



SPECIAL SERVICES AT HOME PROGRAM
TRELLIS MENTAL HEALTH AND
DEVELOPMENTAL SERVICES
FAMILY SUPPORT OPTIONS

**GUIDELINES
FOR FAMILIES**

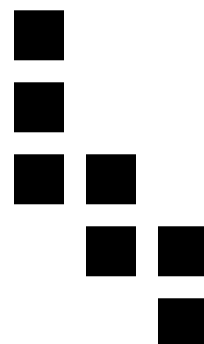


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INTRODUCTION TO TRELIS MENTAL HEALTH AND DEVELOPMENTAL SERVICES

Our History

Trellis Mental Health and Developmental Services (TRELIS) became established through the work of a local group of interested citizens who negotiated with the Ministry of Health for the resources to establish and operate a community-based mental health service. The agency became established in March 1967 as “Community Psychiatric Hospital”, with members of an eleven member Board of Governors appointed by Order-in-Council under the authority of the Community Psychiatric Hospitals Act.

The original few staff increased steadily. Stonehenge Residential Drug Addiction Services was one of the agency’s initiatives in the early 1970’s; Stonehenge grew to the point that in 1981 it became an independent organization as “Stonehenge Therapeutic Community”.

In 1974, the agency opened a permanent branch in Orangeville to serve Dufferin County, and “traveling clinics” were established to serve the remaining communities of Wellington and Dufferin, including Mount Forest, Palmerston, Arthur, Fergus, Erin, and Shelburne.

In 1977, Arbors Day Therapy Program was established to provide a partial hospitalization program for those requiring relatively intense services.

In 1980, the Board of Governors approved a change of name from Community Psychiatric Hospital to Trellis Mental Health and Developmental Services. By this time, the staff complement was such that the original basement suite of offices was no longer sufficient and the agency relocated to larger premises at 147 Delhi Street.

Throughout the following few years, a number of programs were added to TRELIS, including services for children and adolescents, under the funding auspices of Ministry of Community and Social Services.

Milestones in the following years included significant program enhancements for children and adolescents, a psychogeriatric service, resources that made possible branch offices in Fergus and Mount Forest, and case management services for children who have autism/pervasive developmental disorder.

In 1988, the agency continued as a corporation under the Corporations Act, and became delisted from the Community Psychiatric Hospitals Act.

In 1998, TRELIS completed the final phase of assuming sponsorship responsibility for ‘Family Support’ programs in Wellington County, consisting of a group of supports and services for the developmentally handicapped and children with special needs in child care settings.

Throughout this growth and development, Trellis Mental Health and Developmental Services has maintained commitment to quality care provided by skilled professional staff from a variety of health and social service backgrounds. We have maintained accreditation status with the Canadian Council on Health Service Accreditation.

Increasingly, we have come to value and to practice partnership and collaboration ventures with our service partners, all for the sake of bringing forward service to the citizens of our communities.

Our Code of Ethics

Staff are accountable to the people they serve, to their profession(s), to their employer and to the community at large. The following represents a general code of ethics for all staff employed by Trellis Mental Health and Developmental Services:

1. All staff will regard the helping relationship as a mutual endeavor to address problems of concern to clients. Fulfillment of this relationship requires mutual recognition of responsibility for self, respect for human dignity and recognition of the client's own strengths, resources and autonomy.
2. All staff will respect the client's right to know the nature of the service to be provided.
3. All staff will achieve and maintain competence in practice in his/her field, and will recognize his/her limitations in practice.
4. Clients whose needs fall outside of the domain of the staff member's competence must be referred to, or assisted in finding, appropriate alternate services.
5. Staff members will not seek special benefit or physical, emotional or financial advantage from relations with a client. More specifically, staff will not use the authority of the helping role to coerce, to improperly influence, to harass or to engage in sexual relationship with any person with whom there is a helping relationship.
6. All staff will hold in strict confidence all client information. A qualified staff member will disclose such information only when properly authorized by the client, or when obligated legally or professionally to do so.
7. A staff member, as part of a team, has a responsibility to collaborate, to share information (with those in the service of the client) and to participate in planning for the benefit of the client, when appropriate.
8. All staff will follow agency policies and procedures with respect to client care including areas pertaining to record keeping, medical/legal responsibilities and confidentiality.

Our Vision

We see a community in which people live longer in good health, and mental health and ability are progressively enhanced. We see individuals and families provided resources, supports and responsibility to achieve their full potential through a safe, non-violent environment, adequate income, shelter, food, education, and support, and a valued role to play in family, work and community. We see those most in need having equitable access to accountable services and supports, regardless of geography, income, age, gender or cultural background.

Finally, we see people and services working together to achieve a better quality of life for all.

