



respiteservices.com

RESPITE PARENT & CAREGIVERS HANDBOOK

The Muskoka Parry Sound and Nipissing Respite Network Agencies have prepared this handbook for Parent/Caregivers who support children/youth/adults with an intellectual disability and their families. The handbook includes information that will be of use by those who contract a service with families in order to provide respite support.

The purpose of this handbook is to ensure that Parents / Caregivers clearly understand their **rights, roles and responsibilities**. The handbook also outlines the respiteservices.com **guidelines** and summarizes the Respite Contractor's **obligations**. It gives practical suggestions and direction for a successful respite experience and includes copies of **documents** that Parents/Caregivers need to be familiar with. It also provides **resources** that promote the longevity of the relationship between Parents/Caregivers and Respite Contractors.

Other topics that will be outlined in this manual:

- What is Respite and the benefits of respite supports
- Service System and Service Delivery Agencies
 - Dispute resolution
 - Contractual relationships and expectations
 - Standards for Respite Contractors

The Handbook for Parent and Caregivers is the product of a collaborative endeavour that reflects feedback from Service delivery agencies within the Muskoka Parry Sound Nipissing Respite Network table. It has been designed to be part of the intake process and as a resource for Respite Parents/ Caregivers.

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Respite Services

What is Respite Services?

Respite is a flexible, periodic, short term break from care-giving for the purpose of rest and renewal for the family.

Respite support is a very broad and flexible role that includes a wide variety of arrangements. In some situations, the respite support occurs within the family's home. In other situations, the respite support is provided by the Respite Contractor in the community at specific times or for specific purposes. Support may include assistance with self-care, relationship building, meal preparation and personal care.

Benefits of Respite Services

Respite care can help families in many ways. It can reduce stress and help families to feel less isolated and more involved in the mainstream of community life. Respite care also benefits the person being supported. Chances to meet and spend time with people outside the family are a normal part of life. Regular respite can help children/youth/adults with special needs to develop relationships outside their families and can increase their independence.

The expected outcome:

Families will be satisfied with the service and support.

Children/youth/adults will be satisfied with the service and support.

Qualified Respite Contractors will be committed to providing quality service and supports.

Supports and Services include:

- assisting families with funding applications
- assisting families to develop respite plans
- assisting families to identify a variety of respite options
- assisting families to recruit respite contractors

What is the Respite Contractor registry?

The Respite Contractor registry is a listing of all Respite Contractor who have completed an online application, screening and an orientation process. Once this process has been completed, Respite Contractors are available to be selected by registered families with the intent of entering into a contractual relationship for the purpose of providing respite support. All Respite Contractor work independently of any agency and work directly for the family of the person being supported.

The registry is made up of a changing list of contractors. Many are students or recent graduates who join the registry to gain or share valuable experience. The Respite Contractors vary in skills and availability, and should not be considered trained therapists. They are often suitable for part-time relief,

one to one support in the community and carrying out programming designated and monitored by the parent/guardian. Once approved for the registry, the Respite Contractor creates an on line classified advertisement to be viewed and potentially selected by families registered with the respiteservices.com web site.

How can Parents/Guardians create and post their family profile on www.respiteservices.com?

In order for Parents and Guardians to advertise their profile on respiteservices.com, they must have completed an online registration:

Parents and Guardians can register on respiteservices.com with their Respite Service Agency and once can create an online non identifying family profile which can be viewed by registered Respite Contractors (Appendix C Tutorial). Parents and Guardians can also view online Respite Contractors classified ads to identify one or several potential contractors for the purpose of the selection process. How the family selects their potential contractors is a matter of preference; they may desire to conduct a formal interview or simply observe the Respite Contractor with their child/youth/adult. It is the family's responsibility to select a respite contractor.

What is respiteservices.com?

Geneva Centre for Autism is the Provincial **Host Agency** for respiteservices.com. The website is promoted as a separate community service working in collaboration with other respite community agencies. It maintains its own identity within the community through its logo, dedicated staff and reports to the respite planning body in Toronto. [Respiteservices.com](http://respiteservices.com) website provides families, children, youth, adults and professionals with information and links to respite services in local communities in Ontario.

The respiteservices.com web portal for the region of Muskoka, Parry Sound and Nipissing is operated by Host Agencies Community Living South Muskoka, Community Living Parry Sound, Community Living North Bay and have entered into a Memo of Understanding with the Provincial Host Agency (Geneva Centre for Autism).

