

respiteservices.com

NIPISSING REGION

***Information for Parents and
Caregivers***

CHAP

COMMUNITY HELPERS
FOR ACTIVE PARTICIPATION

Location:

RESPITE SERVICES
214 Second Avenue West
North Bay, ON P1B 3K9
Phone: (705) 476-5117
Fax: (705) 476-5211

Purpose and Acknowledgements:

The purpose of this information package is to act as a resource guide for families who wish to access the CHAP Program or to hire CHAP Independent Contractors.

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Introduction to Respite Services

What is Respite?

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

respiteservices.com coordinates a network of agencies, located across the province of Ontario, funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services to provide respite services to families and individuals with disabilities. Host agencies are collaborating to develop a coherent process to ease access to services and information for both children and adults across Ontario.

The objectives of respiteservices.com:

1. To develop a comprehensive respite system across Ontario.
2. To provide a central point of information on services and the access process for families of children and adults requiring respite options.
3. To facilitate the connection to respite options for individuals that match their identified needs.
4. To work collaboratively with host agency providers and other service providers to enhance the respite services available.

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

Information and links include:

- Respite Options
- How to access Respite Services in local communities
- Events and Training Opportunities
- Funding Sources
- How to connect with and families through the Registry (known as CHAP Program in some communities)

This initiative was made possible by the Ministry of Finance and its Strengthening Our Partnerships Program.

Funded and Supported by:
Ministry of Community and Social Services
Ministry of Children and Youth Services
Local community agencies

respite**services.com**

CHAP PROGRAM:

The [respite**services.com**](http://respiteservices.com) website maintains a Community Helpers for Active Participation Registry (Independent Contractors).

This is a listing of all CHAP Independent Contractors who are available to provide respite in your area. You are able to browse online and view their profiles. All listed CHAP Independent Contractors have completed a screening/orientation process which includes a personal interview, a Police Reference Check, a CAS background check, personal references, attendance at an orientation session.

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

Types of respite care:

There are many different ways respite may be provided. Respite can take place in your home or in the community. Respite may also be provided through the out-of-home model.

Identifying the specific reason that your family needs respite may help clarify the type of respite that will work best. Identifying the reasons for respite will also help you plan how to use your respite time effectively.

Person Centered Planning/Family Centered Practice

Person Centered Planning/Family Centered Practice recognizes that the needs of your child/adults with a disability are best met when the whole family receives the support they need.

The purpose of this process is to identify the needs of the family and honor your choices and preferences. However, keep in mind that the services and supports offered by Respite Services may not meet **all** of your needs and preferences as some needs may be better met by community, natural supports other support services.

The details regarding respite services should be decided during the Person Centered Planning/Family Centered Practice Process. Both the type of respite as well as the amount of respite needed by your family should be included in an Individualized Respite Plan (see Appendix).

Getting Started

Making a Referral for Respite Services

In order to access the **Community Helpers for Active Participation** program, families need to contact the Service Coordination Department with Community Living North Bay at 476-3288.

If you are not already connected to Community Living North Bay, the application for service is reviewed to ensure the applicant meets the eligibility criteria. Once the referral has been received you will be contacted by a Service Coordinator to complete an application. A letter will be sent to confirm the decision. Applicants who receive approval for services, will be contacted by a Service Coordinator and begin the intake process.

The purpose of the intake is to identify the individual's needs and determine the urgency of the requested service. It will also highlight the history of services already accessed and collect some basic information and consents to disclosure of personal information must be reviewed with the person being supported.

The Service Coordinator will link the family to Respite Services and inform them of other services or funding opportunities available.

Hiring a CHAP Independent Service Contractor

When hiring a CHAP Independent Service Contractor, interviews should be focused on choosing a person who is trustworthy, experienced, and a good fit for your family.

The **CHAP Program** has a registry of Independent Contractors that are available to provide support. Upon registering with the CHAP Program, a search of the CHAP registry will be completed and you will be able to review the profiles of all suitable CHAP Independent Contractors in the area.

If you select a CHAP independent Contractor from the Database, notify Respite Services of the person you have chosen. If you do not find a suitable match on the database, or if your needs have changed inform your Respite Coordinator and he/she will attempt to identify or refer a CHAP Independent Contractor that may be appropriate.