Our Mission Statement

Trellis Mental Health and Developmental Services provides client-centred, community-based services to our most vulnerable citizens; those who have serious mental health problems, those who are developmentally challenged, and those who are at risk for developmental delay. Services and education are provided in partnership with clients, their support systems, and community partners.

Our Service Values

We believe in providing service to those most in need.

in promoting excellence and quality in service, and in honest/objective evaluation of our work.

in promoting approaches to service which are flexible, responsive, efficient and innovative.

in making available service which is least restrictive, least intrusive, and which promotes independence and community integration for those we serve.

in service which builds on the strengths of individuals, the family and the community.

in the protection of vulnerable individuals from abuse, neglect and exploitation, respecting individual rights.

in the importance of individuals taking responsibility for personal behaviour.

in accountability to the communities and the individuals we serve.

service should emphasize promotion of emotional well-being and prevention of mental illness.

in respect for and accommodation to cultural norms and differences.

INTRODUCTION TO THE SPECIAL SERVICES AT HOME PROGRAM

The Special Services at Home Program (SSAH) is funded by the Ministry of Community & Social Services (MCSS) and Ministry of Children & Youth Services (MCYS) to assist families who are caring for their child at home with a developmental and/or physical disability. Eligibility applies to those under the age of 18 who have a physical disability, and those of any age with a developmental disability (including adults), who are living at home. Please see addendum for fact sheet on how families can use their funding.

FUNDING OPTIONS

Families can have their funding administered in one of two ways:

OPTION A

The family has all of their SSAH funds administered this way and locates their own supports. The SSAH flexibilities provide an outline of options. The CHAP program is available to help families locate independent contractors. Please review the Roles and Responsibilities Option A for more information.

The family negotiates the rate of pay and submits invoices to TRELIS for payment. The agency can pay the independent contractors directly or reimburse the family.

If the invoice is for program or service receipts, invoices and/or proof of registration are required and must be attached to the invoice.

OPTION B

1. Families have all of their SSAH funds assigned to a TRELIS employee who then works with the individual and their families on the contract goals. The worker is only able to work with the individual within the roles and responsibilities established by TRELIS and are not able to implement all the SSAH flexibilities. Details are included in Option B Roles and Responsibilities
2. The family may also assign a portion of their funds to Option A. These funds can then be used to pay for travel costs to the employee and/or to pay other independent providers. Note the agency employee cannot fulfill both roles. Please review OPTION A for more information.

TRELIS establishes the rate of pay for the SSAH contract worker.

Currently the workers hourly rate is \$13.01, which includes 4% vacation

The hourly cost to the contract is \$14.34, which includes mandatory employment costs.

COMMONLY USED ABBREVIATIONS

CHAP	Community Helpers for Active Participation
TRELLIS	Trellis Mental Health and Developmental Services
FSO	Family Support Options
IP	Independent Provider
MCSS	Ministry of Community & Social Services
MCYS	Ministry of Children & Youth Services
SSAH	Special Services At Home
SSAH CW	Special Services At Home Contract Worker

OPTION A

Why choose Option A?

Choosing SSAH Option A increases the amount of independence that the family has in managing their Special Services at Home allocation. There are a number of advantages and some cautions.

Freedom to Choose a Worker

Option A allows the family to choose their own worker. A friend or neighbour who is already known to the family may be the ideal choice for some families, whereas others will see the benefit of advertising and interviewing a number of candidates. Because the family has control over this process, the likelihood of successful match is increased. Remember that family members are able to provide SSAH if they are over the age of 18. Primary caregivers cannot be reimbursed.

Rate of Pay

Option A allows the family to set the rate of pay. Some families may choose to pay a lower rate for various tasks in order to get more hours from their allocation. In turn, some families may wish to pay a higher rate for more specialized tasks, or in order to retain a highly skilled worker.

One Worker for All Tasks

With the flexibilities that were introduced in 2004, there are a broader range of tasks for which persons can be hired. Option A allows the family to hire the same person for all tasks if that is appropriate. For example, the worker may be contracted to provide care for siblings on some days, and programming for the individual receiving SSAH on other days.

More Flexibility in General

Option A allows families to contract with a person in accordance with their needs. If a family wishes to arrange the sharing of a worker, they can do so. If the family would like the worker to pair up with another family's worker for an outing, that becomes a private arrangement between the two families.

Some Cautions

Independent Providers are not employees of TRELIS and could refer to Canada Revenue Agency (www.cra-arc.gc.ca) for clarification. Independent Providers are expected to adhere to the guidelines of the Ministry of Community & Social Services (MCSS) and Ministry of Children & Youth Services (MCYS) for the SSAH program.