The local host agencies are responsible to maintain the website's public pages, such as respite options, resources, events and training opportunities. The host agencies are also responsible to maintain the family and respite contractor registry. The local Respite Service agencies' Respite Coordinators are responsible for supporting Respite Contractors (applicants) and families for all activities surrounding the website and respite coordination. Families are the primary focus of the website. It has been set up to aid and facilitate the provision of respite to families having a child/youth/adult with an intellectual disability and/or autism. The family online registration form collects identifying information about the child/youth/adult and family as well as the nature of the needs relevant to their disability.

North East Region

South:

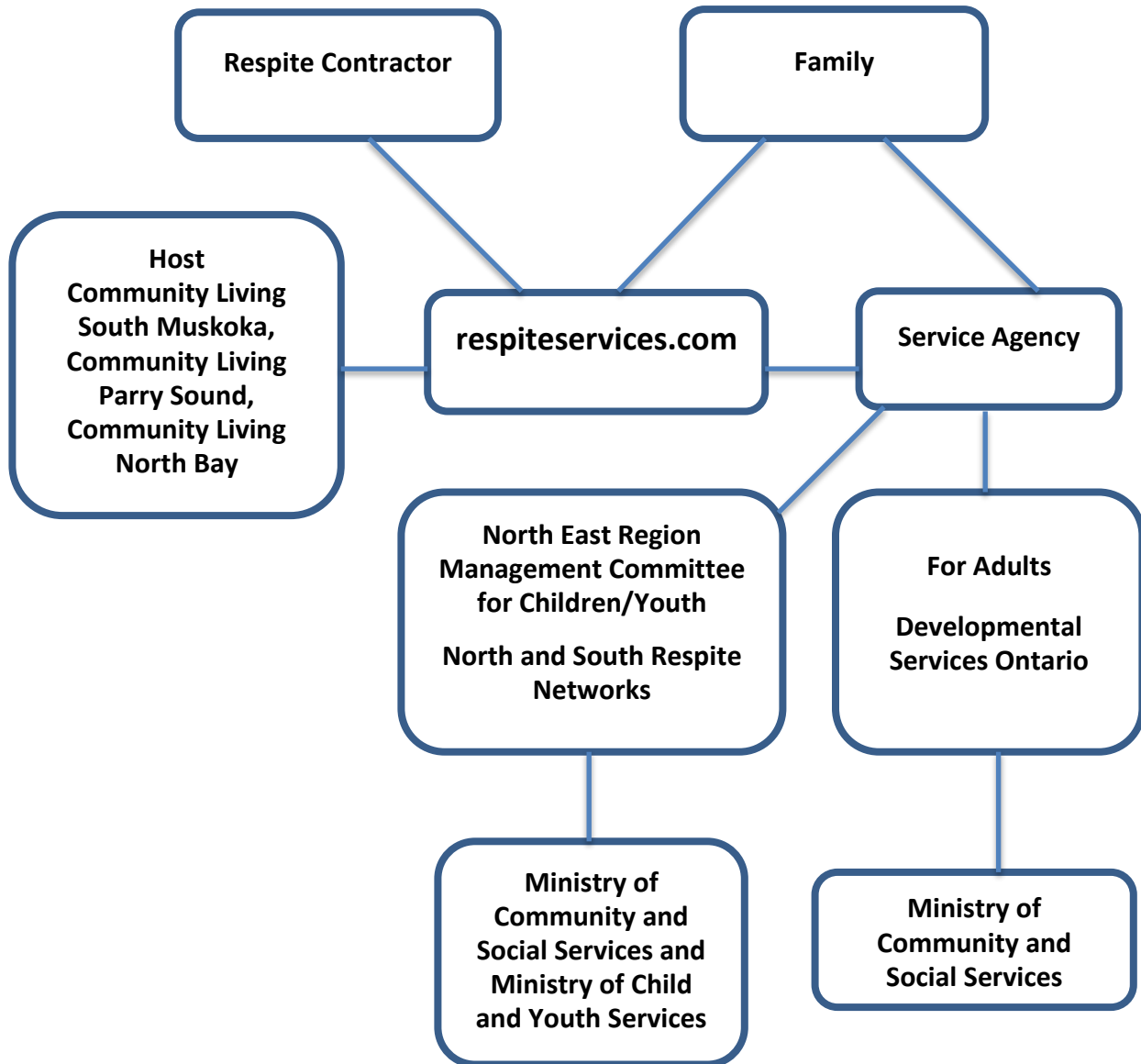
respiteservices.com Muskoka/ Parry Sound & Nipissing include Temagami and area, Thorne,

