MANAGING YOUR SUPPORT FUNDING

Help for families who are engaging someone to support their son/daughter/sister/brother

Tips for determining employment status, recruitment, interviewing, screening and contracting

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Introduction:

Managing your Funding

As a family who has a son, daughter, sister or brother with a disability, you may receive funding to assist you with developing and paying for supports.

- For children under the age of 18 this funding might include Special Services at Home, (SSAH) Assistance for Children with Severe Disabilities (ACSD), Enhanced Respite, Autism Respite (ASD respite).
- For adults with a developmental disability it might include Passport funds and/or other types of individualized funding.

There are different ways to manage these funds and you will want to think about what is best for your situation. The information in this booklet is to help you with this process.

The booklet provides some information about being an employer or contracting for services, how to go about finding someone to provide the support and some other useful considerations.

When it comes to paying a direct support provider to assist your family member it is important to understand the difference between hiring an employee and having someone provide services as a self-employed contractor.

There are rules about this through the Canada Revenue Agency. You can read about this at www.cra.gc.ca/payroll.

If after reading the information you are not sure whether you want the person to be an employee or self-employed contractor, you can get advice from an accountant.

Decide what is best for your family and your situation. Below are some examples of what you would do depending on the option you choose.

What is Direct Support?

Roles, Responsibilities and Titles:

- Direct support involves assisting in the daily tasks that a person cannot carry out by themselves or that would be overwhelming or unable to be provided by the supported person's family members.
- It is a resource to help to a person who is building and fulfilling their place in the community and who relies on that support to be able to participate and assist with making activities accessible.
- It provides the tools to make it possible for people with differing abilities to participate fully in the community, contribute to society and lead an active lifestyle.

The role of a Direct Support Provider is to:

- Assist or support a person to do the things they want to do.
- Perform their tasks in a way that is transparent, without overshadowing the contributions and personality of the person who is being assisted.
- Be the hands to assist with tasks, driving, eating or bathing; the voice to help with communication; the eyes for reading; or the feet to run errands.
- Very importantly, they are the bridge to connections and relationships with others.

For this booklet, we have chosen to use the term "Direct Support Provider" (DSP).
Other terms you may hear or see are:

- Supporter
- Direct Support Professional
- Personal Support Assistant
- Personal Support Attendant
- In-Home Supporter
- Community Engagement Provider
- In home "worker"

Note: If you should chose to hire an "Employee" rather than a "Self-Employed Contractor," you may choose to include the word "worker" in the Position Title.

What Does it Mean to Administer the Funds Yourself?

- Administering the funds yourself (sometimes called self-administration) refers to all the tasks associated with managing the resources you require, whether your Service Provider(s) are ***"Self-Employed Contractors"*** or ***"Employees"***.

- This means you will be responsible for:
  - ✓ Selecting Service Providers and Negotiating Contracts
  - ✓ Managing payment for service by invoice or payroll
  - ✓ Monitoring services issues or performance issues
  - ✓ Terminating Service Agreements or Employee Agreements

In choosing how to use your funds, you will decide whether to:

1. Secure the services of a "Self-Employed Independent Contractor" or
2. Hire an employee

Employment Status: Independent Contractors or Employees?

When securing the services of a Direct Support Provider, you have *three options*:

1. *Purchase the services* of a "Self-Employed Independent Contractor";
2. Become an "Employer" and *hire your own "Employees*"; or
3. Use *Employees from an Agency* by purchasing that service.

It's important for you to understand the differences between government requirements for a "Self-Employed Independent Contractor" and an "Employee".

- We hope the resources provided will help you make an informed choice that fits your needs.
- We have tried to make it easier for people and families by assisting with the research process.
- We are presenting this information so you can make an informed decision.
- We are not promoting one choice over another about how you administer your funds.
- Along with the information we are providing, we suggest you review information from a variety of sources and consult with professional lawyers, accountants, and government agencies for expert advice on your specific situation.

What is the Difference between Self Employed or Employee?

How is the employment status determined?

- *The determination of the employment status of Direct Support Providers is not within the control of any agency. This is determined by the Canada Revenue Agency (CRA). The Canada Revenue Agency and the Ministry of Labour set out guidelines concerning employer/employee relationships.*

- We want individuals/families to be informed of sources of advice regarding the employment status of their Direct Support Providers.

