**

**Thursday**

**Saturday :**

**Afternoons, Evenings**

**Classified Ad:** Description of Individual: Adult male, 25 years old, with high functioning autism. Enjoys the mall, movies, and computers.

**Worker's Role:** Act as a friend, model appropriate social behaviour. Help with independent living skills (budgeting, grocery shopping, transit training, community activities etc.). Recreational activities in the community We are flexible with our schedule. Rate of pay \$15.00+. Transportation costs will be covered by family.

**Availability : Mornings - Any day Monday to Friday**

**Afternoons - Any day Monday to Friday**

**Evenings - Tuesday, Thursday**

**Saturday - Afternoons, Evenings.**

# **CHAPTER THREE**

## **ALL ABOUT WORKER RECRUITMENT**

## CHAPTER THREE

### All About Worker Recruitment

CHAP workers are recruited through newspaper and web-based ads, college Job Fairs and word-of-mouth. Interested candidates contact the CHAP office and undergo the following steps to become a registered CHAP worker.

- meet with the CHAP Co-coordinator for an intake interview and complete the application forms.
- provide an up-to-date resume, a current *Vulnerable Sector Screening* (the type of police check needed when working with disabled populations) and two letters of reference
- attend a mandatory Orientation session

Workers registered with CHAP are not CHAP Program employees. They are considered self-employed, independent contractors who contract their respite services to the parent/guardian who hires them. Terms of employment such as hours, rate of pay, (average rate \$18.00 per hour), duties to be performed, etc., are negotiated between the family and the worker.

The CHAP worker registry is continuously changing due to workers being hired by families, addition of new worker profiles and/or inactivation of worker profiles due to non-contact. All workers are required to update their profile and classified ad every ninety days in order to remain in Active status on the registry. An abbreviated example of a Worker Profile is attached and pertinent information for families has been highlighted.

## Abbreviated Worker Profile Sample

Status : **Active**

Worker ID # : **2233 use this to request profiles**

Name : Jane Testworker

**Email Address** : [jtestworker@abc.com](mailto:jtestworker@abc.com) ←use this to contact worker in addition to phone number

Gender : Female

Occupation : university student

**Education / Training** : currently in 3rd year York University psychology major, some training in verbal behaviour therapy, various ASD workshops

**Related Experience** : Autism/Pervasive Developmental Disorder (PDD), Physical Disability, Developmental Disability, Challenging Behaviours

**Types of Support** : Behavioural, Applied Behaviour Analysis (ABA), Speech & Language / Communication, Crisis Prevention & Intervention (CPI), Personal Care (toileting), Physical

**Community Region :**  
**Central**

Main Intersection : Main St. & Davis Dr.

**Phone Number** : 905 898 6455 x.247 ←use this to contact worker in addition to email:

**Other Experience::** Camp counselor for children with special needs/autism.

Non-verbal communication methods i.e. PECS

**Skills / Strengths::** patient, friendly, reliable, problem-solving skills

Comments / Hobbies / Interests : movies, music, outdoor activities, swimming. I play the piano.

**Additional Notes** : I prefer non-smoking homes

**Valid Driver's License:** Yes

**Willing to use own vehicle for respite support?** : Yes

Spoken Languages:: English

Other languages spoken (not listed above) : understands Italian but does not speak fluently.

First Aid Expiry Date :  
August 10, 2013

CPR Expiry Date : August 10, 2013

Crisis Prevention  
Intervention Expiry Date :  
January 1, 2014

**Classified Ad Posted** : Yes

**Worker Availability is noted below↓**

**Education and Experience::** I am a female university student studying psychology. I have several years experience working in a camp environment, including working 1:1 with children with autism. I am patient, caring, enthusiastic and hard-working. I am CPR and First Aid certified and I have access to a reliable vehicle for community outings.

**Availability** : Evenings - Wednesday, Friday

After School - Wednesday, Friday

Saturday - Afternoons, Evenings

**Before School :**

Morning :

Afternoon :

After School : Wednesday, Friday

Evening : Wednesday, Friday

Overnight :

Saturday : Afternoons, Evenings

Sunday :Created On :

February 28, 2013 Expires  
On : May 28, 2013

# **CHAPTER FOUR**

## **HIRING A RESPITE WORKER**

## CHAPTER FOUR

### Hiring A Respite Worker

#### **What Do We Need?**

Identifying your needs prior to hiring is most important in achieving a good fit between your family and your respite worker. Start by asking yourself some question:

- What do I need/want the worker to do with my son/daughter?
- What days/times do I require a worker?
- Can I be flexible with this schedule?
- Will the worker be administering medication?
- Do I want a non-smoker?
- Do I need a worker with a license?
- Do I need a worker with his/her own vehicle or is a family car available?
- Do I have a preference for the worker's gender?
- Will I require that the worker have first aid and/or CPR?

