

Family Information Package



respiteservices.com

The **CHAP Program** is a registry of people who are willing to work with individuals with a developmental disability including autism and/or physical disability. This work may take place in the family home or in the community. All CHAP WORKERS have submitted an application outlining their experience, interests and availability and a resume which are reviewed during a personal interview. Each worker also has a Police Reference Check conducted, 3 references checked and attends an orientation session to the CHAP WORKERS which includes an Introduction to Autism.

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

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

There is **no charge** for the use of the CHAP Program. We **cannot** guarantee that we can always make an appropriate connection of a CHAP WORKER to an individual needing support.

Community

Helpers

For

Active

Participation

Program

Respite care provides a range of support and service options designed to assist families and caregivers in caring for a family member with a disability. Respite options reflect the needs and preferences of individuals both in the community and family home. Respite creates greater opportunities for all family members to live actively and participate in community activities and allows parents/guardians time for themselves.

The objectives of respiteservices.com are:

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

respiteservices.com website provides families, individuals and professionals with information and links to respite services in local communities across Ontario.

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 (known as CHAP Program in some communities)

Our Mission

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

Our Vision

"Creating Community Connections"

Important Notes about the CHAP Program:

1. It is the responsibility of the parent/guardian who wishes to obtain a worker for their son/daughter to call, interview, hire, pay and supervise the CHAP WORKER. **The CHAP Program does not provide supervision for the Worker.**
2. The CHAP Program will check references. We contact references as part of our intake process, but the family can still choose to do this as well.
3. **CHAP WORKERS are not CHAP Program employees.**
Payment to the CHAP Worker is made directly by the family who contracts the worker. The CHAP Program **will not** assume any responsibility for disagreements over fees/payments/services provided. Any problems in this regard must be resolved between the CHAP WORKER and the family that contracts the worker.
4. The CHAP Program coordinators recruit on an ongoing basis and new Workers are added to the registry throughout the year. A worker will be connected with you as soon as they are available.

When to Call the CHAP Program Coordinator:

Keep in touch with Coordinator to let them know how things are going with the CHAP Worker. Be sure to call if:

- You feel the respite provider or In home worker isn't the right fit for your child and family
- The CHAP Worker isn't coming as scheduled
- Changes have happened in your family which affect the hours of service, your availability, your child's health or other things that will have an impact on the respite service or the kind of care provided by CHAP Worker
- There has been any accidental injury of your child during the respite time
- You want to sing the praises about your respite provider!

Your Notes:

Funding Programs Available to Families

In Nova Scotia, families may be eligible to receive **Direct Family Support** from the Department of Community Services.

<http://novascotia.ca/coms/disabilities/DirectFamilySupport.html>

An Access 2 Entertainment Card covers the ticket costs of an individual's attendant at select locations.

<http://www.access2card.ca/>

Canadian Tire JumpStart provides financial assistance for costs associated with recreation and leisure activities.

<http://jumpstart.canadiantire.ca/en/>

Q104 Children's Trust Fund provides financial assistance to those in critical need due to a medical condition or other unfortunate circumstances.

<http://www.childrenstrustfund.ca/>

Tips for Recruiting CHAP Workers

When to begin your search:

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

Where to look for a worker:

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

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

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

Upon registering with the CHAP Program, a search of the CHAP Program Database will be completed and profiles of suitable Workers will be forwarded to you in the manner requested (mail, email or fax). *(A sample copy of a CHAP WORKER Profile has been included with this package.)*

Upon reviewing a CHAP WORKER Profile, the parent decides to contact and interview the potential worker. You may choose to interview all Workers or only those you feel are suitable.

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

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

What are your needs?

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

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

What qualities should I look for in a potential worker?

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

Initial telephone contact:

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

The Interview

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

How to conduct the interview

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

Interview questions for potential respite Provider:

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

About references – Things to consider

The CHAP Program **does** check references.

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

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

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

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

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

Maintaining a Good Relationship with CHAP WORKER

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

The Schedule

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

Rate of pay

- The rate of pay should be established at the interview or when you make an offer of employment.
- Be sure to include how you will pay (cheque or cash) and when you will pay (weekly, monthly, etc.)
- You should outline a protocol for time sheets. Be specific.
- You may need to consider varying rates – so much per hour for behaviour management, for therapy or community integration or for while your son/daughter is sleeping and not in need of direct support.