- *It is important that individuals/families are aware of the potential legal responsibilities and liabilities associated with self-administering their contracts.*

- Families who manage their own funds are advised to be clear about the nature of the employment relationship that they have with their Direct Support Provider to ensure that guidelines are followed.

- In the past, families have asked the Direct Support Provider to sign a waiver or letter of understanding stating they are "Self-Employed". *This does not automatically mean that you do not have obligations as an employer. As a general rule, the more control you have over the employment relationship, the more likely you will be seen as an employer required to follow the Employment Standards Act.*

- *Families who are not clear about their Direct Support Provider's employment status should contact the Canada Revenue Agency and the Workplace Safety and Insurance Board directly.* They will provide questionnaires, which once completed will enable them to analyze your specific employment relationship. They will then make a decision regarding the nature of the relationship.

- Canada Revenue Agency and the Workplace Safety and Insurance Board may have different rulings given their different responsibilities.

Canada Revenue Agency Guidelines

Canada Revenue Agency (CRA) has very clear guidelines about the determination of who is "Self-Employed" and who is an "Employee". While there are advantages to being the employer, there are also clear expectations and responsibilities to follow.

If a Service Provider is an "Employee", the payer is considered an "Employer" and is responsible for:

- deducting Canada Pension Plan (CPP) contributions,
- Employment Insurance (EI) premiums,
- income tax from the amounts that they pay to the "Employee".
- You must remit these deductions, along with a portion as an "Employer" to Canada Revenue Agency.

If you fail to remit these deductions and pay them to CRA, a ruling can be made for the "Employer" to have to pay both the "Employee" and "Employer" portion plus penalties and interest. For more information, go to www.cra.gc.ca/payroll

Other Considerations: Employer - Employee Relationship

If you control the schedule, supervise the person, control the duties and responsibilities, determine the schedule, provide training, and have the final word about how to do the work, Canada Revenue Agency would see this as an "Employee/Employer Relationship".

Generally, decision makers are concerned with factors that are very commercially oriented in that they are focused on the role the worker plays in the employer's business. In the family context many of these factors do not apply. Some factors that are relevant however include:

- Who controls how, when, and where the work is performed?
- Do you direct and supervise the Direct Support Provider or does the DSP dictate the work to be done?
- Can the DSP provide service to others while working for you, or during the hours they are not working for you?
- Can the DSP have a subcontractor perform the work for you if he/she is unavailable?
- How dependent on you is the worker for his/her livelihood?
- Does the contractor work out of your home or does he/she have his/her own space where he/she provides the services?
- How flexible is the schedule?
- How is the person paid (i.e. scheduled pay day or by invoice)?
- Do you provide vacation, holidays, overtime pay or other benefits typically associated with employment?

In short, the more flexibility and control your Direct Support Provider has, the more likely they will be deemed an independent contractor. By contrast, the more integrated into and dependent on your family they are, the more likely he or she will be deemed an employee.

OPTION #1:
Purchasing the Services of a Self-Employed Contractor

If you wish to purchase support:

- You ***define the service and supports that your family member needs.*** Outline in writing the service expectations, roles and responsibilities required to assist your family member. You are not creating a "job description", but focusing on the services to be provided.
- ***Screen the person and ask for references and background to ensure that they will be able to provide the service that is needed.*** This includes safety checks such as a police clearance. You might ask for a driver's abstract, First Aid, CPR etc.
- Have a discussion with the person to ***decide on a mutually agreeable time to have the service and support provided.***
- ***Develop a clear contract about the service and support to be provided and the self-employed status of the person.***
- ***Ensure your contract also defines that either party can terminate the contract with appropriate notice.***

Setting things up for the purchase of service, self-employed contractor relationship:

- Expect the person to follow the service expectations that are outlined in the agreement. Note: you will not supervise the person, but you can ***provide feedback about the services being provided***.
- Ask the person to ***provide an invoice for their service.***
- Keep a ***copy of the invoice for your records***. Note: The person is responsible to keep track of their own earnings and pay any taxes.
- You send your invoice to the Ministry to reimburse you for the funds you paid.