Mattawa and area, Huntsville and area, Muskoka South and West, North Bay and area, West Nipissing,

Agencies: Community Living South Muskoka, Community Living Parry Sound, Community Living North Bay, Community Living Mattawa, Community Living Huntsville, Community Living West Nipissing,



Respite Services Flow Chart



Getting started: As Parents and Guardians

Parents and Guardians, who wish to obtain the support of a Respite Contractor, are encouraged to access the respiteservices.com website. Respite Service agency Coordinator will assist the Parents and Guardians to register and navigate the website. The family online registration form collects identifying information about the child/youth/adult and family as well as the nature of the needs relevant to their disability. Families can view Respite Contractor classified on the registry and Respite Contractor can view families classified (classified to not include contact information). The Parents and Guardians are also encouraged to develop a job description listing the needs of their child/youth/adults and the respondent qualifications required.

Think About Your Needs

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

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

It may also be beneficial to think about some of the personal qualities you are looking for in a potential Respite Contractor. Recognizing the type of person who will work well with your family will help to avoid an unsuitable fit. Here are a few examples to consider:

- 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

The list can easily be converted into the respiteservices.com website classified ads (see Appendix C) that can be used to recruit a Respite Contractor.

The Respite Contractor works independently of any agency and engages in a contractual relationship with the family of the person being supported.

How do Respite Contractors advertise their services on www.respiteservices.com?

In order for Respite Contractors to advertise their services on the www.respiteservices.com website, the applicant must have completed an online application, meeting with coordinator, screening and orientation process including the following:

Meeting with Coordinator
Vulnerable sector check
Three references
Statement of confidentiality

- Orientation process may include a face to face on site individual or group session. Additional training is offered through web portal Safeguard training.

The Interview Process:

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 Respite Contractor.

Scheduling Interviews

- Contact the person by phone and tell them that you have received their name from the Respite Service Coordinator.
- Explain when you need a Respite Contractor (days and times), what you would like him/her to do and where the activities will take place.
- If the person is interested then set a date and time when you can meet for an interview. It is important that you choose a time when your son/daughter will be present so the person can meet and interact with him/her.
- Plan about an hour for each interview.

How to Conduct the Interview

- 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.
- Take the time to check references and ask for verification of professional expertise.

Suggested Interview Questions

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?
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?

Checking References

The Respite Services agency does check references. However you may wish to check references for yourself. 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 reference 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?

Rights, Roles and Responsibilities

Local Respite Service Agency

Roles:

Respite Service Agencies are non-profit organizations funded by the Ministry of Community and Social Services and the Ministry of Child and Youth Services. The Local Respite Services Agency aids in the facilitation and coordination of respite services between the family and contractor.

Rights:

- The Respite Services Program has the right to deny an applicant who they feel is not suitable for respite service work.
- The Respite Services Program staff has the right to be treated in a respectful manner.

Responsibilities:

- Recruit, screen, and provide orientation to aspiring respite contractors.
- Conduct intake, assist with funding applications, coordinate referrals and provide ongoing support to families
- The Respite Services local agency staff is responsible for creating and maintaining the online database where registered families can access contractor profiles and contractors can access information on upcoming events and training.
- Provide families and contractors with guidance regarding contract creation and service provision on an as needed basis.
- The Respite Services agency is responsible for managing respite subsidy funding allocations from the Ministry.

Respite Contractor

Roles:

The role of a Respite Contractor is to provide “safe, and stimulating, recreational support both in the home and in the community”.ⁱ This support provides families with temporary relief from the physical and the emotional demands involved in caring for a family member who has an intellectual disability.

The Respite Contractor is also responsible for the safety, health and well-being of the child/youth/adult. The Respite Contractor’s involvement also provides the person they are supporting with new opportunities (both skill building and leisure), companionship, and personalized care according to their physical, mental and emotional needs.

Rights:

- Respite Contractors have the right to a safe work environment and have the right to refuse unsafe work. This may mean work in a dangerous environment or work with a child/youth/adult who may cause the Respite Contractor harm.
- Respite Contractors have the right to set limits with families. It is impossible for one individual to provide everything to a family. Use the contract to develop boundaries.
- Respite contractors have the right to be treated with respect.