#### **When You Are Ready to Hire.**

Contact the CHAP Program when you have a good sense of you and your family's needs, you are emotionally **ready to hire** a worker and, if applicable, you have received notification of funding approval.

When using CHAP **do not expect to hire immediately** as you will need time to contact, interview and hire the CHAP worker. The wait period depends on how much time you and the worker(s) require to accomplish these steps.

**CHAP is not an emergency respite option.** For emergency assistance please contact the YSSN Respite Access Facilitator at 905-898-6455 or refer to the *Other Support Worker Options Guide* enclosed in this package.

#### **Where to Look for a Worker.**

##### **CHAP Matching Program:**

When you register with the CHAP Program, a search of the CHAP worker database is completed and profiles of suitable workers are forwarded to you in the manner requested on your family profile. (mail or e-mail notification)

## Where to Look for A Worker (cont'd)

### CHAP Classified Ad Program

CHAP classified ads for both families and workers have a proven success rate. The ads do not contain any personal or contact information, however they do offer a description of service needed (or offered in the case of workers), days and times required and any other pertinent information that can assist in finding a good match and a successful hiring.

#### Family Ad:

Families are strongly advised to complete the Classified Ad section on their on-line profiles in order to participate in this very effective matching companion. Workers review these ads on a regular basis and contact the CHAP co-ordinators to request their profiles be sent to families whose needs they feel they can satisfy.

#### Worker Ads:

Families are encouraged to regularly view the Worker Classified Ads posted on [www.respiteservices.com/york](http://www.respiteservices.com/york) under the "CHAP Program" link. Families can e-mail the worker ID numbers, shown on the ads, with a request for worker information to the CHAP co-ordinators, who will then match the profiles.

### Your Community.

Your local community can be an excellent resource for potential workers. By speaking to others, or posting an ad in your community, you may become aware of individuals that would be interested and available in assisting your family. *A sample ad is included at the end of this Chapter*

Should you find someone in the community, CHAP encourages you to have the person screened by the CHAP coordinator and for that person to attend a CHAP Orientation session.

Some locations where potential workers could work/live 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, youth groups or parent support groups
- Parks and recreation programs - current or previous camp workers
- Local newspapers, church bulletins
- Local hospitals and Long Term Care facilities



## Receiving CHAP Profiles

Families will be notified of matched CHAP worker profiles which have been found in one or all of the following methods:

- Initial registration: A search for matched worker profiles is completed for every new family profile registered.
- Worker registration: A search for matched family profiles is completed for every new worker profile registered.
- Worker Classified Ads: Families can review worker classified ads and request worker profiles.
- Family Classified Ads: Workers can review family classified ads and request the CHAP co-ordinator to send their profile to families.
- Ninety-day profile and ad update: Upon receiving notification that a family has updated their profile and classified ad a search for suitable workers is completed.
- Change in Status: Upon receiving an Inactive family's updated registration, the family is returned to Active Status, a new search is run and matched worker profiles are sent to the family.
- Information Surveys: Approximately every two years an information survey is sent to families. When the completed surveys with any updated information are received, a search for matched workers is completed.

## Initial Contact

When you receive matched CHAP worker profiles, (or have received promising leads from other sources) it is **highly recommend that you contact CHAP workers, or any respite lead, within 48 hours of receipt of their information. Respite workers are always in high demand and their availability can quickly change due to other hiring.**

When you contact the worker:

- Tell the person you have received their name from the CHAP Program (or whatever local source you used).
- Ask if he/she is still interested in doing some contract work.
- Explain when you need a worker (days and times), what you would like the worker to do and where the activities will take place (in home, in the community).
- If the person is interested then set a date and time when you can meet with them for an interview. You may not want your son/daughter at the initial interview. If so, schedule an appointment at another time so the worker candidate can meet and interact with your son/daughter and meet other family members prior to hiring.

## The Interview

What qualities should you 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

Scheduling the Interview:

- Schedule a time that is convenient for you and the potential worker.
- Don't be in a hurry – plan about an hour for each interview.
- Be prepared – have your questions ready and a list of your expectations, have a copy of your son/daughter's CHAP profile or a completed *Things You Should Know About Me* (included in this package) available for review with the candidate.
- Be specific about your needs and how you expect the respite time to be spent with your son/daughter.
- Note the candidate's interaction with your child and family during the interview in which they are involved.
- Review salary expectations such as:  
Rate of pay – varying rates may need to be considered, for example: rate per hour for behaviour management, rate for therapy or community integration or rate for when your son/daughter is sleeping and not in need of direct support.  
The average rates are between \$15-20 per hour. Rates above \$20 recognize a worker's special training/experience or a child with more complex care needs.  
Salary Details – what is the invoicing process, how will payment be made (cash/cheque) and when is the invoice/payment due (upon receipt once per week, once every two weeks, once per month).
- Discuss reimbursement of mileage, parking and entertainment costs, etc., if applicable. A worker is not expected to pay for entrance to entertainment venues or activity fees. You are responsible to cover the cost of transportation during the time the worker is with your son/daughter. An average amount would be \$0.40 per km. You are not responsible to cover the cost of a worker's transportation to and from the work place.
- Decide if a probation period is desired, length of employment (i.e. summer only, six months, long term) and when/if a worker/contract review will be conducted.
- Confirm reference information and ask the applicant for verification of professional expertise.