The responsibilities of a self-employed Direct Support Provider include:

- Your Direct Support Provider is responsible for their own income tax and remittances.
- If your Direct Support Provider reaches a certain income level (ie. over $30,000 annually) then they will have to charge you HST.
- The self-employed contractor submits an invoice to you and you pay that invoice. You get reimbursed for that through the Ministry of Community and Social Services.

Sign a clear contract agreement with the Direct Support Provider so that everyone is clear about the relationship.

Developing a Contract Agreement Letter with a Self-Employed Contractor

A "Contract Agreement Letter" needs to identify:

- You are securing and/or purchasing the services of a "self-employed contractor"
- The time frame for when the contract starts and when it will end;
- The self-employed contractor is responsible for making the appropriate remittances (for example, income taxes and HST) and that no T4 income tax slip will be issued
- Method of payment will be by invoice;
- Use of vehicle and travel – self-contractors can use car expenses including mileage as a deduction
- Requirements to terminate the contract.
- Include the terms on which the agreement can be terminated.
- Include an "indemnity" clause to cover any liability against you if the Direct Support Provider is "deemed" to be an employee.

A Contract Agreement Letter is a legally binding document. We strongly suggest you consult with a lawyer to assist you in drafting these documents.

Paying Your Self-Employed Contractor

"Self-Employed Contractors" who you contract with for Direct Support Provider Services must **invoice you** for their services.

The invoice should include:

- ❑ The self-employed Support Provider's contact information
- ❑ Invoice Date and Number
- ❑ Registered Business Number (if they have one)
- ❑ Description of services provided
- ❑ Table that includes: date of service, hours of service, etc.
- ❑ Calculation of the invoice amount (# of hours x hourly rate) and HST (if required)
- ❑ Term of payment (i.e. 30 days)

Keep a record for your own purposes of:

- The hours of service that they provided to you (marking it on a calendar helps)
- The date that you paid them
- The amount that you paid them

OPTION # 2: When You are the Employer (Person, Family or Support Network)

When **the Direct Support Provider is your employee:**

- Being the employer ***gives you control*** over hiring, the hours of work and the responsibilities of your employee and supervision.
- You need a registered business number. You do not have to be a registered company. You apply for a Business number and a Payroll deductions account with Canada Revenue (on line).
- You make payments to Canada Revenue for the mandatory deductions. This can be done quarterly or monthly. You can arrange for CRA to withdraw it directly from your bank account.
- You must make sure that the person is able to work in Canada, get your employee's social insurance number and have them fill out a Form TD1- Personal Tax Credits Return
- These forms and other useful information are available on line through the Canada Revenue website and other links.
- You pay the person on an agreed upon schedule.
- You must keep payroll records, pay vacation and statutory holiday pay and provide documents such as T4 (tax) information to the person you hire.
- You invoice the Ministry for reimbursement for the funds you have paid.
- Coverage for on-the-job injuries for the Direct Support Provider can be obtained through WSIB (but not required) or through your Home Insurance. In all situations it is recommended that you talk with your home insurance company to ensure that you have the proper coverage for someone who will be providing services in your home.
- Establish a Personnel File for your Employee – files need to be kept for 6 years.

An Employment Agreement: As an employer, you are expected to have an employment agreement or contract with your employee. This is a legally binding document.

An "Employment Agreement" needs to identify:

- ❑ Terms of Employment (Compensation, Hours of Work, Days of Work);
- ❑ Responsibilities of both the Employer and the Employee;
- ❑ Expectations for how performance will be reviewed;
- ❑ The conditions under which employment would be terminated immediately.

Finding the Right Direct Support Provider for You

The Process

- It may be beneficial to have a planner or facilitator work with your family to help you become clear about the Direct Support Services you want and need.
- Ask family and friends to come together to talk about the type of support/position that is needed.
- Discuss the role of the person to deliver the support services.
- Consider the skills and particular experience necessary.
- List the types of activities that you envision happening.
- Define the frequency of service needed.