Responsibilities:

- Once connected to a family it is the Respite Contractor's responsibility to clarify the terms of their contractual agreement. Treat the child/youth/adult and family members with respect, dignity and professionalism at all times as well as maintaining confidentiality.
- Respite Contractors may be required to assist with daily living skills. The family will provide formal training in these areas: such as bathing, feeding, dressing and medication dispensing.
- Ensure the child/youth/adult's safety and general well-being.
- Provide positive adult role modeling.
- Create an atmosphere that fosters independence and personal growth.
- Respite Contractors are responsible for their own transportation and may also provide transportation to and from community outings with the person they are supporting. The transportation of a supported individual should be discussed with the family during the interview process. Contractors are responsible to ensure the usage of proper vehicle restraints (seatbelt, booster seat or car seat) and proper vehicle insurance in accordance with Ontario laws.
- Respite Contractors are responsible to ensure they have adequate household liability insurance as they are responsible for any damage to their home or property as a result of providing care.
- It is the Respite Contractors responsibility to be aware of regulations set out by other parties such as the Ministry of Employment and Worker's Compensation coverage as well as Canada Revenue Agency.
Respite Contractors will not receive T-4 slips from the agency or the family and the agency does not make any remittances to Revenue Agency or Revenue Canada on behalf of the Respite Contractor. The following link is especially useful for Respite Contractors in that it discusses the application of paragraph 8(1)(h) of the Income Tax Act that relates to relevant income tax exemptions: Canada Revenue Agency; www.cra-arc.gc.ca/E/pub/tp/itnews-31r2/itnews-31r2-e.pdf
- Respite Contractors may be required to collect data or complete paperwork during their shift. This may include medication logs, sleep chart, behaviour chart or seizure record. Training for record keeping will be provided by the family.
- Prior to accepting any respite support outside the child/youth/adult's home, the parent/guardian is encouraged to visit the potential Respite Contractor's residence to ensure that the environment is safe and appropriate.
- Potential out of home Respite Contractors must carry proper home insurance coverage, and having anyone over the age of 18 residing in the home, screened as well. In addition, a Home Suitability Check will be completed by Respite Services, prior to providing care. Some agencies may also require that a Children's Aid Screening be completed.

- Respite Contractors shall not use physical force or the threat of physical force at any time. If a situation becomes uncontrollable Respite Contractors are instructed to telephone 911 for assistance.
- Respite Contractors are responsible for reporting any problems or emergencies to the appropriate body. The police or CAS must be contacted where any concern of maltreatment exists. Contractors should also contact Respite Services as soon as is possible to inform them of problems or emergencies.
- Respite contractors are responsible for recording their own hours as demonstrated in the orientation training session.

Parent/Guardian:

Roles:

The Parent/Guardian’s role is as a formal employer. As the employer, it is your ‘business’ to manage the support your loved one receives.

Rights:

- The parent/guardian has the right to hire the contractor they feel most comfortable with and to terminate the employment of any contractor that they are unsatisfied with.
- The parent/guardian has the right to request that their Respite Contractor obtain updated training.
- The parent/guardian has the right to have their confidentiality protected and be treated with respect and as a formal employer.

Responsibilities:

The parent/guardian is responsible for interviewing potential respite contractors and deciding which contractor would best meet their needs; developing a job description, a contract and agreeing upon a schedule of shifts.

The parent/guardian is responsible for providing a safe work environment for their contractor. This includes a fire escape plan, smoke detectors, a fire extinguisher, latex gloves and a first aid kit. Families are also responsible to keep the environment free of extreme filth, doors must have locks and workers must have access to a telephone. These items, as well as the presence of illegal activities, cause an unsafe working environment. Respite Contractor’s are not obligated to work in an unsafe work environment.

The parent/guardian is responsible to provide a ‘Person Centered Profile’ (See Appendix A One Page Profile) with useful information and to continually provide the contractor with up-to-date information on the individual’s health status, disposition or behavioral challenges. This will prepare the contractor for the shift and minimize disturbances.

The parent/guardian is responsible for providing an emergency contact number and approximate time of return. Also, if parents plan on being out of town, arrangements for an emergency backup person for the Respite Contractor should be made.

The parent/guardian is responsible for the costs incurred by both the person being supported and the Respite Contractor for community outings which are part of their Respite Services support. This includes transportation costs, theatre tickets, bowling, swimming, food etc... Parents are also responsible for providing materials for in-home activities.