Stay calm and relaxed. Do not feel pressured or rushed. Remember you are the employer and you have the right to ask questions relevant to the position. You, as the parent, must be sure that the worker you hire will be a good match for your son or daughter and everyone in the family will be comfortable and accepting of the individual.

## **The Interview (cont'd)**

The interview is the time you talk about your needs, your child's needs and what you expect from a worker. Listed below are some questions and/or items you may want to ask and/or discuss.

### Sample Interview Questions:

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

Set a date and time for a second interview should it be necessary for the candidate to meet your son or daughter and other family members.

At the conclusion of the interview, advise the applicant of when you expect to make a hiring decision and that you will contact them at that time.

Once you have decided on a candidate, please call all persons interviewed and let them know your decision. Do not forget to call the CHAP co-ordinator with any hiring information (see "*Hired!*").

After the interview, check the references provided by the applicant.

## References – Things to consider

When you are hiring a person to work with your son/daughter it is important to ask for and check two or three references which should be both personal and work related. CHAP **does not** check worker references. Two reference letters are submitted at the initial interview with the CHAP Co-ordinator which can be reviewed with you upon your request.

Personal references can include an adult friend, minister or priest, a teacher or professor, or a neighbour.

Work related references can include a past or current employer/supervisor or a family for whom the applicant has babysat or supported through SSAH.

### Suggested Questions for a Reference

Introduce yourself and give the reason for your call. The following are some sample questions and suggestions for conducting a successful reference check.

- What is your relationship with the applicant?
- How long have you known (insert name of applicant)?

Describe the position for which you are recruiting and ask the reference if he/she has any concerns about the person's ability to perform such duties.

- Does (applicant's name) follow directions?
- Is (name) reliable? Punctual? Honest?

Ask the reference if there is any further information they would like to offer about (applicant's name).

## Hired!

You have interviewed the candidate, checked their references and called to offer them employment.

**At this time notify the CHAP Co-ordinator** that you have hired a worker. Please provide the following information:

- Family and child's name
- Worker's name
- Agency connection (i.e. Community Living, Kerry's Place)
- Start date
- Rate of pay
- Indication whether or not you are in need of additional workers

**It is important that CHAP is notified of all hires as it demonstrates the success and on-going need for the program.**

If you did not already do so during the interview, confirm the following with the worker prior to their start date.

### The Schedule

- Plan the day, time period and the expectations for the worker.
- What do you want the worker to do, where, and how?
- Indicate your expectations and ask the worker if he/she has any questions or suggestions.
- Is the respite time period for developmental programming, social skills training, just respite, or all of the above?
- Discuss activities. Many places in the community offer discounts on entrance fees and activities to support persons or individuals with a disability. (see "*Places to Go*")

### Rate of pay

- The rate of pay should be established at the interview and confirmed when you make an offer of employment. The method of payment (cash, cheque) should also be arranged.

### Transporting Individuals

You may request that a worker drive your son/daughter and use their vehicle.

If a worker agrees to transport ensure the worker has:

- A valid driver's licence
- Safe Vehicle
- Minimum of \$1,000,000 liability on their insurance (you may wish to speak to your insurance company for requirements)
- The worker is responsible to ensure all passengers are safe and that proper seat belts and car seats are being used. It is recommended that a First Aid Kit is kept in the car as well.

Have the worker contract and the enclosed *At A Glance – Client Profile and Checklist* completed and available to your new CHAP worker on their first day.

## **Maintaining a Good Relationship with CHAP Workers**

As well as the points previously noted, here are some issues identified by both workers and families as important things to confirm and/or discuss with the worker.

### Probationary period

There may be times when you do not 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. For example: have the candidate work one or two shifts before completing a contract.

The worker is paid the agreed wage during this period, but at anytime 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 supervise the worker's work, provide orientation, an outline of job expectations, hours of work, instruction and training on the proper use of any communication aids, assistive devices or equipment and provide any other information required to support the individual.

### Problems

Identify and discuss problems as soon as they arise. Be prepared to negotiate a solution to the problem immediately.

