

Family Registry Information Package



respiteservices.com

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CHAPTER 1

Your respiteservices.com username and password

Your respiteservices.com username is: _____

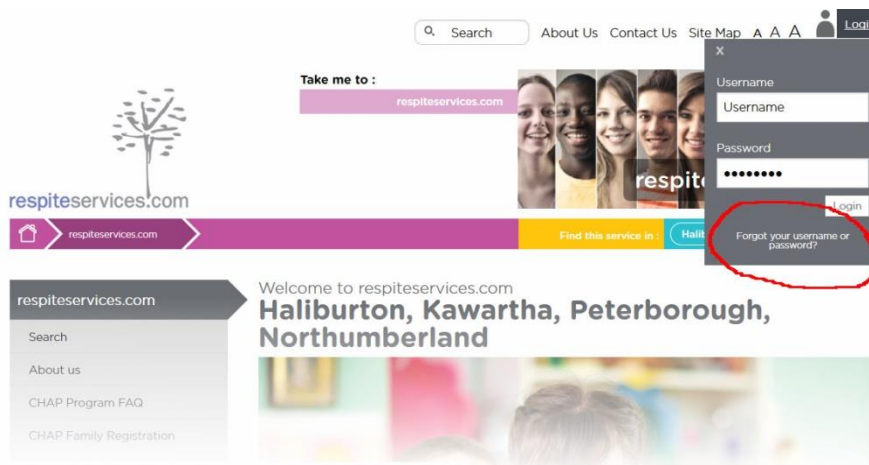
Your password is: _____

Getting your username and password:

Your username and password will be emailed to you upon registration with respiteservices.com. Also check your spam folder in case it goes there. If you haven't received your username and password within 24 hours, please email your chap coordinator with a request to manually generate new ones for you.

If you lose your password:

There is a password recovery feature on the website



If you lose your password there is a password recovery feature in the login box.

To access your respiteservices.com account:

Navigate to the top right hand corner of:

www.respiteservices.com/HaliburtonKawarthaPeterboroughNorthumberland.com

To contact your CHAP Coordinator:

Phone: 905-885-6671 x 227

Email: chap.coordinator@northumberlandfamilyrespite.ca

CHAPTER 2

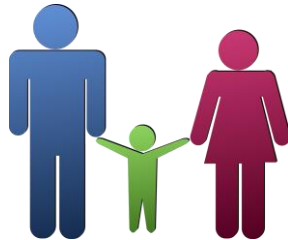
About respiteservices.com and the CHAP Program

respiteservices.com is a province-wide web resource providing respite information and resources for individuals with developmental disabilities and their families & caregivers. It was developed in order to provide a means of matching respite needs with respite options in the community. An important feature of the respiteservices.com website is the CHAP Program.

The CHAP Program

Community Helpers for Active Participation

The CHAP program connects caregivers of individuals with disabilities with respite support providers through the use of a **Family Registry** and a **Worker Registry**.



Family Registry



Worker Registry

There is no charge for registering and using the CHAP service, but payment for respite support is negotiated between family/caregiver and the respite provider.

There is never a guarantee that appropriate connections can be made and family/caregivers are encouraged to supplement their search for respite providers through other sources as well.

The Family Registry

The CHAP Family Registry provides flexibility for families/caregivers to direct their own Special Services at Home (SSAH), Passport, or even private funds to engage with respite providers in a way that's most meaningful for them. For more about funding, see *Chapter 3, Funding* on page 7. Once registered, families can access

CHAP workers as much or as little as needed. Requests can be made for short or long-term, or even occasional service as required.

Upon registration in the CHAP Program, confidential information is collected about your family, the nature of the developmental disability, individual needs and preferences. The CHAP Coordinator will process your registration and begin forwarding profiles of respite providers.

The Worker Registry

Individuals in the Worker Registry are persons willing to provide respite support either in the community or family home. Support providers vary in experience, education, skills, and availability. Some may be students or recent graduates who join the CHAP Worker Registry to gain valuable experience, others may have years of related experience and are looking to supplement income. One commonality is that each wants to help make a difference! In order to be listed in our registry all individuals must complete/provide screening requirements that include:

- Resume
- Three references
- Valid Police Check/Vulnerable Persons Sector
- [SafeGuards “Respite Services Training Certificate”](#) course
- Attend an Activation/Orientation interview with a CHAP Coordinator





Important Information

CHAP Workers are NOT employees of respiteservices.com.

The respite providers listed in the registry are neither employed nor on contract with respiteservices.com. The working relationship you establish with a respite care provider from the registry may however be one of an employer/employee nature or that of a contract/self-employed nature. For more about Employee vs. Contractor See *CHAPTER 6; Differences between Employees and an Independent Contractors*, page 23.

Payment to the CHAP worker is made directly by the family.

Respiteservices.com does not negotiate contracts, set rates, collect or distribute funds on any party's behalf. Respiteservices.com will not assume responsibility or liability for financial matters between family/caregivers and respite providers.

Respiteservices.com does not provide supervision.

It is the responsibility of the parent/caregiver to negotiate terms and expectations with their respite provider, and to monitor and provide supervision of respite providers as needed.

The CHAP program cannot guarantee that you will find a respite provider.

The number of providers in the registry changes as individuals completes screening procedures, some find work with families, and schedules change. Availability of providers may vary according to geographic area, with less densely populated areas typically having fewer providers.

CHAPTER 3

Funding

Funding resources are available for all ages, but your starting point will depend on whether you are seeking funding for a child (under the age of 18) or an adult. It's also important to understand funding procedures for individuals transitioning to adulthood.



Changes to Adult funding (2012)

On April 1, 2012, **Special Services At Home** for adults was “merged” with the **Passport** program. Direct funding for adults with a developmental disability is available through Passport. **SSAH no longer serves adults with a developmental disability; it is now a program for children only. Your SSAH support will end on your eighteenth birthday.**

You will need to apply for adult developmental services through your local DSO. This includes confirmation of eligibility for services and completing an application package.



Ontario Ministry of
Children and Youth
Services (MCYS)
East Regional Office

1-800-646-3209

Funding for Children

Special Services at Home (SSAH)

The **Special Services at Home** program helps families who are caring for a child with a developmental or physical disability. It is funded and managed by the Ministry of Community and Social Services.

The program helps families pay for special services in or outside the family home as long as the child is not receiving support from a residential program. For example, the family can hire someone to:

- help the child learn new skills and abilities, such as improving their communications skills and becoming more independent
- provide respite support to the family - families can get money to pay for services that will give them a break, or respite, from the day-to-day care of their child.