How to Hire a

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 your CHAP Independent Contractor. Start by asking yourself some questions and recording your answers. Here are some examples:

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

Job Advertisement and Job Description:

The list of needs you have developed in the above section are the qualifications an CHAP Independent Contractor will need to be hired by your family. These qualifications can be easily converted into the respite.services.com website classified ads that can be used to recruit an Independent Contractor. Please see the Appendix for an example of a job advertisement.

A job description is a detailed account of both the qualifications that an individual requires to work as a CHAP Independent Contractor with your family and their responsibilities/duties. It is important to clearly state all qualifications and duties. A job description should be provided to all individuals you interview as candidates. This will provide them with a clear understanding of what will be expected as part of their employment and will allow them to make an informed decision about accepting employment with your family. A detailed job description will help to prevent confusion and disagreements in the future between you and the independent contractor.

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 CHAP Independent Contractor.

Scheduling Interviews

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

Kniest, B. and Garland, C. (1991) Partners: A Manual for Family-Centered Respite Care.

Checking References

North Bay Community Living Respite Services program 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?

Managing the Employer-Employee Relationship

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

Have a Contract:

It is extremely important to have a contract in any type of employment. This document will clarify what the family expects during your involvement with them and will prevent confusion or frustration down the line. During the drafting process of the contract it also allows you to clarify what you expect.

In any situation where you feel overextended or there is a disagreement with the CHAP Independent Contractor, you would be able to refer to the contract to determine your/their responsibilities.

Provide Feedback and Performance Reviews:

As a professional employer it is your responsibility to provide feedback to your staff. It is strongly recommended that a regular pattern be established, i.e. monthly or bimonthly) for providing feedback. This way, your CHAP Independent Contractor will be aware of areas they are succeeding in and those that need growth. If you develop a concern it will be easier to provide instructions to your worker if feedback is already occurring regularly.

The Schedule:

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

Rate of Pay:

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

Probationary Period

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

Transporting Individuals

You may request that a CHAP Independent Contractor drive your son/daughter and use their own vehicle. If a CHAP Independent Contractor agrees to provide transportation, ensure she/he has:

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

The family is responsible to cover the cost of transportation only during the time the CHAP Independent Contractor is with their son/daughter. It does not include a CHAP Independent Contractor's transportation to and from the work place.

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

Upcoming Training Opportunities

To assist families and CHAP Independent Contractor, the Respite Services program has developed a Resources and training section on the respiteservices.com website with information on skill development and learning opportunities within the region.

We encourage CHAP Independent Contractor to utilize these resources to increase their skills and knowledge as it will benefit the people they support. Note that the Respite Services Program also maintains a library of videos and reading material that is loaned to CHAP Independent Contractor wishing to increase their knowledge.

Prospective and current CHAP Independent Contractor complete an orientation session through the Respite Services program and are also encouraged to seek additional Respite Safeguards on-line training or attend local training opportunities. The orientation is designed to prepare individuals to work in respite support situations and to provide a consistent level of training for all CHAP Independent Contractor.

Confidentiality

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

Parent Responsibilities

Responsibilities

- Families are responsible for providing a safe working environment. This includes a fire escape plan, smoke detectors, fire extinguishers, latex gloves and a first aid kit. Families are also responsible to keep the environment free of extreme filth or broken glass, doors must have locks. CHAP Independent Contractor must have access to a telephone and not be in the presence of illegal activities in the home. CHAP Independent Contractor are not obligated to work in unsafe working environments.
- The family is responsible to provide a 'Person Centered Plan' with useful information and to continually provide the CHAP Independent Contractor with up-to-date information on the person's health status, disposition or behavioural challenges. This will prepare the CHAP Independent Contractor for the shift and will minimize disturbances.
- Families are responsible for providing information to the CHAP Independent Contractor regarding an emergency contact number, approximate time of return, medical/allergy information, fire escape routes, routines and personal preferences of the person supported. Also if parents plan on being out of town, arrangements for an emergency backup to the CHAP Independent Contractor should be made.
- Families are responsible for the costs incurred by both the person supported and the CHAP Independent Contractor on community outings as part of their respite services. This includes transportation costs while working. They are also responsible for providing materials for indoor activities.

