



Guide to Individualized Funding

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Working for a community for all

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I. A Brief History of Individualized Funding in British Columbia

The idea of individualized funding began here in British Columbia in the 1970's.

The planning process for the closure of the Woodlands institution was underway and the Woodlands Parents Group had formed to advocate for the best possible community based resources for their sons and daughters. In thinking about what would enable their sons and daughters to have a good life in the community, the Parents Group realized that setting up programs and services would not guarantee that people with disabilities would be able to fully participate in the community. Instead, they worried that establishing specialized services might relegate their adult children to an institutionalized community life.

The idea that came to them was a simple but powerful one. What if every person with a disability was able to choose the supports and services that they needed from the whole range of possibilities that exist in any given community? This would mean that it would not be necessary to have people fit into services. Instead, services could fit people. The Woodlands Parents group envisioned that people with disabilities could present their personal support plan to government and receive the funding for their support needs directly. Then they could use this money to purchase the supports that would help them to meet their goals. People who needed support with decision making could receive it through trusted families and friends who could be legally authorized to help them to manage their funding.

Although their goal of making individualized funding the framework for the resettlement of Woodlands residents was not realized, the Woodlands Parents continued to press government to recognize the importance of individualized funding to enabling the full citizenship of people with disabilities. Their vision struck a chord around the world and inspired people with disabilities, who were looking for ways to escape the rigidity of medically managed disability supports, to start thinking about how they could use individualized funding to expand their opportunities for participation. Individualized funding initiatives took root in Great Britain, Europe, Australia and the United States as the British Columbia idea was exported around the world. Individualized funding as a tool for self-determination began to take on the qualities of a movement, engaging people with disabilities at the grass roots.

Here in British Columbia, the movement was furthered in the early 1990s by the development of the Community Brokerage Services Pilot Project, the Choice in Supports for Independent Living (CSIL) program and the Vela Microboard Society. Each of these projects demonstrated that individualized funding could be successful in helping people with disabilities to take control over their lives and expand their opportunities for participation.

Beginning in 1997, the BC Coalition of People with Disabilities sponsored the Individualized Funding (IF) Community Development Project. The goal of the project has been to promote community capacity to achieve and use individualized funding. The IF Project has facilitated initiatives like consumer support groups, newsletters, Family Summit, the Individualized Funding Provincial Steering Committee and an electronic Individualized Funding Community of Interest on World Accessibility's Internet site.



II. What is Individualized Funding?

There are many programs that describe themselves as individualized to the extent that they are person-centered in their approach. However it is important to distinguish between a true individualized funding approach and those that are approximations.

In 1997, people with disabilities, family members, service providers and government representatives came together at a **Provincial Conference on Individualized Funding**. This conference endorsed a statement of principles and values that define individualized funding.

This definition of individualized funding has served as the measuring stick for evaluating how close any service or program that is called individualized funding comes

to meeting the ideal. Many individualized funding programs are not really individualized because they are not based on the needs of the individual. These kind of programs are more properly called direct funding because, although the funds are paid directly to the individual or family, it is a fixed amount that is set by government without reference to individual need.

Provincial Conference on Individualized Funding Vancouver, B.C. 1997

The Vision of Individualized Funding

Individuals who need support in order to participate in society will control the funding for the services that they choose in order to live their lives.

A Statement of Rights

- *Individuals have the right to make decisions about their lives*
- *Individuals have the right to full participation as citizens in society*
- *Individuals who cannot speak in traditional ways have the right to be represented in their decision-making by trusted people whom they have chosen and with whom they have a personal relationship*

The Principles of Individualized Funding

- *IF provides the resources that each individual judges to be necessary for participation as a citizen in society*
- *IF is based on the needs of the individual as defined by the individual or trusted representatives*
- *IF dollars are paid directly to the individual or to support groups established by the individual*
- *IF dollars are portable within British Columbia and across ministries and departments of government*

III. Personal Support Plans: The Heart of Individualized Funding

Individualized funding means self-management, or the management by trusted representatives, of the funding for personal supports. All good managers use a set of goals to set their course and evaluate their progress.

Individualized funding works best when it begins with the individual's goals. Making a personal plan helps to clarify what the individual who needs support wants to do and how funding will help to achieve this. When people receive funding without a plan, it is usually necessary to take a step back and make one before spending any money. Even if a particular ministry or funder does not specifically require a plan, it is always better to make one. A plan will help you to know how much formal and informal support you need. It will also allow you to monitor how well funding is helping you to achieve your goals.

Setting Goals

Planning usually begins with visioning, dreaming or expressing hopes for the future. There are many structured and unstructured ways to set about envisioning the future and people need to choose the way that best suits them.

It is important to remember that people who communicate in non-traditional ways (for example, expressing themselves through behaviour) should be making goals, together with the people who make up their circle of support. The PATH process is one effective way to create visual maps outlining an individual's dreams and goals and the action steps, people and resources that are needed to achieve these goals. You can learn more about the PATH process and other planning frameworks in the **Helpful Resources** Section at the end of this Guide.

Here are a few general guidelines about goals.

- Goals are statements about what the future **should** be.
- Goals are person-centered. They describe the change in the person, not the activities of the staff or the impact on the family
- Goals describe meaningful change (those things which will have the greatest and most desirable effect on a person's life)

Translating Goals into a Plan

In personal support planning each individual goal needs to be examined in light of the supports that are available to achieve it. There are three basic kinds of support: support from people, material supports (equipment, money), and service/system supports.

Here is an example of how to describe goals in terms of support. Jane is a 23 year old woman with a physical disability who uses a wheelchair and needs assistance with all of the activities of daily living. She is currently living in a basement suite of her parent's home. She completed high school but she has been unsuccessful at obtaining a paying job. She would really like to obtain a degree in social work and become a youth counselor.

Jane's Goal	Support from People	Material Support	Services/system support	Support Goals
To return to school to upgrade my education so that I can find a satisfying job	<ul style="list-style-type: none"> ▪ My family needs to help me to maintain my school schedules and to assist me with my studying. ▪ A personal attendant has to be available to accompany me to school. ▪ My personal attendants have to be flexible in their schedules during exam times when I may be up late 	<ul style="list-style-type: none"> ▪ Laptop computer with voice activated word processing software ▪ Cellular telephone with earpiece and microphone 	<ul style="list-style-type: none"> ▪ Accessible bus system or van to get to school ▪ Fully accessible classrooms ▪ Accommodation from professors for test writing 	<ul style="list-style-type: none"> ▪ Personal attendants with flexible schedules ▪ Adaptive communication equipment

For each **personal goal**, the supports that are not yet in place and are still required are the **support goals**. So a personal support plan includes both personal goals and support goals. In the example that is used above the support goals, for which you may seek funding from government or other agencies, would consist of: personal attendants who can be flexible in their schedules and adaptive communications equipment

When you are developing a personal plan it is always better to work from a capacity based approach. This means that, instead of focusing on needs, you focus on goals which speak to positive aspirations and strengths. When you think about a goal be sure that it reflects the outcome that you want. In the example above the outcome is getting a satisfying job, the method is returning to school. If you are not clear about what or how many methods you could use then you can just state your goal as an outcome.

Your personal plan is your starting point and the measuring stick that you will use to chart your progress. However it may not be the only plan that you will have to do. Particular funders use various forms and formats as the point of entry to individualized or direct funding and the next



section will describe the specific kinds of information that you need to present to particular ministries. You should remember that whatever the format required for funding, your personal plan encompassing as it does your hopes dreams and goals, is the one that really matters. At the end of the day you will know whether individualized or direct funding has been successful if it has helped you to meet your goals.

Calculating the Costs of your Personal Support Plan

In order to calculate the costs of your personal support plan you will need to move from the general to the specific. In the example above, Jane has decided that she needs flexible personal attendants in order to reach her goal. She will apply for individualized funding through the Ministry of Health. When she makes her request for funding, Jane will need to make a detailed list of all of the tasks that she will need personal attendants to do and when she will need them done. In making this calculation it is wise to apply the following rule of thumb formula:

- Your total hours of need = routine predictable needs + 25% allowance for sporadic unpredictable needs.

Once Jane has completed this time and task analysis she will need to factor in the rate of pay that will ensure that she can obtain attendants. Being an employer Jane will also

have to ensure that she can meet her employer costs which may add up to approximately 20% of her personal attendants budget. You can learn more about employer responsibilities and costs in **Section X** of this Guide.

This cost analysis should be included when you present your proposal to a government Ministry or agency for funding.

IV. The Current Status of Individualized Funding in British Columbia

There is a range of programs in British Columbia that offer either individualized or direct funding. None of them is perfectly aligned with the definition that was endorsed at the Provincial Conference in 1997. Each offers, at a minimum, direct funding and there is a great deal of variation between each of the programs in terms of eligibility, accountability and the degree of spending discretion allowed.

The following table outlines the programs that are currently available and the Ministry or Authority that administers them.

Program	Ministry / Authority Responsible
Choice in Supports for Independent Living (CSIL)	Policy guidelines from the Ministry of Health. Delivered by regional health authorities.
Community Living Services Residential and Day Programs	Policy Guidelines from Community Living BC the community based authority that has taken over the Community Living Services Branch of the Ministry of Children and Family Development (MCFD).
Autism Funding Under Age 6 and Autism funding Ages 6 to 18	Policy Guidelines from the Ministry of Children and Family Development. Regional MCFD managers are responsible for contract management
At Home Program Respite Benefits	Policy guidelines from the Ministry of Children and Family Development. Assessments performed through local health units.
Supported Child Care: Direct payments available in some situations where in home childcare is needed.	Policy guidelines from the Ministry of Children and Family Development. Supported Child Care Consultants in regional offices manage individual contracts.

V. Individualized and Direct Funding Programs in British Columbia

1. Choices in Supports for Independent Living (CSIL)

The CSIL program is offered to consumers of home support services through the Health Authorities in each region of the province. CSIL was established in 1993 with the input of people with disabilities and is designed for individuals who wish to exercise more choice and control through purchasing and managing their own home support services.

How it Works

Once an individual has been assessed by a case manager from the nearest office of their regional Health Authority and been approved for CSIL, the funding that would normally go to a service provider agency to provide the home support goes directly to the consumer. Currently this means that \$25.00/ hour of allowable home support is deposited directly into a separate bank account that is set up under the individual's name but specifying that it is for CSIL (for example, John Smith – CSIL) . Here is an idea of how it works in practice:

John is assessed as needing 4 hours of home support/day. This means \$100.00 of funding/day. Based on a 30-day month, \$3,000 will be transferred to John's CSIL account each month. Using this \$3,000 John will hire, manage and pay his own support workers to meet his care needs.

Under the CSIL program, individuals cannot use service provider agencies except in the case of emergencies. They must assume the responsibilities of being their own employer. Each Health Authority has a standard contract, which individuals or client support groups must sign and which is renewed on a yearly basis.



CSIL Phase I: Independent Management

Individuals who can manage their own supports, including recruiting and hiring workers, providing training and supervision to workers and overseeing the financial and administrative responsibilities will choose to use CSIL Phase 1. This means that the person with a disability will sign the contract, the cheques and the financial reports and will take responsibility for making the support work.

CSIL Phase II: The Client Support Group

Individuals who, because of their disability, cannot manage their support independently can still use CSIL if there is a group of family and friends who are willing to form a client support group. A client support group consists of a minimum of 5 committed individuals who form a non-profit society in order to provide the coordination and management of the CSIL option on behalf of the person with a disability.

In general, a client support group must fulfill the following criteria:

- The group must be dedicated to only one person.
- There must be a minimum of five people over the age of 19 on the client support group.
- Members can consist of family members, friends, neighbours, advocates or anyone else who is committed to the individual who needs support. The majority of members must live in the region in which the individual resides.
- The client support group must be registered as a non profit society (for example, the John Doe Support Society) and the members become the Directors of the Society.
- Only three out of the five Directors are required to carry on the day to day responsibilities.
- Directors of the society must be volunteers and cannot be paid through CSIL funds for any work that they do on behalf of the individual or the client support group

Private Home Support Agency Program (Fraser Health Authority)

The Fraser Health Authority has a third option for direct funding called the Private Home Support Agency Program. Under this program, individuals are responsible for all aspects of home support management **except** the payroll functions. These functions are handled by an agency designated by Fraser Health.

Who is Eligible?

In order to use the CSIL option you must first be eligible for home support. To qualify for home support you must be:

- 19 years of age or older,
- A Canadian Citizen, permanent resident or refugee
- A resident of British Columbia for the past 12 consecutive months
- Experiencing a health problem, of at least three months in duration and due to a progressive chronic condition, which does not require acute care or rehabilitation.
- Individuals whose sole handicap is a developmental disability are not eligible for home and community care through the Ministry of Health. These individuals must apply to the Ministry of Children and Family Development Community Living Services (now called Community Living BC).

The amount of home support that you receive will depend upon the assessment that is made by a case manager in the health region in which you live (there are 5 Health Regions in British Columbia: Vancouver Island, Vancouver Coastal, Fraser, Interior and Northern). The assessment is based upon an evaluation of function in all of the activities of daily living. Home support is currently available for personal care needs. Housekeeping, shopping and meal preparation are not covered through home support unless they are incidental to personal care. This means that if you need help with bathing a home support worker can clean the bathroom after a bath. However if you can bathe yourself but only need help with cleaning the bathroom then home support will not be provided. It is wise to have a support person, friend or family member with you when you meet the case manager for the assessment, especially if you have difficulty in describing your needs.

Generally, CSIL is available to people who use home support on a daily basis. However, people who are receiving home support less frequently may also be eligible for CSIL funding depending upon their circumstances. These circumstances might include care needs that require special training or language or behavioural challenges that call for familiarity. If you believe that your circumstances indicate that more choice and control over home support is necessary, you should make an application for the CSIL program even if you do not receive support on a daily basis. The case manager will then consider these circumstances when deciding on eligibility.

CSIL applicants, whether individuals or client support groups, must also be able to demonstrate that they have a care plan in place that covers their daily support needs as well as a back-up plan in case of emergencies. They also need to demonstrate that they can handle the administrative responsibilities of CSIL.

The CSIL Application Process: A Step by Step Approach

Step 1: Decide on a decision-making Framework

At the outset, decide whether you will manage independently or with a client support group. If a client support group is necessary then you will need to assemble a group and the group will take responsibility for carrying out the steps of the application process. The Client Support Group must become a non-profit society by registering with the British Columbia Ministry of Finance. This means choosing and registering a name for the society, filing a constitution and set of by-laws, and providing a list of the names and addresses of the Directors of the Society. Each Health Authority should be able to supply you with a model constitution and set of by-laws for a Client Support Group.

Step 2: Develop a Personal Support Plan (Time/Task Analysis)

The number of hours that you are allotted on the CSIL program will depend upon the number of hours that are given to you in the assessment for home support. Assessments are carried out by your case manager in the local health authority. This assessment focuses on personal care needs so it will be important for you to have a clear understanding of your own needs.