Probationary period

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

Supervision

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

Transporting Individuals

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

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

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

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

VEHICLE INSURANCE FORM

Name of Respite Worker: _____

Address: _____

Phone Number: _____

Car Insurance Information:

Vehicle Make and Model: _____

Policy Holder: _____

Insurance Company Name: _____

Policy Number: _____

Amount of Liability: _____

Effective Coverage Dates: _____ to _____

Respite Worker Signature Printed Name Date

Parent/Guardian/Individual Signature Printed Name Date

Length of Agreement between Parent and Worker

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

Confidentiality

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

Some tips for maintaining a good working relationship

- Identify and discuss problems as soon as they arise. Be prepared to negotiate a solution to the problem.
- Keep communication open and on-going. You may want to maintain a communication book to keep everyone informed and be responsive to any suggestions or recommendations documented.
- Discuss specific strengths and needs of your son/daughter and any strategies used to support him/her with communication, behaviour or in various situations in the community or at home
- If serious problems arise document dates, times, issues and concerns. Abuse or suspicion of abuse is to be reported to the Children's Aid Society. However, in situations like this you will probably want to confide in someone that you trust in order to get some personal support and assistance. For example, your doctor, nurse, social worker or friend.
- For quality programming and/or therapy services, invite the CHAP Worker to accompany you to a therapy session to observe the therapist at work with your son/daughter. In this environment, the CHAP Worker can ask the therapist questions and observe and implement the program under the watchful eyes of an expert. This also allows you to observe the CHAP Worker in action with your son/daughter.
- Discuss activities, any costs associated with activities and travel expenses with the worker. A worker is not expected to pay for entrance and activity fees or travel (mileage or transit) during the time he/she is providing support. Remember: many places in the community offer discounts, on entrance fees and activities, to support workers or individuals with a disability.
- Train Provider on proper use of any communication aids, assistive devices or equipment.
- Only the person hired by the family or registered with the CHAP Program should provide care to the individual. If a worker is not able to fulfil hours a family would be responsible to make other arrangements.

Evaluation:

It is important that you give appropriate feedback to the CHAP Worker so that they will know how they are doing. This helps you both to ensure that the service is meeting your needs and the respite provider is carrying out the activities that meet your child's needs. Arrange a time to meet with them periodically or to have an uninterrupted telephone call. It's important to let them know how valued their service is to you.

Sample CHAP Worker Profile

Worker Profile

Provided by: Info respiteservices.com
 respiteservices.com
 112 Merton Street, Toronto, ON M4S 2Z8

www.respiteservices.com
 Phone: 416 322 6317 x.1 Fax: 416 481 1512
 Email: info@respiteservices.com

| | |
|--|---|
| Status: Pending | Worker ID #: |
| Name: Worker Profile | Address: 112 Merton St. |
| Email: chapworker@hotmail.com | Apartment/Unit: |
| Gender: Female | City/Town: Toronto |
| Occupation: CHAP Worker | Postal Code: M4S 2Z8 |
| Education/Training: BA Psychology - University of Toronto | Region: Central |
| Related Experience: Developmental Disability, Challenging Behaviours, Autism/PDD, ADHD | Main Intersection: Yonge and Davisville |
| Skills: - Not Applicable - | Phone #: 416 322 6317 |
| Types of Support: First Aid, CPR, Behavioural, Alternative Communication Devices | Alternate Phone #: |
| Other Experience: Babysitting experience with children with ADHD as well as children on the Autism Spectrum. | |
| Skills/Strengths: Positive and outgoing, think outside the box, very independent and hardworking | |
| Hobbies/Interests: Music, outdoor activities, arts & crafts | |
| Additional Notes: | |
| Valid Drivers License? No | First Aid Expiry Date: April 1, 2009 |
| Willing to use own vehicle for respite support? No | CPR Expiry Date: April 1, 2008 |
| Languages Spoken (other than English): French | Crisis Prevention Intervention Expiry Date: June 30, 2010 |
| Gender Preference: Male, Female | Before School: Monday, Tuesday |
| Age Preference: 26-50 Adult, 18-25 Young Adult, 13-17 Adolescent, 6-12 School Aged, 0-5 Preschool | Mornings: |
| Rate of Pay: \$12-15 | Afternoons: |
| Will work in the following community/regions: West, Central | After School: Thursday, Friday |
| Referral: school | Evenings: |
| Will work with agency? Yes | Overnight: Thursday, Friday |
| If yes, specify the type of work: School, Out-of-home, One-on-One, Camp | Saturday: Any |
| | Sunday: Mornings |
| | Holidays: Yes |
| | March Break: No |
| | Relief Shifts: No |
| | Summer: |
| Date Modified: April 10, 2007 | |
| Classified Ad Posted: No | Classified Expires on: |
| Description of Individual: | |
| Availability: | Classified Created On: |
| Are you currently working with a Community Respite Partner Agency?: Yes | |

Note:

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

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

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

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

What will the CHAP Worker be doing?

The primary responsibility of the CHAP Worker is to care for your child who has special needs.

We emphasize that they will be developing a relationship with your child and wherever possible, encouraging the participation of your child in the community. Each individual will have different needs and the basic orientation about that child/individual will be provided by the family because they know their child's needs best. It is not appropriate to expect that respite providers will do therapy or ABA with your child.

Generally speaking, during the time that the individual is in the care of the CHAP Worker they will be responsible to make sure that the child is safe and to look after their basic needs such as eating, toileting, sleeping and other personal care. We hope that the emphasis will be to have fun, pursue activities and develop a warm relationship.