The amount of funding a family receives depends on:

- the type and amount of service the child needs
- what other help is available in the community
- what kind of support the family is already receiving.

Eligibility

Families can apply for this support if their children have a developmental or physical disability:

- live in Ontario; and,
- need more support than most families can provide

and

- are living at home with their family, or
- if they are not living at home with their family and are not being helped by other residential services

How to apply

The program is funded and managed by the Ministry of Community and Social Services. Download and complete an [application form](#).

Attach a medical statement or psychological assessment to your application. It should describe the disability and explain why you need the services and how much it will cost. Mail the completed application form and the medical assessment to your nearest regional office.

Assistance for Children with Severe Disabilities (ACSD)

If you are a parent caring for a child with a severe disability, you may be able to receive financial support through the Assistance for Children with Severe Disabilities Program. This program provides financial support for low- to moderate-income families to cover some of the extra costs of caring for a child who has a severe disability.

Eligibility

A parent or a legal guardian whose child:

- is under 18 years of age,
- lives at home,
- and has a severe disability

may be eligible to receive help under this program depending on family income.

Financial Support

Depending on the income and size of the family, the program may provide between \$25 and \$470 a month to help with costs, such as:

- travel to doctors' appointments, hospitals and other appointments related to the child's disability
- special shoes and clothes
- parental relief such as respite
- wheelchairs and other assistive devices, including repairs
- hearing aids and batteries
- prescription drugs
- dental and vision care, including eyeglasses

How much a family receives will depend on:

- the family's income
- the size of the family,
- the severity of the disability and
- the extraordinary costs related to the child's disability

How to apply

The program is funded by the [Ministry of Community and Social Services](#).

1. Contact your local regional office and ask for an application form.
2. Complete the application form and return it to the regional office along with any documentation asked for.
3. A Special Agreements Officer will review your application and will contact you if they need more information.
4. You will receive a letter saying whether or not you qualify for a grant and, if so, how much you will receive.



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Out of Home Respite

Families of children with multiple special needs can receive up to seven days of out-of-home respite per year. This can be provided in a location other than their own home.

Eligibility

The child must:

- be under 18 years of age
- have multiple special needs because of a physical and/or developmental disability, and
- live at home and need care 24 hours a day, 365 days a year

and, without out-of-home respite, there's a real possibility that

- the child would require long-term residential placement
- the child's family would be at risk of breakdown, or
- there would be a risk that the child could harm themselves or others.

How to apply

Contact the ministry's regional office nearest you.

Enhanced Respite Funding

This grant is paid to families who are caring for a child who is medically fragile and/or depends on a technological device, and requires care 24 hours a day, 365 days a year. It is provided in addition to other respite services. Families may be eligible for up to \$3,500 per child, per year.

Families who may qualify for this grant have children who:

- rely on medical and technological equipment, such as mechanical ventilators, apnea monitors, renal dialysis, urinary catheters, colostomy bags, or
- are administered drugs intravenously, or
- rely on tracheotomy tube care, suctioning, oxygen support or tube feeding

Eligibility

The child:

- is under 18 years of age
- lives at home and
- needs intensive care and constant monitoring on a 24-hour basis.

How to apply

Contact the ministry's regional office nearest you.

Funding for Adults

The DSO and Transitioning to Adult Developmental Services

As you make your plans for the future it is important to remember that as a child he/she is entitled to service through the publicly funded education system. Adult services are different. They are not based on a system of entitlement. Both the increased demand for service and government policies have required agencies to make decisions in determining who they can serve.

The DSO has been established as the single point of contact for adults with developmental disabilities and their families to apply for and receive Ministry of Community and Social Service funded services and supports.

Wherever you live in Ontario, the DSO can help you or someone you care for to connect with available:

- residential supports
- caregiver respite
- community participation supports (like recreation, volunteering, employment, or in-home supports)
- professional and specialized services
- person-directed planning
- and other supports to help people with developmental disabilities become more involved in their communities!



DSO Central East Region

Email:
dsocentraleast@yssn.ca

1-855-952-2077





DSO Central East Region

Email:

dsocentraleast@yssn.ca

1-855-952-2077

The Passport Program: Help with Daily Living

Passport is a program that helps adults 18 years or older with a developmental disability to participate in their communities. It also helps caregivers of an adult with a developmental disability take a break from their caregiving responsibilities.

Passport provides funding for services and supports so adults with a developmental disability can:

- take part in community classes or recreational programs
- develop work, volunteer, and daily life skills
- hire a support worker
- create their own life plans (**person-directed planning**) to reach their goals
- get temporary respite for their caregivers

Passport is funded by the Ontario Government and administered by local Passport Agencies. The **Passport Agency** for Haliburton, Kawartha, Peterborough, Northumberland region is [Tri-County Community Support Services](#).

Who does the Passport program serve?

The Passport program is for people with a developmental disability who are 18-years-old or older and:

- need support to participate in the community while they are still in school, or;
- have left school and are living on their own, with family or independently in a supportive living arrangement.

How to apply

Developmental Services Ontario manages the application process for all provincially-funded developmental services and supports for adults with a developmental disability in Ontario.

Contact **Developmental Services Ontario** to apply for adult developmental services, including Passport. If you're eligible, staff there will help you complete a developmental services application package to assess your needs and connect you with available services and supports.

Resources

The following publications provide useful information about Passport Funding.

[Passport Program: Guidelines for Adults with a Developmental Disability and their Caregivers](#)

[Passport Funding: What Can I Use It For?](#)

Ontario Disability Support Program (ODSP)

If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP).

ODSP offers:

- financial assistance to help you and your family with essential living expenses
- benefits, for you and your family, including prescription drugs and vision care
- help finding and keeping a job, and advancing your career

Types of support

ODSP offers two types of support:

1. **Income support** - Financial assistance provided each month to help with the costs of basic needs, like food, clothing and shelter. Income support also includes benefits, like drug coverage and vision care, for clients and their eligible family members.
2. **Employment supports** - Services and supports to help clients with disabilities find and keep a job, and advance their careers.

Applying

Each type of support has its own eligibility requirements and application process.