Step by Step:

- Define the service and supports you need.
- This will help to define the skills and experience required, the roles and responsibilities and the expectations.
- Advertise for the best person to provide the service. You can do this through family and friends, through sources like “Indeed” or “kijiji”. You can also post flyers, use the newspaper. People using their Special Services at Home funds or Avenues funds can also access a support through Family Respite Services called “Supports Your Way”.
- Screen the service provider to ensure they have the skills and experience you need. This will likely include a discussion on the telephone followed by a meeting in person. Ask someone to sit in on the interview with you.
- Check References, police record and any other qualifications you think are necessary.
- Negotiate and develop a contract for services which clearly defines if you are securing the services of a “Self-Employed Contractor” or hiring an “Employee”.
- Discuss and sign the appropriate contract with the Direct Support Provider.
- You might have a trial period to ensure that both parties think it is a good fit.

Developing a Description of What You Want the Person to do:

Do some thinking around what you want to call the position or service.
This sends an important message.

Ensure that the title and description reflect whether you are hiring a “Self-Employed Contractor” or an “Employee”.

Prioritize what is most important to you in terms of the type of support you want and need.

If the person is to be your employee:

- Provide a full description of the role the individual will provide. i.e. job description

Headings in the description often include:

- The name of the Position or Position Title
- Who the Position supports and reports to
- A description of the person to be supported
- Summary of Expectations and any specific needs of the person or family
- Roles and Responsibilities
- Qualifications including education, skills & qualities
    - ✓ The qualifications are usually must haves. You can use the qualifications to set up a screening list to shorten your list of candidates.

If the person will be a self-employed contractor:

- A description of the services you wish to purchase
- The role that they will assume (e.g. providing assistance for community involvement, employment support, volunteer involvement etc.)
- The expectations about the experience that the person must have

Finding the Right Person: Advertising

The profile is your advertisement for the position or service.
It summarizes the best parts of the position or service required and any unique features.

A summary of the position or services, the experience needed, and qualifications are the parts of the profile that you will often use. As a reminder, if you are using someone who is self-employed, you will not be advertising a "position", you will be searching for the right person to provide the services you describe.

Including the wage or hourly rate is optional. If you are contracting with a Self-Employed Contractor, you will be negotiating with them to determine what you will pay for their services.

Developing an Ad for the Position:

- ✓ Take a look at other ads or postings – clip ads or copy postings that caught your eye and keep them for future reference.
- ✓ Be short and concise.
- ✓ Include the basics of the position or service.
- ✓ Note any personal preferences and features that make the situation unique.
- ✓ Use an e-mail address for the first contact.

Where to Advertise:

- Talk to family, close friends and other parents.
- Look for places/people where the person supported interacts with the neighbourhood & community and hand out contact cards or flyers.
  - School
  - Library
  - Gym
  - Grocery Store
  - Coffee Shop
  - Hair Salon
  - Seniors Centre
  - Places of Worship
  - Service Organizations
  - Community Recreation Centres

Resources: Contact places that may be able to assist you

For Self-Employed Contractors:

- College programs
- University programs
- Private colleges/training centres

For Employees:

- Employment training programs/centres
- Employment agencies or employment websites like Indeed
- Use social media- Kijiji, Facebook

Choosing the Best Person: What's Important to You?

Think about:

- Your best experience with a Direct Support Provider – what did you like about them?
- A Direct Support Provider that you didn't have a great connection with – why didn't it work?
- What are some favourite things that the person supported has enjoyed with a Direct Support Provider?

What Qualities are You Looking For?

Some qualities of a great Direct Support Provider are:

- Listens intensively
- Dependable
- Flexible
- Patient
- Respectful
- Willing to learn
- Honest
- Trustworthy
- Good sense of humour
- Able to follow instructions
- Ability to carry out a dream
- Willing to open up self to another

Meeting and Interviewing:

Create a list of **Interview Questions**.
Depending upon what is important to you, pick questions from the following categories:

- ✓ **Values**
- ✓ **Experience**
- ✓ **Education/Interests**
- ✓ **Providing Feedback**
- ✓ **Skills**
- ✓ **Specific questions related to the kind of support you need**

When developing your list of Interview Questions, also consider questions about **Work Conditions** and **Expectations** of both you and the Direct Support Provider. Take notes so you can refer to your notes later when you are making your final decision.

Screening the service provider, allows you to ensure they have the skills you want, that safety issues are addressed, and they have the necessary experience.

Screen applications and resumes based on your must-haves. Use a screening list to assist you.