Respite is designed to give parents a short break. CHAP Workers are not expected to work on specific goals like the ones expected through programs such as IBI. However, if there are certain things that parents are working on with the child such as behaviour strategies, eating, toileting, positioning or developmental goals, we hope that the CHAP Worker will be able to incorporate these into their care of the child in order to maintain continuity for the individual.

What Activities will the respite provider do with your child:

Parents should talk with the CHAP Worker about what activities their child enjoys doing. Have a look at the Parks and Recreation activity guides for the community, talk to the CHAP Program Coordinator, and be creative. Most of the activities you do should ask the CHAP Worker to do should be free, based on things they both enjoy doing and geared to having fun and building on a good relationship. If activities have a cost, the parent should be prepared to cover the cost for both the child and the CHAP Worker. However, it is reasonable to expect that the CHAP Worker should discuss this in advance and should provide these activities within the budget that you establish together.

The CHAP Worker should not be doing errands for you, doing housework or doing activities that are not related to the care of your child.

Administering Medication:

You may be asking the CHAP Worker to administer medication for the child/individual. It is your responsibility to ensure that you provide written directions and permission to do this task. You must advise the CHAP Worker about the directions about the dosage, frequency of administering the medication and any potential side effects. Go over any request to administer medication carefully with the CHAP Worker. Demonstrate how to measure and administer the medication. Please encourage the CHAP Worker to ask questions. Many of the individuals in the program have medications which can have serious side effects, so giving clear instructions is very important. The parent should be notified if an illness occurs, so a clear plan of how to reach you in case of emergency is necessary. Respite providers must have authorization to give any medication, including over the counter medications such as Tylenol, aspirin, cough medicine etc. Without this authorization we advise the respite provider not to give any medication to avoid allergies and drug interactions.

You will find some best practices included in this information package about administering medication.

- Always talk with the respite provider about what the medication is, what it is for and how it should be administered.
- Talk over any potential side effects, what to watch for and what action to take.
- Talk over how they should keep track of medication given. We've supplied a log that you could use, or develop your own system.
- Talk over what happens if your child misses a dose. Sometimes people get busy, so you need to talk this through.
- Make sure that the CHAP Worker doesn't give your child any over the counter medication without your approval.
- Make sure that you have supplied an emergency phone number in case they need to reach you if your child is ill or injured.

ADMINISTERING MEDICATION PERMISSION FORM

We/I _____ give permission to the CHAP Worker to administer the following prescribed medications to _____.

| Medication Name | Dosage | Time(s) to Administer |
|-----------------|--------|-----------------------|
| | | |
| | | |
| | | |
| | | |

Parent/Guardian/Individual
Signature

CHAP Worker Signature

Date

MEDICATION ADMINISTRATION LOG

| Time Medication Given | Name of Medication | Dosage | Initials |
|------------------------------|---------------------------|---------------|-----------------|
| | | | |
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MEDICAL EMERGRNCY INFORMATION

Name: _____ D.O.B.: _____

Parent's Names: _____

Address: _____

Phone Number (H): _____ Phone Number (W): _____

Resides with: _____

Child's Doctor's Name: _____ Doctor's Phone: _____

Health Card : _____ Religion: _____

Emergency Contact Person: _____

Relationship to Child: _____

Address: _____

Phone Number (H): _____ Phone Number (W): _____

Current Medications: _____

Medical Cautions/ Communicable diseases: _____

Allergies: _____

Parent/Guardian/Individual Signature

Date

CHAP Worker Signature

Date

Contract Example:

RESPITE CONTRACT

Parent/Guardian/Individual

Respite Worker

The respite worker agrees to provide services assisting _____ while providing the parent/guardian with a short break. This may involve helping the individual participate in activities in and out of the home including recreation and leisure activities, facilitating the development of new skills, and managing their personal care needs and activities. It is expected that the respite worker will assist the individual in a positive manner that keeps him/her safe. There may be other duties/activities that are required from time to time. At no time will the respite worker leave the person being supported alone.

Contract Period:

Respite services will be provided for an agreed upon time period, beginning _____ and ending _____. If either party wants to cancel the contract then a written notice of _____ is required.

Rate of Pay:

Services will be paid by the parent in the amount of \$_____ per hour on a _____ basis.

Hours of service:

Both the family and respite worker have agreed upon the following days & hours of work:

If the days and hours of service are required to change by either party, it is agreed that both parties will give as much notice as possible so that both can make the necessary accommodations.

Additional Expenses:

Extra expenses (admission/mileage etc.) that are required during the time that respite service is being provided _____ be funded/compensated by the family.
(will / will not)

The parties have agreed to the terms and conditions on the: _____ day of the month of _____
in the year _____.

Respite Worker Signature

Printed Name

Date

Parent/Guardian/Individual Signature

Printed Name

Date

HOME ALONE

A Checklist for Families

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

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

Other:

Notes: