

Windsor Essex Family Network: About Us

We are a network of families and friends: parents, brothers, sisters, grandparents and others who come together to promote the inclusion and well being of our family members and friends who have different abilities (disabilities) and challenges.

Windsor Essex Family Network works to empower individuals and their families and enhance their quality of life by providing: information about support systems; learning opportunities; family to family mentoring, connections in the community and a credible collective family voice.

Families throughout Windsor and Essex County share information and experiences and offer and receive moral and practical support around common issues. Windsor Essex Family Network is an autonomous/ independent organization with no conflict of interest. This enables us to have a pure voice for educating and advocating regarding issues that affect families such as: school, health and social service supports; community inclusion and future planning.

We hope this booklet has been helpful! Let us know if you have other good ideas or tips that would help families. We will publish them on the next reprint! To learn more about Windsor Essex Family Network please contact us at:



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Prepared by
Windsor-Essex Family Network

Ideas for Managing Your Own Special Services at Home Contract

Acknowledgements

Windsor-Essex Family Network would like to thank the following for providing information that assisted with the creation of this booklet:

Resource Parents and Family-to-Family Supporters
from Windsor-Essex Family Network

Resource Parents from other Family Networks

Family Alliance Ontario

Special Services at Home Coordinating Committee,
Windsor and Essex County

Special Services at Home Provincial Coalition

SSAH Lead Coordinator, Family Respite Services

SSAH Coordinator, Community Living Windsor

Ministry of Community and Social Services
Southwest Regional Office

Production of this book was made possible due to the in-kind supports for materials and copying provided by:



Community Living Windsor

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7025 Enterprise Way
Windsor, ON N8T 3N6
First Printing, June 1996
Revisions and Second Printing, August 2006
Revisions and Third Printing, August 2007

Work on this book was made possible due to the generous financial assistance provided for our 'family-to-family' efforts throughout Windsor and Essex County by:

THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO



UNITED WAY
EVERY DAY

United Way/Centraide
Windsor-Essex County

5. Both agencies accept signed invoices from families. Families are reimbursed for hours worked by direct deposit or cheque. Families, in turn are responsible for paying their self-employed support workers. Arrangements can be made to submit invoices on either a weekly, biweekly or monthly basis.

Summary

Whether a family has chosen to manage their contract personally or go through an agency, the level of support that a family can request from an agency to assist with the smooth running of their yearly contract will not change. For instance, if a family who manages their own contract and invoices directly to the Ministry requires assistance in recruiting a worker, then that family can request assistance from one of the following: FRS, CLW or CLEC.

Each agency collaborates with families to ensure that the partnership between the family and support worker is successful and satisfying and that the individual receiving SSAH support ultimately benefits from their combined effort.

Forward

Personal Assistant, Support Worker, In Home Worker, Special Services at Home Worker: whatever term is used, these wonderful people have become essential to our families and family member with a disability.

Special Services at Home was the first program in the Province of Ontario to provide individualized dollars to pay a support worker to assist in our homes and facilitate participation in the community with our family member who has a disability. It is a valued program.

This booklet has been designed to be a resource for families who choose to administer/manage their own Special Services at Home contract.

How do I manage my own contract? Where do I find support workers? These are the questions that many families ask as they make the decision to manage their own Special Services at Home (SSAH) contract. Managing 'your own contract' can seem like a daunting task. Fortunately, many families, family organizations and others have offered their ideas, which have resulted in the creation of this booklet.

This booklet contains sample forms, resource information, possible tools and tips that may assist you. It includes procedures that other families have used. Please feel free to use the ideas throughout this booklet if you so choose. We hope that you will find the information helpful.

Windsor-Essex Family Network
Resource Parents/Family-to-Family Supporters

Community Living Windsor

Contact is Sue Armaleo: 519-974-8918, ext. 214

Community Living Essex County

Contact is Patty Neufeld: 519-776-6483, ext. 228

Community Living Windsor (CLW) and Community Living Essex County (CLEC) will assist families who are supporting either a child or an adult who is eligible for SSAH. Both agencies use the Self Employed Contractor Model, which means that the support worker is self-employed and is not an employee of either the agency or the family.

1. CLW and CLEC will work with and assist families in completing the initial application and all subsequent applications on an annual basis.
2. Both agencies will provide names of potential support workers so that families/individuals can interview and screen potential workers. Families are responsible for requesting police clearances, names of references and phoning references.
3. CLW and CLEC will provide information, support in interviewing, screening and developing job descriptions.
4. Support workers are deemed self-employed and are not employees of Community Living Windsor or Community Living Essex County.

1. FRS coordinators will work with and assist families in completing the initial application and all subsequent applications on an annual basis
2. FRS coordinators will assist families in recruiting support workers, developing individualized goals and planning a work schedule that meets the needs of the child, other family members and the worker.
3. Often, the support workers are individuals that the family may already know or may be extended family members (must be over the age of 18). Sometimes, the family and FRS will work together to recruit a worker from the child's community network.
4. FRS screens all potential support workers and they must meet all requirements for employment. The agency requests a current police clearance, references and employment history from each prospective worker before a worker is introduced to and interviewed by the family. **Once a family has made their decision to hire a worker, the worker is hired through FRS as an employee.** FRS employs the support worker, is responsible for supervising the worker to ensure that goals are being met, and for paying wages to the worker directly out of the funds that are approved by the Ministry of Community and Social Services.

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About Special Services at Home

“The Special Services at Home Program makes it easier for people with disabilities to live at home with their families. It provides financial support for individualized services not available elsewhere in the community.

It can help people with disabilities to develop new skills and join in community life. For example, a worker can be paid to teach someone social skills or how to dress independently. Or, the worker can follow up on recommendations from a behaviour, speech, or infant development program.

It helps families by recognizing the added responsibilities of caring for a family member with a disability. A good example of this help is parent relief (or respite) so family members can have time for their own needs, or the needs of other people in the family.”

Taken from the
Special Services at Home Program Brochure

“In 1982, the Ministry (of Community and Social Services) introduced the SSAH program as part of the Ministry’s commitment to help children with a developmental disability live at home with their families. It was later extended to include adults with a developmental disability, as well as children with a physical disability. The program provides individualized funding, on a time-limited basis, to purchase supports not available elsewhere in the community including personal development and growth, and/or family relief and support.”

“In recent years, many families and service providers have told the Ministry that they would like a more responsive program; one that reflects the contemporary reality that more people with a developmental disability are moving from the family home to live more independently in the community.

Appendix A

Local Agency Special Service At Home Program Support

SPECIAL SERVICES AT HOME PROGRAM IN THE WINDSOR/ESSEX COUNTY AREA

In Windsor and Essex County the administration of the Special Services at Home Program (SSAH) is overseen by Family Respite Services, with service being delivered between three local community agencies. The agencies are Family Respite Services, Community Living Essex County and Community Living Windsor. A family does have the option of administering/managing the funds themselves as well. The contact person for SSAH when managing contracts as outlined in this booklet is Wendy Gosselin who is the SSAH Lead Coordinator at Family Respite Services.

Each agency is committed to assisting all local area families applying for SSAH, assisting in the recruitment of workers, and answering any questions about the program.

Family Respite Services:

Contact is Wendy Gosselin: 519-972-9688, ext. 145

Family Respite Services (FRS) will assist families who have children (infancy to 18 years) who are eligible for SSAH with all aspects of their contracts.

They have also asked that new policies preserve the “family unit” by providing caregivers with more flexibility and choice in how SSAH funds may be used. **To this end, the Ministry has updated the policies for the SSAH program”**

“The first policy change is intended to support children with a physical disability and/or a developmental disability or adults who have a developmental disability when they:

- Move from their families’ home and receive no residential staff support from an agency or Outside Paid Resource (OPR);
- Currently live in accommodation outside the family home with no residential staff support from an agency or OPR;
- Need to live away from home temporarily, due to family illness or other emergency;
- Are making the transition from their families’ home to a group home, Family Home program or other supported accommodation that is provided by an agency. Individuals may be eligible to receive supports on a time-limited basis to help with the move to their new home. . . .”

“The second policy change is intended to help supplement the support provided by primary caregivers Primary caregivers can now use their SSAH funding to compensate **eligible family members** to provide services for respite or personal development and growth, with the exceptions of:

- Primary caregivers regardless of residence;
- A child under the age of 18;
- Spouse of the individual who has a developmental disability, regardless of residence. . . .”

The above information was taken from an MCSS letter dated December 2005 regarding: Policy Changes for the SSAH Program.



Purpose of This Booklet



The purpose of this booklet is to act as a guide for families and to offer ideas. It has been created by families for families who have a family member living with a disability and want to manage their own Special Services at Home Program contract.

SSAH Application and Approval Process

New applicants

Applications may be completed and forwarded at any time throughout the year. It is important to note that even though you are self-administering/managing your SSAH contract, you can get help from any of the local agencies to assist you in filling out your application.

Applications for the Special Services at Home (SSAH) Program for Windsor and Essex County are forwarded to:

Wendy Gosselin,
Special Services at Home Lead Coordinator
c/o Family Respite Services
3295 Quality Way
Windsor, ON N8T 3R9

Phone: 519-972-9688 ext. 145

Fax: 519-972-8902

Email: wgosselin@familyrespite.org

Where to get an application

You can find a copy of the Special Services at Home application on the following websites:

Where to Get More Tips and Ideas

Resources available from our library

A Guide, Related to: Support workers and your individual with exceptionalities,

By Janice I. Adams

Aiding the Vision

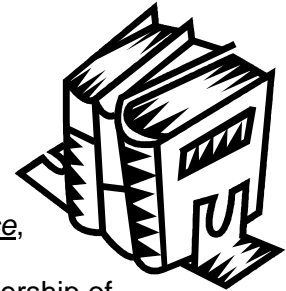
By Janice I. Adams

Getting from Here to There,

A Manual on Personal Assistance,

By Catherine D. Ludlum

Sponsored by the Training Partnership of the A.J. Papanikou Center: A University Affiliated Program



Personal Care Binder

Caregiver Network Inc.

Toronto, ON

Web-sites

Look to the following web-sites for how to Review (appeal) your contract:

SSAH – <http://www.ssahcoalition.ca>

Family Alliance Ontario – <http://family-alliance.com>

In another section of the binder, you could keep *important information* that you feel would be needed for the support worker to have available (for example, emergency phone numbers, health card number, list of medications, allergies, other contacts, etc.).

You could also keep a medication log, if needed, in the binder which would outline medication times, doses, and a place for the worker to log the medications that were given at the prescribed times. Here is a sample of a medication log:

Sample of Medication Log

Date	Medication	Time	Dose

A quick summary

Your Journal or Records Binder needs to be designed and personalized for the expectations and needs of you and your family member. It could include all or only some of the suggestions made here. It could include additional sections not mentioned. *A summary of the suggestions we provided are: calendar page for scheduling, calendar page for what actually happened, pages to journal as appropriate, medication log, medical information, important contacts and a communication area.*

http://www.mcass.gov.on.ca/mcass/english/pillars/developmental/programs/family_support.htm

OR at www.familyrespite.org

Use the above web sites for more detailed information about applying for Special Services at Home, including filling out a new application, a yearly renewal application, and what to do if your circumstances change.

Note: If you are already receiving SSAH, and are currently running your contract through a service provider and have made the decision to self-administer your own contract, you will need to contact the Special Services at Home Lead Coordinator as listed above.

When completing your application you fill in who will be responsible for receiving and managing the funds. You can decide to:

1. Manage the contract yourself.

Or

2. Use an agency to manage your contract. See Appendix A on page 35 to learn about local agency support with Special Services at Home.

Funding Decisions

Funding decisions are usually made within six to eight weeks of receiving an application. A Special Agreements Officer will review your application and make one of the following recommendations:

- your application is approved as requested;
- your application is approved with some changes; or
- your request/application is denied.

If your application has been approved with changes or has

been denied, you have the right to request a **Review** of the decision. Directions on how to request a **Review** will be enclosed with the notice of the decision. Resources on how to proceed with a **Review** are listed on page 33.

If your new application has been approved, you will receive a letter from the SSAH Lead Coordinator. You will be directed to notify the Lead Coordinator once a worker is in place. The Ministry will be contacted and a package will be sent containing your authorization, monthly invoices, direct deposit form and a guide for self-administering.

Running Your Own Contract

Families have the option of running their own contracts for SSAH if they have applied to be their own service provider. When a family's contract begins, their letter of approval from the Ministry of Community and Social Services designates the family as the service provider. It lists two options for families:

- a) entering into an employer/employee relationship with a worker;

Or

- b) hiring a worker that is considered self employed.

This booklet is based on the latter option of the support worker being self-employed.

Being self-employed as a Special Services at Home worker/support worker means the support worker is responsible for paying their own:

- Income tax,
- Canada Pension Plan, and
- Unemployment Insurance premiums.

Tips About Keeping a Journal and Records Binder

You could use a loose-leaf binder as your journal and records book. The support worker(s) can use this to record the activities of the contract goals and for communication. Example: what is accomplished and/or what your family member participated in each day.

You can keep both the *journaling pages* and *calendars* in this binder separated by dividers. In addition, many families have put in a *communication* section in their binder to provide the opportunity for dialogue between worker(s), if you have more than one, and family.

Here are some examples of questions that the worker can use for reporting in the journal:

How was Patty included in her neighbourhood/ community today?

Who did Patty meet or interact with today?

Where did Patty go today?

What did Patty participate in today?

How have I facilitated Patty's involvement with other children/adults her age or who have similar interests?

Did Patty make any new connections today?



Tips About Paying Your Worker

You can pay your worker bi-weekly or monthly, it's up to you. The Ministry reimburses you monthly, but arrangements can be made to be reimbursed weekly. You should use duplicate cheques and keep one copy on file. This will save you the task of recording the information in a separate register. This also forms a paper trail for income tax purposes for your worker at the end of the year, and enables you to identify who received what throughout your contract, if you have more than one worker.

Sample of a cheque

Mrs. Joanne Smith 1234 Contract Dr. Windsor, ON N9A 6J1	Cheque #322
	<u>May 24, 2005</u>
Pay To the Order of <u>Joanne Brown</u>	\$ <u>175.00</u>
<u>One Hundred & Seventy Five</u> -----00	/xx
Memo <u>Total hours 17.5</u>	<u>Joanne Smith</u>

Responsibilities

Since families have the option of managing their own contracts for the Special Services at Home Program, many have opted for the responsibility of being their own service provider/coordinator of the service that they need for their family member. In other words, the family, as a service provider, is responsible for:

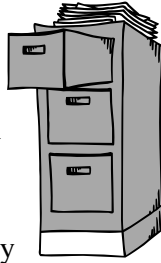
- Recruiting and hiring their support worker(s);
- Providing all of the information needed to ensure the well-being and quality life experiences for the person/child being supported;
- Outlining the directions, goals and expectations for the position (just like you would when hiring a contractor to work in your home painting or renovating.)
- Invoicing the Ministry of Community and Social Services;
- Issuing the worker's cheques for payment of services rendered;
- Recording necessary program activities; and
- Re-application of services for the next fiscal year of funding.

Tips About Getting Organized

The following are items you may want to purchase for successfully managing your own contract:

1. A filing cabinet or system and file folders

The storage of all your documents and files related to your SSAH contract is best kept in one easy convenient location for future reference and protection. File folders are very helpful in order to organize.



There are cardboard file boxes available at any department store, office supply store, dollar store and even some drug stores.

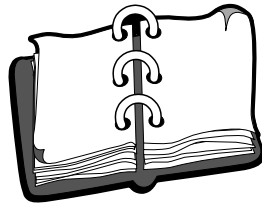
Or

A large cardboard box labelled SSAH is sufficient.

The most important reason to have a separate filing system is to keep organized and not lose all the forms and records which you are required to keep as your family member's manager for the contract.

2. A binder to hold reports

This binder can be filled with loose-leaf paper and charts to be used by your worker as the journal for recording reports about activities.



Sample Record of Completed Activities and Hours Actually Worked

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	1 Joanne 4-6 pm (Swim/ Walk)	2	3	4 Joanne 4-8 pm	5 Invoice Due	6 Joanne 10 am-3 pm (Library Homecare)
7	8 Joanne 4-8 pm (Swim)	9	10 Joanne 4-8 pm (party)	11	12 Joanne 6-9 pm (skate/ Tim's)	13 Pay Day
14	15 Joanne 4-8 pm (Swim/ Home)	16	17	18 Joanne 4-8 pm (movie/ shop)	19 Invoice Due	20
21	22 Joanne 4-8 pm (Swim)	23	24	25 Joanne 5-9 pm (Skate/ Tim's)	26	27 Pay Day Joanne 2-9 pm (Walk/ Home)
28	29 Joanne 4-8 pm (Swim)	30	31 Joanne 4-8 pm (Bowling)			

Hours worked

If you have access to a computer, again, you can use some type of calendar creator program to print your calendars and type the paydays into the program. Once this is written into the program, paydays will automatically be scheduled.

Or

You could write the paydays on a separate calendar and have the support workers sign in according to the time and day of which they have worked.

Or

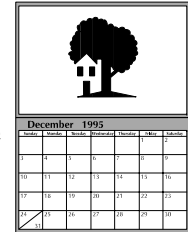
Use the form provided by the Ministry of Community and Social Services outlining date, number of hours worked and the support worker's signature. (Although this does not provide the actual start and finish time, it will provide the information needed for invoicing SSAH). It is important to note that the Ministry of Community and Social Services pays/reimburses monthly.

Record Keeping on a Calendar

On the next page, there is an example of how your worker could briefly record the activities of the contract goals, hours actually worked and the day's activities. A page like this could be kept in an SSAH binder/journal.

3. Two calendars

Calendars with large areas for writing: one for schedules and one for sign in sheets are essential.



Or

You can buy a computer program for creating calendars for each month (for example, Printmaster Plus, Calendar Creator, Microsoft Word, Microsoft Publishing, etc.).

Or

You can have your worker use the actual invoice form provided by the Ministry. You can keep both the journal and calendar in the same book, where each page contains the date, hours worked, schedule, goals/activities, as well as a place to ask questions or provide dialogue between the worker and family.

4. A bank account

A separate chequing bank account in your name is needed (one that provides duplicate cheques) to act as your personal support account to deposit your reimbursed SSAH Funds and writing cheques to your support workers. Funds received are calculated from your invoices that are submitted monthly. Using this bank account for SSAH keeps all records separate from your personal finances.



Tip: Shop around for bank accounts. There are some banks that offer free banking along with collecting points for free groceries.

Note: Direct deposit is now also available. This is where the Ministry of Community and Social Services (MCSS) will deposit your SSAH funds directly into this separate account. A void cheque must be submitted to the London Office of the Ministry.

5. A contract

A contract between you and the worker is needed. A basic sample contract is included on page 25, which you could copy and use. *However, there are more detailed contracts available. Space in this booklet makes it impossible to illustrate those examples.*



Sample of a Calendar for Scheduling

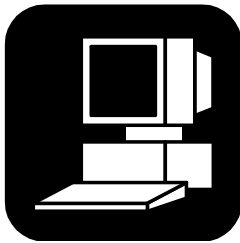
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	1 Swimming 4-8 pm Joanne	2	3	4 4-8 pm Joanne	5	6 10am-3pm Karen
7	8 Swimming 4-8 pm Joanne	9	10 4-8 pm Joanne	11	12 6-9 pm Karen	13 Pay Day
14	15 Swimming 4-8 pm Joanne	16	17	18 4-8 pm Joanne	19	20
21	22 Swimming 4-8 pm Joanne	23	24	25 5-9 pm Karen	26	27 Pay Day 2-9 pm Karen
28	29 Swimming 4-8 pm Joanne	30	31 4-8 pm Joanne			



Tips About Keeping Track of Hours Worked

Scheduling and sign in

If you have access to a computer, you can use some type of calendar creator program to print your calendars and write the worker's schedule right into the program. Once you have the format saved, it's only a matter of printing the appropriate month.



Or

If you use a regular calendar you will need two of them. Choose a calendar that allows you a lot of room for writing. Simply write the worker's name and time to work on the day. On the second calendar, have the worker(s) sign in the time that they actually worked and/or they can sign on the invoice for payment.

On the next page, you will find a sample of a calendar used for scheduling.

Tips About Ministry of Community and Social Services (MCSS) Requirements

Special Services at Home Contract

You will be notified in writing by MCSS that your SSAH contract has been approved. Keep this letter and all letters from MCSS in your file cabinet. When your contract expires, an application must be resubmitted for a new contract.

You will receive notice of one authorization, which covers a 52 week period. ***If your start date does not begin on April 1st, the start of the government fiscal year, your authorization will break down the available funding over two fiscal years.*** The first part of your authorization will end on March 31st of the current fiscal year, and the remainder of the 52 week approval will continue into the following fiscal year.

In other words, contracts that do not begin on April 1st of each year are generally divided into two amounts - one amount that coincides with the March 31st end of fiscal year of the Ministry and another amount that coincides with your approval date. With planning, you can determine how much of the allocation you would like to have in each time period. For example, if you would like to have more of the allocation available during the summer months, then you should plan for this ahead of time.

In addition, if you know that you will have more than \$500 left that is unused from the first part of your contract ending March 31st of a given year and would like to have it transferred to the second part of your contract, then you

would need to notify the SSAH Lead Coordinator prior to the March 31st fiscal year deadline of that year.

If possible, write your letter or send an email at least six weeks prior to this date. Provide the reasons why you have not used your allocated monies and why you need this money carried over to the second part of your contract. Address your letter to the attention of:

**Wendy Gosselin,
Special Services at Home Lead Coordinator
c/o Family Respite Services
3295 Quality Way Unit 101 A
Windsor ON N8T 3R9**

Email: wgosselin@familyrespice.org

Forms

Invoices and Proof of Delivery Forms are submitted to the Ministry of Community and Social Services office that manages the Special Services at Home Program for the Southwest Region. The mailing and contact information is as follows:

**Business Unit
Ministry of Community and Social Services
217 York St., Box 5217
London, ON N6A 5R1**

**Toll Free Phone: 1-800-265-4197
Toll Free Fax number: 1-866-226-6989**

Contract for Special Services At Home Worker

This is an AGREEMENT

BETWEEN:

_____ Referred to hereafter as the CONTRACTOR (Self-employed)

AND: _____ Referred to hereafter as the PARENT/GUARDIAN

WITH THE RESPECT OF THE PURCHASE OF SUPPORT SERVICES for:

_____ Name of person to be supported

- 1) PARENT/GUARDIAN will purchase support services from the SELF EMPLOYED CONTRACTOR, at a rate of: \$_____ per hour/day
- 2) The PARENT/GUARDIAN agrees to provide the SELF EMPLOYED CONTRACTOR with all of the information needed to ensure the safety and well-being of the person being supported.
- 3) The CONTRACTOR is considered to be self-employed and is therefore responsible to ensure appropriate health and safety conditions are maintained for themselves and the person being supported.
- 4) The CONTRACTOR will maintain full responsibility for keeping a record of payments made by the parent and for declaring his/her income to Revenue Canada for income tax purposes.