The candidates that have your most "must haves" are the ones you should interview.

Talk to the candidates on the phone first and choose the best ones to meet in person.

Only conduct face-to-face interviews with candidates you feel would be a good fit after the telephone screening.

Never conduct an interview alone. Some people who could assist you in interviewing are:

- ✓ Family
- ✓ Close family friends
- ✓ Members of your support team
- ✓ Members of your support network
- ✓ A teacher who knows the person supported well
- ✓ A planner/facilitator

ENSURING A PRESENCE OF THE PERSON BEING SUPPORTED:

You will want to share information about the person to be supported when you are interviewing.

Here are some ways to do that:

- Photo Album/Scrapbook
- Binder of My Life
- My Story Worksheets
- Video
- Slide Show
- Tape Recordings/Interviews
- Drawings
- Writings/Poems
- MAP/PATH

- You might want to involve the person being supported in some or all of the interview process. Their feedback in many forms- verbal and nonverbal is very important.

You Have Chosen Someone:
What Other Info do you need Before Finalizing Your Decision?

References:

- Ask for two or three references and talk to these people before you make a decision.
- There is implied consent in terms of reference checking. If the Direct Support Provider provides you with references, then it is implied it is OK to call the people on the list that they provide.
- Create a list of questions to ask Personal and Professional References.
- Professional References should include past or current families that the Direct Support Provider has supported.
- Keep notes documenting what the references tell you.

Background or Police Record Checks

- A Police Record Check which includes the vulnerable person review is recommended.
- You may wish to pay for the police check or ask your Direct Support Provider to pay.
- Police checks should be repeated at regular intervals (ie. annually, etc.).

Note: If you are hiring an Employee, your offer of employment may be made contingent upon receipt of a clean Police Record Check.

After you make your decision:

- Once you have made your final decision, you will need to negotiate the terms of a Contract Agreement Letter if securing the services of a "Self-Employed Contractor" or an Employment Agreement if hiring an "Employee".

- You need to ensure that all documents are completed and signed.
  They include:
  - ✓ Contract Agreement Letter (for Self-Employed Contractors)
  - ✓ Employment Agreement (For Employees Only)
  - ✓ Contact information form

Forms you will need:

Before you begin:

Whether you have decided to purchase the services of a self-employed contractor or hire an employee, the following forms will help you to gather important information to assist you in the process. Copies of examples of these forms are included in this booklet:

- Application Form
- Telephone screening questions
- Personal Reference Form
- Face to face interview questions
- A sample contract for a self employed contractor
- A sample contract for an employer-employee

Once you choose someone:

If you decide to secure the services of a ***Self-Employed Contractor***, you will need to draft a "Contract Agreement Letter".

If you decide to hire an ***Employee***, you will need to draft an "Employment Agreement".

Both of these documents are legally binding. We strongly suggest you consult with a lawyer to assist you in drafting these documents.

Keeping Good Files and Information:

Your files should include:

- Position Description
- Application/Resume/Statement of Interest
- Interview Notes
- Reference Check Notes
- Police Record Check
- Signed Contract Letter or Employment Agreement
- Invoices or Timesheets
- Contact Information Form
- Notes on Service Issues or Performance Issues
- Documented Notes or Evaluation Forms
- Termination of Services Notes, Letters, or Forms

Ensuring Success:

Getting started and orienting the person:

- If you asked during your interview about how the Direct Support Provider likes to learn, then you can use their response to set up your orientation. Some people like to read about things, some need to watch you do things and some like to learn through discussion. You'll likely use a combination of these techniques.
- During orientation/training ask for feedback on how you are explaining tasks.
- Boundaries are the most important topic to address first because everyone has different boundaries. Boundaries means defining what is personal business and what is shared business or relationship. What is fine with one family might not be fine with your family. Be explicit.
- A great way to start is to sit down and chat with your new Direct Support Provider about the person supported, their abilities, gifts and strengths, and what is important to them.
- Use examples to help with clarification.
- Identify technical terms.
- Explain why a certain task/activity is important.
- You can involve another Direct Support Provider or someone that knows your son/daughter/brother/sister in training. Have the new Direct Support Provider work alongside someone who has been providing support.
- Introduce the Direct Support Provider to the important people in the life of the person to be supported.
- Talk more about what you/they like and don't like.
- Talk about the expectation for confidentiality.
- Set a period when you expect orientation to end. At the end of the period have a meeting - this will be your first chance to address any issues of concern about whether the match is working.