### Communication

Give workers advance notice of any alteration or change in yours or your son/daughter's schedule. Always keep the worker up-to-date on your son/daughter's health status or performance level. Documenting suggestions and recommendations in a Communication Book is a great tool to keep everyone informed and responsive.

### Therapy

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 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 worker in action with your son/daughter.

### Length of Agreement between Parent and Worker

If a worker decides to leave or the family no longer needs the worker's support it is important to give each other notice, usually two weeks minimum.

## **Need More Profiles?**

In some cases you may decide that the CHAP worker profiles matched to you are not suitable, or your worker may decide they are not the best match for your family. CHAP coordinators can perform another search of the CHAP worker database and will continue to send profiles of suitable candidates (as they become available) until you have hired someone.

A family may contact CHAP to request a search should their needs change and a new worker is required. They should update their on-line profile to reflect these changes and review the Worker Classified Ads. All of these methods will result in a worker search. (Please see "*Receiving Profiles*").

*Sample ad for local recruitment.*

## RESPITE WORKER NEEDED

We are looking for an enthusiastic and responsible person to work one-on-one with an individual with a disability/special need.

Description of Individual: _____ _____ _____
Worker's Role: _____ _____ _____ _____
Time: _____
Nearest Main Intersection: _____
Rate of Pay: _____
Days & Times Required _____

Contact:

---

Name

Telephone/E-Mail

This form is courtesy of the CHAP Program – York Region  
240 Edward St., Unit 3  
Aurora, ON L3G 3S9



# **SAMPLE Contract for MCSS Funded Respite**

## 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 MCSS approved time frame, beginning

\_\_\_\_\_ and ending \_\_\_\_\_. Services will be paid using the MCSS Special Services at Home 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 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

## Agreement for Services Between

---

Parent/Guardian (hereon referred to as Client)

And

---

Service Provider

The Service Provider agrees to provide support services as prescribed by the Client. Since the nature of the requested services may vary, client's plans must be discussed and agreed to by the Service Provider prior to each visit. If the requested service involves duties such as dispensing medication, assistance with personal care, management of medical conditions, and/or the use of specialized equipment, the Client agrees to provide full training prior to transferring those responsibilities to the Service Provider.

The Client agrees to pay the Service Provider as follows:

**Casual:** If the client contracts the provider on a casual basis that is for two or fewer visits per month, payment in cash for all anticipated expenses for both the person being cared for and the Service Provider must be forthcoming prior to each outing. Vehicle reimbursement at a rate of \$0.\_\_\_\_ cents per kilometre and the Service Providers fee of \$\_\_\_\_per hour must be paid to the Service Provider at the end of each visit.

I \_\_\_\_\_ the Client, will be contracting to service provider \_\_\_\_\_ on a casual basis for two or fewer visits per month commencing on \_\_\_\_\_.

**Regular:** If the client contracts the Service Provider on a regular basis, that is for three or more visits per month, payment in cash for all anticipated expenses for both the person being cared for and the Service Provider must be forthcoming prior to each visit. Vehicle reimbursement, at a rate of \$0.\_\_\_\_ cents per kilometre and the Service Provider's fee of \$\_\_\_\_ per hour will be payable after 30 days of the service being rendered.

I \_\_\_\_\_ the Client, will be contracting Service Provider \_\_\_\_\_ on a regular basis for three or more visits per month commencing on \_\_\_\_\_.

Both the Service Provider and the Client may terminate this agreement at any time preferably by giving at least two weeks notice. Any monies owing to the Service Provider for Services rendered and/or for any expenses must be paid in full on termination of this agreement.

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

# Some Things to Know About Me!

place photograph here

## An Introduction for My Respite Worker

**Date Written:** \_\_\_\_\_

**By:** \_\_\_\_\_

## Some Basic Information...

<b>My Name:</b>	
<b>Age:</b>	
<b>Date of Birth:</b>	
<b>Health Card Number (If Needed):</b>	
<b>Street Address:</b>	
<b>City of Residence:</b>	
<b>Postal Code:</b>	
<b>Telephone Number:</b>	
<b>Parent(s) Names:</b>	
<b>Addresses (If Different from Above):</b>	
<b>Parental Custody Arrangements (if applicable):</b>	
<b>Emergency Contacts (Please List):</b>	
<b>NAME</b>	<b>PHONE NUMBER:</b>
<b>Other Members of the Family You May Meet...</b>	
<b>NAME</b>	<b>AGE:</b>

## Things That I Like...

<b>To Do!</b>
<b>To Eat!</b>
<b>To See!</b>
<b>To Hear!</b>
<b>To Feel or Touch!</b>

## Things I Do NOT Like...

<b>To Do!</b>
<b>To Eat!</b>
<b>To See!</b>
<b>To Hear!</b>
<b>To Feel or Touch!</b>
<b>Types of Places/Settings:</b>