RESPONSIBILITIES OF FAMILIES

The family will:

- Adhere to the MCSS and MCYS Guidelines for the SSAH Program.
- Complete the annual application for SSAH funding, with assistance from the agency if required.
- Notify the agency and MCSS & MCYS immediately of any changes in name, address or phone number.
- Comply with applicable agency policies and procedures for the SSAH Program.
- Provide prior consent for the disclosure of any information pertaining to the family and/or their family member in receipt of SSAH.
- Advise the Independent Provider (IP) of their expectations regarding their family member's achievement of the contract goals outlined in the family's SSAH application.
- Train/orientate the IP regarding the individualized needs of their family member.
- Be responsible for providing an appropriate place for the IP during programming time with their family member. This should be an area where the work can be carried out without interruption.
- Understand that SSAH work will be carried out in the program participant's home or community. **SSAH work will not occur at preschool or daycare, at school, or in the workplace unless there has been an exception approved by MCSS & MCYS.**
- Discuss all program activities in advance with the IP and ensure before each shift that the program participant's necessary personal items, funds, clothing, food and medication (if applicable) are provided for the duration of the support period.
- Keep an accurate record of the contract hours worked and sign all invoices required by the agency on a regular basis. The family will **not** sign blank invoices, only completed ones.
- Be responsible for all programming costs for activities (e.g. swim fees) related to the contract goals.
- Pay for transportation costs (e.g. bus fare or mileage), if applicable. This cost may be included in the SSAH funding authorization.

- Maintain a safe and secure environment for the program participant and IP during contract time.
- Notify the IP of any potential health and safety concerns for their family member, both in the home and out in the community.
- Provide emergency contact information for the IP during contract time. Families are responsible for their family member at all times and they, or their designate, must be available for contact in case of emergency.
- Upon notification of a serious occurrence, be responsible for assessing the nature of the occurrence, the action to be taken, and returning home if required, as well as contact agency staff.
- Be aware of agency policy in issues relating to abuse, its prevention, detection, investigation, treatment, and reporting procedures.

RESPONSIBILITIES OF INDEPENDENT PROVIDERS

The Independent Provider (IP) will:

- Adhere to the MCSS and MCYS Guidelines for the SSAH Program.
- Be oriented as defined by the family, or if a CHAP (Community Helper for Active Participation) attend a CHAP orientation session.
- Respect confidentiality and will not disclose any information pertaining to the family and/or their family member without the family's prior consent or unless legally required to do so. Includes media.
- Be familiar with and address the goals outlined in the family's SSAH application, and understand the family's expectations regarding their family member's achievement of these goals.
- Be trained/oriented by the family regarding the individualized needs of their family member. In addition, the IP will participate in relevant training/professional development opportunities by attendance at workshops and courses, and by utilizing available resources and information as requested by the family. Costs for attendance at training sessions will be negotiated and agreed upon with the family.
- Understand that SSAH work will be carried out in the program participant's home or community. **SSAH work will not occur at preschool or daycare, at school or in the workplace unless there has been an exception approved by MCSS & MCYS.**
- Plan all program activities in advance with the family, if requested, and check with the family before each shift to make certain that the individual's necessary personal items, funds, clothing, food and medication (if applicable) are provided for the duration of the support period.
- Complete and/or submit all paperwork required by the family on a regular basis.
- Understand that any activities related to programming which incur a cost (e.g. swim fees) must be prearranged with, approved by and paid for by the family.
- Maintain a safe and secure environment for the program participant during contract time.

RESPONSIBILITIES OF THE AGENCY**The agency will:**

- Adhere to the MCSS and MCYS Guidelines for the SSAH Program.
- Report to MCSS and MCYS as required.
- Assist families with the SSAH process, if applicable. This may include:
 - 1) explaining the SSAH Program;
 - 2) completing the program application;
 - 3) setting contract goals; and
 - 4) re-applying for SSAH annually.
- Keep families informed of all agency policies and procedures relevant to the SSAH Program.
- Inform families of any significant issues, concerns or events that affect their family member receiving SSAH (e.g. those with physical disabilities turning 18 years of age).
- Provide information regarding www.respiteservices.com.
- Orientate families to the Guidelines for Families.
- Monitor contract dollars used and remaining.
- Update families on a regular basis regarding the number of contract dollars remaining, in accordance with agency policy.
- Maintain a central database of screened CHAP helpers.

Special Services At Home / Flexible Supports Recruitment Tips for Families

Recruiting an independent provider in your area

Suggested locations for job postings for independent providers:

Please note it is always worth phoning ahead to check best places to display your posting and gain permission prior to taking posting out to the suggested sites in your community.

www.respiteservices.com

Local Schools (call the principal and ask if a posting can be put on the staff notice board)

Hospitals, Group Homes, Nursing Homes, Child Care Centres

Libraries

Churches

Local Newspapers

Service Clubs

University and / or College (student placement / employment office)

Community Agencies (ask about news letters)

Community Centres (Parks and Recreation Programs, YMCA, Swimming Pools)

Neighbourhood Association newsletters

Special interest groups (e.g. Autism Ontario, Down Syndrome Association)

Employment Centres

Multi-cultural Centres

Sample advertisement

Looking for a wonderful opportunity to work as an independent support worker?