Rights

- Families have the right to hire the CHAP Independent Contractor they feel most comfortable with and to terminate the employment of any CHAP Independent Contractor who they are unsatisfied with.
- Families have the right to require the CHAP Independent Contractors to obtain updated training.
- Families have the right to have their confidentiality protected.
- Families have the right to be treated with respect and as formal employers

Financial Assistance Programs

Community Living North Bay

Community Living North Bay offers funding to eligible families for hiring a CHAP Independent Contractor . Families are allotted a varying amount of funding based on their needs for respite services. For more information please contact the Service Coordination Department at (705) 476-3288.

Assistance for Children with Severe Disabilities (ACSD)

Assistance for Children with Severe Disabilities provides financial assistance to families caring for an individual under the age of 18yrs with a severe disability.

Contact the Ministry of Child & Youth Services:

621 Main Street West, North Bay ON, P1B 2V6

Tel: (705) 474-3540, Fax: (705) 474-5815, TTY: (705) 474-7665

<http://www.children.gov.on.ca/mcys/english/programs/needs/disabilities/index.asp>

Special Services at Home (SSAH)

Special Services at home program aims to help children and adults with developmental or physical disabilities remain at home with their families by providing financial support to purchase services that they cannot provide themselves and are not available in the community ⁸².

Contact the Ministry of Child & Youth Services:

621 Main Street West, North Bay ON, P1B 2V6

Tel: (705) 474-3540, Fax: (705) 474-5815, TTY: (705) 474-7665

www.children.gov.on.ca/CS/en/programs/SpecialNeeds/specialServicesatHome.htm

Ontario Disability Support Program (ODSP)

ODSP provides income and employment supports for people over the age of 18 who have disabilities ⁷⁸.

Contact the Ministry of Community and Social Services

621 Main Street West, North Bay ON P1B 2V6

Tel: (705) 474-3540, Fax: (705) 474-5815, TTY: (705) 474-7665

<http://www.mcscs.gov.on.ca/mcscs/english/pillars/social/programs/odsp.htm>

Passport Funding

A funding initiative to enhance the opportunities of individuals with a developmental disability who have left school and are seeking community participation support ⁷⁹.

Contact the Ministry of Community and Social Services

621 Main Street West, North Bay ON, P1B 2V6

Tel: (705) 474-3540, Fax: (705) 474-5815, TTY: (705) 474-7665

<http://www.yssn.ca/images/clientupload/FINALFamily%20Information%20Guide.pdf>.

Please visit the respiteservices.com website for more funding information.

Appendix

Job Advertisement Sample

Be sure to modify this advertisement to accurately describe your needs.

CHAP INDEPENDENT CONTRACTOR NEEDED

We are looking for an enthusiastic and responsible individual to provide one-to-one respite care/support for Children and/or Adults.

Description of Person being supported: _____

Qualifications /requirements: _____

Description of role: _____

Time: _____

Nearest Main Intersection: _____

Rate of Pay: _____

Contract Sample

CONTRACT FOR SERVICES

Between

Parent/Guardian

And

CHAP Independent Contractor

The CHAP Independent Contractor agrees to provide support and to _____ and carry out family/parent relief, as well as direct care, which may include social skill training, orientation and mobility training, behaviour management, recreation and leisure time pursuits, community integration, personal care and supervision, and/or other related duties as required.

_____ and ending _____. Services will be paid through access of Special Services at Home Funds and/or other funding allocation and in co-operation with

_____ (family) in the amount of \$_____ per hour.

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

It is agreed that this is a contract for Special Services at Home and/or other funding source and that the service

CHAP Independent Contractor shall acknowledge responsibility for declaring this income and paying all the taxes thereon.

The parties have agreed to the foregoing terms and conditions on the

_____ day of the month of _____ in the year _____.

Independent Contractor

Date

Parent/Guardian

Date

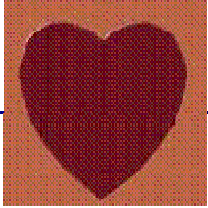
_____ 's

One Page Profile & Action Plan

Date: _____

**WHAT PEOPLE
LIKE AND ADMIRE ABOUT ME**

[Large empty box for writing what people like and admire about me]

What is important to me		
My favorite things	What I don't like	
[Empty space for favorite things]	[Empty space for what I don't like]	

<u>Important for me</u>	<u>Supports I need and want</u>
[Empty space for important things]	[Empty space for supports]