Frequently Asked Questions- Workers

**How do I connect to families?**

In order to connect with families, you need to be a registered CHAP worker (in Toronto) in order to connect to families through the program. Due to confidentiality, families, caregivers or service providers will connect directly to you as the CHAP worker. If you wish to connect to families, you can view the Family Classified Ads and request that your profile be sent to the families of your choice.

**How do I update my profile?**

To update your profile, you are required to login at [www.respiteservices.com/Toronto](http://www.respiteservices.com/Toronto) with your username and password. Click on “Manage worker profile” on the left-hand side of the screen to update your information. Ensure you receive the final message at the end of the update “Thank you for updating your profile” as well as a personal confirmation from the CHAP Facilitators.

**What do I do if I forget my password?**

If you forget your login information, email the CHAP Facilitators at [chap@respiteservices.com](mailto:chap@respiteservices.com) to reset your password.

**How do I get paid?**

To get payment through the CHAP program, families/ caregivers will generally pay you directly. They may also use a funding source to pay you (i.e. Special Services at Home or Passport). Be sure to discuss this at your interview with the family.

**What’s the importance of a contract and how do I put together a contract?**

The importance of the contract is to document your role as a CHAP worker, ensuring you have discussed responsibilities, goals, payments etc. Please refer to the *Worker resource package* on the CHAP worker page for examples.

**What if I get another job and can’t support a family anymore?**

If you’re unable to provide support to a family, as with any other position, give the families at least two week’s notice and refer the family back to the CHAP program to find a new worker.

**What if I don’t have time to support additional families right now? How do I put my profile on hold?**

If you’re unable to support additional families right now, connect with the CHAP Facilitators at chap@respiteservices.com to put your profile status to Inactive, for up to one year.

**How do I return as a previous CHAP worker?**

Please connect with the CHAP Facilitators to discuss re-activating your profile. Re-activating a worker is up to the CHAP Facilitator’s discretion.

**Who do I contact if I have additional questions?**

Connect with the CHAP Facilitators at [chap@respiteservices.com](mailto:chap@respiteservices.com) if you have additional questions.