<b>I Communicate With Other People by...</b>
<b>You Can Help Me Communicate by...</b>
<b>I Deal with the Following Health or Medical Conditions...</b>
<b>You Can Help Me With These By...</b>
<b>I Might Be in Pain or Discomfort If You See Me...</b>
<b>I Can Become Anxious or Upset When...</b>
<b>Some of my Behavioural Challenges Include...</b>

<b>These Tend to Happen When...</b>
<b>The Best Way to Deal with Them Is To...</b>
<b>My Big Goals for the Coming Year Are...</b>
<b>You Can Help Me With These Goals by...</b>
<b>Not Negotiable.....</b>
<b>Other.....</b>



## AT A GLANCE – CLIENT PROFILE

<b>NAME:</b>
<b>DATE OF PROFILE:</b>
<b>DATE OF BIRTH:</b>
<b>HEALTH CARD NUMBER</b>
<b>PARENTS:</b>
<b>ADDRESS</b>
<b>PHONE:</b>
<b>EMERGENCY CONTACT NUMBER (1):</b>
<b>EMERGENCY CONTACT NUMBER (2):</b>
<b>SIBLINGS:</b>
<b>ALLERGIES:</b>
<b>MEDICATIONS:</b>
<b>FOOD/BEVERAGE/DIET LIMITATIONS:</b>
<b>ACTIVITY PREFERENCES:</b>

<b>RECEPTIVE COMMUNICATION SKILLS:</b>
<b>EXPRESSIVE COMMUNICATION SKILLS: Verbal/Augmentative/Nonverbal</b>
<b>SELF CARE SKILLS:</b>
<b>TOILETTING:</b>
<b>SLEEP PATTERNS:</b>
<b>SEIZURES:</b>
<b>BEHAVIOURS:</b>
<b>COMMUNITY AWARENESS:</b>

## **Suggested Information to Leave for Your CHAP Worker.**

- ☐ 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

# **CHAPTER FIVE**

## **FUNDING**

## CHAPTER FIVE

### Funding Programs Available to Families

#### **ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES (ACSD)**

*(Previously called Handicapped Children's Benefit [HCB])*

This is an allowance program associated with the Ministry of Community and Social Services and the Ministry of Children 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 \$450.00/month may be provided for respite care expenses to families with limited resources

#### **SPECIAL SERVICES AT HOME (SSAH)**

This is a program funded by the Ontario Ministry of Community and Social Services and the Ministry of Children and Youth Services to assist families in providing for children who have a disability within their own homes and communities.

The program is designed to assist families caring for a child who has a disability requiring support beyond the care normally provided by a family. When this is the case, the government has made a commitment to assist with costs and required support services, by supplying a range of family support services, which are not otherwise available in the community. It is not intended to duplicate existing services or fund services that are the responsibility of the education system.

SSAH is most commonly used by families to contract a respite/support worker to work with their special needs child. The worker may help the child with disabilities to develop new skills and join in community life. The worker may 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 child 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.

***For information on either program call the Ministry of Community and Social Services 905 868 8900 or toll free 1 877 669 6658 ext. 5450***

## THE PASSPORT INITIATIVE

One of the components within the Ontario government's Passport Initiative is funding. Effective April 1, 2012, for those over the age of 18, Passport funding expanded beyond Community Participation Supports to include support for Respite and Personal Development and Growth (formerly known as Special Services at Home)

The Ontario government created **the Passport initiative** to provide opportunities for individuals who have a developmental disability and who have left school to find more ways to participate in their communities.

Through Passport, participants can receive funding for activities that encourage their personal development and help them achieve their potential. Passport also helps to:

- Improve the quality of participation in the community by providing supports that focus on individual goals, work activities and community participation.
- Smooth the transition from school to life as an adult in the community
- Promote independence.
- Foster social, emotional and community participation skills.
- Promote continuing education and personal development.

The Passport initiative is intended for residents of Ontario who have a developmental disability and who:

- Have left school and would benefit from community participation supports; or
- Have been waiting for service and are in need of community participation supports; and
- Are not eligible for Ontario Disability Support Program (ODSP) employment supports.

Participants in Passport can live independently or in supportive living. Priority will be given to applicants who are living at home with their families.

Individuals who are 16-17 years of age and/or leaving school and/or adults who are not in school and seeking assistance with transition planning and community participation supports can apply directly to their regional DSO.