Providing Feedback:

- Provide positive feedback especially when the Direct Support Provider has done something you really like.
- Address issues right away while they are small and can be fixed more easily. Give ideas about a solution that you would have preferred.
- Remember that all feedback should be constructive in order to help your Direct Support Provider to succeed in their role.

Conduct A Yearly Review of the Relationship and Service Provided:

At least once a year a review of your relationship and service agreement should take place.
It can be formal using an evaluation tool if you are an Employer.
It can also be informal – meeting with the Direct Support Provider and document the conversation.
This is a time to focus on things you want improved in your relationship with the Direct Support Provider or issues in the delivery of the service that are of concern or should be changed.

Create a Back Up Plan:

- When choosing a Direct Support Provider, you may want to consider whether the person has the ability to provide backup on short notice.
- If your support provider is self-employed, you need to address if you require or give approval for your Support Providers to find their own replacement if they are unable to work OR do you wish to go without service if they are unavailable.
- When you plan your schedule, plan for a backup.
- Identify family and friends who could provide support on short notice.
- Create a pool of back up Direct Support Providers (already screened) with other families.

ADDRESSING ISSUES and TERMINATION OF SERVICES:

- The Contract Agreement Letter (with the Self-Employed Contractor) or Employment Agreement (with an Employee) should outline expectations for how the service will be delivered and reviewed.

AND

- The conditions under which a contract or employment would be terminated immediately.

When addressing performance/service issues:

- ✓ Address how the issue affects the person.
- ✓ Describe the problem and solution you want.
- ✓ Ask the Direct Support Provider if they have any ideas on how to resolve the issue.
- ✓ Make the decision on how to deal with the issue.
- ✓ Identify a time period in which you expect things to be corrected.
- ✓ Document the conversation and outcome.
- ✓ Provide feedback.

IF YOU NEED TO END THE CONTRACT:

If you can, make arrangements for back up before you terminate a Direct Support Provider.

It is best to have a face-to-face meeting but have someone else with you during the meeting.

Maintain confidentiality with other Direct Support Providers. Do not discuss the situation with them.

Before terminating a Direct Support Provider,
consult the Contract Agreement Letter (if they are a Self-Employed Contractor)
or Employment Agreement (if they are an Employee)
regarding notice & also the Employment Standards Act.
You may also wish to consult with a lawyer.

Be direct and to the point:

- I am sorry I do not feel you are the appropriate person to provide the support I need
- I am sorry you are not fulfilling the expectations of our contract as outlined in our Contract Agreement (if Self-Employed) or Employment Agreement (if an Employee).
- I am sorry we will no longer be needing your services.

Sample Telephone Screening Script

My name is _____ and I'm following up on your interest to be a direct support provider. Is now a good time for us to talk for a few minutes about the services I need?

Before we start, there are several questions that I always ask people:

Where do you live?

Do you have reliable transportation?

I require_____. Would you be able to do this?

Great, then let me tell you a little about myself. I live _____. Because of my disability, I need assistance with _____.

I pay $ _____ per hour (and withhold taxes as required by law if you are going to be an employer).

Does this sound like a service you can provide?

Good, tell me a little about yourself and then I'd like to set up a date and time for an interview.

When you come for the interview, please bring_____, the names and contact information for three work references and two personal ones.

Please call if anything comes up and you can't make the interview. Is there a number where I can reach you in case I have to reschedule?