Signature of Parent/Guardian Date

Signature of Self-Employed Contractor Date

Police check

You can ask for a police check. The potential worker is responsible for the cost of this, which can be up to \$40.00. The potential worker would go to the local police station in their municipality with picture identification.

Ask to see the completed police clearance. You do not have to keep it but should make a note that you reviewed it, and note the date that you did so. You can also ask for a copy.

Contract

Once you have decided on a worker(s), it is important to explain to them again that they are considered self employed. You will need them to sign a contract with you. Have two copies available so that you may keep one for yourself and give one to the support worker. This ensures the worker understands that he or she will be responsible for Canada Pension Plan, Employment Insurance and Income Taxes.

The sample contract on the next page for a Special Services at Home worker is fairly basic. It can be copied and used. However, it must be noted that there are other examples of more detailed contracts available. It is up to you to ensure that you use a contract that will protect you and your support worker.

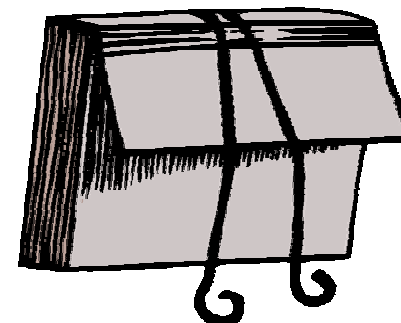
You can contact Windsor-Essex Family Network to find out about other examples of contracts that exist.

Contract Renewal

You must submit an application for your renewal contract **at least 10-12 weeks before your contract expires**. The SSAH Lead Coordinator at Family Respite Services will automatically send you a renewal application usually **3-4 months ahead** of time. If you do not receive it within 8 weeks of your contract's due date, contact the SSAH Lead Coordinator.

Responsibilities

1. You must keep financial records for the contracted services that are provided by the support worker, including your bank statement and cancelled cheques.
2. Support workers are required to document the activities. See sample questions in "Tips About Keeping a Journal and Records Binder" on page 31 of this booklet.



Tips About Hiring Support Workers, Personal Assistants

Finding a Worker

Here are some examples of how and where some families have found support workers:

- Friends of the family
- Eligible family members (see page seven)
- Networking with other families
- Neighbours
- Friends of Neighbours
- University of Windsor, St. Clair College (by posting flyers and/or contacting the Student Placement department)
- Posting flyers in their church, Synagogue, or community centre (for example, contacting youth groups)
- Flyers posted in the local library
- Student Employment Office at Local High Schools (for example, the Guidance Department)
- Asking teachers or educational assistants at your son or daughter's school

Or

You could advertise by placing an ad in the newspaper.

See the sample advertisement on page 19.

One mom stated that after the person has a chance to interact with her child or adult and hear about their responsibilities, she then tells them thanks for coming. If this is the person whom you would like to hire, tell them that you want to hire them. However, tell them you would like them to think about this position overnight and call tomorrow to give their answer if they truly want the job. This solves the problem of the person being all enthused, but going away and never returning. Some potential workers are not able to say that they don't want this job to the parent. This gives both of you the option of saving face, so to speak, and it does not cause the emotional upheaval of someone not showing up or calling back at the last minute, saying that they have changed their mind.

Resume

You can ask for a resume. Their resume may include references. If not, you can ask them at the time of the interview for references. **Call the references.**

References

Ensure you have permission to call at least three references from perspective workers. References are usually from: an employer, family, work colleague and/or some other person who can vouch for a person's reliability, character and work habits. There should be at least two work references.