Are you a responsible and reliable person who is willing to contract on a part-time basis
with our family?

Do you have experience (or interest) in providing one to one support for a child (adult)
with special needs?

We need someone who can assist our family member to participate in recreational
activities and provide programming that would help her (or him) to improve (motor skills,
self care, communication, social skills).

The successful candidate will provide an up-to-date criminal reference check and
personal (and/or professional) references. Access to own transportation is a
requirement (an asset).

The rate of pay is based on level of experience (to be negotiated).

Please connect with: Your name and phone number and/or e-mail address

**Remember make your posting stand out by
using coloured paper and large clear print.**

SCREENING AN INDEPENDENT PROVIDER

Eligibility

The Ministry of Community & Social Services and Ministry of Children & Youth Services recommends that Special Services at Home Independent Providers be 18 years of age or older. **Family members over the age of 18 can be hired as an SSAH Independent Provider.**

Resumes and References

It is recommended that prospective independent provider submit a resume and at least two references. References are usually from a former employer and/or another individual who can vouch for the person's reliability, character and work habits.

Police Services Records Check

It is recommended that families request current Police Checks be provided by all IP's.

To obtain a Police Services Records Check an individual must go to the local police precinct with two pieces of identification and apply.

Human Rights Legislation

The Human Rights Code sets out the prohibited grounds for discrimination in employment, and includes "record of offences". "Record of Offences" is defined to mean convictions under the Criminal Code for which a pardon has been granted, and convictions under provincial statutes.

The Human Rights Code further provides that the right to equal treatment with respect to employment is not infringed where the discrimination in employment is for reasons which include record of offences if the record of offences of the applicant is a reasonable and bona fide qualification because of the nature of the employment.

INTERVIEWING AN INDEPENDENT PROVIDER

Questions relating to a potential worker's age, place of birth, ancestry, cultural heritage, family background, religion, marital status, sexual orientation, whether they have or plan to have children are to be avoided as they are in violation of the Human Rights Code.

Suggested interview questions when screening potential independent providers:

- Has she/he had a recent Police Services Records Check?
- What is the applicant's availability? If the family has any specific days/hours they require, how flexible is the applicant?
- What is the minimum/maximum number of work hours preferred by the applicant?
- Is the applicant willing to make a 6 - 12 month commitment?
- Is she/he currently in school, working full time or part time?
- Does she/he have any experience working with children/adolescents/adults?
- Has she/he worked with individuals with special needs previously? What were her/his responsibilities? (ask for specific examples)
- Are there any aspects of caregiving she/he does not wish to become involved with? (e.g. toileting, personal care, unusual behaviours)
- Does she/he have any limitations which may prevent certain aspects of caregiving? (e.g. inability to lift)
- What relevant employment or personal experience does the applicant have?
- Does she/he have any relevant education/training and/or volunteer experience?
- Why is she/he interested in this position?
- How does the applicant feel about integrating individuals with special needs into the community? Has she/he ever done this before? (ask for specific examples)
- What techniques does she/he think are most effective in working with individuals with disabilities? (e.g. techniques in managing behaviour or teaching skills)
- If driving is necessary, does the applicant have a current driver's license in good standing, adequate vehicle insurance coverage and access to a vehicle?
- What ideas or resources does the applicant have to fulfill the expectations of the position?
- What did she/he like best (least) about her/his most recent job?
- How does she/he handle conflict situations?
- What are some of her/his past accomplishments?
- What questions or concerns does she/he have about the role of the independent provider?

Note: Make it clear to workers that they are not employees. It is up to you to contact Canada Revenue Agency, if you want to clarify questions about your employment relationship with your worker. CHMC, MCSS and MCYS will not monitor this.

Other areas to assess during the interview

- How does the applicant interact with the family member who has special needs?
- What is her/his attitude towards the parent/guardian, the family member receiving SSAH and the other members of the family?
- Does the family feel comfortable with this person in their home?
- Will the applicant be spending most of the time in the family home or assisting with community activities?
- Does she/he seem responsible and mature? Does she/he display common sense and understand safety?
- Does the applicant seem motivated, independent, enthusiastic and self-confident? Does the applicant present her/himself as being self-directed?
- Does she/he have experience with developing goals and implementing programs?
- How much guidance and supervision will be necessary?
- Does the applicant show creativity? What are her/his hobbies and areas of interest?
- What personal qualities and character traits does she/he possess?
- What is the applicant's philosophy surrounding people and disabilities?
- What does the applicant see her/his role to be when working with people who have disabilities?
- What team projects/relationships has the applicant been involved in previously? What role does she/he usually play in a team?
- Are there any gaps in educational and/or work history? If so, why?