The parent/guardian is responsible to ensure that Respite Contractors are paid promptly.

The parent/guardian is responsible for managing the funding provided to them through their local Respite Services agency.

Once you have chosen the Respite Contractor to provide services to your child/youth/adult, it is important to establish and to keep a good working relationship. Having a contract and remaining professional can help to clarify the boundaries of your involvement and to encourage a mutually respectful relationship.

In developing a contract it will help to clarify what you expect during your involvement with the Respite Contractor and will prevent confusion or frustrations down the line. This could include reimbursement for training required, gas mileage, holidays and activity planning. It is also a time to discuss important information regarding supports needed and wages. In any situation where you feel overextended or there is a disagreement with the Respite Contractor, you would be able to refer to the contract (Appendix B sample and Respite family Profile Appendix D sample) to review your expectations.

The following are suggestions of key obligations that the Parent/Guardian and the Respite Contractor may wish to outline in the contract:

- Routines, goals and specific care standards as set out in the child/youth/adult's care plan and health care plans/protocols as applicable.
- Safety requirements that include access to a fire extinguisher, functional smoke detectors, access to a first aid kit, access to latex gloves, a fire escape plan and access to a telephone.
- Details surrounding responsibility for providing care to all children/youth in the home during their shift
- Behaviour management and critical incident reporting requirements as set by the family
- Communication regarding the child/youth/adult's needs and interests; involve the child/youth/adult/ family in decision-making affecting the child/youth/adult;
- Involvement to promote ongoing relationships with the child/youth/adult's family/friends/support network.
- Documentation i.e. medical emergencies or critical incidents pertaining to the child/youth/adult
- Transportation details for planned activities.
- Reporting change in circumstances that would affect the child/youth/adult's safety or well-being.
- Confidentiality of information about the child/youth/adult /family/Respite Contractor
- Pay rate guidelines and details
 - See Appendix B Contract for Services

ONE PAGE PROFILE

Appendix A

A One Page Profile is a short introduction of a child, youth adult , which captures key information on a single page which gives for example, family friends or staff an understanding of the person and how best to support them.

A One Page Profile is a person centred approach that captures key information about your child/youth/adult that is necessary for people to get to know him/her and how to best support you and your child/youth/adult This document belongs to you and you may use it at any time with anyone you deem necessary: support network members such as respite contractor, doctor, friends etc. You can ask for assistance in updating your profile to keep it up to date and relevant.

1. “What is important to me” is a tool that we use to capture everything important to your child/youth/adult and you as a family, including: people and relationships, fun places, important possessions, routines and rituals, faith and culture, special interests and hobbies. These are the things that make the person unique and are important to know about him/her.
2. “What others like and admire about me” is another useful tool to help capture the person’s character and personality. It gives the profile something personal about him/her. It makes the document really theirs. These are things like: my daughter is curious and gets into things so that she can understand how they work; my son enjoys making people around him laugh.
3. “How to best support me” encompasses important information about your child/youth/adult that is crucial for quality supports: loud noises scare my daughter, she needs to be comforted with a hug and her favourite blue blanket, sometimes her special earphones can be used if the noises are anticipated; my son will sometimes have a hard time during quiet time, as he sees this as an opportunity to play with the abandoned toys, it is important to allow him/her his special train during circle time. My daughter hates being asked “what is wrong” as this makes her feel that something must be wrong. My son’s father is recently moved out and he misses him. He has a photo in his bag.

A One Page Profile is good to use to prepare transitions e.g. a child/youth/adult going into a new service or environment, entering or transitioning to a new school.

Contract for Services

Between

Parent/Guardian

And

Respite Contractor

The Respite Contractor agrees to provide respite services to _____ and follow goals set out by the parent/guardian. Service will be provided for a specified and agreed upon time period.

Parent/Guardian agrees to pay the Respite Contractor \$_____per hour or the flat rate of \$_____ per _____.

It is the Respite Contractors responsibility to be aware of regulations set out by other parties such as the Ministry of Employment and Worker’s Compensation coverage as well as Canada Revenue Agency.

Respite Contractors will not receive T-4 slips from the agency or the family and the agency does not make any remittances to Revenue Agency or Revenue Canada on behalf of the Respite Contractor.