If you have questions or would like additional information about the Passport initiative, please contact:

### **Developmental Services Ontario**

**Tel:** 1-855-277-2121

**Email:** [dsocentraleast@yssn.ca](mailto:dsocentraleast@yssn.ca)

**Website:** [www.dsontario.ca](http://www.dsontario.ca)

# **CHAPTER SIX**

## **RECREATION**

# CHAPTER SIX

## Recreation

### **Access 2 Entertainment Card**

The Access 2 Entertainment Card is a program administered by Easter Seals ([www.easterseals.org](http://www.easterseals.org)). Below are some frequently asked questions about the Access 2 Entertainment Card. Additional information and application forms can be found at [www.easterseals.ca](http://www.easterseals.ca).

### **What is the Access 2 Entertainment Card?**

The Access 2 Entertainment card allows persons with a disability to receive either free admission or a significant discount for their support person at member movie theatres and attractions across Canada.

### **How does the card work?**

Present the Access 2 Entertainment card when purchasing tickets with your support person at participating movie theatres and attractions. The individual with the disability pays regular admission and the support person receives his or her admission free or at a significant discount.

### **Where can the Access 2 Entertainment Card be used?**

The card can be used at Cineplex Entertainment, Empire and Landmark theatres, the Toronto Zoo, the Art Gallery of Ontario, Casa Loma, the CN Tower, Ontario Place, the Ontario Science Centre and the Royal Ontario Museum. For a full list of locations that accept the card, please contact Easter Seals.

### **Who can apply?**

Persons with a permanent disability who require a support person when attending a movie or other attraction are eligible to apply for the card. There are no age restrictions. The applicant (or guardian) must agree to follow the terms and conditions (which can be found on the application form) when using the card.

### **Who is a support person?**

A support person is an individual who accompanies a person with a disability to provide services that are not provided by employees at the theatre or attraction, such as assisting the person with eating, administering medication, communication need and use of the facilities.

### **What is the cost?**

There is a \$20 administration fee. However the card is valid for 5 years.

### **How does one apply?**

To apply for the Access 2 Entertainment card, you must complete the application form available at [www.easterseals.ca](http://www.easterseals.ca).



## Recreation (cont'd)

### **Inclusive Recreation Programs**

Local municipality offices are a great source of information regarding inclusive recreation offered at arenas, pools and community centres.

### **E-Broadcasts**

Families in *Active Status* will receive e-mail messages regarding upcoming pertinent community events, information fairs, special events and programs offered by other respite agencies.

### **respiteservices.com**

respiteservices.com is a great resource for information regarding programs and/or events offered in York Region.

# **CHAPTER SEVEN**

## **OTHER SUPPORT WORKER OPTIONS**

## CHAPTER SEVEN

### Other Support Worker Options

As referred to in Chapter Four, Hiring a Respite Worker, the following is a list of other respite options available to families in the York Region area. **It should be clearly understood that these are private service providers and no particular agency or program is being recommended.**

#### PRIVATE AGENCIES:

**Core Support Group Inc.** – *Core Support Group provides flexible relief staffing support to community care agencies, residential group programs, shelters, hospitals, early education child care centres, and families, managing children, youth, and adults.*

Telephone: 905-303-5389

E-Mail: [jpeterkin@bell.net](mailto:jpeterkin@bell.net)  
[csg@bell.net](mailto:csg@bell.net)

Rate Information: Please call for current rates.

**Jodal Health Care Inc.** – *Jodal Health Care Inc. since its inception has been synonymous with outstanding achievement in health care services, providing staffing for Nursing homes, Group homes, Hospitals, respite care and day programs for children, youth and adult with multiple disabilities, and complex medical needs.*

Telephone: 905-895-8500  
Website: <http://www.jodalhealthcare.com>  
E-Mail: [jodalh.c@on.aibn.com](mailto:jodalh.c@on.aibn.com)

Rate Information: Please call for current rates.

**Freedom Support Services** – *specializes in placing relief staff in the Social Service and Health Care Fields.*

Telephone: 416-630-3074  
24 hour pager: 416-329-4394  
Website: [www.freedom-support.com](http://www.freedom-support.com)  
E-Mail: [fss@freedom-support.com](mailto:fss@freedom-support.com)

Rate Information: Please call for current rates.

**Leaps & Bounds** – *respite service is accessible for children, adolescents and adults with a wide variety of needs.*

Telephone: 905-727-2273  
Website: [www.leapsandboundsservices.com](http://www.leapsandboundsservices.com)  
E-Mail: [deanna@leapsandboundsservices.com](mailto:deanna@leapsandboundsservices.com)

Rate Information: Please call for current rates.