References can be obtained by talking on the phone with any of these people. It may be helpful to take notes while you are checking a potential workers' reference. These notes can help you later when you are making your decision about this potential worker.

It is also advisable to ask for a current police clearance and if you require them to transport your son/daughter in their vehicle, it is important that they have third party insurance in the amount of at least one million dollars.

The interview should take place in your home; the easiest place for most families is the kitchen table. Individuals will often be part of the interview process with their family. This is especially true for teenagers and/or adults.

After interviewing your worker



Following the questions and after reviewing their resume, let them tell you a little about their feelings or philosophy surrounding people and disabilities. Most families have said this is extremely helpful because you can see the person for all of their inner qualities.

Remember this person is going to be caring for and/or teaching your son/daughter/sister/or brother, therefore, they must hold the same philosophies with regard to your family member as you do.

Now is the time to introduce your family member to this person for an extended period of time, 15-20 minutes if they have not been involved in the interview. Most parents interview the person without their young child present, then later they can really watch the person interact with their son or daughter and won't have to worry about asking the needed, but sometimes embarrassing questions, in front of your family member.

Sample Advertisement

Part Time Help Needed

Young adult with a disability needs a support worker who is energetic, dependable and can take direction to assist with daily living tasks both in the home and in the community. Training will be provided.

Call Jane at 999-0000

Screening/Interviewing a Worker

Set up a time that is convenient to you, preferably at your home, to interview potential support workers.

It may be helpful to:

1. Interview two or three people to find the one that best meets your needs.
2. Have your spouse, close friend or someone who knows your son/daughter/sister or brother with you during the interview with potential workers.
3. Introduce the potential worker to your family member and note how the individual relates and interacts with him/her.
4. Take notes during the interview so you can refer to them when you are making the decision to hire the person or not.
5. Have your questions ready, your expectations of a worker, as well as what qualifications you are looking for. (For example: driver's license, police clearance, non-smoker, type of education, etc.).
6. Schedule approximately half an hour for the interview. You may want to schedule two to three

appointments back to back, leaving a 15-minute window in between.

Sample Interview Questions to Consider:

1. Could you tell me a bit about yourself?
2. Why are you interested in this position?
3. What would your references tell me about your skills in the following areas? (Choose those most relevant to your situation and/or add others.)
 - Attention to detail in your work
 - Ability to learn new routines
 - Understanding of a support network
 - Problem solving
 - Reliability
 - Working on a team that is scheduled to work one person at a time with some cross over
4. We all agree that work brings meaning to our day. Past this idea, what do you expect to gain from working with my son?
5. What type of commitment are you willing to make?
6. What character traits does your favourite supervisor in your past possess? If a supervisor does not come to mind, who is your favourite teacher? What qualities does this person possess?
7. What work do you expect to be doing in three years time?

8. Now that you have met my family and I, what are your initial thoughts about working in my home?
9. Because you are working in my home, there is an expectation of privacy for my other family and yet a different expectation of being able to come to me with ideas. How would you do this and be respectful of what my family needs on any given day?

Because of the Human Rights Code, it is advised that questions relating to a potential worker's age, place of birth, marital status, whether they have or plan to have children, ancestry, cultural heritage, family background, religion or country of origin should be avoided. Some of this information, however, can and may be offered by the potential worker through the conversation during your interview.

It may be helpful to discuss the rate of pay, schedules, and your expectations. For example:

- emphasizing the importance of scheduling/working when your family or individual needs the assistance;
- ensuring that the worker knows to make a request of you in advance if they need to reschedule.

Explain your needs clearly to the potential worker.

For example:

"I need someone to provide personal support every Saturday morning for three hours. Can you meet this time commitment?"

"I need someone who is available on short notice"

"My son needs someone who is able to lift."