Begin by doing a thorough assessment of your own needs

- Break your personal care needs down to their smallest components
- Think about how much time it takes to do each task on your worst day
- Use your worst day as your standard.
- Focus on your personal care needs. Include housekeeping or meal preparation only when they are incidental to personal care. (for example: bath = 45 minutes, cleaning the tub after bath = 5 minutes)

Please see *Appendix I* for an example of a personal support plan.

Step 3: Meet with your Case Manager

- Arrange for a home visit from your case manager at the local health unit. Ask a support person to be there with you.
- Present your support plan
- Emphasize that you understand your support needs

- If family members live with you, describe their work and other responsibilities that prevent their giving care
- The case manager will also use an assessment tool that will provide some standardized information about your health status and levels of function
- Outline the abilities that you or your client support group have to manage your supports and to assume the financial responsibilities of CSIL
- If your care needs increase you should contact your case manager for a re-assessment and present your own care plan which has been adjusted for your increasing need.

Step 4: Prepare your CSIL budget

Unfortunately it is not always possible to get the number of hours of home support that you actually need. Each Health Authority has an appeal process and you can signal your intention by writing to your case manager and stating that you want to appeal your assessment. Often, however, you will be compelled to stretch the CSIL funding that you are given in order to cover the greater number of hours of support that you actually need.

Once you know the number of support hours that you will receive you can calculate a CSIL budget. Making a budget will help you to understand whether the hours provided will be sufficient to meet your needs.

Here is an example of how to do a quick calculation of your budget.

If you are eligible for **4 hours of home support/day**, then

- CSIL will give direct funding of **\$25 / hour X 4 hours**
- Approximately 20% will be needed for employer costs: **20% X 100 = \$20**
- Funds available to pay workers' wages: **\$100 - \$20 = \$80 / day or \$2400/month**
- Then determine what wage rate you will use. The minimum wage in British Columbia is \$8.00/hour so you must pay at least that amount as an hourly wage. However for live-in home support workers, it is also possible to pay a daily wage of not less than \$80.00/day. The lower the wage rate, the less likely it will be that you can attract and retain reliable workers so you will need to do some research to find out what other CSIL employers in your area are paying workers. You can also look at the Human Resources Development job bank in your area to see what the going wage is for workers who have similar job descriptions or titles.

- For the purposes of this example, let's say that you have decided, based on your research, to pay your support workers at the rate of **\$12 / hour**, then you could afford $80/12 = 6.7$ hours of home support per day. If you had a live-in support worker at **\$120/day**, then you could cover **20 days/month**.

Step 5: Prepare a Back-up Plan

A back-up plan consists of the arrangements that you make in the event of your regular support workers being unavailable for work.

Here is an example of a simple back-up plan

I will have 3 members of staff who will cover 7 days per week:

- *If one is sick, I will contact the other 2 to see if they can come in*
- *If this fails then I will go to my back-up list which consists of 2 people at this time and which will continue to grow*
- *If these two options fail, I have a list of friends on the CSIL program who are willing to share their back-up staff*
- *As a last resort I will be setting up a home support agency to come in on an emergency basis.*

Step 6: Write a letter of application

Once you have thought through a back-up plan it is best to put your request for the CSIL program in writing in a letter addressed to your case manager.

Here is an example of a letter of application:

Dear.....

I would like to apply to be on the CSIL Phase I program because I would like to have more flexibility and control over my attendant services.

I believe that I have an excellent understanding of the requirements of being a good employer and of the responsibilities with this program. I have prepared a back-up plan. I have also taken some first steps by contacting an accountant and developing a set of employee guidelines.

Thank you for your consideration. If you have any further questions do not hesitate to contact me. I look forward to hearing from you as soon as possible

Sincerely,

John Doe

Step 7: Follow-up on your Application

Once you have made your application for CSIL you will need to follow-up to ensure that your case manager has passed your request on to the CSIL Coordinator for the region. The CSIL Coordinator must approve before your application can go forward to become a contract. If you are using CSIL Phase I (self-management) you can use this time to scout out possible employees, speak with other CSIL users, and make decisions about wage rates and back-up plans. If you are part of a client support group (CSIL Phase II) then you can register a society name and ensure that you have a constitution, by-laws and a set of Directors ready to be submitted to the Ministry of Finance as soon as you receive word that your application has been approved. The application for incorporation will consist of four documents: the Constitution, the Bylaws Modification Form, the List of the First Directors of the Society and the Notice of the Address of the Society. As of July 2004, the costs of incorporation a society are \$100 plus \$30 to reserve the society's name. These forms and fees will be mailed to:

The Corporate Registry
Registrar of Companies
940 Blanchard Street
Victoria, BC V8W 3E6

For additional assistance, you can call the Societies/Co-operatives Examination Unit of the Corporate Registry at 1-250-356-8673. Photocopies of the four incorporation documents must also be sent to your regional CSIL coordinator.

Step: 8 Setting up a CSIL Bank Account

Once you have received notification that you have been approved for CSIL you will need to set up a CSIL bank account in order to receive funding. You must establish a separate account with your name or the name of the client support group and the name CSIL on the account. It must be a chequing account and there cannot be a bank card or a line of credit attached to the account. The account has to provide a monthly statement and cancelled cheques. This account will be kept completely separate from any personal accounts that you may have. The only deposits that will go into it will be the funds received from the Health Authority and the only cheques issued will be those for your CSIL expenses. Once the bank account has been established you will need to provide the Health Authority with a voided cheque in order for the direct deposits to begin.

User fees (Co-payments)

The Ministry of Health imposes user fees on all elements of continuing care including residential care and home support. These user fees are linked to income and are calculated using a line from your income tax form. They are calculated after allowance is made for an exemption for earned income.

You must sign a consent form to allow the Ministry to have access to this line on your tax return. If you do not consent then you can be denied home support. CSIL users must contribute their assessed user fee into their CSIL bank account every month as their portion of the costs of care. People who are receiving the provincial disability benefit are exempt from user fees.

In March 2005, the policy on user fees was amended to increase the earnings exemption to \$25,000/individual and \$50,000/couple with a ceiling of \$300/month for adults between the ages of 19 and 64. This means that no matter how high your income rises, you will not pay more than \$300/month in user fees. This enables working people with disabilities to have more security and gives them more incentive to work without fear that their income will be eaten up by user fees.

What are the Responsibilities of a CSIL Phase 1 and Phase 2 User?

- Developing a support plan that is manageable within the budget that you will have
- Recruiting personal attendants
- Scheduling and managing personal attendants
- Ensuring that personal attendants receive any training that they need to perform their work effectively
- Monthly financial reporting.
- Fulfilling employer responsibilities (see **Section X** for more information)

2. Autism Funding Under Age 6 (formerly known as Early Intensive Intervention or IEII) and Autism Funding Ages 6 –18 (formerly known as Extended Autism Intervention EAI)

The Autism Funding Under Age 6 and Autism Funding Ages 6 – 18 programs are direct funding programs that enable parents of children with autism to receive funding to provide for therapeutic activities that will enable children to receive either early intervention (prior to school entry) or to supplement school based programs.

Once a child has been determined to be eligible for either the Under 6 or the 6 – 18 programs, the family will receive up to \$20,000/year for children under the age of six years and \$6,000/year for school-age children between 6 and 19 years. The family may then purchase the services that they need, following guidelines on allowable expenses that are provided by the Ministry of Children and Family Development.

a) Autism Funding Under Age 6

Eligibility

The Autism Funding Under Age 6 is designed for pre-school children who are under 6 years of age and who are not receiving other government funded autism services or treatments. In order to qualify children must receive a multi-disciplinary assessment and a diagnosis of Autism Spectrum Disorder.

The Application Process

Parents must complete an application form that is available at www.mcf.gov.bc.ca/autism/ . The application must be accompanied by a Provincial Autism Network Testing Evaluation (PANTER) report, which presents the results of a multidisciplinary assessment.

The multi disciplinary assessment must include a medical evaluation by a pediatrician, a psychological assessment carried out by a qualified child psychiatrist or psychologist and a speech/language/communication evaluation by a speech-language pathologist. These assessments can be obtained through major Child Health Centres, like Sunnyhill Hospital in Vancouver or Queen Alexandra in Victoria or through private practitioners arranged by a referring family physician. Families have experienced long waiting times for assessments so you may need to book appointments as early as you can and be prepared to try a number of avenues for reaching the appropriate specialists. Your application will be accepted for funding consideration only when the PANTER diagnostic assessment form has been received. If your child was diagnosed in another province or territory you will need to supply a Confirmation of Diagnosis form (instead of the PANTER form) along with your application form. All applications have to include proof of your child's age and residency in British Columbia.

Intervention Plan

Once the application forms and assessment have been completed, a plan of intervention has to be developed. This plan is similar in principle to the idea of a personal support plan but is usually developed in collaboration with a qualified behavioural consultant. This plan lays out what kind of interventions your child will receive and who will deliver them. For example, you may decide that speech and language are the priority areas and a speech language pathologist will work on a regular basis with your child. This plan of intervention must be completed within 90 days after entering into an Under 6 Funding agreement with the Ministry.

Services can be purchased from the following types of providers: behavioural consultants, therapists (speech-language pathologists, occupational therapists, physical therapists) and behavioural interventionists. Behavioural consultants and therapists are professionals and they must be selected from the Qualified Service Providers list which is available through Autism Community Training BC (www.actbc.ca). Professionals who are not on the list can add their name by completing the Service Provider referral form, which is also available on the same website. Behavioral interventionists are usually not members of a professional group but are people who are trained by you or a consulting professional to work directly with your child. There is no Ministry approved list for behavioural interventionists but they must be at least 19 years of age and have a clear

criminal record check. In most cases, if you need a behavioural interventionist you will recruit and hire someone to work in your home and the family will assume the responsibilities of an employer.

You can also use up to 20% of the funding to pay for travel, training or equipment that is related to the therapeutic plan. This could include travel to obtain needed services or equipment that cannot be obtained through other means and that does not duplicate equipment that is provided through other government funded programs.

Exceptional expenses outside of these categories must be approved by a Ministry for Children and Family Development Manager.

Funding

Once your intervention plan has been developed it will be easier to estimate the costs of providing treatment. With the Under 6 funding, a family can obtain a maximum of \$1667/month to carry out the intervention plan. You will need to specify how much your plan will cost when you sign your agreement with the Ministry. However if your estimate changes so that you need more or less money/month, it is possible to make a modification agreement with the Ministry. Under 6 funding is not income tested so the amount that you receive will **not** be based upon the family income.

There are two options for funding.

The Invoice Payment Option

With this option the service provider that you have chosen from the list of qualified providers or the behavioural interventionist that you have recruited bills the Ministry directly after you have signed off their invoice. You must invoice the Ministry directly for travel, training and equipment expenses. Families must complete an Autism Invoice Payment Agreement and the agreement may be renewed each year at the month of your child's birthday until the 6th birthday when it ends completely.

The Direct Funding Option

With the direct funding option payments are deposited once a month into a separate bank account that has been set up either as an "In Trust" account or a Child/Youth account with the sole purpose of managing the Under 6 Funding. Parents are

responsible for all aspects of managing the funding and ensuring accountability through monthly financial reports to the Ministry. When there are surpluses in the account of more than \$3400 the payments are temporarily withheld until the account balance falls below \$3400. The family signs a funding agreement with the Ministry, which can be renewed each year in the month of the child's birthday until the sixth birthday when it cannot be renewed.

b) Autism Funding: Ages 6 - 18

Application process

This program is intended to supplement school or community based programs for children through the ages of 6 and 18 who have been diagnosed with autism spectrum disorder and who are not using other government funding for autism treatment except for the Behavioural Support Program.

If your child has not received the Under 6 Funding, you will need to take a number of steps to fulfill the application process. If your child was diagnosed with Autism Spectrum Disorder prior to April 1, 2004 or living in another province or territory, you need to submit a Confirmation of Diagnosis form which has been completed by a qualified professional (pediatrician, psychiatrist, psychologist or neurologist). If your child is diagnosed after April 1, 2004 you must submit a Provincial Autism Network Testing Evaluation report (PANTER) which is also completed by a qualified professional. These forms are available to download at www.phsa.ca/Patients/autism.htm

Both of these forms indicate Intervention Options, which are areas of concern that may benefit from intervention, which can be ticked off by the professional. These designated options form the basis of the plan that you will develop for the activities and services that will support your child.

If your child has received funding through the Under 6 program you can transfer over to the 6 – 18 Years of Age program at the end of the month of the 6th birthday. By this date, you will need to ensure that there is a current behavioural intervention plan as well as the records of the Under 6 funding expenses on file with the Ministry. You will also need to file a final Financial Statement and Reconciliation Form effective for the end of the month of your child's sixth birthday and return any unused funds to the Ministry.

Intervention Plan

The purpose of 6 – 18 Years of Age funding is to purchase services that align with the needs that have been identified in the Intervention Options Form. These purchases can range from professional therapy or life skills training to specialized recreational activities or after school tutoring. A small proportion of the funding (up to 20%) can be used to pay for professionally recommended equipment and materials, travel costs or training costs. The 6 – 18 Years funding cannot be used to pay for additional support time from special educational assistants at school because this is considered to be a responsibility of the Ministry of Education.

The kind of goods and services that are purchased will depend upon the needs of the child and the plan that has been developed in concert with a qualified specialist. Some families may decide to employ one to one support workers and take on the responsibilities of being an employer.

Funding

The 6 – 18 Years funding is available for the purchase of services and supports up to a maximum of \$6000/ year. It is not income tested so the amount that you receive will **not** be based upon the family income. There are two funding options: the Invoice Payment Option and the Direct Funding Option. Both of these options work in exactly the same way in the 6- 18 Years program as they do in the Under 6 program, with one exception. Given the smaller amount available under this program, the monthly allowable surplus under the direct funding option is \$1000/ month. When the account exceeds this amount payments are temporarily suspended until the surplus dips below \$1000/month.

How Can Autism Funding: Under 6 and 6 - 18 Meet your Child's Needs?

Both the Under 6 and the 6-18 programs expect that you will have a list of needed supports that has been completed by the Specialist who performs the assessment. In many cases, the specialist will tick off more than one kind of support so it will be up to the family to determine what priorities to make in determining the most effective supports for their children. Essentially this means that once you have received all of the advice from professionals, you will need to engage in the process of developing a plan similar to the personal support plan that was described earlier. You will need to think about all of the supports that may be available to your child from family, friends and generic community services and then determine what additional, specialized supports will help to achieve the goal(s) that you have set.

Both the Under 6 and the 6-18 programs are direct funding so the amount of money that you receive is a fixed amount that is not based upon individual need. This means making some hard choices about what supports are available and affordable. If, for example, you decide that life skills support is the most pressing need then you need to also think about how you can provide it within the \$20,000/year for the Under 6 or the \$6,000/year for the 6 – 18 program. If you do not think that professional intervention is affordable then you need to think about whether you can train someone to provide this support.