Thank you for your interest and your time. I will see you on

_____at (date) _____at (time) at_____(location).

Sample Application (Two Pages)

Name:		
Date:		
Street Address:		
City:	Province:	Postal Code:
Contact Phone Number:		
Email address:		
Date available to begin:		
How many hours a week can you provide the support?		
What days and times are you available?		
ANSWER THE FOLLOWING QUESTIONS :		
1. Why do you want to be a Direct Support Provider?		
2. Educational background:		
3. Do you have a valid driver's license?		
4. Are you certified in CPR?		
Effective Date:	If you are not certified, are you willing to become certified?	
Other training:		

EMPLOYMENT HISTORY	
Employer Name:	Date of Employment:
Employer's Address:	
Phone Number:	Supervisor's Name:
Description of Duties:	
Reason for Leaving:	
Employer Name:	Date of Employment:
Employer's Address:	
Phone Number:	Supervisor's Name:
Description of Duties:	
Reason for Leaving:	
Do you have a police clearance with a vulnerable person's check that has been completed within the last six months?	
Are you willing to provide references?	
Names of three references: (names of people who have seen you provide a similar support or service are preferred)	

SAMPLE FACE TO FACE INTERVIEW QUESTIONS (Two pages)

TYPE OF QUESTION	SAMPLE QUESTIONS
VALUES	• Tell us about your values and how they would be used to support [insert name] /our family? • Tell us about the opportunities you have had to interact with people who have a disability? • What are the qualities you have that enable you to do a great job at providing support? • In this job you would have access to a lot of personal information, tell us what you think confidentiality means? What things would you do to make sure confidentiality is maintained?
EDUCATION/INTERESTS	• Tell us about your education including any additional certifications. What were your best lessons learned and how would you apply them to your role as a direct service provider. • What are your interests/hobbies? • What do you enjoy doing when you are not working?
SKILLS	• How would you handle a situation where you and I [person or family] had a disagreement about supporting [insert name]? • Tell us about a situation where you made a mistake in a previous job and how you handled it? • It can be easy to get overwhelmed with work, school, home and extra-curricular responsibilities. Tell us how you organize and prioritize your schedule? • Give an example of when you had to use good judgment skills? • Share with us how you can adapt to a variety of people, situations, and environments.

EXPERIENCE	• Tell us about your work experience and specifically address what you gained that would apply to the position of direct support provider? • Give an example of where you would go to gather information about opportunities in the community. How would you connect and engage a person in the community? • Tell us how you would handle a situation where a person in the community was putting up barriers to participate for the person you are supporting? • I really like to go out in my community. Can you tell me a story about any experience you have had finding opportunities for someone you support so they could do more in the community?
LEARNING AND FEEDBACK	• What is the best way to teach you something new? • How do you like to receive feedback? • How do you identify and ask for things you need?
DIRECT SUPPORT SPECIFIC	• What interests you about being a direct support provider? • Why are you the right person to provide this service? • Why did you answer my ad instead of others you may have seen? • Let me tell you about some of the tasks that you would be required to fulfill as a direct support provider……Do any of these tasks make you uncomfortable. What would you need to make you feel more comfortable? • I hope to have a great relationship with the person that is providing support for my son/daughter. If I were to ask someone you supported in the past if you were respectful what examples would they give me?

Reference Form

Applicant's Name:
Reference's Name:
Reference's Phone Number:
Relationship to Applicant:
I, _____ , authorize _____to release my information to *(applicant)* *(supervisor)* _____, so they may further evaluate my qualifications. *(consumer)*
Applicant's Signature:
Date:

It is good to begin the conversation with an introduction of why you are checking this reference and then briefly explain the job description. Then, you can begin to ask questions.

Here is a list of questions you could ask an **employer reference** about a potential PA:

1. How long did **[Applicant's Name]** work for you?
2. Was **[Applicant's Name]** dependable?
3. How was **[Applicant's Name]** attendance?
4. Do you consider **[Applicant's Name]** to be honest?
5. How did **[Applicant's Name]** take supervision?
6. Can **[Applicant's Name]** work independently?
7. Did **[Applicant's Name]** get along with other employees?
8. Would you hire **[Applicant's Name]** again?

Here is a list of questions you could ask a **personal reference** about a potential DSP:

1. What is your relationship with **[Applicant's Name]**?
2. How long have you known **[Applicant's Name]**?
3. In your opinion is **[Applicant's Name]** trustworthy?
4. Would you want **[Applicant's Name]** to work for you in my situation? Are there any outstanding things, either positive or negative, I should know about [Applicant's Name] before hiring them?

Sample Contract With Self-Employed Contractor

(Insert the Name of Your Family and/or the Person being Supported)

Date:

Address:
Self-Employed Contractor's Name:
Full Address:

Dear (Insert Contractor's Name):

This letter will confirm the purchase of your services as a self-employed contractor and as a Direct Support Provider for (Insert Name).