ORIENTATION PROCESS

It is recommended that families orientate their workers to the Special Services At Home Guidelines. This training resource outlines the policies and procedures which pertain to the worker's role in the Special Services at Home Program. In addition, all family expectations of the IP should also be explained during the orientation.

OPTION B

RESPONSIBILITIES OF FAMILIES

The family will:

- Adhere to the MCSS and MCYS Guidelines for the SSAH Program.
- Complete the annual application for SSAH funding, with assistance from the agency if required.
- Notify the agency and MCSS & MCYS immediately of any changes in name, address or phone number.
- Comply with applicable agency policies and procedures for the SSAH Program
- Provide prior consent for the disclosure of any information pertaining to the family and/or their family member in receipt of SSAH.
- Be involved in the selection and matching of SSAH CW, in partnership with the agency.
- Advise the SSAH CW of their expectations regarding their family member's achievement of the contract goals outlined in the family's SSAH application.
- Train/orientate the SSAH CW regarding the individualized needs of their family member.
- Be responsible for providing an appropriate place for the SSAH CW during programming time with their family member. This should be an area where the work can be carried out without interruption.
- Understand that SSAH contract work will be carried out in the program participant's home or community. **SSAH contract work will not occur at preschool or daycare, at school, or in the workplace unless there has been an exception approved by MCSS & MCYS.**
- Care for the other siblings or residents of the home during SSAH contract time. The TRELIS SSAH contract worker is permitted to work **only** with the SSAH program participant.
- Discuss all program activities in advance with the SSAH CW and ensure before each shift that the program participant's necessary personal items, funds, clothing, food and medication (if applicable) are provided for the duration of the support period.

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- With the program coordinator and SSAH CW, determine the hours of work for the contract. If there are any significant changes to this schedule, they must be negotiated with the agency coordinator and the SSAH CW. This includes informing the agency coordinator and SSAH CW of extended illness, vacation time, or other times the family member is unavailable. Shifts should be cancelled with sufficient advance notice. Payment for missed or cancelled shifts will follow agency policy and procedure.
 - Keep an accurate record of the contract hours worked and sign all paperwork required by the agency on a regular basis. This could include service records or mileage invoices and log notes. The family will **not** sign blank time sheets or invoices, only completed ones. The TRELIS employee may submit service records without signatures if the parent/guardian is unavailable.
 - Be responsible for all programming costs for activities (e.g. swim fees) related to the contract goals.
 - Provide prior written consent before the SSAH CW will be permitted to transport the program participant during contract time. The family will refer to agency policy for further direction.
 - Pay for transportation costs (e.g. bus fare or mileage), if applicable. This cost is included in the SSAH funding authorization.
 - Follow agency policy regarding responsibility for the administration of medication and/or performing any medical procedures for their family member during SSAH contract time. See addendum.
 - Maintain a safe and secure environment for the program participant and SSAH CW during contract time.
 - Notify the SSAH CW and agency of any potential health and safety concerns for their family member, both in the home and out in the community.
 - Provide emergency contact information for the SSAH CW during contract time. Families are responsible for their family member at all times and they, or their designate, must be available for contact in case of emergency.
 - Upon notification of a serious occurrence, be responsible for assessing the nature of the occurrence, the action to be taken, and returning home if required.
 - Be aware of agency policy in issues relating to abuse, its prevention, detection, investigation, treatment, and reporting procedures.
 - Establish and maintain a respectful relationship with the SSAH CW. Families will keep open, clear communication with the SSAH CW and discuss any concerns/problems regarding the contract work with her/him, utilizing agency support if needed. The family will inform the coordinator of any concerns or if service is unsatisfactory.

RESPONSIBILITIES OF SPECIAL SERVICES AT HOME CONTRACT WORKERS

The Special Services at Home Contract Worker will:

- Adhere to the MCSS & MCYS Guidelines for the SSAH Program.
- Notify the agency immediately of any changes in name, address, phone number or banking information.
- Understand she/he is employed by the agency assisting the family with SSAH and therefore, will adhere to the policies and procedures of the agency.
- Sign a contract/agreement for work which will include an acknowledgement and understanding of the role and responsibilities of the SSAH CW as an agency employee.
- Be orientated by the agency to the Special Services at Home Guidelines for Families.
- Respect confidentiality and will not disclose any information pertaining to the family and/or their family member without the family's prior consent or unless legally required to do so. Includes media.
- Be familiar with and address the goals outlined in the family's SSAH application, and understand the family's expectations regarding their family member's achievement of these goals.
- With prior approval from the program coordinator and the family, and with written consent if needed, and in some cases only with the family in attendance, meet with other professionals regarding the program participant in order to aid progression towards specific goals.
- Be trained/oriented by the family regarding the individualized needs of their family member. In addition, the SSAH CW will participate in relevant training/professional development opportunities by attendance at workshops and courses, and by utilizing available resources and information as requested by the family and/or program coordinator. Costs for attendance at training sessions will be negotiated and agreed upon with the program coordinator prior to the event.
- Ensure proper use and care of agency and family resources and property.
- Understand that SSAH contract work will be carried out in the program participant's home or community. **SSAH contract work will not occur at preschool or daycare, at school or in the workplace unless there has been an exception approved by MCSS & MCYS.**

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- Work **only** with the SSAH program participant. The SSAH CW is **not** permitted to provide programming, supervision or care for other individuals in the home or community during contract time, when employed by TRELIS.
 - **Not** attempt to resolve or solve family problems or issues. If a serious concern arises, SSAH CW's should discuss it with the program coordinator.
 - Plan all program activities in advance with the family, if requested, and check with the family before each shift to make certain that the individual's necessary personal items, funds, clothing, food and medication (if applicable) are provided for the duration of the support period.
 - Be responsible, with the program coordinator and the family, for determining the hours of work for the contract. If there are any significant changes to this schedule, they must be negotiated and approved by the program coordinator and the family. This includes informing both the program coordinator and the family of extended illness, vacation time, or other times the SSAH CW is not available. Sufficient advance notice, as stated by the agency, should be given to the family and the agency for time off from scheduled hours.
 - Keep an accurate record of the contract hours worked. The SSAH CW will sign and have the family sign service records or invoices and submit these on a regular basis. SSAH CW's will **not** sign blank service records or invoices, only completed ones. The TRELIS employee may sign and submit service records without family signatures if the parent/guardian is unavailable.
 - Complete and/or submit all paperwork (logs and service records) required by the agency on a regular basis.
 - Understand that any activities related to programming which incur a cost (e.g. swim fees) must be prearranged with, approved by and paid for by the family.
 - **Not** transport the program participant during contract time until the required agency forms are completed and on file. These include confirmation of a valid driver's license, adequate vehicle insurance coverage and authorization to transport. The SSAH CW will refer to agency policy for further direction.
 - Understand that transportation costs (e.g. bus fare or mileage) are included in the SSAH funding authorization, and should be negotiated with the family.
 - Cannot administer medication until successful completion of TRELIS training. See addendum
 - Maintain a safe and secure environment for the program participant during contract time.
 - Make her/himself aware of specific agency policy and protocol regarding safety for the program participant both in the home and out in the community as outlined in the Contract Worker Manual (e.g. swimming only in a public pool with a qualified lifeguard on duty).

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- Certain activities are deemed unsafe and unacceptable for SSAH contract time. General examples are wrestling, skiing and canoeing. SSAH contract workers must contact their Program Coordinator to determine which activities are acceptable and safe for SSAH contract time. Prior approval must be given by Program Coordinators before workers can engage in activities with clients.
 - Notify the agency of any potential health and safety concerns for the program participant, both in the home and out in the community.
 - Obtain emergency contact information from the family. Families are responsible for their family member at all times and they, or their designate, must be available for contact in case of emergency during contract time.
 - Inform the family and the program coordinator of any unusual or serious concerns or events that occur during the SSAH support period. Dependent upon agency policy, some documentation may be required in these instances.
 - In accordance with agency policy and legal responsibility (outlined on page 26), report child and adult protection concerns to your Coordinator for guidance and support.
 - Establish and maintain a respectful relationship with the program participant and her/his family members. The SSAH CW will keep open, clear communication with the family, request the family's input on her/his contract work and discuss any concerns/problems with the family, utilizing agency support if needed.
 - Make appropriate choices through the course of her/his work which reflect positively on self, the agency, the SSAH Program, and the individual receiving SSAH.
 - Be responsive to your program coordinator's request for supervision or telephone contact.
 - Adhere to Guidelines for Personal Care. See addendum.
 - Give a minimum of two weeks notice as specified by the agency to the family and the agency, to end her/his contract work when no longer available to fulfill the commitments of the contract.