What are the Responsibilities of Family Members who are using the Autism Under 6 and the Autism 6-18 Funding Programs?

Families who are enrolled in the Under 6 or 6 – 18 programs are responsible for managing the supports and the funding. Families can employ agencies to do this on their behalf, recognizing that some of the funding will go to paying the administrative costs that are charged by the agency.

The Autism Under 6 and 6-18 Funding Programs are not tied to family income. This means that you will receive the same amount of funding regardless of the level of your family income and no user fees are applied.

In general, the family's responsibilities will include the following tasks:

- Choosing the appropriate services or service providers
- Determining whether to use the invoice payment option or the direct funding option
- Opening an "In Trust" Bank account in order to receive the monthly direct deposits that will be made under the terms of the direct funding agreement with

the Ministry. The Ministry provides a Financial Institution Information Bulletin that can be given to your bank which explains the purpose of the Account

- Ensuring that all invoices from service providers are signed off if you are using the invoice payment option.
- Ensuring that all expenses that are made with direct funding are recorded and receipts are retained.
- Recruiting and managing employees, if behavioural interventionists or other support workers are part of the intervention plan. This would also mean fulfilling all of the required employer responsibilities.
- Ensuring that employees have clear criminal record checks
- Submitting monthly expense records and a yearly financial reconciliation to the Ministry of Children and Family Development.

3. At Home Program

The At Home program provides medical and dental services, equipment and family respite to eligible children with disabilities who are under the age of 18 and living at home with a parent or guardian.

How does it Work?

Two components of the At Home program provide direct funding: respite and incontinence supplies. Through the respite component, parents can receive an average of \$2400-\$2800 /year either as a series of monthly payments or as reimbursement for expenses. Families make their own arrangements for either in-home or out of home respite.

Incontinence supplies can be ordered through the government's Product Distribution Centre or parents can choose to receive direct funding to purchase supplies from the suppliers of their choice. The level of funding depends on the age and stature of the child and follows the criteria that are outlined in the table below.

Incontinence Supplies Direct Funding Levels	
Direct Funding Levels	Amount
Level A • Age 3 to 5 years and under 20 kg or 44 lbs • Full Incontinence (Child uses incontinence supplies day and night)	\$840.00 per year
Level B • Age 3 to 5 years and under 20 kg or 44 lbs • Partial Incontinence (Child uses incontinence supplies night or day)	\$420.00 per year
Level C • Age 6 to 17 years or over 21 kg or 45 lbs • Full Incontinence (Child uses incontinence supplies day and night)	\$1560.00 per year
Level D • Age 6 to 17 years or over 21 kg or 45 lbs • Partial Incontinence (Child uses incontinence supplies night or day)	\$780.00 per year
Note: If your child is age 5 or under but over 20kg (44lbs) you are eligible for Level C or D funding. If your child is 6 or over but still under 20kg you are still eligible for Level C or D funding	

One quarter of the funds for incontinence supplies is deposited every 3 months directly into the parents' bank account. Payments start about 6 weeks after the Incontinence Supplies Direct Funding Application and the Direct Deposit Application have been received by the Medical Benefits Program at the Ministry of Children and Family Development. You can obtain these forms through your local MCFD office.

Who is Eligible?

In order to qualify for the At Home program a child under the age of 18 must be assessed by a qualified professional through the local health authority. A child can only receive the full range of benefits (medical, dental, equipment and respite) if they are

dependent in four areas of daily living: washing, toileting, eating and dressing. Families can receive the respite benefits alone if their child is dependent in three out of the four designated areas of daily living. Children are considered to be dependent if they require a great deal more assistance with everyday tasks than other children of the same age do.

Funding through the At Home program is not tied to family income. So you will not be charged user fees nor will the benefits be reduced if family income rises.

What are the Responsibilities of Families who use the At Home Respite Program?

- Completing the Incontinence Supplies Direct Funding Application Form and the Direct Deposit Application Form
- Choosing suitable caregivers or respite facilities
- Using the funding only for the purposes of respite or incontinence supplies
- Complying with any employer responsibilities
- Managing the monthly respite or incontinence supplies budget
- Retaining any receipts for a period of 3 years
- Providing receipts for incontinence supplies on request
- Providing an annual report on respite expenditures to the Ministry
- Repaying any unused funds to the Ministry

3. Individualized Funding Pilot Project

During the process of moving its Community Living Services division to a new governance model, the Ministry of Children and Family Development, in collaboration with the Interim Authority for Community Living (now called Community Living BC), has developed a policy framework for individualized funding which is described in legislation as one of the options for community living. When an individualized funding option is made available by Community Living BC, the funding that is allotted will enable people to purchase services from their current provider or another provider or a combination of both. In all cases the decision to allocate individualized funding will be based upon whether the services are the most cost effective without any compromise to quality. Progress on implementing individualized funding has been slow and it is not yet clear when Community Living BC will proceed. However the guidelines that are outlined below have been endorsed as policy by the Community Living BC Board of Directors.

How it Works

Individuals and families who are accepted for individualized funding will complete personal support plans that will outline personal goals and the disability supports that are needed to achieve these goals. Trained independent facilitators will be available to assist people with this task when requested.

The role of the facilitator includes being an advisor in developing personal plans, assisting to individualize block funded contracts, helping people to build personal support networks, linking people to a range of community supports and informally monitoring the quality of community services and supports. The facilitator is accountable to the individual or families and maintains operational independence from the Ministry and Community Living BC. As a consequence, the facilitator does not determine how much funding will be given but can assist individuals and families in the process of negotiating funding for the personal support plan.

Once a plan has been accepted, individuals and families can choose to manage the funds on their own and hire their own support workers just as CSIL users do, or they can choose to use an existing service provider. Funding will not be means tested so family income or personal income will not affect the level of funding that is allocated.

The Personal Support Plan

The MCFD/ Community Living BC vision of individualized funding is based upon a personal support plan which outlines the goals and aspirations of the individual and the kind of disability supports that are needed to achieve it. The plan should provide the following information:

Personal Profile

This section of the plan should provide information about:

- the individual's age, interests, abilities, strengths and disabilities
- an overview of the supports that have been used in the past and how effective they have been
- a description of the individual's living situation
- a description of how the individual and the individual's family has been included in developing the plan

- a summary of the support need priorities

Personal Goals

This section should provide a clear statement of what the individual and the support network is trying to achieve and how they will report on and evaluate the progress and achievement of the personal goals.

Type and Costs of Supports

This section should include descriptions of what generic community supports will be used and how the family and friendship network will contribute to meeting the support needs as well as any other funding that may be available either from government or non-governmental sources.

This should be followed by a detailed description of the kind of support that is being requested on an annual basis from Community Living BC. The following table is part of the policy guidelines that have been established by Community Living BC and it outlines the questions that will need to be answered.

Type of Support/ Service Area	Provider (if known)	Other cost sharing partners	Amount of support	Cost of Support	Duration support needed	Total Budget request
Home Living						
Community inclusion						
Education and Employment						
Professional support						
Behavioural support						
Medical support						

Other Information

The Personal Support Plan should also include any other information, which describes the individual's unique needs and circumstances. If, for example, it is possible to foresee a potential emergency or crisis situation, then include this information in the plan.

Who is Eligible?

It is not yet clear who will be eligible for individualized funding once it is established under Community Living BC. The best indication is that the target group of a 2003/2004 pilot project on Individualized Funding may be the first people to use this option. Under the terms of the Pilot Project, only individuals and families who were receiving services from the Ministry of Children and Family Development were able to apply for individualized funding. The selection process for the first phase was based upon an evaluation of criteria about the nature and level of services that were being received, the involvement of family members and geographic location with the objective of ensuring a broad range of individuals and families from across the province. The priority for funding was to be given when:

- the health, safety or well-being of the individual, child/youth or family was at risk
- the health or capacity of the parent/caregiver was diminished or compromised
- supports were essential to maintain the individual in their community or home
- the individual was transitioning
- supports provided now will reduce the cost of future supports
- supports will build the capacity of the person's family, network and community

What will be the Responsibilities of People who Use the IF Option through Community Living BC?

When Community Living BC does implement individualized funding as an option, you can expect to undertake the following responsibilities:

- Deciding if and when to use a facilitator
- Directing the development of a personal support plan
- Following the terms of the contract that is developed on the basis of the personal plan
- Submitting financial and progress reports as required under the terms of the contract

4. Microboards

A Microboard is a small group of committed family and friends that join together with a person with a disability to create a non-profit society that will address the person's support needs in an empowering and individualized way. As a non-profit society, the microboard is legally able to receive and manage individualized or direct funding on behalf of the individual who is being supported. Many families with children (under the age of 19 years) choose microboards because it enables them to establish a legal structure for providing for their child's needs and avoids any confusion or conflict of interest with the parenting role. Adults with disabilities often choose to use microboards if they need help making decisions or speaking for themselves; if they have complex needs, or if they are receiving funding from more than one ministry of government. A microboard can assist an individual with a disability in every aspect of their daily life and not just in managing disability supports.

How it Works

The primary function of a microboard is to develop a close relationship with the person who is being supported and to help build bridges for the individual to other friendship and community networks. Together with the individual, the circle of supporters helps to develop a personal plan that honours the individual's goals and dreams and considers what supports are needed to help to realize the goal. Once this kind of commitment has been made by a small group of family members and friends, they can incorporate as a non-profit society. The legal status of the non-profit society enables the microboard to approach service providers and government agencies to fund the individual plan. Once funding has been received, the microboard manages the funding, recruits and supervises workers and fulfills the employer responsibilities. Currently there are more than 150 microboards in the province of British Columbia. For more information on microboards please see the **Helpful Resources** section of this Guide.

Who is Eligible?

As community and family based organizations, microboards do not have any eligibility criteria. Any individual who needs assistance, or any family that wants to provide assistance with managing their supports, can have a microboard if there are at least 5 family members or friends who are willing to make the commitment. Microboards can be formed around children or adults.

When the microboard approaches service providers or funders, they will confront the eligibility criteria established by the relevant Ministries. For example, if the microboard is supporting a child with autism spectrum disorder, they will have to meet the eligibility criteria for the Under 6 or the 6 – 18 Years Autism Funding programs. Similarly, if an adult has a physical disability the microboard will have to meet the criteria for Continuing Care and CSIL. Although in its function of managing supports, a microboard is identical to the CSIL Phase 2 client support group, some health regions have been reluctant to accept a microboard for the management of CSIL funds. Vancouver Coastal Health Authority has developed a protocol for accepting microboards to manage CSIL and this protocol can be available to other regions as a model of how to do this.

How should you present your disability support needs?

Microboards should always begin with a visioning process that enables all of the members to focus on the values, wishes and goals of the individual who is being supported. With the personal plan at the center, the microboard then looks at how to achieve these goals.

If the microboard is approaching the Ministry of Health or the Ministry of Children and Family Development/ Community Living BC it will have to fulfill all of the criteria for individualized funding that are laid out by the particular ministry. The emphasis will be on documenting the supports that are needed and providing a budget that details the costs of the disability supports.



What are the Microboard's Responsibilities?

- Assisting with the development of a personal plan
- Incorporating a non-profit society and abiding by the provisions of the Societies Act
- Negotiating for the supports that are needed from the relevant government ministries or service providers
- Managing the funding and implementing the support plan
- Fulfilling employer responsibilities

- Providing funders with the financial and progress reports that are required by the contracts that the microboard signs

5. Supported Child Care

Supported Child Care is offered by the Ministry of Children and Family Development to enable children and youth with special needs to be included in community settings. The Ministry contracts with 54 agencies around the province to provide the consulting and support services. Although the emphasis of Supported Child Care has been on program funding there has always been a provision to enable some individualized funding when there are no viable community programs available. A recent initiative to refocus the supported child care program has produced a report which recommends that families have the ability to choose from a range of funding options. It is anticipated that this report will be implemented in the near future.

How it Works

If no community options are available to a child or youth with special needs, families can approach the Supported Child Care Coordinator at their local Ministry of Children and Family Development office to request individualized funding. The family needs to consider and prepare a plan for child care provision that may include hiring and managing a one to one support worker. Once agreement has been reached with the Ministry that individualized funding is the best approach, the family will sign a contract with the Ministry to ensure accountability for the funds that are given.

Who is Eligible?

In order to be eligible for supported child care a child must demonstrate special needs. This is defined to be:

- Significant impairments in one or more of the following areas: health, cognition, communication, sensory motor, social/emotional/behavioural/or self-help(adaptive),

and
- Requires specialized supports to enhance or improve their health, development or participation in daily activities at home, in school and in their communities.

In order to receive direct funding for supported child care, a family must demonstrate that there are no viable community options available for the child or youth with special needs. Funding is not tied to family income and no user fees are applied.

What are the Family's Responsibilities?

- Developing a plan for how their son or daughter's after school/ week-end or day care needs will be met
- Recruiting, training and supervising workers to provide the child/youth care
- Providing financial reports to the Ministry
- Fulfilling employer responsibilities

VI. Who Makes Decisions?

With individualized or direct funding, the adult with a disability can make decisions independently or can get help with decision-making. It is important to distinguish at the outset who will make decisions and how they will be made.

Children under the age of 19 years are represented by their parents or legal guardians. So although it may be the child who is receiving the supports, it is the parent(s) or guardian who will sign the contract and be in the legal position to be accountable for it.

Adults (over the age of 19 years) who do not communicate in traditional ways or who may not be able to manage their care independently can be supported in their decision-making through a client support group, a microboard or a Representation Agreement. The Client Support group and the microboard are non-profit societies established by a group of 5 family members or friends who act as Directors of the Society. In the case of client support groups, their sole purpose is to manage and account for the funding that is received through the Ministry of Health's CSIL Phase II option. The purpose of a microboard society is to serve the individual in whose name the society is formed. This may extend to any number of undertakings that help an individual to achieve personal goals, including signing contracts with government ministries for individualized or direct funding.

In British Columbia it is also possible for people who need help with decision-making to use **Representation Agreements**.

A Representation Agreement is a legal tool that can be used by people who cannot make any other kind of contract and who may not be able to manage their personal, legal or financial affairs. It enables British Columbia residents to choose one or more trusted people to become their representative and to speak with



them or for them in the areas of personal care, health, legal and financial matters. A Representation Agreement is simple to make and once it has been completed according to the rules of the Representation Agreement Act, it is a legal document and can be used in any situations where it is required. Despite the fact that some government funders are unfamiliar with them, there is no legal barrier to Representation

Agreements being used to manage individualized or direct funding. (Find out more about Representation Agreements in the **Helpful Resources** section of this Guide.)

VII. Signing a Contract for Individualized or Direct Funding

All funding agencies or government ministries will require a signed contract before any funds are dispersed. Although the language of particular contracts will vary depending upon the funder, you can expect that the contract will describe the terms and conditions under which both parties (the funder and the recipient of funds) must operate during the terms of the contract. In general you will find the following provisions in your contract.