## **PRIVATE AGENCIES (cont'd)**

**Dorvict** — *provide support services to children and adults with autism and challenging behaviours.*

Telephone: 705-727-0287(Barrie); 416-661-1740 (Toronto)  
Toll free: 888-824-3804  
Website: [www.dorvict.com](http://www.dorvict.com)  
E-Mail: [barrie@dorvict.com](mailto:barrie@dorvict.com); [info@dorvict.com](mailto:info@dorvict.com)

Rate Information: \$20.00 per hour with a four hour minimum

**Inner Stages** — *provides services to youths*

Telephone: 416-315-6493  
Website: [www.innerstagesconsulting.org](http://www.innerstagesconsulting.org)  
E-Mail: [support@innerstagesconsulting.org](mailto:support@innerstagesconsulting.org)

Rate Information: \$20.00 per hour with a four hour minimum

**wm+a** — *provide short and long-term support for children, youth and adults with autism and developmental challenges,*

Telephone: 416-367-5968 24 hour on-call service  
Website: [www.wmanda.com](http://www.wmanda.com)  
E-Mail: [info@wmanda.com](mailto:info@wmanda.com)

Rate Information: \$27.00 to \$28.00 per hour (depending on client's needs and nature of service)

**A Helping Hand Always Inc.** — offer in-home customized one-to-one support for children and adolescents with Special Needs

Telephone: 416-877-4357 (Toronto & GTA)  
705-770-5700 (Barrie & surrounding area)  
Website: [www.ahelpinghandalways.com](http://www.ahelpinghandalways.com)  
E-Mail: [info@ahelpinghandalways.com](mailto:info@ahelpinghandalways.com)

Rate information: \$28.50 plus tax.

**The Village Inc.** - Supporting families and educating children with Autism Spectrum Disorders.

Respite is an opportunity for you as a primary care-giver to have a planned, short break from the everyday responsibilities of caring for your child.

Our respite program can take place in your home, in the community or at The Village.

Respite Workers are responsible for ensuring the safety of each child, fulfilling their basic daily needs, and taking opportunities to provide Natural Environment Teaching during unstructured time.

Telephone: 905-553-2485  
Website: [www.thevillagebto.com](http://www.thevillagebto.com)  
E-mail: [info@thevillagebto.com](mailto:info@thevillagebto.com)

Rate information: \$27 per hour

## **Other Support Worker Options**

### **Autism**

[www.abacuslist.ca](http://www.abacuslist.ca) (non-profit) –

Provides a listing of Autism ABA providers serving Ontario

[www.autismontario.com/spirale](http://www.autismontario.com/spirale)

Assists families in finding professional services, such as ABA, for their child or youth with ASD.

### **Physical Disabilities**

[www.cilt.ca](http://www.cilt.ca) Centre for Independent Living (non-profit)

Provides assistance to adults with the routine activities of daily living. (on-line registration)

[www.dimes.on.ca](http://www.dimes.on.ca) Ontario March of Dimes

Provides home care through an outreach attendant service for adults over 16 years old who are physically disabled.

[www.psno.ca](http://www.psno.ca) Personal Support Network of Ontario

Free job post for positions available to PSWs. To post a job simply email the job ad to membership@psno.ca - posting is FREE!

[www.pswregistry.org](http://www.pswregistry.org)

The Ontario PSW Registry is a central database of Personal Support Workers and individuals that provide personal support services in Ontario. The database includes PSWs employed in various care settings, including home care, long-term care, retirement homes, and hospitals.

The public will be able to use the Registry to verify important information about a PSW, including whether he/she is registered, and his/her educational and training credentials. Personal support services clients and their families will be able to use this information to direct their own care.

### **Medically Complex**

[www.ccac.on.ca](http://www.ccac.on.ca) Community Care Access Centre

Your Community Care Access Centre (CCAC) connects you with the care you need, at home and in your community

### **Miscellaneous**

[www.canadiansitter.ca](http://www.canadiansitter.ca) (for-profit)

Register on-line to search the database of available childcare and/or babysitters

[www.helparoundthehouse.ca](http://www.helparoundthehouse.ca)

Search and/or post jobs for caregivers (no cost)

[www.kijiji.ca](http://www.kijiji.ca)

Search and/or post jobs for caregivers (no cost)

[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Search and/or post jobs for caregivers (no cost)

\*Note: most recent version can be found on [www.respiteservices.com/york](http://www.respiteservices.com/york) under Resources

***In providing the above information it should be clearly understood that these are private service providers and no particular agency or program is being recommended.***

# **CHAPTER EIGHT**

## **GETTING AROUND**

## CHAPTER EIGHT

### Getting Around – Special Needs Transportation Options

The following is a list of companies that supply special needs transportation.

**Wheels on Wheels Transport (WOW)**

Phone: 905 640 8444

-only serves students connected with York Region School Boards

**Burt's Transportation Service Ltd.**

Phone: 905 832 1900 or 416 282 4869

-located in Vaughan, serves Newmarket area 7:00am – 5:00pm

**WheelChair Accessible Transit Inc.**

Phone: 416 884 9898 [www.wheelchairtransit.com](http://www.wheelchairtransit.com)

-service throughout Ontario

**Mobility Plus – York Region Transit**

Phone: 905 762 2112

-need to complete an application form. Rides must be arranged in advance.