Contact the **Ministry of Community and Social Services, East Region**:

Ministry of Community and Social Services

Ontario Disability Support Program

Income and Employment Supports

470 Dundas Street East Unit #30

Belleville ON K8N 1G1

Tel: (613) 962-9562

Toll Free: 1-800-267-4355

TDD/TTY: (613) 962-2927

Fax: (613) 966-9788

CHAPTER 4

Using respiteservices.com

Your Username and Password

After you have completed your online registration you should have received a username and password. For more information, including how to reset your password see [Chapter 1: Your respiteservices.com username and password](#).

Your Family Profile

Once you have completed your registration online, the information you provided automatically generates a **Family Profile**. Your family profile is confidential, never shared with anyone except for your CHAP Coordinator and assists with connecting you to potential providers that you may choose to hire or contract.

Tips for Completing your Family Profile

The information provided in your Family Profile becomes the tool that your CHAP Coordinator uses to help source out profiles of CHAP workers for your consideration. The following are some tips to consider when completing your profile.

- **Email address:** ensure that your email address is current. Your email is where profiles of workers and also communications from your CHAP coordinator will be sent. If your email address changes, please update your Family Profile with your new one.
- **Individual Information:** Be as descriptive as possible, including information about Hobbies & Interests. The CHAP registry uses algorithms that cross-reference these with those of the providers in the registry.
- **Gender preference:** Families who are open to either gender (if appropriate) may find more options available to them.
- **Rate of pay:** Consider being negotiable with providers. Sometimes the cheapest rate isn't always your best option. As a rule of thumb, the higher the needs, the greater the pay will be expected.
- **Classified Ads:** Make one, it's free! The classified ads are a great way to reach a wider audience. Providers in the registry often browse the classified ads and some families find their support worker this way. Classified ads are free of charge and can be renewed, extended or modified as needed.

Family Profile

Provided By : CHAP Coordinator
 respiteservices.com
 ON
www.respiteservices.com
 Phone : Fax :
 Email Address :
 respiteservices.com@northumberlandfamilyrespite.ca

Basic Status : Active
Workbank Status : Active
Suspend Access to Profile : No
New Basic Profile : No
New Workbank Profile : No

Family ID # : 55555
Individual ID # : 44444

Parent / Caregiver Contact Information
Name : Jane Doe
Home Phone Number : 555-555-5555
Alternate Phone Number :
Fax Number :
Email Address : janedoe@email.com
Relationship to Service User / Individual : Legal Guardian
 If other, specify :
Spoken Languages : English
Type of Respite Support Requested : Respite Worker (In Home and / or Host Home / Community)

Street Address : 123 Main St
Apartment / Unit :
City / Town : Anytown
Postal Code : K0A 8J9
Main Intersection :
Community Region : Peterborough (County)
Interpreter Needed : No
If yes, Identify Language Preference :
How did you hear about respiteservices.com? : Community Living Peterborough

Primary / Agency Contact Information
 Address and contact information same as parent / caregiver

Individual Information
Name : Junior Doe
Date of Birth : March 6, 2003
Gender : Male
Age Category : School Aged
Comments / Hobbies / Interests : Junior is impulsive and requires one to one support to participate in social/leisure activities. He is interested in horseback riding, playgrounds, riding his trike, and playing soccer with his friends. Sometimes he enjoys swimming though he has fear of water.
Diagnoses : Medically Complex, Physical Disability, Seizures, Intellectual Disability, Attention Deficit Hyper Disorder (ADHD)
Other Needs :
Support Required : Host Home (Out of Home), Speech & Language / Communication, Behavioural, Assistive Devices (wheelchair, etc.), Personal Care (toileting), Medical, First Aid, Crisis Prevention and Intervention (CPI), Alternative Communication Devices, CPR, Transportation

Preferred Spoken Languages : English
Worker Gender : Male, Female
Rate of Pay : \$12-15
Requires Driver's License? : Yes
Requires Vehicle during support? : Yes

Worker Duties / Activities : provide respite support and facilitate leisure/social opportunities developmental programming (self help skills) Sensory awareness and integration

Parent / Caregiver Receive Worker Profile by : E-mail
Primary / Contact Receive Worker Profile by : E-mail
Would you like the Family Information Package? : Yes

Before School :
Morning :
Afternoon :
After School / Any Evening / Any Overnight :
Saturday / Any Sunday / Any Holidays? : Yes
March Break? : Yes
Relief Shifts? : No
Summer : Any

Classified Ad Posted : Yes
Description of Individual : Seven year old is impulsive and requires one to one support to participate in social/leisure activities. He is interested in horseback riding, playgrounds, riding his bicycle and any other activities that will keep him engaged. He needs to use a wheelchair and may require some direction with personal care. Occasional seizures.
Worker's Role : provide respite support and facilitate leisure/social opportunities developmental programming (self help skills) Sensory awareness and integration
Availability : negotiable

Expires On : January 1, 2011

Created On :

Person Filing out Form : Jane Doe
Relationship to Service User / Individual : maternal grandmother
Date Created : January 1, 2014
Date Modified :

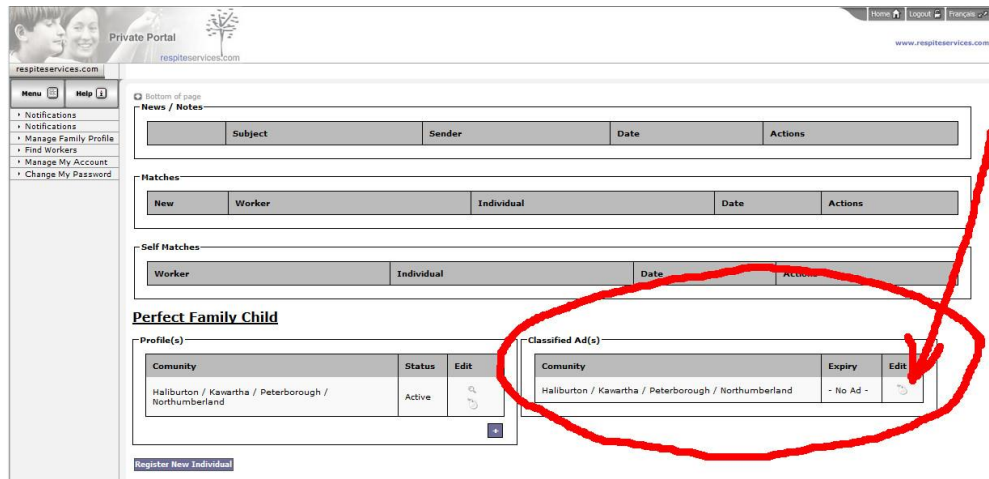
Agency Filing out Form (if applicable) :
Who will receive information : Parent / Caregiver
Coordinator :
Phone Number :

A Family Profile contains all of the information that your CHAP Coordinator uses when sourcing out Profiles of respite providers to connect you with.