The following link is especially useful for Respite Contractors in that it discusses the application of paragraph 8(1)(h) of the Income Tax Act that relates to relevant income tax exemptions: Canada

Revenue Agency; www.cra.arc.gc.ca/E/pub/tp/itnews-31r2/itnews-31r2-e.pdf

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

Support details:

Is there a Person Centered Profile available? **Yes** **No**

Additional sibling supported? **Yes** **No**

Assistance with social interaction? **Yes** **No**

Assistance with reading/ writing/ Math? **Yes** **No**

If yes, details:_____

Is there a backup person available if caregiver is out of town or unreachable?

Yes **No**

Behavior Support?

Yes **No**

If Yes, is there a Positive Reinforcement Program in place?

Flight Risk?

Yes **No**

Social Goals? **Yes** **No**

Communication considerations? **Yes** **No**

If yes, details _____

Other Child/Youth/ Adult Support details:

Physical Disability **Yes** **No**

Seizures **Yes** **No**

Respiratory **Yes** **No**

Needs assistance with walking **Yes** **No**

Wheelchair **Yes** **No**

Lifts/transfers to be used **Yes** **No**

Allergies **Yes** **No**

If yes, details: _____

Requires special diet **Yes** **No**

If yes, details: _____

Health and Safety concerns **Yes** **No**

If yes, details _____

Activity of daily living requirements:

Bathing **Yes** **No**

Toileting **Yes** **No**

Dressing **Yes** **No**

Feeding **Yes** **No**

Dispense medication **Yes** **No**

Travel details:

Mileage and gas to activities (amount to be determined) **Yes** **No**

Possibility of out of town trips **Yes** **No**

Activity details

Pre- approved Respite Contractor activities paid for? **Yes** **No**

If yes, will they be paid for in advance or (after receipts for activity have been submitted).

Overnight relief may be an option depending on situation **Yes** **No**

Emergency details:

- | | | |
|---------------------------|------------------------------|-----------------------------|
| Contact numbers available | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Fire Escape Plan | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| First Aid kit available | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Fire Extinguisher | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Smoke detectors | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Latex gloves available | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Parent/Guardian responsibilities:

When possible, scheduled activity will be a minimum time frame of two hours.

When possible, schedule activity at least one (1) week in advance.

When possible 24 hour notice given if activity cancelled.

Responsible to provide a safe working environment for work purposes. This includes having a fire escape plan, working smoke detectors, a fire extinguisher, latex gloves and a first aid kit.

Families are also responsible to keep the exits free of clutter and have doors that lock and a telephone must be available.

You are responsible for providing information to the respite contractor regarding an emergency contact number, approximate time of return, medical allergy information, fire escape routes and routines and personal preferences of the person supported.

If parents plan on being out of town, arrangements for an emergency back up to the worker will be made.

The family is responsible for providing materials for indoor activities.

If record keeping is required, the family agrees to supply the appropriate training.

Payment:

Parent is responsible for submitting signed “proof of service” forms for reimbursement to the Respite Services office. As a parent I am responsible to ensure the Respite Contractor is paid promptly after the processing of these forms.

Parent/Guardian Rights:

Have the right to terminate the (contract) if unsatisfied. Agree to supply ____ week(s) notice if termination occurs.

Have the right to request the Respite Contractor to obtain updated training. However; should there be a cost, responsibility for payment for training will be discussed.

Have the right to have confidentiality protected.

Have the right to be treated with respect and dignity.

Respite Contractors Role:

The role of the Respite Contractor is to provide “safe” and stimulating, recreational support both in the home and in the community.

Respite Contractor Responsibilities:

As a Respite Contractor, I will support your child/youth/adult/family with the utmost respect and dignity. I agree to take training requested to further assist in the support of your child/youth/adult. (Payment of costs to be mutually agreed upon.)

If I am unable to work, I agree to give you 24hours notice unless an emergency occurs.

If this contract needs to be terminated, I agree to supply _____ weeks notice.

It is my responsibility to report any concerns or emergencies to you or the appropriate body. The Police or CAS (Children’s Aid Society) must be contacted where any abuse or maltreatment exists.

I agree to do my best to find inclusive and age appropriate activities and events.

My rights as a Respite Contractor:

I have the right to be treated with respect and dignity.

I have the right to refuse work with inappropriate notice.

I have the right to refuse unsafe work. This may mean work in a dangerous environment or work with a person that may cause me harm.

I have the right to refuse additional child care if I feel uncomfortable or if it takes away from the main support of the person being supported.