RESPONSIBILITIES OF THE AGENCY

The agency will:

- Adhere to MCSS and MCYS Guidelines for the SSAH Program.
- Report to MCSS and MCYS as required.
- Assist families with the SSAH process, if applicable. This may include:
 1. explaining the SSAH Program;
 2. completing the program application;
 3. setting contract goals; and
 4. re-applying for SSAH annually.
- Keep families and SSAH CW informed of all agency policies and procedures relevant to the Special Services at Home Program.
- Inform families of any significant issues, concerns or events that affect their family member receiving SSAH (e.g. those with physical disabilities turning 18 years of age).
- Recruit, interview, screen and hire SSAH CW.
- Ensure completion of all required government and agency employment forms for the SSAH CW to comply with employment standards.
- Provide the SSAH CW with a copy of the contract goals outlined in the family's SSAH application and/or a job description.
- Orientate families and SSAH CW to the Guidelines for Families.
- Ensure prompt payment of all wages and mandatory benefits in accordance with agency policy.
- Supervise SSAH CW in partnership with the family.
- Oversee the administration of the approved contract.
- Monitor contract dollars used and remaining.
- Update families and SSAH CW on a regular basis regarding the number of contract dollars remaining, in accordance with agency policy.

- Review agency policy and procedure regarding Health and Safety with the SSAH CW.
- Notify the SSAH CW of any potential health and safety concerns for the program participant, both in the home and out in the community.
- Maintain confidentiality.
- Advise the SSAH CW of agency policy and procedure regarding matters of confidentiality.
- Coordinate relevant training opportunities for SSAH CW's.
- Terminate the SSAH CW, ideally upon mutual agreement with the family, if service is unsatisfactory according to agency policy.

SAFETY IN THE COMMUNITY

It is the intent of the SSAH Program that each person served by the program be cared for by a safe and responsible person. Through the screening and matching process, the agency will try to ensure that the parent/guardian feels comfortable enough with their SSAH CW to begin a relationship built on trust. However, the ultimate responsibility for the care and safety of each person served by the program must lie with family members because of their intimate knowledge of the person. Therefore, **families must be available to the SSAH Contract Worker during contract time**. By available, it is meant that the parent(s)/guardian(s) or their designate must be accessible to the SSAH CW either in person or by phone contact.

It is recommended that prior to leaving the home, the parent(s)/guardian(s) address the following responsibilities to ensure the safety of their family member in their absence.

The family will:

- Feel comfortable with entrusting their family member to the SSAH CW during contract time.
- Make the SSAH CW aware of the time period they will be gone and where they can be reached.
- Leave a phone number where they can be contacted **and** the name and number of a designated, responsible back-up person.
- Leave specific instructions regarding the procedures to follow during an emergency and be satisfied that the SSAH CW understands the procedures.
- Inform the SSAH CW of the appropriate medical emergency contacts.
- Inform the SSAH CW, as soon as possible, if there is a change in their plans during the course of the relief period.



**TRELLIS MENTAL HEALTH AND DEVELOPMENTAL SERVICES
FAMILY SUPPORT OPTIONS**

AFTER HOURS AND EMERGENCY PROTOCOLS

EMERGENCY

An **EMERGENCY** is an accident or incident where police, fire, or ambulance are required.

Call 911

CRISIS

A **CRISIS** is when there is imminent risk of physical or emotional harm to the person you serve or others that is not an emergency.

The Crisis Line assists us in accessing a TRELIS on call crisis worker after hours and on weekends to help with crises. The number to call is:

☎ Guelph and area 519-821-0140 or ☎ Toll-Free 1-877-822-0140

SERIOUS OCCURRENCES

A serious occurrence is an incident that has occurred and resulted in actual harm to a person we serve or to a contract worker while participating in the service, or has the potential to harm the person if not corrected. This can include serious injury or death, any alleged abuse or mistreatment, missing persons, disasters that occur where a service is being provided, serious complaints by or about someone we serve, use of a physical restraint, and injury to contract worker as a result of unsafe environment or assault by a person we serve.

The Crisis Line helps us to access a TRELIS supervisor or manager so that reporting protocols can be followed. The contract worker should take the following steps:

1. Deal with the emergency or serious occurrence as required.
Call 911 or go to the hospital if needed.
2. Call the family or their emergency contact.
3. Call the Crisis Line and ask to be connected with the TRELIS Supervisor/Manager on call in order to report a serious occurrence.
 - Follow the direction given by the Supervisor/Manager.
4. Call the Coordinator (or the TRELIS staff member providing coverage in his/her absence) and leave a message.

Please note that all accidents / incidents must be reported within 24 hours.

**When reporting a serious occurrence during business hours (Mon – Fri, 9-5),
call your Coordinator**

POLICY STATEMENT REGARDING ABUSE

Physical, sexual or emotional abuse of clients will **NOT** be tolerated under any circumstance. Any allegation related to child protection concerns will be fully investigated. The agency reserves the right to proceed with criminal charges when warranted. Any proven instance of abuse or neglect of any child by the SSAH CW will result in immediate action. Appropriate follow-up will be taken as outlined in the agency's policies and procedures, and may result in dismissal.