How to add/modify your Classified Ad

- Login to the website using your username and password.
- Click on the **Edit** icon located in the Classified Ad section

To edit your Classified Ad be sure to click on the small icon in the Edit box of the Classified Ad region.



After clicking the **Edit** icon you will be presented with the following:

Modify the appropriate fields.

*Community Haliburton / Kawartha / Peterborough / Northumberland

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

Description of Individual

Availability

Created On - Select - - Select - - Select -

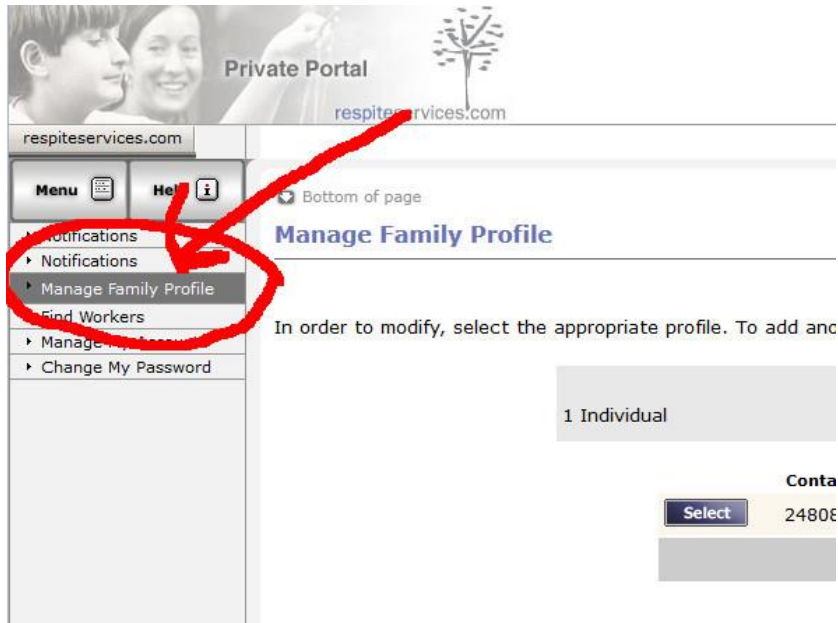
Expires On - Select - - Select - - Select -

Save Cancel

The more information the better! If you haven't already done so, be sure to indicate the **Nearest Main Intersection**, and **Rate of Pay** which are automatically generated using information from your **Family Profile**.

How to modify information in your Family Profile

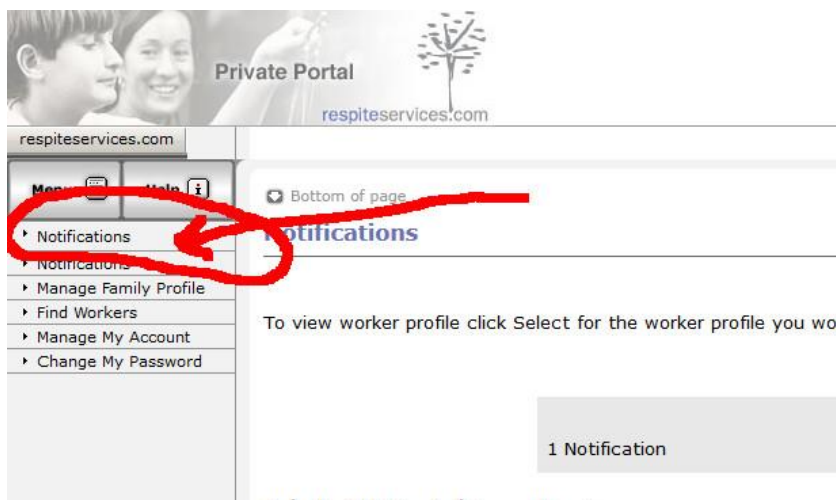
- Login to the website using your username and password.
- Click on **Manage Family Profile**.



How to view Worker Profiles

When the CHAP Coordinator provides a Worker Profile for you to review you will receive an email notification. To access the profile:

- Login to the website using your username and password.
- Click on **Notifications**.



Chapter 5

Prepare, Connect, Hire/Contract

Prepare

You are ready to start looking for a respite provider! What should you do next?

How should you proceed? What do you need and want from your provider?

Consider your family's specific expectations. For example:

- medication administration
- worker gender (e.g. male or female)
- first Aid/CPR training
- programming
- job/volunteer coaching
- life skills development
- non-smoker
- driver's license and insurance
- swimming qualifications
- availability
- hobbies and interests

Some qualities to explore:

- **Acceptance and warmth:** Does the person show a real kindness for all people, including those with special needs?
- **Understanding:** Does the person recognize that people are in different stages of physical, mental, and social development?
- **Competence:** Can this person meet the individualized behavioral and socialization needs of your family member?
- **Patience:** Can this person be patient when a situation becomes challenging?
- **Fun, humour and spontaneity:** Does the person play and engage with your child? Can they talk, laugh, and interact with an adult who is receiving care?
- **Good judgement:** Can the person solve problems and make good decisions, in both routine and emergency situations?
- **Respect:** Does the person listen to what you say? Will they follow your family's rules and expectations?

- **Communication:** Is the provider able to ask questions and share important information with you?
- **Flexibility:** Can the person use a variety of approaches to meet the special needs of your family member?
- **Reliability:** Is the person predictable and consistent?
- **Confidentiality:** Will the provider keep personal information about your child and family private?

Complete the “All About Me” care booklet

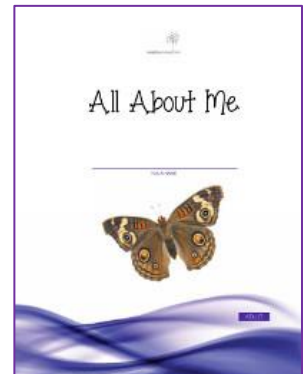
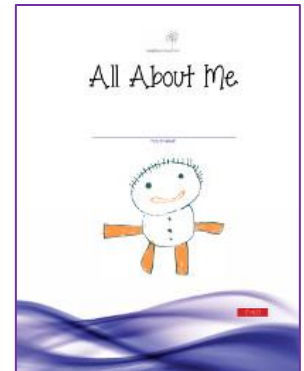
Taking the time to complete the [All About Me \(for Child or Adult\)](#) booklets suggest care plans that organize information for the respite provider and helps them to best support your family member during a variety of situations that may arise. It’s available to download from the **Family Resources** section of our website.