**ADAPT**

Phone: 905 868 9523

-located in Newmarket

**Ace Taxi**

Phone: 905-237-4755

**Royal Taxi**

Phone: 905-669-0000

\*Note: most recent version can be found on [www.respiteservices.com/york](http://www.respiteservices.com/york) under Resources

***In providing the above information it should be clearly understood that these are private service providers and no particular agency or program is being recommended.***

# **CHAPTER NINE**

## **UPDATING YOUR PROFILE**



## CHAPTER NINE

### Updating Your Profile

In April 2012, CHAP implemented a 90 day **Database Updating Process** to keep database information and the matching process up-to-date.

All families registered with the program have a 90 day activity period for their registration/profile and Classified Ad. After the 90 day period, the Classified Ad will expire, be automatically removed from the website and the registration/profile will be deemed Inactive.

**It is the responsibility of each family to update their registration/profile and Classified Ad.** This process ensures matches between families and workers are based on the most current information available. CHAP automatically receives notification of all registration/profile updates completed by families.

Under this process, in the course of a database search and matching of available worker profiles, only those families with an up-to-date registration/profile will be forwarded matched profiles.

**Maintaining an up-to-date family status helps the CHAP coordinators keep the database current, efficient and cost effective.**

#### **How will families know if their registration/profile is out-of-date?**

Each month, those families who are approaching their 90-day expiry will receive an e-mailed notice informing them to log-on and update their profile and classified ad for another 90 day period.

# **CHAPTER TEN**

## **TESTIMONIALS**

# CHAPTER TEN

## Testimonials

The following are comments received from CHAP families.

Our respite worker formed a close friendship with our son who has Autism and Down syndrome. She treated our son with great respect. The connection between them was beautiful to see. Our son was invited to be a ring bearer in her wedding

When our son was a baby our respite worker used to come faithfully for a couple hours two to three mornings a week. She taught him to crawl by crawling behind him and holding him up. We also credit her with our son's great love of books because she read to him endlessly. She eventually married and moved away but our son still mentions her and we keep in touch with her and meet at Swiss Chalet once a year, usually around our son's birthday

Before we learned about respite, my husband and I were beginning to feel very trapped in our roles as parents to four children, including one with high functioning autism. Because of our special need child's requirements as well as the number of children, we had been unable to find a babysitter for even an hour so we could enjoy a meal out together. Family was willing to help in emergency situations but could not shoulder the responsibility of all four children for more than a couple of hours.

Then we found our CHAP worker, that rare type of individual that instinctively knew how to handle children with special needs. She was unflappable with seemingly endless patience. She genuinely loved children and it showed in her dealings with them. She struck an instant bond with our son and became a steady and regular presence in his life. He knows he can depend on her to keep him safe and soothe his anxieties.

With a CHAP worker in our lives, my husband and I have been able to attend business and personal events, travel for business and simply enjoy date nights together periodically. We can't imagine life without her and neither can our children!

Our CHAP worker is an extraordinary young lady who has been helping me for the past two years with my 33 year old son who is challenged and has Autism Spectrum Disorder. She came at the time when my son was going through medication reduction and it was not any easy period. Her ability to connect with him and her talent at teaching simple concepts, as well as more problem-solving, was superior. She has a wonderful rapport with my son and has had a profound effect on him.

Our CHAP worker has been assisting with my 20 year old son for a few years and has made a lot of positive difference in his life. The worker recognizes that our son is now a young man and supports his interests in sports, music, shopping and teen aged activities and taking him out in to the community. Our son would truly miss out on a lot of life if he did not have his CHAP worker in his life.

Like all the families who have had wonderful experiences with their CHAP workers, we hope you and your family will enjoy a happy and successful relationship with CHAP and [respiteservices.com](http://respiteservices.com).

We encourage you to visit [respiteservices.com](http://respiteservices.com) often and review information such as resources, respite partners and the calendar of events (to name a few)!

Please do not hesitate to contact your CHAP staff should you have any questions.

*BEST OF LUCK and  
CONGRATULATIONS ON CHOOSING  
CHAP and [respiteservices.com](http://respiteservices.com)!*

*Karen*

905 898 6455 ext. 2247

[kdelong@yssn.ca](mailto:kdelong@yssn.ca)

*Megan*

905-898-6455 ext. 2575

[mfacecchia@yssn.ca](mailto:mfacecchia@yssn.ca)



[respiteservices.com/york](http://respiteservices.com/york)  
240 Edward St., Unit 3 • Aurora, ON • L3G 3S9  
• Fax 905 898 1171