All incidents, allegations or suspicions of participant abuse or neglect, whether by the SSAH CW or others, shall be reported immediately, both verbally and in writing, to the program coordinator or supervisor. In situations where the abuse or suspected abuse of an individual under the age of 16 has occurred, reporting of the abuse to Children's Aid Society/Family & Children's Services is mandatory by law (Child and Family Services Act, section 72). If the client is over the age of 16 report to the police directly. All such reports will be followed up by the program coordinator and shall be reported to the Ministry of Community & Social Services (MCSS) and Ministry of Children & Youth Services (MCYS) within 24 hours as prescribed by Ministry procedures (1991).

Any action taken or not taken with respect to such occurrences shall be subject to review by the victim/family through the agency's procedure for complaints.

At the time of hiring, SSAH CW's will be informed of their obligations regarding program participant abuse, both legally and according to agency policy and procedure. This training will be the responsibility of the agency and will form part of the orientation process for SSAH CW's.

Agency staff will support SSAH CW's in the understanding and implementation of agency policy, and reporting procedures.

HARM OF THE SSAH CONTRACT WORKER

Due to the one-to-one nature of the SSAH program, SSAH CW's may occasionally be in situations where they could be harmed by clients.

Every effort must be made to minimize the chances for a dangerous situation to occur. It is the responsibility of the agency and family to ensure that the necessary training, strategies, information, and safeguards are in place to maintain the safety and security of SSAH CW's as well as clients.



Family Support Options

Special Services At Home Match Visit Check List

To be completed during the match visit

Completed	Item	Notes
	Worker experience and qualifications Highlight relevant volunteer or paid work	
	Contract Goals If the goal includes such things as life skills utilizing the family kitchen, are there rules about food, appliances etc.?	
	Timing and Routines Days and times of work	
	Arrival and drop off arrangements	
	Exchange contact information, and complete client contact form Discuss what to do if client or worker are sick or unavailable for contract hours	
	Instruction re: use of/operation of, a clients adapted equipment	
	Interventions re: specific behaviour, or an OT, PT, routine etc.	
	Who will sign the service records etc.	
	Mileage How paid (documented, receipts or use of respite invoice etc.)	
	Expenses, activity costs, food for client, etc. How and when paid (receipts etc.)	
	If in home discuss where work will take place. The location needs to be free of distractions if appropriate	
	If out of home discuss how client responds in a community setting. Fears, distractions, likes and dislikes	
	Questions?	

How families can use their SSAH funding:

SPECIAL SERVICES AT HOME (SSAH) FACT SHEET 2007/2008

HOW CAN I USE MY SSAH FUNDING?

To purchase services of a **support worker** to provide Respite and/or Personal Development & Growth.

To cover fees for registration and **additional supervision** to enable the person with special needs to attend **day or residential camps** and **specialized recreational programs**.

To cover the cost of **additional supervision** to enable a person with special needs to attend **mainstream recreational programs** and other activities.

To cover the **extraordinary costs of childcare** for school age children. The family must cover the normal costs of childcare and may bill the extraordinary costs arising from the disability, against the SSAH funding approval. Childcare costs for disabled individuals over the age of 12 is always considered extraordinary and may be billed in full against the SSAH funding approval.

To reimburse the SSAH worker for **transportation expenses** to transport the person with special needs in the local community to fulfil developmental or respite goals.

For **Adult day programs**.

In **combination** with another person or family's SSAH funding.

To help with **planning and facilitation**; (e.g. organizing prevocational activities, or transition planning for youth leaving school)

To help individuals with special needs to make the transition from their family home to their own home in the community.

To help individuals with special needs, in certain living situations outside of the family home, to be more involved in the community.

To use for temporary stays at hospital to provide continuity of care and activities related to personal development and growth, services that are not typically provided by hospital staff.

Respite

To purchase **in-home or out-of-home respite**.

To purchase **nursing respite**, if the need is indicated by a professional assessment.

To provide **supervision to other family members** so you have more time for your family member with special needs; or to enable you to take some time away from caregiving.

To help with **routine homemaking tasks** such as light housecleaning, meal preparation, laundry, grass cutting, and snow shovelling so that you have more time for your family member with special needs or for other family activities.

WHO CAN I HIRE?

A Special Needs Worker that you hire on your own.

A worker employed through an agency.

SSAH funding can now be used to hire eligible family members age 18 and over as long as this person is not the primary caregiver, parent, step-parent or spouse.

A worker can be hired by contacting Respite Services at (519) 741-1121 for Waterloo, in Wellington at (519) 821-8089 or toll free 1-800-265-7723 ext. 247 or via e-mail at Wellington@respiteservices.com and the Halton Region at (905) 849-8000 or toll free 1-800-600-2013 or by accessing the website at respiteservices.com.