As with all self-employed arrangements, deductions will not be made from your payments and remittances will not be made to the government on your behalf; you maintain full responsibility for keeping a record of payments and for declaring your income to Revenue Canada for income tax purposes. A T-4 slip will not be issued.

You are also responsible for any work-related injury compensation. (Optional) You will be required to use your own vehicle to carry out some duties and therefore we will pay mileage at the rate of _____.

You are required to submit an invoice on a (insert term) basis according to the invoice template that has been provided.

Both parties have the right to terminate this contract with two weeks' notice in writing. The notice period can be varied with mutual agreement. The contract may be terminated without notice for any willful misconduct, any harm, neglect or abuse of (Insert Name) , breach of confidentiality or an inability to honour the term of this contract.

(Insert signature) (Insert signature)

Person/Parent/Guardian's name Self-employed Contractor's name

SAMPLE EMPLOYMENT AGREEMENT (Three pages)

This agreement is made on __(date)_____

between

EMPLOYER	**DIRECT SUPPORT PROVIDER**
Name:	Name:
Address:	Address:
Phone number	Phone Number
Email	Email
	Social Insurance Number

TERMS OF EMPLOYMENT

1. **The employer will require, and the Direct Support Provider will supply _____ hours per week with the following general services provided (and others as needed).**

a)

b)

c)

d)

e)

f)

g)

h)

i)

2. **The Direct Support Provider will maintain a weekly schedule as outlined below with adjustments as needed and with as much advance notice as possible.**

	Morning	**Afternoon**	**Evening**	**Sleepover**
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

3. **The Direct Support Provider agrees to the following compensation for services performed: [insert hourly wage]. [OPTIONAL] Additional compensation will be provided as benefits:**

_____

_____

_____

EMPLOYEE RESPONSIBILITIES

4. **The Direct Support Provider also agrees to the following:**

a) Follow and respect the direction given by the person/family/guardian
b) Assist employer to maintain documentation and records required including all necessary paperwork to secure mandatory payroll deductions from pay
c) All documentation and records are the property of the employer
d) Documentation and records will be kept confidential
e) Documentation and records cannot be released without permission of the employer and any records will be returned to the employer when the employment term ends
f) Participate in meetings as requested by the employer
g) Participate in regular reviews and provide pertinent information for accountability of supports and quality assurance
h) Maintain a valid Standard Level First Aid/CPR certification if requested
i) Provide a criminal reference check if requested
j) Provide documentation of valid driver's licence and vehicle insurance
k) Abide by the home rules

5. **The Direct Support Provider agrees to the following regarding [insert name] rights:**

a) Ensure human rights will be protected as those of any other citizen under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code
b) Provide a safe, nurturing and respectful environment
c) Protect from harm or abuse (physical, verbal, emotional, sexual or financial) that demeans, hurts or infringes on personal rights or dignity or places [insert name] at risk to personal health and safety
d) Immediately report any knowledge or suspicion of harm or abuse

EMPLOYMENT RESPONSIBILITIES

6. The Employer agrees to the following:

a) Compensate the Direct Support Provider in a timely manner
b) Treat the Direct Support Provider with respect
c) Assure proper training and required information is provided in order for the DSP to carry out their work
d) Share additional training opportunities that become available [OPTIONAL: if employer will provide or share cost for training]
e) Provide ongoing feedback to ensure that there is good communication about the support the employee needs and the job performance.
f) Conduct an evaluation of the performance of the employee at minimum annually

TERMINATION AND REVIEW OF AGREEMENT

7. Both parties have the right to terminate the agreement with appropriate two weeks' notice in writing. The notice period can be varied with mutual agreement.

8. The agreement may be terminated without notice if there is any breach of the fundamental terms of this agreement, such as willful misconduct, any harm, neglect or abuse of [insert name], breach of confidentiality, inability to honour the terms of this contract, or failure to provide services in accordance with this agreement.

9. The agreement will be reviewed at least once a year. It can also be reviewed sooner at the request of either party.

EMPLOYER	DIRECT SUPPORT PROVIDER
Print:	Print:
Sign:	Sign:
Date:	