Reviewing Worker Profiles

When there are Profiles of providers for you to review you will receive an email notification. You’ll need to use your username and password to login to the [respiteservices.com](#) website to access and view these profiles. (for more about accessing Worker Profiles, see page 17 [How to View Worker Profiles](#))

Sharing of Worker Profiles and Confidentiality

Worker Profiles contain information that has been provided with an expectation of privacy and confidentiality by the worker. Profiles are provided to selected Families based on permissions granted by the Worker. Worker Profiles are not permitted to be shared with any other party without the express permission of the Worker. Should you know of a family or agency who might be interested in viewing a worker profile that has been provided, please refer them to the Family Registration in the CHAP Program.



A sample Worker Profile

Prior to being listed in the CHAP Worker Registry, individuals are required to complete a screening process that includes:

- a valid police check
- 3 references
- resume
- Completion of the SafeGuards Respite Training course
- agreements about confidentiality and conduct

Information contained in Worker Profiles has been provided by the worker and is not verified by the CHAP Program.

Families are encouraged to conduct independent screening and verification of any worker prior to engagement.

Worker Profile		December 11, 2017
Provided by :	Anita Macklin respiteservices.com ON	www.respiteservices.com Phone : 905 885 6671 x.227 Fax : Email : amacklin@northumberlandfamilyrespite.ca
Status :	Inactive	Worker ID #: 11271
Name :	Perfect Person	Region : Northumberland County (West)
Email :	contact@northumberlandfamilyrespite.ca	Main Intersection :
Gender :	Female	Phone #: 555 555 5555
Occupation :	Personal Support Worker	Alternate Phone #:
Education / Training :	Standard First Aid course: 2013 Respite Services Training Certificate: 2013, SafeGuards	
Related Experience :	Fetal Alcohol Syndrome (FAS), Autism Spectrum Disorder, Developmental Disability, Attention Deficit Disorder (ADD)	
Skills :		
Types of Support :	Applied Behaviour Analysis (ABA), First Aid, Sign Language	
Other Experience :	-5 years experience working at XYZ Special Needs Camp, (2010-13) -Volunteered with the Meals on Wheels Program, 2008 -Lifeguard at the YMCA (2012-15)	
Skills / Strengths :	Experience with supporting individuals in developing life skills, employment and volunteering opportunities, behavioural training and support systems navigation.	
Hobbies / Interests :	-I have a younger sibling with Autism and have assisted with her special needs for several years. -I am very interested in cycling and working to build confidence with people of all age and disability to develop cycling skills -Fine art, painting, sketching, and clay modelling Additional Notes : I have trained others for First Aid/ CPR with Red Cross and Life Saving Society.	
Valid Drivers License?	Yes	First Aid Expiry Date : February 16, 2018
Willing to use own vehicle for respite support?	Yes	CPR Expiry Date : February 16, 2018
Spoken Languages :	Italian, English	Crisis Prevention Intervention Expiry Date : March 2, 2018
Other languages spoken (not listed above) :		
Gender Preference :	Any	Before School : Any
Age Preference :	0-5 Preschool, 6-12 School Aged	Mornings : Any
Rate of Pay :	Negotiable	Afternoons :
Will work in the following community / regions :	Northumberland County (West), Northumberland County (East)	After School : Any
Referral :		Evenings : Any
Will work with agency? No		Overnight :
If yes, specify the type of work :		Saturday : Afternoons
		Sunday : Afternoons
		Holidays : No
		March Break : No
		Relief Shifts : No
		Summer :
Date Modified :	December 11, 2017	
<p>IMPORTANT: CHAP workers have met screening requirements in order to be listed in the CHAP Worker Registry at respiteservices.com only. The CHAP screening criteria should not be relied upon to determine suitability requirements that you may have for your individual circumstance. Families/Caregivers are independently responsible for establishing satisfactory screening of workers prior to engagement in any working relationship.</p> <p>CONFIDENTIALITY: Information contained in this Worker Profile has been shared with you under agreement with the Worker and there is an expectation of privacy. Sharing of this information with any other party is prohibited.</p>		

The Worker Profile is a tool for comparing information about prospective respite providers. For privacy and confidentiality reasons we cannot provide Families with a Worker's resume, police check, reference feedback, or any other information not contained in the Worker Profile. We do however, advise workers that they should expect and prepare for further screening by families.

Connect

You've prepared. Now you are ready to connect. When you receive notification that there are a worker profile, the worker also concurrently receives a general notice that their profile has been "sent to a family. This serves as notice to the Worker that they may possibly expect a call.

Initial telephone contact:

- Contact the providers within a week of receiving profiles to establish/confirm current availability
- Inform the worker that you have received their name from the CHAP Program
- Discuss your needs and those of the individual/family member for whom you are seeking support
- Give the provider an opportunity to ask questions (they too need to establish if they might be a good "fit" for the situation)
- Schedule a date and time when you can meet the worker for an interview in person
- Choose a time when your family member can participate in the interview, and have an opportunity to meet and interact with the provider



Conducting the Interview (Suggestions)

- Have your questions ready and plan to be very specific about your family's needs and expectations
- Review their Police Check (Vulnerable Persons)
- Ask for references and permission to check them
- Negotiate the rate of pay at the interview (or when you make the final offer to begin service)
- Discuss and include an agreement on calling in sick, cancelling scheduled shifts (e.g. worker or family), being late, vacations, etc.
- Use of automobile (if appropriate): Establish if the provider is to use their car in the delivery of service or whether a vehicle will be provided. Establish mileage rates if applicable, and check automobile insurance coverage *
- *Respiteservices.com does not check or verify auto insurance, liability coverage limits, safety of vehicles or any other automobile related items.



Hire/Contract

You've done your Preparation, and you've Connected. You are ready to *employ* or *contract* services with your chosen respite provider.



Employee vs. Contractor

Prior to service beginning, it is recommended that both Family and Provider establish an agreement about the nature of the working relationship, whether it will be *employment* or *contract* in nature.

The facts of a working relationship as a whole decide employment status, not terminology chosen between Family and Provider. For more information you can download and review Canada Revenue Agency's Guide, [Employee or Self-employed?](#).