- Duration of the funding period also called terms of the agreement. This is a one year period usually running from April 1st of one year to March 31st of the following year.
- Definition of the words that are used in the agreement
- The fact that the contract will be based upon an assessment of needs that is administered by a professional case manager
- Amount of money that will be given and when it will be given
- Method by which the money will be dispensed
- Responsibilities of the recipient to follow all laws, regulations and policies in the management of employees
- Method and times for financial reporting
- Procedures that should be followed in the case of the accumulation of surpluses or deficits
- Circumstances that could lead to a termination of the contract and any process of dispute resolution that might be available
- Procedures that should be undertaken in the event of an emergency or crisis
- Limitation of the liability of the funder for any injuries, neglect or abuse that are the responsibility of the direct funding user

It is important to read and understand the contract prior to signing it. If you cannot understand it, ask for clarification from the agency or ministry representative. You must comply with your contract throughout the duration of your funding so it is wise to ensure that any practice that you adopt as an employer and self-manager conforms to your contract.

VIII. Implementing your Plan

Once you have received approval for individualized or direct funding you can start to implement your plan for personal support. You will probably begin the implementation process even before you actually receive any funding because there are some things that you should do in advance of the money arriving. Here are some of the things that you will do first.

Setting up a separate bank account

Individualized or direct funds are transferred through direct deposit to bank accounts that are established for the purpose of receiving these funds. If you are using a client support group or a microboard, the account will be in the name of the non-profit society that has been formed. If you are managing on your own, then the separate bank account will usually specify the name of the funding program that you are using.

Open an investment chequing or equivalent account where surplus cash can earn interest while having a low service charge if the balance is above a certain amount. Request bank statements that end on the last day of the month and that include all cancelled cheques. This package will make it easier to prepare the monthly financial statements (some financial institutions may not be able to issue statements at the end of the month).

When you open your direct funding account, instruct the bank to put a block on that account so that the only way the account can be debited is by cheques and service charges. Make sure that your bank understands the nature of your direct funding account and does not automatically transfer funds from your direct funding account to your personal account if the personal account is overdrawn. The funder will require a copy of a void blank cheque from this account before any funds are deposited.

You need to think carefully about who can be a cheque signer for this bank account. In the case of a client support group or a microboard, the financial institution will require documentation proving the legal status of the non-profit society as well as information about the Directors of the Society. The institution will require two signatures from approved directors for any cheques that are signed. In the case of individuals, you may authorize your legal Representative as a cheque signer. **However, under no circumstances should you allow any paid support workers or personal attendants to be signers on this separate account.**

Throughout the course of your direct funding, this bank account will be separate from all of your other financial affairs. No deposits other than your approved direct funding

will go into this account and no expenses other than those that have been approved as your disability supports should come out of the account. Abiding by this important rule will make your financial reporting easier and prevent any misuse of funds.

Determining what Services and Supports You can Afford

When you make your personal plan you determine what support you need in order to reach your goal and how much these supports will cost. As you translate that plan into the format that is required by particular government Ministries and then negotiate it through the assessment and approval process that is required, the most likely outcome is that you will not receive all of the money that you ideally need to meet your support goals. This gap between what is provided and what you need presents the biggest challenge to individualized and direct funding users and it calls for the most creativity in response.

Here are some ways to think about getting around the funding gap:

Pooling your resources

Is there someone else in your situation with whom you could share resources? For example:

- If you are receiving direct funding for the purpose of providing life skills for your school-age child with autism spectrum disorder, is there another family who is attempting to do the same and is there a way that you could have one worker for both children? If you are a CSIL user living adjacent to another CSIL user, could you share night care?
- Can you share expenses for recruiting workers by getting together with other direct funding recipients and sharing the costs of advertising or interviewing?
- Can you organize joint training programs so that more than just your own support worker or personal attendants can learn necessary skills?

Providing non-cash salaries

You may be able to stretch your cash resources by considering what assets you have that could be offered to a personal attendant or support worker in lieu of or in addition to a wage.

Here are some ideas:

- If you have extra room in your home you could offer free accommodation in exchange for personal assistance hours. For example, if the market rate of an extra room that you might have could be valued at \$500/month and the industry salary rate for personal attendants is \$10/hour then you could obtain 50 hours/month of personal assistance in exchange for lodging.
- If you have a particular skill you might be able to offer it in return for personal assistance. For example, free tutoring for college or university students in exchange for some personal assistance.
- If you have a vehicle you might be able to exchange use of it for personal assistance

Scheduling

If you need 24 hours/day support consider the ways in which you might schedule personal attendants by paying a daily rate and allowing some periods of time off during the times when you might be able to be alone.

Some support workers and personal attendants may require flexibility. It may be possible to offer them greater flexibility in their work hours in return for some additional hours of support.

IX. Recruiting Support Workers and Personal Attendants

Developing a Job Description

Before you begin the process of recruiting personal attendants or support workers it is essential to develop a job description. Start by referring to the time and task analysis that you did when you were estimating the cost of your personal support plan. Outline your daily, weekly and monthly needs. Each of these needs will become a task for a personal assistant or support worker. You also need to consider what personal characteristics are most important to you as well as the skills and qualifications that are needed. Finally you need to think about any special or non-negotiable considerations that you may have.

Here is a quick checklist for developing a job description.

- List all of the areas in which you need personal assistance including personal care, money management, companionship, supervision, recreation, school, community involvement, committee or board membership, meetings, volunteer work, paid employment
- When are these services needed and how much time does each take?
- What kinds of equipment or modifications are needed to deliver these services safely for you and your assistant?
- Is experience necessary?
- Are you willing to train someone who has no experience?
- What skills are required? (examples: driver's license, first aid training, ventilator training, sign language interpretation)
- Will the personal assistant handle money and bill paying for you and if so what safeguards will you use?
- Will the assistant live-in, be a roommate, or come in on a scheduled basis?

A Sample Job Description

Although there are many formats for developing a job description here is one way to do it:

Jim is a 24 year old man with a spinal cord injury who lives in his own apartment. He needs 12 hours/day of support with all of the activities of daily living and his work as a

consultant in computer programming. He is managing his own personal care and receives 6 hours/day of funding through the CSIL option for home support. Jim will be looking for 3 personal attendants who will alternate shifts to provide him with 7 days /week of assistance.

Sample Job Description **Personal Attendant for Jim**

Purpose

To assist Jim at his direction to manage his daily life as easily and smoothly as possible.

Key Tasks

- Provide assistance with all aspects of personal care and hygiene including showering or sponge bathing, hair care, skin care, and dressing.
- Provide assistance with bowel and bladder routines
- Prepare drinks, refreshments and meals
- Perform transfers using the ceiling track lift and a portable lift
- Assist with all aspects of mobility including, cleaning the wheelchair, charging batteries and driving the lift equipped van
- Assist with daily stretching and flexibility exercise routines
- Carry out light housekeeping duties, including grocery shopping, laundry, vacuuming and dusting
- Assist with correspondence, banking, medical or other appointments
- Perform other personal support activities that may be requested

Experience

Previous experience working as a personal attendant is desirable but not required. Training is provided on the job.

Skills

Driver's license
CPR/ First Aid Diploma
Basic computer skills (Word processing, e-mail)
Excellent communication skills
Physically fit
Knowledge of good body mechanics

Additional Requirements

Non-smoker
Able to travel
Willing to be flexible in hours of work

Advertising for Attendants and Support Workers

There are a number of ways to advertise the fact that you are looking for a support worker or personal attendant. If possible, try to get together with other direct funding users and pool your resources to screen potential employees. This could mean that you place one ad on behalf of the group or that you delegate one person to do the initial screening. This will save money and time.

Paid Advertising

Most direct or individualized funding programs permit you to pay for advertising to recruit workers. There are a number of venues for placing your ad. In addition to the daily newspapers there are local papers in most communities that can be just as effective at a lower cost. On-line job sites like Workopolis and Monster have become more popular and the initial screening can be done through e-mail.

Here is a sample of an ad that could be placed in a newspaper:

Personal Care Attendant needed (10 hours per week) for a young individual with physical disabilities. No experience necessary. If you are flexible, physically fit, and energetic please call 000-0007

Free Advertising

There are a number of public places where you can post ads free of charge with the permission of the organization. Here are some to consider:

- Community Centres,
- Libraries
- Schools, Community colleges, Universities
- Community organizations
- Human Resources Development Canada(HRDC) job bank web-site:
<http://jb-ge.hrhc-drhc.gc.ca/>

You might want to target your advertisement depending upon the place where it is posted.

Here is an example of the kind of advertisement that you could use in a community college or university setting:

This job is an excellent opportunity for students

- **Individual with physical disabilities is looking for personal attendants to perform a variety of tasks including personal care, some housekeeping, shopping, accompanying to school or social events. No experience necessary.**
- **There are a variety of shifts available (days, nights or split shifts) and could range from week-ends to one or two days during the week, depending on the student's schedule.**
- **This is a great opportunity to earn some extra money and gain valuable experience while going to school.**
- **Please call 000-0007. Leave your name, telephone number and a brief description of yourself and we will call you right back.**

If you are able to offer a competitive wage you might want to include this in your ad as a selling point.

Screening

Screening the calls and resumes that you receive will help you to narrow down the people that contact you to the number that you are prepared to interview. There are a variety of ways to screen applicants.

Answering machine/Voice mail box

Many people prefer not to use their home phone number because they want it to remain private or because they do not want to handle calls when they may be busy with other tasks. You can obtain a temporary voice message box from a phone provider. If you do use your home number, use an answering machine to respond to the calls.

Put a special message on your answering machine or voice mail that asks job applicants to leave their name and number and a brief description of themselves and why they are applying for the job. Most voice mail boxes will allow up to 3 minutes for a message. This will give you some information that can help you to judge whether you want to go further and interview the candidate.

Application forms

You can create an application form that can be e-mailed or faxed to potential candidates. Both the completion and return of the application form and the information contained in it will help you to narrow down those who are the most appropriate for interview. You can see a sample application form in *Appendix II*.

Resumes

You can request that each applicant submit a resume that you can examine before any interviews are scheduled. If you are requesting a resume in your ad or job posting you can state that only those who are short-listed will be contacted for interview.

Group Screening

Some direct funding users have been successful at collaborating on the screening process. They arrange for a room at a community centre and state in their advertisement that interested applicants should attend during specified hours. During these sessions, job candidates have a brief chat and complete application forms. The group then examines all of the application forms, chooses the appropriate matches and schedules interviews.

Deciding Who to Interview

In reviewing the application forms, resumes, or telephone messages you can use some criteria to help you to judge who to interview.

- Does the applicant have the critical skills that you need?
- Is the applicant available for the days or the times that you need?
- Was the candidate reliable and punctual in completing the steps of the application process?

Conducting an Interview

A good interview is a conversation with three objectives:

1. To obtain specific information
2. To establish a relationship with the applicant that will allow the best possible assessment of that applicant's abilities and personal qualities.
3. To promote a favourable view of the position that is being offered.



Guidelines for a Good Interview

- If you are interviewing at your home, consider inviting a friend, family member or former personal assistant to sit in on the interview with you. This will ensure that you can make notes and get a second opinion on the merits of the job applicants.
- Choose a quiet and private spot for the interview and ensure that there are no interruptions.
- Use the same set of questions for each applicant
- Open the interview with a non-threatening subject (for example, the weather, last night's hockey game)
- Encourage the applicant to ask questions. The kind of questions that are asked will help you to judge the applicant's knowledge, interests, and commitment.
- Do not ask questions that target race, religion, sexual preferences, age or marital status. Questions of this nature may infringe on the human rights of the applicant.

Interview Questions

It is wise to prepare a set of questions ahead of time especially if you are conducting a number of interviews. You should also consider using a scoring system that can be filled out quickly during the course of the interview. One effective rating system is a number scale ranging from 0 to 5 where:

- 0 = unacceptable
- 1 = Poor/below expectations
- 2 = Fair/some concerns
- 3 = Good/ meets expectations
- 4 = Very good/ exceeds expectations
- 5 = Superior/excellent

A sample set of interview questions, incorporating this rating system, is provided on the following page.

Close the interview by asking the applicant if there are any further questions. If you are considering offering the applicant the position then ask: "Now that you are more familiar with the position are you still interested in it ?"

Sample Interview

Here is a sample of some interview questions that you could ask using the quick number scale, after the initial opening discussion:

1. Look at the candidate's resume or job application. Confirm the information that is in it by asking for clarification on what the applicant's duties were in the various positions listed and ask if any additional experience has not been listed.

Scale: 0 1 2 3 4 5

Expected response: Confirms qualifications/ adds information

Comments: _____

2. What is your understanding of the position that you are applying for? Is there anything else that you need to know?

Scale: 0 1 2 3 4 5

Expected response: By the end of the interview the candidate should have a fair knowledge of what the position entails.

Comments: _____

3. How does your personality, your training and your experience fit this position? Tell me about your strengths in this regard.

Scale: 0 1 2 3 4 5

Expected response: A positive assertion of skills and abilities as they apply to the position

Comments: _____

4. Why do you want this job?

Scale: 0 1 2 3 4 5

Expected response: Positive motivation

Comments: _____

5. Why do you want to leave the job you have?

Scale: 0 1 2 3 4 5

Expected response: Positive reasons

Comments: _____

6. What are your overall career goals?

Scale: 0 1 2 3 4 5

Expected response: Willingness to commit at least one year to this position

Comments: _____

Sample Interview (*continued*)

7. What kind of transfers do you have experience with? (If no experience with transfers: What kind of physical lifting have you been doing?)

Scale: 0 1 2 3 4 5

Expected response: Indicates adequate level of lifting capabilities

Comments: _____

8. What do you do in your spare time?

Scale: 0 1 2 3 4 5

Expected response: Indication of some form of compatibility between applicant and myself

Comments: _____

9. At what time of day are you available to work? How do you feel about split shifts?

Scale: 0 1 2 3 4 5

Expected response: Available for all or part of the days that I would require.
Indication that split shifts are not a problem

Comments: _____

10. If you were put on a fairly consistent schedule, would you object to having your shift advanced or delayed by a few hours with a reasonable amount of advanced notice?

Scale: 0 1 2 3 4 5

Expected response: Indication of agreement to be flexible in scheduling

Comments: _____

11. If you were working in this position and something was bothering you what would you do?

Scale: 0 1 2 3 4 5

Expected response: Indication that the candidate would communicate the problem to me openly and try to resolve it

Comments: _____

12. Can you respond to the following scenario: You have been working with me for some time and you have a key to my home. You are scheduled to come in for the 4pm to 6pm shift. You find that I am not at home. What would you do?

Scale: 0 1 2 3 4 5

Expected response: Will show forms of initiative

Comments: _____

What Personal Qualities are Important?

In deciding whom to hire, the consideration of personal qualities will be a big factor.