By signing below, both the Parent/Guardian of the supported person and the Respite Contractor agree to follow the above responsibilities and rights to the best of their ability.

Parent/Guardian

Respite Contractor

Date:_____

Date:_____

Appendix C

RESPITE SERVICES
Managing your family profile

1. Access the Respite Services website by going to <http://www.respiteservices.com> and selecting the appropriate region. In this case, your region is Muskoka / Parry Sound & Nipissing. The username and password you received by email are inputted in the Login box.

Select Your Local Area: Muskoka / Parry Sound & Nipissing

Login

User Name:

Password:

GO

Forgot your username or password?
Don't have a username and password?

Welcome to the Muskoka, I

To explore respite services, options, events and in

Once you are logged in, you will be presented with 4 options. The first option “**Notifications**” is where you will retrieve any worker profiles that have been sent to your account by a Respite Coordinator.

Menu

Help

[Bottom of page](#)

- Notifications
- Manage My Account
- Change My Password
- Manage Family Profile

Welcome Test Family

Please choose one of the menu options.

- To view Worker Matches click Notifications.
- To update your email account information click Manage My Account.
- To change your Login password click Change My Password.
- To update and make changes to your Family Profile information, to regi Manage Family Profile.

[Top of page](#)

In order to view the worker profiles, click “select” then click “view”.

Notifications

To view worker profile click Select for the worker profile you would like to view then click View.

6 Notifications Show Items/page

Select	Date Created	Name	Description	Status	Comment
<input checked="" type="radio"/>	February 22, 2012	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Read	
<input type="radio"/>	July 4, 2011	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Unread	
<input type="radio"/>	July 4, 2011	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Unread	
<input type="radio"/>	July 4, 2011	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Unread	
<input type="radio"/>	July 4, 2011	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Unread	
<input type="radio"/>	May 10, 2010	Test, Child (Muskoka / Parry Sound & Nipissing)	New Worker Matches	Read	

View
Delete

The worker profile will contain their contact information should you wish to schedule an interview. If you do conduct an interview and hire a worker, please notify your Respite Coordinator.

Worker Profile

April 8, 2013

Provided By : respiteservices.com

www.respiteservices.com
 Phone : Fax :
 Email Address :

Status : Active

Name : Test Worker

Email Address :

Gender : Female

Occupation : Personal Support Worker

Education / Training : PSW course

Related Experience : Medically Complex, Challenging Behaviours, Physical Disability

Skills : G/J Tube

Types of Support : Behavioural, Lift/Transfers

Other Experience :

Skills / Strengths :

Worker ID # : 6275

Community Region : North Bay and Area

Main Intersection : Please ad your intersection

Phone Number : 705 476 5117

Alternate Phone Number :

Second Option: Manage My Account

This tab will allow you to make changes to your email information.

First Name	<input type="text" value="Test"/>
Last Name	<input type="text" value="Family"/>
Email Address	<input type="text"/>
Language	<input type="text" value="English"/>

Third Option: Change Password

*Current Password	<input type="text"/>
*Password	<input type="text"/>
*Confirm Password	<input type="text"/>

Fourth Option: Manage Family Profile

This tab allows families to access their complete profile. It is here that you can up-date your contact information or information about your child. It is also here that you can create your own personal classified ad. Here you would click “select” to continue.

Manage Family Profile

In order to modify, select the appropriate profile. To add another sibling, click Add Sibling.

1 Individual Show items/page

	First Name	Last Name
<input type="button" value="Select"/>	Child	Test

Hit “Select” to continue.

1 Basic Family Profile Show items/page

Community

<input type="button" value="Select"/>	Muskoka / Parry Sound & Nipissing
---------------------------------------	-----------------------------------

You are now able to up-date, change or create a classified ad.

Parent / Caregiver Contact Information

Family ID # 10136
 Individual ID # 10375

*First Name Test
 *Last Name Family
 Initials

*Street Address 123 Spruce st.
 Apartment / Unit
 *City / Town North Bay
 *Postal Code P1B 3K9
 Main Intersection
 *Community Region North Bay and Area

*Home Phone Number (705) 476 - 5117 x.
 Alternate Phone Number () - x.
 Fax Number () - x.

Email Address
 *Relationship to Service User / Individual Mother
 If other, specify
 *Spoken Languages

- Afrikaans
- Arabic
- Cantonese
- Cree
- Dutch
- English
- Farsi
- Finnish
- French
- German

The second page of your profile, allows you to indicate your worker preferences i.e. gender, languages spoken, experience required.