IMPORTANT: If you have found a respite worker and no longer need us to provide Worker Profiles, please notify your CHAP Coordinator so that records can be updated with the name of the worker you have chosen, their rate of pay, and their start date. Email: chap.coordinator@northumberlandfamilyrespite.ca

CHAPTER 6

Differences between Employees and Independent Contractors

The following is for informational purposes only and is not intended to replace legal advice. For detailed information please refer to the Government of Canada CRA publication [RC4110\(E\) Rev. 17](#)

Employee or self-employed worker?

It is important to decide whether a worker is an **employee** or a **self-employed individual**. Employment status directly affects a person's entitlement to employment insurance (EI) benefits under the *Employment Insurance Act*. It can also have an impact on how a worker is treated under other legislation such as the *Canada Pension Plan* and the *Income Tax Act*.

The facts of the working relationship as a whole decide the employment status.

In an employer-employee relationship, the payer is considered an employer and the worker an employee. Employers are responsible for deducting Canada Pension Plan (CPP) contributions, EI premiums, and income tax from remuneration or other amounts they pay to their employees. Employers must remit these deductions along with their share of CPP contributions and EI premiums, to the Canada Revenue Agency (CRA).

An employer who fails to deduct the required CPP contributions or EI premiums has to pay both the employer's share and the employee's share of any contributions and premiums owing, plus penalties and interest. For more information, go to Payroll.

Who is an employee

You may be considered an employee, under the Employment Standards Act, when at least some of the following describes your work:

- the business provides you with tools, equipment or materials to perform work
- your pay is not affected by the way you do your work (e.g. if you work faster or create a better product, you will not necessarily be paid more)
- you cannot subcontract your work to another person
- the business has the right to suspend, dismiss or otherwise discipline you
- the business decides:
 - what you do
 - how much you will be paid
 - when the work needs to be completed by
 - how and where you complete your work

Who is an independent contractor

You may be considered an independent contractor when at least some of the following describes your work:

- you own and are responsible for some or all of the tools or equipment you use to do your job
- you are in business for yourself, make profit and have a risk of losing money from the work you do
- you determine how and/or where your work is completed
- you can subcontract some of your work
- the business can end your contract for services, but cannot discipline you

Common Misconceptions

You may still be considered an employee even if you:

- agree (verbally or in writing) to be an independent contractor
- charge HST
- submit invoices
- use your own vehicle for work purposes
- don't have statutory deductions (e.g. tax, CPP, EI) taken from your pay

Your rights as an employee

If you are considered an employee under the *Employment Standards Act*, you may be entitled to employment rights such as:

- minimum wage
- overtime pay
- public holidays
- vacation with pay

Employers are prohibited from misclassifying employees as independent contractors. If an employer misclassifies an employee, an employment standards officer can order the employer to comply with the *Employment Standards Act*, issue a notice of contravention and/or prosecute the employer.

Please note, the *Employment Standards Act* provides minimum standards only. You may have greater rights under an employment contract, collective agreement, the common law or other legislation. If you're unsure, please talk to a lawyer.

NEW FOR 2018: Bill 148 Fair Workplaces, Better Jobs Act, 2017

With the introduction of Bill 148 Fair Workplaces, Better Jobs Act, 2017 there are legal implications of Bill 148 for people with disabilities and their families.

Guidance about the new rules are beyond the scope of The Family Information Package but a few items worth consideration include, but are not limited to:

- A new prohibition on mischaracterizing workers as independent contractors when they are actually employees
- Scheduling restrictions that come with new costs related to shift cancellation pay and on-call pay
- Increased public holiday pay and vacation pay
- New personal emergency leave obligations, including two days of paid leave per employee
- Increases to the minimum wage

CHAPTER 7

Abuse: Children

Source: <http://www.oacas.org/childrens-aid-child-protection/what-is-abuse/>

Reporting Abuse

In Ontario, it is the law to report suspected child abuse or neglect.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If you have reasonable grounds to suspect that a child is or may be in need of protection, you must report it to a children's aid society (CAS). Learn how to recognize the signs of child abuse and neglect.

All suspicions of child abuse or neglect must be reported directly to a CAS. CASs have the exclusive mandate, under the Child and Family Services Act, to investigate allegations of child abuse or neglect and to deliver child protection services.

Kawartha-Haliburton Children's Aid Society

1100 Chemong Road, Peterborough, ON K9H 7S2

Bus: 705-743-9751 | Toll free: 800-661- 2843 | Fax: 705-743-7858

Durham Children's Aid Society

1320 Airport Blvd, Oshawa, ON L1H 7K4

Bus: 905-433-1551 | Fax: 905-433-0603

What is abuse?

“Child abuse” includes physical, emotional and sexual abuse and/or neglect. It also addresses a pattern of abuse and risks of harm. Some definitions include:

Physical abuse is any deliberate physical force or action, by a parent or caregiver, which results, or could result, in injury to a child. It can include bruising, cuts, punching, slapping, beating, shaking, burning, biting or throwing a child. Using belts, sticks or other objects to punish a child can cause serious harm and is also considered abuse.

Neglect occurs when a caregiver fails to provide basic needs such as adequate food, sleep, safety, education, clothing or medical treatment. It also includes leaving a child alone or failing to provide adequate supervision. If the caregiver is unable to provide the child with basic needs due to financial inability, it is not considered neglect, unless relief has been offered and refused.

Emotional abuse is a pattern of behaviour that attacks a child's emotional development and sense of self-worth. It includes excessive, aggressive or unreasonable demands that place expectations on a child beyond his or her capacity. Emotional abuse includes constantly criticizing, teasing, belittling, insulting, rejecting, ignoring or isolating the child. It may also include exposure to domestic violence.

Sexual abuse occurs when a child is used for the sexual gratification of an adult or an older child. The child may co-operate because he or she wants to please the adult or out of fear. It includes sexual intercourse, exposing a child's private areas, indecent phone calls, fondling for sexual purposes, watching a child undress for sexual pleasure, and allowing/forcing a child to look at or perform in pornographic pictures or videos, or engage in prostitution.



CHAPTER 8

Protecting Vulnerable Adults: What You Need To Know

Source: <http://www.vulnerableadultscwr.org/what-you-need-to-know.html>

Who Is At Risk?

Anyone who has a reduced capacity to look after their own interests, needs and wellbeing can be at risk of abuse and neglect. This includes individuals with physical, sensory, mental health and intellectual disabilities, as well as some seniors. This fact sheet was designed with a particular focus on adults with cognitive (intellectual) or adaptive disabilities.