Here are some that are ranked highly by people with disabilities:

- Punctual
- Reliable
- Trustworthy/honest
- Able to follow instructions
- Comfortable with routine
- Good natured and patient
- Flexible

Hiring Family Members

Many people who are using direct or individualized funding would like to consider hiring family members as their employees. If you are receiving funding from government, then you must follow the policy that the British Columbia government adopted in 2002. This policy says that some extended family members can be hired if they do not live with the individual. This means relatives like brothers, sisters, aunts, uncles, nieces and nephews who do not live in your home. **However you cannot hire a parent, a child or a spouse, even if they do not live with you, unless you have been granted a limited time exemption.**

You may be able to get an exemption to the policy if there is no other qualified caregiver available to meet your needs because of:

- Rural or remote location
- Cultural barriers
- Language barriers
- Behavioural problems

This policy of expressly excluding direct family members is currently under challenge. A British Columbia Human Rights Tribunal decision in June 2004 found that an outright prohibition on the hiring of close family members is discriminatory and that the

government of British Columbia should amend its policy to enable family members to be hired if they are the most appropriate caregivers. This decision is currently being appealed by the provincial government and the current policy will not change until the appeal has been decided.

Checking References

Before making a job offer it is crucial to check the references that the candidate has provided.

Here are the kind of questions you need to ask if the reference is a previous employer:

- Length of previous employment or personal relationship
- Type of tasks performed
- Response to supervision
- Ability to learn new tasks
- Reliability/promptness
- Would you hire this person again?

If the reference is a personal one you will want to ask more general questions.

- How long have you known this person?
- Can you tell me about his/her best qualities?
- Are there any areas that should be improved?
- How would you assess their ability to communicate/ problem solve?

It is wise to keep a written record of what the references have said if you decide to hire the individual. You will want to file it securely along with the application form or resume that your worker provided.

Criminal Record Check

If you are a family member employing a support worker or behavioural interventionist through the Autism Under 6 or 6 – 18 Years Direct Funding Program, you **must** ensure that all employees have a clear criminal record check. If you are a member of a client support group, a microboard or an adult who is managing the CSIL program independently, you should make a criminal record check part of the reference checking process.

There are two ways that a criminal record check can be completed.

1. Potential employees can do it on their own by going down to their local police or RCMP office and making the request directly. Then they can provide you (the employer) with a copy of the findings of the review.

or

2. As the potential employer you can request that your local police or RCMP office provide a criminal record check and forward the results to you. This would require you to write a simple letter describing the position that you are expecting the candidate to fill and stating that the potential employee needs a criminal record check prior to employment. A sample letter is included in *Appendix III*.

The fee for a criminal record check currently ranges from \$20.00 to \$50.00 and is usually paid by the employee. However you can offer to reimburse an employee who successfully completes the probationary period. You should be able to claim this as an expense through your direct funding account. Check with your case manager before doing so in order to make sure that it is an acceptable expense.

Medical Check

You may want potential employees to confirm their fitness for work through a medical check. This could consist of the potential employee submitting an authorization from their physician stating that there are no impediments to their being able to pursue work as a personal attendant or support worker. You could also provide potential employees with a form like the one in *Appendix IV*, which can be taken to their physician and returned directly to you. Physicians may charge a fee for completing this form for which you may reimburse the employee after the probationary period has been successfully completed. Check with your case manager before claiming the physician's fee as an expense on your direct funding account.

Employment Contracts

Once a job offer has been accepted, you will need to ensure that the terms and conditions of the job are clearly spelled out and understood by new employees. You can do this verbally and then confirm what has been said with an employment contract or a set of employee guidelines.

An employment contract should contain the following information:

- The nature of the position
- The expected hours of work
- The rate of pay and the benefits that will be received
- Who the supervisor(s) will be
- How long the probationary period will be
- How notice of termination of employment will be given
- What holidays will be given and under what terms
- How conflicts will be resolved
- Any other information that applies to the particular position that is being offered (for example, what will happen in the event of illness)

The contract should be signed and dated by both the employer and the employees and both should retain a copy. A sample contract can be found in *Appendix V*

You can also develop a set of employee guidelines that can supplement or substitute for a contract. The guidelines can provide as much detail as you want to include about your expectations for the day to day work. A sample of a set of employee guidelines that has been used by one CSIL employer can be found in *Appendix VI*.

Although some employers work with a verbal agreement instead of a contract or a set of employee guidelines, it is not wise to do so. Written contracts or guidelines make it clear to everyone what the expectations of the job are and they prevent problems that can arise from poor communication. If there are problems, for example an employee who takes a complaint to the Employment Standards Branch, as an employer you will need to prove your case with the written documents that you have collected.

Confidentiality

It is your responsibility as an employer to ensure that all employee records are kept in a secure place and treated in a confidential manner. Under no circumstances should anyone other than you or the members of the client support group or microboard have access to these records. You should retain records for at least two years after an employee has left your



employ, in case questions or disputes arise after the fact. Employee records that are no longer needed should be shredded.

Probationary Periods

It is wise to establish a probationary period during which you and your personal attendants/ support workers can mutually assess whether the employment relationship is going to be successful. Probationary periods can range from one month to 6 months and generally enable the employer to terminate the employment without cause. The terms of any probationary period should be spelled out in the employment contract. It is especially important to state when feedback will be given to employees on their performance and what avenues they have to provide you with any problems or concerns that they may have.

X. Employer Responsibilities

If you hire personal attendants or support workers you will be responsible for ensuring that all of the legal requirements of employers are fulfilled. Although this may seem daunting at first, most individualized funding users establish a routine and quickly get used to meeting the standards of good employer practice.

Here is a brief overview of the responsibilities that you will incorporate into your best practice as an employer.

BC Human Rights Code

The BC Human Rights Code prohibits discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical and mental disability, sex, sexual orientation or age unless the limitation, specification or preference is a bona fide occupational requirement.

In practice this means that:

- You cannot place any limitations in your recruitment of employees unless there is a real reason for doing so. For example you cannot specify that you want an employee of a particular age or sex unless these attributes are legitimately necessary in order to perform the job.
- You cannot pay personal attendants or support workers different wages if they are doing the same job, except during specified probationary periods.

- You must accommodate the needs of particular workers unless you would experience undue hardship for doing so. For example, if an employee requires a day off for religious observance, you cannot refuse unless it would be too difficult to find a back-up worker.

You can read the BC Human Rights Code online at:

http://www.qp.gov.bc.ca/statreg/stat/H/96210_01.htm

You can also find out more about human rights in BC through the BC Human Rights Coalition web site at: <http://www.bchrcoalition.org/>

BC Employment Standards

The Employment Standards Act lays out the minimum rights and obligations of employers and employees in British Columbia. This Act applies to full-time and part-time personal attendants and support workers regardless of how many hours they work.

Unfortunately there is no simple categorization for personal care attendants and support workers who are employed by users of individualized funding. Instead they may fulfill the criteria of several employee designations under the Act. Here are the relevant definitions

Sitters

Sitters are excluded from the Act. They are defined under the Act as someone who “is employed **solely** to attend to a child, or a disabled, infirm or other person in a private residence. A “sitter” does not include an employee of a business engaged in providing this service or a day care facility. Other persons are also specifically excluded from this definition. They are: nurse, “domestic”, therapist, “live-in home support worker”.

Here is how the Employment Standards Branch interprets this definition:

If the **primary** employment duties were to look after a child including performing other duties such as cooking the family dinner and grocery shopping, the employee would not be considered a “sitter” because the sole duties were not restricted to attending to the child.”

A "sitter" also includes any personal care giver who, in a private residence, provides the service of attending to another person, regardless of the nature of the responsibilities. The duties of a sitter typically include bathing, dressing, feeding, lifting from chair to bed, tidying up, accompanying on outings, and generally being there to help if an emergency arises. The duties could also include more specialized care and require training, such as trachea care, suctioning, bowel care and catheterization.

In summary, employees who provide in-home personal care **and who are not funded by a government program that is designed specifically for this purpose**, can be classified as sitters.

Example

Heather is employed directly by Ms. Short, in Ms. Short's own home, to care for her. Ms. Short does not receive funding for home support or personal care from any government Ministry in order to pay Heather's salary. Heather's regular duties include preparing meals, assisting Ms. Short from her bed to her wheel chair, bathing her and providing bowel and catheter care.

Despite performing specialized duties, Heather is a "sitter" because all of her duties consist of attending to Ms. Short's personal care, she is not an employee of a business engaged in providing personal care services and Ms. Short does not receive funding from a government ministry or agency for personal support.

Live-in Home Support Worker

A Live-in home support worker is defined to be a person who:

- (a) is employed by an agency, business or **other employer providing, through a government funded program**, home support services for anyone with an acute or chronic illness or disability not requiring admission to a hospital,
and
- (b) provides those services on a 24 hour per day live-in basis without being charged for room and board;

The Branch interprets Government funding to include "funds from Veteran Affairs, and

Health, but not Workers Compensation, or ICBC. When funding comes from a number of sources, including government, if the majority of funding is government, the Director deems all funding to be government for the purposes of determining whether an employee is a live-in home support worker. A person can be a live in home support worker, therefore, even if some of the work performed is not funded through a government."

Here are two examples of how this works:

A client receives \$400.00 a month from Old Age Security (O.A.S.) and Guaranteed Income Supplement (G.I.S.). The client has no other source of income and purchases the services of a home support worker using only this income. The O.A.S. and G.I.S. income is not considered to be government funding as the client receives the income regardless of whether he purchases the home support services.

A client is allocated \$400.00 a month by a government agency to purchase home support services. If the client chooses to not purchase the services, she will not be paid the \$400.00. This funding is considered to be government funding as the client only receives the money if the home support is purchased.

According to the employment Standards Branch: Live-in" does not mean permanently resides at the workplace. It is considered to mean that the employee stays at the workplace **during his or her shift schedule**, much like a municipal fire fighter. Here is the example that the Branch provides to illustrate this:

Three nights a week, an individual stays at the residence of a mentally disabled person and provides care for that person. The individual's wage is primarily funded by Veteran's Affairs to provide home support services, and partially from other sources. While at the residence, room and board are provided free of charge.

This individual is a live-in home support worker because the majority of his wages are from a government funded program, he is not charged room and board, he cares for a mentally disabled person and when working, resides at the residence on a 24-hour per day basis.

The important distinction between the sitter and the live-in home support worker is the source of the funding that is used to pay the workers. If the funding comes from government and is intended for the provision of personal support then the sitter classification cannot be used.

Night Attendant

A night attendant means a person who

- (a) is provided with sleeping accommodation in a private residence owned or leased or otherwise occupied by a disabled person or by a member of the disabled person 's family, and
 - (b) is employed in the private residence, for periods of 12 hours or less in any 24 hour period, primarily to provide the disabled person with care and attention during the night,
- but

does not include a person employed in a hospital or nursing home or in a facility designated as a community care facility under the *Community Care Facility Act* or as a Provincial Mental Health Facility under the *Mental Health Act* or in a facility operated under the *Continuing Care Act*;

Here is the example that the Employment Standards Branch uses to illustrate the definition of a night attendant:

An employee works in the private home of a disabled person for periods of 9 hours per night. His primary duties while at the residence include assisting the disabled person with their personal needs. He is paid for his services by the disabled person's family, and is provided with a room in the residence to sleep. This person is a night attendant because he works for periods of less than 12 hours in 24 overnight at the residence, is provided with somewhere to sleep and his primary duties are to provide the disabled person with care and attention during the night.

Exclusion from Hours of work and Overtime Provisions

Live-in home support workers and night attendants are excluded from the provisions in the Employment Standards Act for hours of work and overtime. **They are entitled to** be paid for all time worked, according to their terms of employment. Extra work means extra pay, but not at overtime rates.

Where there is evidence to support findings that the employer and the employee agreed that a specific number of hours of work would be compensated by a specific amount of wages, the employee would be entitled to extra wages for the extra work, based on their regular rate of pay.

Minimum Daily Wages

The minimum daily wage for a live in-home support worker is \$80 for each day worked or part day worked. This means that if an employee reports for work and works 5 hours of a normal shift, they will still receive \$80 for the day.

Employees who are not classified as live-in home support workers must be paid at the minimum wage, which is currently \$8.00/hour. A minimum of 2 hours should be paid once an employee is called to work even if they do not remain for the full two hours.

Wage Statements

On every payday the employer must provide the employee with a written statement for the pay period which lists:

- The hours worked
- The employee's wage rate
- The employee's overtime wage rate
- The hours worked by the employee at the overtime rate
- Any other money or allowance to which the employee is entitled
- The amount and purpose of each deduction made
- The employee's net and gross wages
- How much money has been taken from the employee's time bank and how much remains

Vacations

Employees are entitled to an annual vacation of at least 2 weeks after 12 consecutive months of employment and at least 3 weeks after 5 consecutive years of employment. Vacation pay of at least 4% of the total wages for employment of less than 5 consecutive years and 6% for more than 5 consecutive years of employment must be paid, either 7 days before the start of an annual vacation, or at the termination of employment.

Workers Compensation

Workers Compensation payments are compulsory for almost all British Columbia employers with the exception of exclusively family operations or limited duration employees like housecleaners.

Workers compensation is intended to cover the needs of workers who are injured on the job and covers all working British Columbians whether or not their employer is registered. However if you are not registered as an employer you will be liable to repay the Workers Compensation Board for these costs.

Workers Compensation payments are assessed based upon industry categories. Homemaker services is the category that covers most personal attendants. The Workers Compensation Board (WCB) will determine what the assessment rate is for each category based upon factors like the number of injury claims that have come from the workers in that sector.

You can request a registration form from the WCB in the following ways:

- By phone. The phone number for the Greater Vancouver area is 604-244-6182 or for the rest of the province call toll free at 1-888-922-2768.
- By fax 604-276-3191
- Online at www.worksafe.bc.ca

You must fill in the following information on the registration form:

- your name, address and phone number
- the date you expect to have your home support workers begin working for you
- the estimated number of home support workers you will have working for you
- the estimated amount of gross payroll per year
- the estimated amount of gross payroll per month

Once you have registered with the Workers Compensation Board you will receive a written notice of your assessment fee which is payable half yearly, quarterly or monthly. This fee is the complete responsibility of the employer and cannot be deducted from an employee's wages.

The Workers Compensation Board is also responsible for the health and safety of the workplace and employers in turn have a duty to take all the necessary precautions to prevent injuries to workers. Your workers do have the right to refuse to perform work that they reasonably believe to be unsafe and they are protected by the WCB against any discriminatory action against them as a result of this refusal. If your worker suffers a serious injury on the job you have a duty to immediately notify the WCB and take all of the steps necessary to investigate and document the circumstances of the accident.

Payroll

Registering with the Canada Customs and Revenue Agency (CCRA)

As an employer you will be responsible for ensuring that mandatory deductions are made from the payroll for your employees. Contact the CCRA at the toll free number for all British Columbia 1-800-959-5525 in order to get a Business Number, which you require in order to register with the CCRA. You will use this business number when you fill out the monthly remittances or payments to the Receiver General for things like: Income Tax, Canada Pension Plan (CPP) and Employment Insurance (EI) that are deducted monthly from your workers' pay cheques. You must register as a sole proprietor hiring domestics and be prepared to give your social insurance number over the phone as well as the expected start date of your employees.