Manage Family Profile - Modify Profile

Modify the appropriate fields.

Note : *indicates a required field.

NOTE : To autopopulate modified information from the Parent / Caregiver section, when it is the same for Primary Contact and Individual, 'Check if same as Parent / Caregiver' check box. Only the modified information will change.

Worker Requirements

*Preferred Spoken Languages

- Afrikaans
- Arabic
- Cantonese
- Cree
- Dutch
- English
- Farsi
- Finnish
- French
- German

This section allows you to create a personalized classified ad regarding your son or daughter if looking for a worker. Your ad should include your child's likes, routines, interests and hobbies. However, it should not contain any identifying information. We encourage you to be specific about the worker's role when they are providing Respite care i.e. their responsibilities, duties and expectations.

Classified Ad

Would you like to have a classified ad posted on respiteservices.com website?

Description of Individual

Worker's Role

Availability

Once you've completed up-dates to your profile, click "Enter Release Form".
[Respite Options](#)

Please select the Respite Options you wish to apply for below.

5 Respite Options Show items/page

Select	Community Respite Partner	Program Title (English)
<input type="checkbox"/>	Hands The Family Help Network .ca	Autism Spectrum Disorder Enhanced Respite Services -Crisis
<input type="checkbox"/>	Community Living North Bay	In-home respite
<input type="checkbox"/>	Community Living North Bay	In-home Respite
<input type="checkbox"/>	Community Living North Bay	Out-of-home
<input type="checkbox"/>	PHARA Physically Handicapped Adults Rehabilitation Association	PHARA

After reviewing the Respite Options and Release Form, click "I Agree" and then click "Enter Consent".

I Agree

FAMILY CONSENT FORM

Statement of Purpose for the Collection, Use and Disclosure of the Information Provided

The information collected directly from you will be forwarded to respiteservices.com (tri-hosted by Community Living South Muskoka, Community Living Parry Sound and Community Living North Bay. By signing this information, you will be consenting to collection, use and disclosure of personal information contained in the form in accordance with the Privacy Notice Statement and the Terms of Use.

The information that you provide will be used for the following purposes:

- to facilitate the process of matching a Respite Contractor with your respite needs;
- to facilitate the process of referring you to, or applying for, respite programs and option(s);
- to facilitate both processes above;
- to contact you regarding upcoming events, activities and programs that may be of interest;
- to send you information, documents or forms required to keep your information up-to-date; and
- for quality assurance purposes, including feedback on how effective and helpful our services have been, to allow us to improve our services

Jul 04, 2011

Consent

I, , have reviewed the statement concerning the collection, use, and disclosure of personal information. I understand that I can refuse to provide consent. I also understand that I can withdraw my consent at any time.

• I hereby authorize the collection, use, and disclosure of my personal information for all the purposes identified above. (Only one person needs to give consent)

Parent - I Agree	<input checked="" type="checkbox"/>
Guardian - I Agree	<input type="checkbox"/>
Individual - I Agree	<input type="checkbox"/>

Now you will have the opportunity to review and complete the “Family Consent Form”. Click the box that applies then click “Submit”.

Person Filling out Form : Parent
Relationship to Service User / Individual : Parent
Date Created : April 27, 2010
Date Modified : April 8, 2013

Agency Filling out Form
(if applicable) :
Who will receive information : Parent / Caregiver
Coordinator : Linda Jonescu
Phone Number : 705 476 5117 x.222

Are you currently working with a case manager? (i.e. Family Support Worker, Coordinator, Resource Teacher, Infant Development Worker or Other) :
If yes, please provide the name and number where they can be reached :
Please indicate the funding sources that you are currently receiving: : Special Services at Home
If you are not receiving Agency funding, would you like to apply? : Yes
Would you like to speak to someone about respite services? : Yes

Created By	Linda Jonescu	April 27, 2010
Approved By	Linda Jonescu	May 4, 2010
Modified By	Test Family	April 8, 2013

Additional Questions

Would you like to receive new worker profiles?

Have you recently hired a new worker?

Would you like to receive information about respite options available?

This page offers different options for you to select and click “Save”. If no additional information is required you will still need to click “Save” before exiting the page. Changes to your registration will temporarily inactivate your profile. Your up-dated profile will be received by a Respite Coordinator and your classified ad will be posted if required. You will receive confirmation once your changes are successfully registered.