Why Are They At Risk?

People with disabilities are at risk of abuse for a variety of reasons, including:

- our society's negative attitudes about disability
- social isolation
- reliance on others for the necessities of life, including intimate personal care
- reliance on relationships where another person controls the decision-making
- if abused, not knowing their rights, not being believed, and not being able to complain or being afraid to complain



What Are The Types Of Abuse?

Abuse is any action or inaction that jeopardizes a person's health or well-being. It may include:

Physical Abuse

Any act of violence or rough treatment that causes injury or physical discomfort, such as:

- slapping, pushing, pulling, kicking
- injury with an object or weapon
- deliberate exposure to severe weather
- inappropriate use of restraint

Neglect

Any situation where the basic needs of a person are not being met by themselves or others, such as:

- food, water, shelter, heat, clothing, hygiene or safety
- proper medical, dental or psychiatric treatment

Neglect can be the result of action or inaction, and may be intentional or unintentional.

Psychological / Emotional Abuse

Any act which may lessen the sense of identity, dignity or self-worth of a person, such as:

- confinement
- physical and social isolation
- verbal assault, harassment, humiliation, or intimidation
- denial of information, privacy, visitors, or religious worship
- coercion

Sexual Abuse

Any act involving unwanted touching/activity of a sexual nature or a situation in which an adult consents or submits to sexual activity because a person in a position of trust or with authority has used that trust/authority to gain that consent. Such acts include:

- sexual assault
- sexual harassment
- any act designed to use the vulnerable person for the perpetrator's sexual gratification

Financial Abuse / Exploitation

Any act that involves the misuse/abuse of funds and/or assets belonging to a vulnerable adult, such as:

- obtaining property and funds without the person's knowledge or consent, or by using undue influence
- where a person is not mentally competent, not acting in the person's best interest

What Are Some General Signs Of Abuse?

There are a number of general indicators that may alert you to the possibility of some form of mistreatment. These indicators are not necessarily proof of abuse, but they do warrant further investigation. These general indicators include:

- recurring physical ailments with no apparent bodily cause
- eating disorders
- extreme, unusual behaviour, such as aggression, compliance, depression or withdrawal
- unusual fear of a particular person or persons
- sudden change in feelings about a particular person or place
- nightmares and sleep disturbances
- self-destructive behaviour, such as drug/alcohol abuse, self-mutilation or running away
- lack of attachment to care-givers
- compulsive lying and/or confusion regarding personal reality
- regression to infantile behaviour

In addition to these general indicators, there are more specific indicators for each type of abuse.

How Can Abuse Be Prevented?

The best way to prevent abuse is to make sure that anyone who has a disability:

- is involved in the community
- has control over their life and makes their own decisions
- can do as much on their own as possible
- has information about their rights
- engages in periodic discussions about appropriate behaviour and abuse

What Should You Do If You Suspect A Person Is Being Abused?

Ontario does not have legislation to protect adults like it does for children, which means there are no adult protection agencies as such. Therefore, it is up to all of us to act. If you suspect that a person's safety is at risk, contact the appropriate police department immediately, as they have the ability to check on the person's well-being.

To report suspected abuse or neglect in your community: Contact your local police services. In an emergency call 911.

CHAPTER 9

Respite and Related Services & Organizations

Alternatives Community Program Services

Alternatives Community Program Services has been passionate about improving the quality of life for people living with developmental disabilities for over 30 years. Supporting over 250 individuals and their families annually. Alternatives provides opportunities and outcomes for learning and skill development in the areas of employment volunteerism, recreation and community involvement. We foster a sense of belonging for people of all abilities. We open doors to help people realize their full potential.

Address:

Main Office, Employment Supports and ISS: 160 Charlotte Street, Suite 102, Peterborough, On, K9J 2T8

Day Program, Advanced Skills, and Building Bridges: 360 Reid St, Peterborough, ON, K9H 7G6

Phone: 705 742 0806

Website: <http://alternativescommunityprogramservices>

Autism Ontario, (Peterborough Chapter)

Adult group, family support plans, social learning opportunities, community events, respite, Potential Programme. Serving Peterborough, Northumberland, Newcastle, Haliburton, City of Kawartha Lakes

Address: Box 443 Stn Main, Peterborough, ON K9J 6Z3

Phone: 905-723-8405.

Website: <http://www.autismontario.com/client/aso/ao.nsf/Peterborough/home>

Christian Horizons Central East District

Employment supports, respite, supported independent living, community residences, community participation supports.

Phone: 705-741-1977

Website: <https://www.christian-horizons.org/>

Community Living Campbellford/Brighton

To provide supports and services to people with intellectual disabilities, promoting opportunities for personal growth within their community. Facilities, resources and programming include: resource centre, community homes, community support family home program, foundations individual residential care program, respite program, supported independent living, employment support, passport funding, children and youth services

Address: 65 Bridge St E, Campbellford, ON

Phone: 1-866-528-0825

Email: admin@communitylivingcampbellford.com

Website: <http://communitylivingcampbellford.com>

Community Living Peterborough

Provides the following supports and services: Supportive housing, community and family services, community access, employment options, blueboxing program, CLPConnex (day programming).

Phone: 705-743-2411

Website: <http://www.communitylivingpeterborough.ca/>

Community Living Trent Highlands (Kawartha Lakes)

Serving all ages: *Almost Home Respite House* for children with special needs and adults living with a developmental disability to stay when their families need a rest from care. *Building Bridges* helps young people (17.5 to 21 years of age) living with a developmental disability to plan for the transition from high school to life in their community after graduation. *Community Homes* offer assistance to adults with developmental disabilities who cannot live on their own without extra help. Other programs include Community Participation (CP), Connex, Day Nurseries Resource Funding Program, Early Childhood Resource Program, Early Learning Quality Initiative, Employment Services, Family Supports, Foundations, Job Quest, Life Share, Supported Independent Living, and Youth Engagement.

Phone:

Kawartha Lakes: 705-328-0464

Haliburton County: 705- 457-2626

Peterborough: 705-743-2411

Website: <http://www.communitylivingkl.ca/>

Community Living West Northumberland

We provide a range of supports to those individuals aged 6 and up who have an intellectual disability. We are committed to providing a variety of services that are as individualized as possible and meet the needs of child, youth, adults and families. Strives to work in collaboration with individuals, families, friends, caregivers, community partners and other service providers.