Once you have received a business number you can request a payroll kit by phone at 1-800-959-2221 or go online to www.cra.arc.gv.ca This information is also available in alternate formats by request through 1-800-267-1267.

The Payroll Kit contains all of the paperwork that you will need for maintaining a payroll including:

- Payroll deduction tables for EI, CPP and Income Tax

- T4 and T4 Summary forms
- Employment Insurance Record of Employment forms
- Employer's guides

There is a free government computer program called "Windows Table Of Deductions" (WIN TOD) that automatically calculates your payroll deductions for income tax, CPP and EI for your workers. This program can be downloaded online at www.rc.gc.ca. The CCRA will provide you with a computer disk upon request.

Employment Insurance

The employer is responsible for deducting the Employment Insurance (EI) premiums from an employee's gross wages at each pay period. The amount that is deducted will depend upon the amount of insurable earnings.

The employer also pays a premium which is 1.4 times that of the employee's premium. Both of these contributions are remitted monthly to the Receiver General for Canada.

The employer must also maintain a Record of Employment (ROE) that details the date an employee started work, the date of termination, the reason for termination, the gross and net wages and all of the deductions that were made to these wages. The Record of Employment must be given to an employee within 5 days after the termination of employment. The employer also retains a copy of this record. The ROE is also given to any worker who goes on a leave of absence such as a parental leave.

It is your responsibility, to the best of your knowledge, to insure the accuracy of the information that you submit on the ROE. If you have made a mistake or given Human Resources and Development Canada (HRDC) incorrect information, tell them as soon as you become aware of it. For more information on how to complete the ROE go to the HRDC web-site at www.hrdc-drhc.gc.ca and look for the section How to Complete the Record of Employment Form.

Canada Pension Plan

Contributions to the Canada Pension Plan are also mandatory and must be deducted at each pay period. The amount deducted will depend upon the employee's wages and can be calculated using the tables provided by CCRA. The employer also pays a premium which is equal to that of the employee.

Income Tax

As an employer you will ask each employee to complete the TD1 Form which lists their income from all sources and the exemptions to which they are entitled. Employee's income tax rates are calculated on the basis of the exemptions that are claimed on this TD1 Form. For employees who do not complete a TD1 form, you will calculate their income tax based upon what you pay them. Income tax, along with EI and CPP, is deducted at each pay period and remitted once a month to the Receiver General for Canada. A late remittance will mean an interest penalty so it is important to do this on time.

Vacation Pay

Holiday pay is calculated at 4% of total wages up to and including the 5th year of employment. It increased by 2% every 5 years thereafter. This amount is calculated each month on your workers payroll.

Vacation pay can be paid out:

- From the payroll immediately before an employee's annual holiday
- On an annual date agreed upon within a calendar year
- If the period of employment ends

Statutory holidays

There are nine statutory holidays in British Columbia: New Years Day, Good Friday, Victoria Day, Canada Day, B.C Day, Labour Day, Thanksgiving day, Remembrance Day, and Christmas Day.

Under the Employment Standards Act, if your employees work on a statutory holiday, you must pay them 1 ½ times their salary for the first 11 hours and then double their normal wage rate for time after 11 hours. This rule applies to all of your staff whether they are full time, part time, or casual as long as they have worked for you for 30 days.

If you have full time staff, your full time worker(s) is entitled to have the statutory holiday off with pay. You must then pay some one else to work the shift at 1 ½ times their salary. So, for the statutory holiday you will be paying 2 ½ times what you would usually pay your staff on that day.

Optional Benefits

Employment Insurance and Canada Pension Plan are mandatory benefits, which means that as an employer you **must** provide them. There are also optional benefits that you can provide **if your budget allows for them**. If you do decide to provide these benefits you must ensure that all employees have the opportunity to receive them.

There are several optional benefits that you can deduct from your employee's pay. They include:

- **Sick Pay** - Sick pay is calculated as a percentage of your worker's total wages. It is accumulated monthly and paid out when your worker is unable to work due to illness or injury. If you choose to deduct 2% from your workers wages, they can have one week of sick leave with pay per year. If you deduct 4%, your worker can have two weeks of leave with pay per year.
- **Medical Services Plan (MSP)** – Some employers cover all or part of a worker's MSP premium. In these cases, the worker gives you, the employer, the bill from MSP. You then write a cheque from your direct funding account to pay the bill. Photocopy the bill and send the photocopy along with the monthly financial statement. This is a taxable benefit, so it has to be added on to your worker's wages when you are calculating payroll deductions.
- **Extended Medical** – You can set up a group medical and dental plan for your support workers. You will need to consult with insurance service providers about the costs of doing so. Most individualized funding users find that it is prohibitively expensive. If you do decide to offer extended benefits you will need to provide a receipt to submit to the ministry funder when you claim this expense because it is considered as a non-taxable benefit for employees.
- **Food Allowance** – If you provide food to any live-in support workers, then you can add \$5 a day to your workers' wages as a taxable benefit. On the CSIL program you are allowed to claim \$150 a month from your CSIL account to buy food for a live-in home support worker. This is a taxable benefit and you must get a receipt from your support worker to submit along with your claim for this item.
- **Transportation Allowance** – Examples of transportation allowance include: paying for a bus pass for a support worker if frequent bus travel is required in assisting you and/or taxi fare if your support worker is coming to assist you in

an emergency situation or is travelling at an unsafe time. This is a taxable benefit so you must keep all the receipts.

Termination of Employment

During the first 3 months on the job an employer can terminate the employment of a personal attendant or support worker for any reason. However, after this probationary period ends, an employer must have a reason for termination. If an employee is not behaving as you had hoped, it is important to document the problems and bring them to the worker's attention. A warning in writing about possible termination should be given if the problem is not remedied. If finally, after a written warning, it becomes necessary to end the worker's employment, you will have demonstrated that as the employer you have conscientiously tried to alert the worker to the duties of the job. If you have followed this process you may be able to show cause why an employee should not receive termination pay. Incompetence, gross negligence, or abuse of any kind, are grounds for immediate termination.

In cases where you have not been able to document a cause for termination, it is necessary to pay termination pay which is usually calculated as one week's pay after 3 consecutive months of employment, two weeks pay after one year, three week's pay after three years and one additional week for each additional year of work up to a maximum of eight week's wages. Employees who quit or retire are not eligible for termination pay.

At the time of termination you must pay your support worker within 48 hours:

- Any outstanding wages, up to and including, the day of termination
- Vacation pay
- Termination pay calculated on the number of years of service

You must also provide the Record of Employment within 5 days of termination.

If you give the employee written notice of termination which is equal to the number of weeks to which they would be entitled to termination pay, it is not necessary to pay termination wages. Instead the employee works out the notice period.

XI. Being a Good Manager

There are two key ingredients to being a good manager: using effective communication and creating a satisfying work environment. These two skills go hand in hand and you need to ensure that you are constantly working to develop them. Here are some of the ways that you can practice them on a daily basis:

- Praise your attendants when they have done something well. Look for moments when you can reward a job well done and say that you appreciate it.
- Be honest, fair, kind and respectful in all of your dealings with support workers and attendants.
- When you need to criticize make sure that it is the action and not the person that you take issue with. For example, "When my lap belt is not tight I don't feel safe. Could you please readjust it and make sure that it is snug across my hips" instead of "How many times have I told you to fasten my lap belt tightly? You must be an idiot!"
- Keep criticism brief and to the point and try to focus on just one action at a time.
- Be flexible and look for compromises when possible. However you should never compromise your safety!
- Don't let frustration, annoyance or anger fester. Try to deal with them when they occur or as soon as possible afterwards.
- Give your support worker or attendant regular, scheduled opportunities to talk about their job and how they are feeling. Make sure that you do this at a time that is appropriate for you. Don't get caught having a long discussion about the job while you are in the bath, for example.
- Respect the periods when your workers are taking a break and respect their privacy just as you would want them to respect yours.
- Provide training to your workers. Explain each step of your personal care needs and ask for feedback to make sure that what you have said is understood. Be prepared to go over the same procedures more than once.
- If a worker is not performing in the way that you expect, try to find out what the problem is and give the worker an opportunity to correct it.
- If you have to end a worker's employment because of unsatisfactory performance do so in a way that ensures dignity. State your reasons clearly and calmly. Provide a notice period if you can.
- If your safety is at risk, you should ask someone to be with you and then terminate the employment contract immediately. Pay out any wages that are owed and provide the record of employment at the time that you fire the

worker.

- Be assertive without being aggressive or passive. You are behaving assertively when you express your thoughts, feelings, and beliefs in direct, honest ways that do not violate another person's integrity. You are behaving aggressively when you express your thoughts, feelings, and beliefs in ways that humiliate, degrade, belittle, or overpower the other person. You are behaving in a passive way when you fail to express honest feelings, thoughts, and beliefs or you express them in such an apologetic way that others can easily disregard them.

Budgeting

One of your most important tasks as a manager will be to budget the funds that you receive every month in order to avoid going into a deficit position and to ensure that your cash flow will be adequate to cover your expenses. Approximately 80% of your budget should be dedicated to the gross wages of your attendants or support workers. The remaining 20% will cover your employer costs, including advertising, bookkeeping fees and other expenses like bank charges. Most funders allow you to accumulate some surplus and this surplus will be your contingency fund to cover unexpected costs like paying termination wages.

When you calculate your employer costs you must budget for vacation pay (4% of gross wages), statutory holiday coverage (1.5 times the hourly wage for the first 11 hours and double for time after that), termination pay and training costs (for example you may want to have two workers with you when one is in training).

In determining the wages that you are able to pay you need to ensure that they do not slip much below 80% of your budget or you may have difficulty attracting workers. If your budget is smaller than you had hoped for then consider some of the ways to trade off perks for hours (see **Section VIII: Determining what Services and Supports you can Afford**). You also need to consider whether you want to use a daily or an hourly wage. If you require 24 hour/day support, a daily wage will be the most sensible way to go. If you use an hourly wage you will want to schedule your workers for minimum 2 hour shifts because under Employment Standards you must pay for 2 hours once a worker reports for a shift.

Many individualized funding users employ a bookkeeper to help them with payroll and budgeting. All funders permit bookkeeping fees as an allowable expense but the amount is capped to a maximum of \$100/month.

If you discover that you are consistently in a deficit position at the end of the month then you need to go back and rework your budget. If you discover that you are using

more hours than you can afford then you must: revisit your support plan to see if you can organize your care needs more efficiently; revise your support plan if your needs have changed; or request another assessment and an increase in funding. Since it is difficult to get an increase in funding, unless there is an emergency situation, you will probably need to sacrifice something. You may need to lower your workers' wages (which may lead them to leave your employ and compel you to recruit again) or to decrease their hours.

The best way to deal with a deficit is to prevent it from happening by being cautious in your budget, realistic in the wages and benefits that you offer, and careful in your monitoring of the monthly expenses. There will never be enough money to meet all of your support needs but you can get the best value possible out of every dollar that you spend.

The Joys of Individualized Funding

If you are daunted by all of the information in this booklet and think that perhaps individualized or direct funding is too much work or too much responsibility, you might want to consider this: whenever individualized funding programs are evaluated the users describe overwhelming satisfaction with the quality of their lives and the value of the support that they are receiving. Family members report similar sentiments. What is it that makes people feel so good? Here are some of the reasons:

- Taking control of your life is good for your health. In fact, the ability to make our own choices is probably the single most important factor in helping us to maintain health.
- Getting out of the medical model or the idea that experts know best about disability and disability supports is liberating and humanizing. Disability is not the defining factor in anyone's life and taking control of your own supports proves this.
- Managing and scheduling your own supports so that you have the help you



need when you need it gives you the opportunity to participate in the world rather than being confined to your home. It takes the institutional feeling out of your life.

- Learning how to manage your own disability supports leads you to have the confidence to learn how to do other things. Many people have derived the confidence to back to school or work or to pursue artistic ambitions. Some have even decided to get married!
- You get to choose who is going to be involved in your life and no longer have to experience the revolving door of countless support workers who may change every day.
- Taking responsibility for something moves you from a feeling of dependency to a sense of mastery. Making mistakes, problem solving, meeting obligations is good for the soul and it is easier to accept the inevitable trade-offs in life when they are ones that you have made.

Individualized funding began as the dream of a few people in the Woodlands Parents Group and has since spread around the world, championed by people with disabilities themselves. There are still not enough individualized funding options for all of the people who would like a chance to use it. Only consistent advocacy by people with disabilities and their families will change that.

XII. Helpful Resources

Personal Support Planning

The PATH Process

PATH stands for Planning Alternative Tomorrow's with Hope. John O'Brien in "A Little Book on Personal Futures Planning" described it as a systematic seven step process that allows a person and members of their personal network to:

- Affirm the values that guide them
- Vividly depict their vision
- Feel the tension between their vision and their current reality
- Identify the people to enroll in making progress
- Specify how they will build the skills, knowledge and stamina necessary for the work
- Sketch strategies that will move them towards their vision
- Define exactly who will take responsibility for which immediate next steps

Here are some ways to find out more about PATH or to connect with some of the people who are experienced with it.

Faye and David Wetherow are pioneers in PATH planning. You can connect with them at:

CommunityWorks: <http://www.communityworks.info/index.htm>

911 Terrien Way
Parksville, BC V9P1T2
(250) 248-2531

Videos

Pearpoint, J., O'Brien, J., Forest, M., (1994). PATH: training video. Toronto, Ontario, Canada: Inclusion Press, (35 minutes).

Institute on Disability / UAP, (1993). Dream Catchers (video). Durham, New Hampshire: University of New Hampshire.

Yellowknife Education District, (1997). PATH in action: Working with groups (video). Toronto, Ontario, Canada: Inclusion Press.

Books

Falvey, M., Forest, M., Pearpoint, J., Rosenberg, R., (1997). All my life's a circle: Using the tools: Circles, MAPS & PATHS. Toronto, Ontario, Canada: Inclusion Press

O'Brien, J. & Forest, M. with Snow, Pearpoint & Hasbury, (1989). Action for Inclusion. Toronto, Ontario, Canada: Inclusion Press.

Pearpoint, J., (1990). From behind the piano: The building of Judith Snow's unique circle of friends. Toronto, Ontario, Canada: Inclusion Press.

Goal Planning Guides

Burghstahler, Sherry, (2001). Taking Charge: Stories of Success and Self-Determination. Seattle, Washington, University of Washington Do-It series
<http://www.washington.edu/doi/Brochures/PDF/charge.pdf>

Galambos, Diane, (1996). Planning to Have a Life. Oakville, Ontario, Canada: Sheridan College

Holburn, Steve and Peter Vietze, editors (2002). Person Centered Planning. Brookes Publishing www.brookespublishing.com

Microboards

One of the best resources on microboards is the Vela Microboard Society. Vela has been the major force in facilitating microboards in British Columbia for almost two decades and has been a catalyst for international development of the person centered non-profit societies.