Address: 275 Cottesmore Avenue, Cobourg, ON K9A 4E3

Phone: 905-372-4455

Website: <http://www.communitylivingwestnorthumberland.ca/>

Community Networks of Specialized Care (CNSC) (Central)

Integrate services for individuals with a development disability and mental health needs and/or challenging behaviour. Increase system and service provider capacity to care for people, with developmental disabilities and mental health needs and/or challenging behaviour, through education and training. Promote research that will increase knowledge of best practices and that can inform system planning.

Phone: 905-844-7864

Website: <http://www.community-networks.ca/>

Five Counties Children's Centre

Five Counties is a children's treatment centre serving Peterborough, City of Kawartha Lakes, Northumberland and Haliburton Counties. We provide therapy services that assist children who are delayed in their development to develop the skills they need in everyday life such as walking, talking, and activities of daily living. Parents can refer to all Centre services except to the specialized clinics. For more information on referrals, contact us.

Phone (Peterborough): 705-748-2221

Phone (Lindsay): 705-324-1922

Phone (Cobourg): 905-377-0192

Phone (Campbellford): 705-653-1334

Phone (Haliburton County/Minden): 705-286-0737

Website: <http://www.fivecounties.on.ca/>

HeartFit Respite Inc. Farm Holidays

Nestled on 80 acres in the Northumberland Hills near Belleville, Ontario. A working farm program for adults 18+ with developmental differences. Full programming for 8 – 10 guests at a time means flexible activities and participation choices. Experienced professional teachers and developmental service workers lead the guests into new learning and reinforce daily living skills. Activities, & scheduling are determined by weather, interests and the needs of our guests.

Website: <http://heartfitrespite.com/>

Kinark Children and Youth Services

As a leading provider of services and supports for children and youth with complex needs and their families, Kinark provides clinical assessment and intervention to some of Ontario's most complex and high risk children and youth. Services are provided in the areas of Child and Youth Mental Health, Autism, Forensic Mental Health/Youth Justice.

Contact: Central Intake, 1-888-454-6275

Website: <https://www.kinark.on.ca/>

Northumberland Family Respite Services

Northumberland Family Respite Services provides intervals of support and rest for families who are responsible for the continuous care of a family member who has a handicapping condition. Quality care is arranged on a periodic basis with a host family or individual from the community. This service is provided within Northumberland County.

Address: 72 Walton St. Port Hope, ON L1A 1N3

Phone: 905-885-6671

Passport Coordinator: Wendy Heins x 224

Adult Program Coordinator: Don Schonhoffer x 222

Children's Program Coordinator: Jacquie Verbruggen x 226

Website: <http://www.northumberlandfamilyrespite.ca>

Phoenix Program: CMHA (Haliburton, Kawartha, Pine Ridge)

The PHOENIX Day Program for Individuals with a Developmental Disability or Dual Diagnosis will provide a supportive skill building environment for adults who are living with a developmental disability or dual diagnosis through community, social, physical, nutrition and mental wellness activities. (Eligibility requirements apply)

Contact: Ryan Salter

Email: rsalter@cmhahkpr.ca

Website: <https://cmhahkpr.ca/programs-services/phoenix-day-program/>

Point in Time, Centre for Children, Youth and Parents

Point in Time Centre for Children, Youth and Parents (PinT) offers a wide range of supports and services to children, youth and families in Haliburton County. These services are provided primarily through three service clusters: Family Support, Mental Health Services and Youth Justice.

Haliburton: 705-457-5345

Minden (by appointment): 705-286-2191

Crisis Line (after 4:30pm): 1-866-995-9933

Contact: info@pointintime.ca

Website: <https://www.pointintime.ca/>

Therapeutic Family Care Program

Therapeutic Family Care has three programs; Therapeutic Foster Home, Clinical Service Support and Mixed Modality Programs.

- **Therapeutic Foster Home Program (TFHP)** Children and families are supported through services delivered by specially trained treatment foster parents referred to as Parent Therapists. The child lives in a community with the Parent Therapist family. Permanency for child is prime objective. A multi-disciplinary team wraps around family.
- **Clinical Support Service Program (CSSP)** Provides services for 33 cases on approximately a 6-month basis (for a total of 66 cases per year).
- **Mixed Modality Program (MMP)** Best defined as a bridge between traditional TFC programs and staff modeled settings. Mixed Modality is seen as having the treatment foster parent and child at the centre of treatment supported by child and youth care staff.

Phone: 905-373-0522

Website: <https://www.khcas.on.ca/therapeuticfamilycare/>

Tri-County Community Support Services

Tri-County Community Support Services (TCCSS) provides community-based specialized clinical and support services to individuals, families, and service providers that contribute to the enhancement of the quality of life and community participation of persons with intellectual/developmental disabilities and/or Autism Spectrum Disorders.

Contact:

Peterborough: 349A George Street North, Suite 303, Peterborough, ON, K9H 3P9

Telephone: 705-876-9245 or 1-888-616-3456

Lindsay: Tri-County Community Support Services, 4 Kent St. East, Lindsay, ON, K9V 2C1

Telephone: 705-876-9245 or 1-888-616-3456:

Haliburton: Tri-County Community Support Services, Box 1084, Haliburton, ON, K0M 1S0

Telephone: 705-457-4548

Website: www.tccss.org/

Wintergreen Program (CHIMO Youth and Family Services)

Wintergreen provides respite to children and youth up to the age of 18, with a variety of unique needs. These children and youth come from a large catchment area that includes the City of Kawartha Lakes, Haliburton, Simcoe County, York Region, Peterborough, Northumberland and Durham Region. The program is designed to meet the needs of the child or youth to ensure that they have an enjoyable time. Safety is always paramount in the program and this is a major consideration when placing individuals together. Referrals for this program are not made directly through our agency; they are made through your local area Case Coordination Service provider. If you are unsure who this is and how to make a referral please contact us directly and we will assist you in this process.

Address: 107 Lindsay St. S, Lindsay, ON K9V 2M5

Phone: 705-324-3300

Website: <http://chimoyouth.ca/>

Wrap Around Northumberland

WrapAround is a new approach to helping families and children with complex needs find solutions and have a better life. Teams of family, friends and professionals are built and come together to “wrap” individual families in community supports. WrapAround is rooted in the belief that people know what is best for them and what they need, and that all individuals have strengths and gifts to contribute.

Phone: 905-372-2322

Website: <http://www.wraparoundnorthumberland.ca/>