You can connect with Vela online at: <http://www.microboard.org/index.html>

or

100 - 17564 - 56A Avenue,
Surrey, BC
Canada V3S 1G3

Telephone (604) 575-2588
Fax (604) 575-2589

Representation Agreements

For more information on how to make, register and use Representation Agreements please contact:

Representation Agreement Resource Center
411 Dunsmuir Street
Vancouver, BC V6B 1X4

Phone: 604-408-7414
Fax: 604-801-5506

Website: www.rarc.ca
E-mail: info@rarc.ca

Choice in Supports for Independent Living

Each Regional Health Authority has its own CSIL Coordinator and some of the Regional Authorities (Vancouver Coastal Health and Fraser Health, for example) have their own CSIL information packages. Contact the Health Unit nearest you to ask for any information that they may have on the CSIL program or ask the case manager who is assigned to you.

For some tips on how to get started with the CSIL program you might want to have a look at the Power Point presentation "Getting Started with CSIL" located at the Website of the BC Coalition of People with Disabilities: www.bccpd.bc.ca

Autism Funding Under Age 6 and Autism Funding Ages 6 – 18

Autism Community Training BC (ACT BC) has a list of qualified service providers and some tips for assessing professional qualifications on their Website at www.actbc.ca. ACT now has its own office and a staff that is available to provide specific information to families of children with autism.

ACT's office is located at:

Suite 240 – 2250 Boundary Road,
Burnaby, BC, Canada V5M 2Z3.
Toll-free 1-866-939-5188 or 604-205-5467
Fax: 604-205-5345
info@autismcommunitytraining.bc.ca
www.actbc.ca

The Autism Society of British Columbia has been in existence since 1975 and maintains an extensive library of information as well as telephone and one to one support.

Autism Society of BC
301 – 3701 East Hastings
Burnaby, BC
V5C 2H6

Toll-free 1-888-437-0880 or 604-434-0880
Fax: 604-434-0801
info@autismbc.ca
www.autismbc.ca

For a complete listing of the services and programs that are offered by the Ministry for Children and Family Development for children with autism spectrum disorder consult the MCFD Website: <http://www.mcf.gov.bc.ca/autism/>

Supported Child Care

The Family Support Institute facilitates a provincial network of regional resource parents and provides workshops as well as telephone and one to one support to families who have sons and daughters with disabilities.

Family Support Institute
300 - 30 East 6th Avenue
Vancouver, BC V5T 4P4

Phone: (604) 875-1119
Fax: (604) 875-6744

Email: fsi@bcacl.org

For a complete listing of the supported child care services that are offered through the Ministry of Children and Family Development consult their Website:

http://www.mcf.gov.bc.ca/supported_childcare/index.htm

Recruiting and Managing Personal Attendants and Support Workers

The spinal cord injury project of the Santa Clara Valley Medical center has produced a booklet called Hiring and Management of Personal Care Assistants for Individuals with Spinal Cord Injury which is available in a pdf format for downloading at the following site:

<http://www.tbi-sci.org/pdf/pas.pdf>

One of the most comprehensive books on all aspects of recruiting and managing workers is written by a man who has many years of personal experience in managing his own supports:

De Graff, Alfred H. **Caregivers and Personal Assistants: How to Find, Hire and Manage the People who Help you (or your Loved One)** Fort Collins, Colorado: Saratoga Access, 2002

Employer Responsibilities

The Voice of the Cerebral Palsied has produced a comprehensive guide to all of the employer responsibilities of a person who is using the CSIL program. These guidelines are equally applicable to anyone who is managing as their own employer whether or not they are receiving CSIL funding.

The Voice's publication entitled: **The Rights and Responsibilities of People Receiving Home Support** is available through their Web site at:
<http://www.vcpgv.org/>

Employment Standards

For more information on Employment Standards you can use the toll free number 1-800-663-3316 (in the Prince George area call 250-612-4100) or use their Web site which has a wide array of educational material:
<http://www.labour.gov.bc.ca/esb/>

Workers Compensation

For more information on an employer's responsibilities or the benefits that are available through the Workers Compensation Fund consult the WCB Web site at:

<http://www.worksafebc.com>

or at the following numbers:

Workplace Safety and Health: 604-276-3100 in the Lower Mainland
or toll-free within BC at 1-888-621-7233

Employer Assessment: 604-244-6181 in the Lower Mainland
or toll-free within BC at 1-888-922-2768

Payroll Deductions

For more information on what deductions to make and how to make them consult the Canadian Customs and Revenue Web-site at:

<http://www.cra-arc.gc.ca/menu-e.html>

Employers can get telephone assistance toll-free at 1-800-959-5525

There is also a toll-free TTY number: 1-800-665-0354

Human Rights

You can find a copy of British Columbia's Human Rights Code at the following Web-site:
http://www.qp.gov.bc.ca/statreg/stat/H/96210_01.htm

For comprehensive information and assistance with human rights issue contact the BC Human Rights Coalition at:

Suite 1202 – 510 West Hastings Street
Vancouver, BC
V6B 1L8

604-689-8474
1-877-689-8474 (toll-free within British Columbia)

Web-site: <http://www.bchrcoalition.org/files/index.html>

Appendix 1

Supported Lifestyle Plan Example

(This Supported Lifestyle Plan Example is provided through the courtesy of PACT Consulting & Enterprises: Paul Gauthier and Joseph Theriault: Principals)

<i>MORNING 7am - 12pm</i>	<i>Minutes</i>
Stretching to lessen the stiffness	15
Transfer bed to shower commode	15
BM	25
Shower	45
Shaving	5
Prep bed with towels and pillows	5
Transfer shower commode to bed	15
Dry body off well	8
Skin care/treatments/Medication cream	10
Pericare	5
Putting on condom drainage bag	10
Dressing	25
Transfer bed to E/W	15
Hair care	2
Nail care w/cream	5
Breakfast Prep.	15
Hand feeding	30
Take medications	5
Clean up from breakfast	5
Make bed	5
Oral hygiene	5
Face/hands	5
Reposition in chair	3
Outdoor clothing	5
going for a walk	30
TOTAL	313 min. (5.5 hr)

AFTERNOON 12pm - 5pm**Minutes**

Prep lunch	20
Hand feeding	30
Take medications	5
Reposition in chair	3
Liquid intake	5
Clean up from lunch	5
Face/hands	5
Get mail, open, assist reading and respond	20
Go out for a while	120
Drink and snack with assistants	20
Transfer from E/W to bed for rest	15

TOTAL 248 min. (4hr.)

EVENING 5pm - 11pm**Minutes**

Transfer bed to shower commode	15
Undress for BM	10
BM	25
Transfer shower commode to bed	15
Dress back up	10
Transfer bed to E/W	15
Freshen up IE wash face	10
Prep dinner	30
Hand feeding	40
Take medications	5
Reposition in chair	3
Clean up from dinner	10
Liquid intake	5
Take out garbage	10
Prep snack	5
Hand feeding	15
Reposition in chair	3
Liquid intake	5
Drain condom bag	5
Transfer from E/W to bed	15

Undress	15
Range of motion	20
Sponge bath incl. Setting up and cleaning up	30
Skin care/treatments/Medication cream	10
Plug in E/W	5
TOTAL	331 min. (5.5hr)

OVERNIGHT 11pm - 7am	Minutes
Reposition/turn over 2 x per night @15 min.	30
Drink/bathroom	30
TOTAL	60 min. (1hr.)

NON-DAILY TASKS	Average Minutes / Day
laundry 45min 2 x per week	13
chair Maintenance/cleaning 30min once a week	4
Going to church service incl. Transportation 150min	21.5
ironing 15min 2 x per week	4
dusting 15min once a week	2
vacuuming 20min 2 x per week	6
water plants 5min once a week	1
cleaning the fridge 30min 2 x a month	2
cleaning all appliances 60min once a month	2
banking 60min 2 x a month	4
doctors appointments 120min 3 x a week	51.5
clean interior windows 30min once a month	1
clean floors 15 min, 2 x per week	8.5
post office and errands 2hrs 2 x per week	34
Training attendants 4hrs a month	8
shopping list & shopping 2hrs once a week	17
TOTAL	179.5 min. (3hr.)

GRAND TOTAL PER DAY: 1131.5 Minutes; Approx. Hr. 19hr

Appendix 2

SAMPLE EMPLOYMENT APPLICATION FORM *

All questions on this application must be answered by you, the applicant, in order to be considered for employment. Please attach your resume.

Please note: A criminal record review and a medical examination may be required as a condition of employment.

DATE: _____

PERSONAL INFORMATION (please print clearly)

NAME:	_____	_____	_____	_____
	First	Middle	Last	Title (Mr. Mrs. Ms.)
ADDRESS:	_____			HOME PHONE NUMBER: _____
CITY:	_____			OTHER PHONE NUMBERS: _____
POSTAL CODE:	_____			DATE OF BIRTH (Optional): _____
SOCIAL INSURANCE NO. (Optional):	_____			EMAIL: _____
Are you legally entitled to work in Canada? YES__ NO__				
Please check appropriate category: Canadian Citizen __ Landed Immigrant __ Other __				
If other specify : _____				
How did you hear about this position? (Please specify) _____				
Do you have a valid BC driver's license? YES __ NO__ Other: _____				
What mode of transportation would you use to get to and from work? _____ (i.e. car, bus, skytrain, van...etc.)				

Are you physically able to transfer people of various heights and weights? YES__ NO__

What is your height? _____ What is your weight? _____

Are you willing to work full days from early morning to late evening? YES ___ NO ___

Are you willing to stay 24 hours 1-3 days/week in someone's home? YES ___ NO ___
(i.e. 7am-7am Mondays and Fridays)

Are you willing to do split shifts? YES ___ NO ___
(i.e. Tuesday: 7am-10am, and 4pm-7pm)

Are you willing to work night shifts? YES ___ NO ___
(i.e. 9pm-7am)

AVAILABILITY: Please fill in the times and days that you are NOT available to work

MON	TUE	WED	THURS	FRI	SAT	SUN
From _____						
To _____						

Any additional comments regarding your availability: _____

When would you be available to start if you were hired? _____

EDUCATION (prior to a job offer, proof of education may be required)

	Name and Location	Course - Program	Diploma	Date Completed
HIGH SCHOOL				
OTHER EDUCATION OR TRAINING COURSES				

EXPERIENCE OR OTHER SKILLS:

Please check:

<input type="checkbox"/> CPR	<input type="checkbox"/> Suctioning	<input type="checkbox"/> Laundry	<input type="checkbox"/> Banking/budgets
<input type="checkbox"/> First aid	<input type="checkbox"/> Sign Languages /bliss	<input type="checkbox"/> Gardening	<input type="checkbox"/> Computer/Typing
<input type="checkbox"/> Ventilator Care	<input type="checkbox"/> Dressing	<input type="checkbox"/> Mending/sewing	<input type="checkbox"/> Secretarial
<input type="checkbox"/> Bowel/bladder care	<input type="checkbox"/> Showering/Bathing	<input type="checkbox"/> Shopping	<input type="checkbox"/> Note-taking
<input type="checkbox"/> External condom drainage	<input type="checkbox"/> Meal Preparation	<input type="checkbox"/> Pet Care	Others: _____
<input type="checkbox"/> Transfer to & from Bed	<input type="checkbox"/> Hand Feeding	<input type="checkbox"/> Housekeeping	_____
<input type="checkbox"/> Tube Feeding			_____
<input type="checkbox"/> Physio Program			_____

Languages spoken in addition to English: _____

EMPLOYMENT HISTORY:

List your employment history beginning with current or most recent employer
(If already present on resume please **fill in the reason for leaving** on this application)

From	To	Employer Name and Address	Position Held	F/T or P/T	Reason for leaving

Is there any type of personal care that you cannot provide? _____

Do you have any health issues that might affect your work like back problems, fatigue etc?
YES _____ NO _____

If yes specify _____

Can you swim? YES ___ NO ___

Are you allergic to pets? YES ___ NO ___ Do you have any other allergies? YES ___ NO ___

If yes to either question, please specify: _____

Do you smoke? YES _____ NO _____

Do you have any experience as a personal care attendant? YES ___ NO ___

If yes, please mention some experience that you have: _____

Suggest a menu you would prepare at home, which would include some of your favorite dishes.

If your employer gave you money and asked you to go out and pick up a bottle of wine, and a box of cigars, please describe your response.

CIRCLE BEST ANSWER:

If your employer asks you to move a thirty pound box, the best way to move this item is to:

- a) Arch your back, take a deep breath and lift
- b) Keep your knees straight, bend back by leaning forward and lift using your strong back muscles
- c) Keep your back straight, bend your knees and lift using your leg muscles
- d) Bend from the waist and pick up the box carrying it as least 6 inches from your body

List any hobbies, leisure or competitive activities you enjoy doing in your spare time:

Please give any other personal information you would like to include: _____

Please list 3 previous employers references *(they will be checked)*

COMPANY NAME	NAME OF REFERENCE	PHONE NUMBER	POSITION HELD

In order of preference, in what areas of Greater Vancouver or Lower Mainland would you prefer to work?

1) _____ 2) _____ 3) _____ 4) _____ 5) _____

Please list any driving offences you have had over the past five years _____

Have you been convicted of a felony, misdemeanor or other offense in the past? YES__ NO__

If yes please explain: _____

Are you willing to have a criminal record search? YES __ NO __

I certify that this application was completed by me and that all information I have provided is true and complete to the best of my knowledge. I understand that if any of these statements are found to be untrue or there are any omissions of fact, this application will automatically be void.

Signature _____

Date _____

* Provided Courtesy of
PACT Consulting and Enterprises (Paul Gauthier and Joseph Theriault)

Appendix 3 Example of a Criminal Records Check Request

*Materials Developed by
Interdependent Consulting Ltd.*

EXAMPLE OF A CRIMINAL RECORDS CHECK

Name: _____
Address: _____

Tel: _____

Date: _____

VANCOUVER POLICE
312 Main St.
Vancouver, BC

ATTENTION: CRIMINAL RECORDS CLEARANCE DEPARTMENT

Dear Sirs,

I am a person with a disability in the process of hiring a Personal Care Attendant.

Mr./Ms. _____ is a candidate for the position, and needs a criminal records clearance.

Thanks for your attention.

Sincerely,

Signature: _____

Appendix 4 Example of a Medical Check Request Form

Interdependent Consulting Inc.

EXAMPLE OF MEDICAL CHECK

Name _____

Address _____

Telephone & Fax _____

Date _____

Dear Dr. _____

Mr./Miss./Mrs. _____ has applied for employment with me. In order to hire this individual we ask that you complete the following form regarding her/his fitness to work as my personal care attendant.

Yours sincerely,

Name: _____
Last First Initial

Address: _____

I have examined the above-named. In my opinion, her/his fitness to work as a personal care attendant is as follows: (Please circle)

Fit Yes No Free from TB? Yes No

Fit with temporary restriction Yes No

Fit with permanent restriction Yes No Unfit Yes No

Comments: _____

Physician's Signature: _____

Name of Physician (please print): _____

Address: _____

Telephone: _____ Date: _____

Physician's Stamp:

Appendix 5

Sample Employment Contract

Whereas Jean Smith (employer) and _____(employee) have agreed to enter into a contract of employment for the provision of home care and personal services for Jean, it is agreed as follows:

1. The nature of the employment is to provide personal assistance for Jean. The job title is Personal Attendant.
2. Specific duties and responsibilities of the Personal Attendant include, but are not limited to, the following:
 - a.) To perform housekeeping tasks to maintain the efficient upkeep of Jean's home including cleaning, laundry and other tasks;
 - b.) To purchase food, prepare and serve meals under Jean's direction;
 - c.) To assist with showering, dressing, transferring, oral hygiene hair dressing and other non-nursing care as specified by Jean;
 - d.) To assist with any necessary procedures, like administration of medication, stretching after training has been provided;
 - e.) To attend orientations, meetings and training sessions at Jean's request.
3. Additional related duties may be specified by Jean from time to time. Examples include assistance with shopping and recreational activities such as swimming.
4. The nature of the employment requires flexibility. Shifts will be 2 or 4 hours between the hours of 7:00 am and 12:00 am on week days and week-ends. It is understood that some alterations to these hours may be made by Jean on special occasions. The precise shift times will be determined by Jean.
5. Reasonable consideration will be given regarding the Personal Attendant's outside commitments. Notice of shift changes will be given as outlined by the Employment Standards Act.
6. The amount of hours given to the Personal Attendant is entirely determined by Jean. Seniority will be considered when possible. However, Jean's needs, the employee's

suitability and the nature of the tasks will be taken into account when determining how the scheduling of the hours will be done.

7. The Personal Attendant recognizes that Jean is dependent upon these services which are essential to her comfort and welfare. In the event that the Personal Attendant cannot meet with Jean as arranged, Jean will be notified as soon as possible, and no later than 24 hours prior to the start of the shift, except where emergency makes that impossible.

8. The Personal Attendant will undertake any training that may be required for the performance of work duties.

9. The personal Attendant will maintain strict confidentiality of all information concerning Jean.

10. The Personal Attendant will be paid as agreed upon for each hour in which work duties are performed, subject to deductions at source required by law for Employment Insurance, Canada Pension Plan and income tax

11. Jean will remit the employer's and employee's portions of EI and CPP and the employee's income tax deducted at source to Revenue Canada on a monthly basis

12. There will be a trial employment period of 6 months from the date of this agreement. During this period the employment may be cancelled by Jean without cause. After the trial period an employee evaluation will be held every 6 months at Jean's discretion.

13. Two weeks written notice must be given to Jean if the Personal Attendant will be absent for reasons including vacations, maternity leave, parental leave and a leave of absence.

14. Due to the need for flexibility, the Personal Attendant's assigned shift times may be altered after a prolonged absence of the Personal Attendant.

15. Two weeks written notice is required upon the resignation of employment

16. It is agreed that in the case of termination without cause the Personal Attendant is entitled to the notice period that is specified in the Employment Standards Act

17. Reasons for termination with cause will include absence without notice, chronic or protracted absence, continuing disability which prevents the Personal Attendant from fulfilling the duties of the job or other conduct which in Jean's opinion is detrimental to her health or well-being.

18. This contract of employment commences on _____ and terminates on _____ subject to the probationary and evaluation periods. It may be extended by agreement at any time.

19. In signing this agreement _____(employee) agrees that he/she is in good health, is able to perform the duties described herein and does not have any communicable disease. The Personal Attendant agrees to have a medical certificate, to be supplied by Jean, completed by a qualified physician within one month of the date of hire. Jean will be notified immediately if any of these conditions change.

Signed this _____ day of _____, 20____

Employee:

Signature _____
Name _____

Employer:

Signature _____
Name _____

Appendix 6

Sample Employment Guidelines

These sample guidelines provide a comprehensive set of instructions for an employee. Many people may prefer to use less detailed guidelines but this example gives you a good list of the kind of topics that you might want to cover.

PERSONAL CARE ATTENDANT WORK GUIDELINES *

Employee Name: _____

Job Description

- All aspects of personal care, driving my van, cleaning, washing windows, moving light furniture around, etc.
- If you see that something needs to be done, please take the initiative and do it.
- There will be times when you may have to pick up on tasks which the previous attendant did not have time to carry out. Please work as a team, as the other attendant may have to do the same for you.

You report to me

- When dealing with my family or friends, please do not feel that you are obligated to respond to their criticisms or commands. Also don't ask them what you can or can't do. Direct your questions to me.

Pay structure

- I have an accountant who will do the payroll and I may introduce him to you, but you must go through me if there is any problem with your pay check. Do not contact him without my permission.
- There are two pay periods each month. The first is from the 1st to 15th day of the month, and the second is from the 16th to the end of the month. You can expect a check within 5 working days from the end of the pay period. You are required to sign and return a time sheet.
- All mandatory deductions (Income tax, EI premiums and CPP contributions) will be taken off. You will be required to fill out and sign a T.D.1 form for tax calculations.
- You are covered by Workers Compensation Board (WCB).
- On stat days you should assume that you are working unless informed otherwise.

Flexibility

- You may be asked to be flexible in the time you start and finish your shift. You will be compensated for any additional time worked.

- You may be required to work a few 24hr shifts if we go away, or in case an emergency situation arises at home. (You will be compensated if such a situation arises).

Tardiness

- It is unacceptable to be late for your shifts or when I have asked you to come back at a specific time.
- Please call if your tardiness is due to unavoidable circumstances (acceptable circumstances are drastic ones.)

Days off

If you need an extra day off, please try to let me know at least seven days in advance. Whenever possible, I will try to accommodate missed shifts by switching shifts between attendants so that one person does not lose a shift for that month, but this cannot be guaranteed. Please do not feel you can switch shifts with another attendant without speaking to me first.

If you are sick

- I prefer that you do not come to work if you are sick. Please try to inform me in advance if you can foresee any problems. If it is the last minute before you know you are feeling ill, please try to come in to get me up and stay until I find another person to substitute.
- If you come to work without informing me in advance that you are sick, you may be asked to go home as soon as I have a replacement.
- You will be required to wear a mouth mask if you are working while you are sick.

Layoffs

- From time to time there will be a short term layoff. I may have to leave for sporting events, business trips, etc., and will not require your service. If it is a short trip and another attendant accompanies me I will try to switch shifts to equalize the work days between attendants but again, this cannot be guaranteed. If it is a longer trip, you will be laid off and have the option to claim your vacation pay. You will be accumulating 4% of your wages towards vacation pay.

Vacation Time

- You will be entitled to vacation time after one year of employment.
- You should not request a vacation period prior to this.
- Emergencies will be dealt with, on a case by case basis.

If you Resign

- Please provide me with a minimum notice of four (4) weeks.

Meals

- Please bring your own food to eat. You are welcome to use the facilities to prepare your own meals.

- On busy days, please bring your own food along with us.
- You may be required to prepare additional food for guests or colleagues, while preparing mine.
- Please do not invite my guests to stay for a meal. Please wait for my directions.
- When I go out to eat there is no pressure for you to eat with me if that is not your preference. If you choose to eat, you are responsible for payment of your own meal and beverage..

Entertainment options

- At social events involving costs (e.g. movies, theatre, concerts, sports events, etc.) I will cover the cost of the ticket if I require your presence. If you are not required to be there but you choose to attend the event, you will be responsible for paying your own way.

Parking space

- A parking space maybe provided for attendants who drive to work, please park in the specified parking spot. If that space is unavailable, do not park in someone else=s space. Please find alternate parking on the street or in a parking lot (this will be at your own cost).

My personal van

- You may be required to drive my van. It must always be parked at the specified location.
- Please make sure all doors and windows are locked before leaving the van. Please do not leave anything in the van.
- Sometimes you may drop me off at an appointment where I will be engaged for awhile. You may be required to run some errands during this time.
- Do not take the van without permission.
- When we are around town you may park the van at any Vancouver parking metres for free with my Vancouver city permit.
- Please make sure that you display the official placard (the ASPARC@ card) when parking in a spot reserved for people with disabilities.

Home phone use

- You are welcome to use the phone for short local personal calls during those times when I don't need you; but as a courtesy, please ask for permission. Please do not make long distance calls.
- You may give out my personal phone number to immediate family members for emergency purposes only. Do not give out my home phone number to anyone else, unless otherwise instructed.

Cellular phone

- This is a tool to stay in communication with each other when we are apart. You must always carry the cellular phone with you. This phone is for work purposes only and is not to be used for personal phone calls.
- Please do not give out my cell number to anyone, unless otherwise instructed. Please return the cell at the end of your shift and make sure that it is recharged.

- If you carry a cellular phone, please turn it off at the beginning of your shift.

Your personal business

- Please take care of your personal business on days when you are not working.

Your visitors

- Please do not invite over visitors unless I give permission.

Assisting me with the telephone

- If you are answering my phone, please answer by saying “Fred’s place”. Please do not converse with the person calling.
- If I am nearby, always answer the phone by pushing the speaker button or put the hand-piece to my ear.

Relationship with others

- Please keep a professional distance from anyone you may come into contact with through me, including other attendants.
- You may be friendly, but please do not get personal.
- Please do not request phone numbers or give out yours.

Friends/Family

- If a friend needs some assistance while we are together it is expected that you will assist them as needed.
- If going to visit friends or family, please offer to assist in cleaning up after a meal or assist in meal preparation.
- If you have major restrictions in your diet, please decline food politely.

Dealing with work issues or concerns

- Please don’t bring up work issues or concerns when I am in an uncomfortable position or when we are at an inappropriate place, e.g., sitting on the toilet, taking a shower, or lying down, in front of colleagues, at social occasions, etc. Instead, please recognize the appropriate time and place, and ask to discuss the issue then.
- Please address issues as soon as possible (please do not let issues fester.)

Constructive criticism

- In order to keep our relationship running smoothly, I will give you constructive feedback on things that may need improvement. These may include things that are habits of which you are unaware and which maybe inappropriate while working with me.

Using policy

- No alcohol or drug use is permitted while working.
- If someone offers you a drink, please decline politely.
- If you show up for work under the influence of alcohol or drugs, you will be terminated immediately.

Smoking Policy

- Smoking is allowed in designated areas only. (Please inquire).

If I am working

- When I am working or talking to another individual, please do not interrupt unless necessary.
- When I am talking on the speaker phone, please do not join in the conversation, unless invited to do so.
- Please do not have a conversation while I am on the phone with others.

Proximity

- Please inform me if you are going somewhere before you leave. (e.g., if we are out and you need to use the washroom, let me know where you are going.)

Accompanying me to work

- You will be required to accompany me to work.
- You will be required to assist me in all aspects of my work.
- At times, you may be waiting for me. Please make yourself available during this time by not going too far. Please let me know if you are going somewhere.
- Please keep a professional distance from other staff members and be considerate about the usage of common areas.
- Please be discreet and behave appropriately in an office environment.
- Please dress appropriately (see dress code).
- In meetings, please do not contribute your opinion, unless asked.

Mail

- You will be required to get my mail and to open it, please do not read my mail as it is personal.
- If you are tidying up my papers, please do not go through them.
- Please do not throw out any papers without asking me first.

Confidentiality and Gossip

- Any personal information you see or hear while you are working for me is confidential. Do not release any information to anyone without my permission. What I tell you in confidence, I may decide not to share with other attendants or friends, so please do not exchange any personal information without my permission.
- Our working agreement is between us and does not need to be shared with others (internally or externally)
- Information about specific employers must remain confidential. Any breach of confidentiality will result in termination of employment.

Security

- When admitting visitors into the apartment, all room doors are to be closed. It is important that the security of my home be maintained at all times. Remember to always secure all doors and windows when we are leaving the apartment and at night.
- Please do not admit people to the apartment complex unless specifically having been given permission by me.
- Please do not admit strangers to the complex, just because they are standing at the front door, or are asking you to let them in.

Key privileges

- If you have a card key to my apartment, I ask that you respect the following:
 - if you are scheduled to work at that time, please come in;
 - if you are early for your shift (more than 15 min), please ring in to announce yourself and I may let you in;
 - if you are coming to visit but aren't scheduled to work, please call before coming to let me know of your intentions.
- If you happen to lose the card key you must purchase another card at the recovery cost of \$10.

Borrowing money/ Purchasing items for me

- You can borrow money from me (or vice versa) for meals or other small expenses until it is convenient for you to get money (e.g. from the bank) to a maximum of twenty dollars. It should be paid back later that day.
- If you purchase an item(s) for me, please ask for receipts and return change immediately.
- If you are requested to use any of my credit cards, please return them to me immediately after use.
- If you are given my PIN for my bank card, please keep it confidential as I may not reveal it to others.

My appearance

- I want to be clean and neat at all times. If something is out of place, please let me know and take the initiative to fix it. My wheel chair is a part of me, please therefore ask me for permission if you need to place anything on it or under it. Remember, the way I look is a reflection of the way you do your job.

Tidiness

- If you use it put it back. If you make a mess, clean it up. Several small messes add-up to give one very large mess.
- I want my home as clean as possible. Please take initiative to make sure that this is maintained. Please also put things in order before the end of your shift.
- Please do not move anything in my home without asking me first.

Your Personal hygiene

- Make yourself clean and presentable at all times.

Dress code

- Please come appropriately dressed for work. Bring T-shirt and shorts for the shower routine and depending on the day you may need to be dressy casual. On office days please do not wear jeans.

Washing hands

- Wash hands properly before assisting me with such things as eating, preparing food, etc. (Note: Due to constant hand washing, you may consider to bring moisturizer cream).
- Please remember if you handled an animal, they carry germs.
- If you have a cold, please increase your hand washing.

Leaving your personal belongings

- Please place your personal belongings in their designated space while you are at work.
- If you wish to leave food in the fridge identify it as yours and make sure to remove it by the end of the day. If you wish to leave the food for a longer period of time, please ask permission to do so, and remember to remove it if it is going bad.
- Please remember that my place needs to be accessible. Therefore, please do not put objects in my way.

Respect for my personal possessions

- Please handle my personal possessions with care.

Respect for our Own Values and Beliefs

Please respect each others own values and beliefs. Do not impose yours on me. Respect for another's own values and beliefs will provide a basis for a good working relationship.

I acknowledge that I have read and agree to follow these employee guidelines and I understand that failure to comply with these guidelines may result in the termination of my employment.

Name (please print) _____

Signature: _____ Date: _____

* Provided courtesy of PACT Consulting (Paul Gauthier and Joseph Theriault: Principals)