



**Canadian Mental
Health Association**
Waterloo Wellington

**Association canadienne
pour la santé mentale**
Waterloo Wellington

Family Support Options (FSO)

SSAH Program

Family Information Manual

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Canadian Mental Health Association Waterloo Wellington (CMHA WW)

We are dedicated to supporting resilience and recovery.

The Canadian Mental Health Association Waterloo Wellington provides a full care system for those with addictions, mental health or developmental needs. We serve everyone from children to adults to seniors, all under one roof.

Our programs help individuals and families to lead lives filled with meaning and promise.

Family Support Options (FSO)

WORKING IN PARTNERSHIP WITH FAMILIES

Family Support Options offers a range of supports to families who are caring for a family member with a developmental or physical disability at home. The service is for children under the age of 18 who are living at home, or in some cases are living on their own in the community with no other supports. Family Support Options catchment area is Guelph and Wellington County.

Special Services At Home (SSAH)

The Special Services at Home program is funded by the Ministry of Children & Youth Services. The Ministry guidelines are provided along with this manual. Specific use of the funds is set out in the MCYS guidelines and the most current abbreviated version is included as appendix 4. The following are the primary examples for use of the funds:

To purchase services of a support worker to provide respite and or personal development and growth

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

To cover the extraordinary costs of childcare for school age children. The family must cover the normal cost of childcare and may bill the extraordinary costs arising from the disability. Childcare costs for the individual over the age of 12 is always considered extraordinary and may be covered fully by the SSAH program funds.

To reimburse the worker for transportation expenses.

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

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

For detailed information on all options please refer to the MCYS guidelines.

Family Support Options (FSO) Coordinators assist families to apply for SSAH funding which provides one-to-one support in the home or in the person's community to meet personal development and growth goals. SSAH also provides funding for parent relief and related supports to help the family meet their identified needs.

The FSO Program has two options for utilizing the funding. The Primary Option is the *Independent Model*, where the family contracts with a provider of their choice. The Secondary Option is the *Employee Model* where CMHA WW recruits, hires, and supervises workers. We recommend the Independent Model as the primary option to families. The Employee Model is recommended for families who would need support. We also provide support to all families to make use of the flexibilities attached to SSAH funding to provide sibling care, camp costs, recreation, and/or routine homemaking. With both options there are roles for the family, the providers and CMHA WW.

Referrals for the program are received from:

1. ACCESS INFORMATION AND REFERRAL (AIR) for individuals diagnosed with a developmental disability and/or a Medically Fragile and Technologically Dependent designation.

OTHER SERVICE PROVIDERS AND OR PARENT/GUARDIANS May refer directly to CMHA WW Intake via Here 24/7 (<http://here247.ca/>) **1 844 437 3247** for individuals with physical disabilities.

2. Children 0 to 6 years of age who have moderate to severe delays or the significant possibilities of such delays (on the wait list for diagnostic assessment), a written statement describing the probability or presence of delay and the risk of further delay is required from a physician or psychologist. The determination of eligibility must be undertaken again at approximately 36 months. Request for continuation past 36 months may be considered with documentation and based on need.

3. Individuals with physical disabilities including: Cerebral Palsy, Spina Bifida, Chronic physiological hearing impairment so severe that speech cannot be understood with optimum amplification through the ear. Any long term eye condition that cannot be corrected medically, surgically or with refractive lenses but there is some residual vision and that complicates performance of age related visual tasks.

4. Individuals with a brain injury acquired during formative years** that has resulted in either physical disabilities and/or developmental disabilities.

** "formative years" years of growth from birth up to but not including an individual's 18 birthday

Support for children who have a medically fragile / technology dependent designation (MFTD)

FSO Coordinators also manage “MFTD” supports which are geared towards providing individualized respite options for children who are medically fragile and technology dependent. This extra support is intended to provide them with opportunities to participate in programs and activities that will enhance their socialization, learning, and enjoyment of seasonal recreation, as well as to provide their parents with needed respite from caregiving. This support may include additional seasonal funding.

The MFTD designation is determined by Community Care Access Centre (CCAC) staff, the funding is provided by the Ministry of Health.

Referrals for this support are made through Access Information and Referral (AIR) by Community Care Access Centre (CCAC).

RESPITE

A number of families who choose to manage all other funding on their own may register with FSO to receive information, newsletters and access Seasonal Supports funding.

Referrals for this support are made through Access Information and Referral (AIR).

Respiteservices.com (CHAP program)

CMHA WW manages the CHAP worker database part of the respiteservices.com website. Community Helpers for Active Participation (CHAP) is a database for families who would like to contract with an Independent Provider. The CHAP Coordinator screens individuals who are interested in supporting people with developmental or physical disabilities. Families who utilize the Independent Model can register and place classified ads so that they can be matched with individuals who are interested in providing support. FSO Coordinators search the database for families and send profiles of potential independent providers to registered families.

A CHAP information package with Information on registering with Respite Services can be found in appendix 1

Supporting Kids In Camp (SKIC)

The SKIC program provides 1 week of support at camp for children under the age of 18 who meet eligibility criteria and based on availability of Support Counsellors. Children must live in Guelph or Wellington County and need support for successful inclusion in day camp. SKIC provides children who have special needs with trained and experienced one to one workers, called Support Counsellors, so that they may attend specialized and/or integrated community camps.

There is no cost to families for this service!

This program is funded by the Ministry of Children and Youth Services (MCYS) and will address one-to-one support needs during summer camps, March Break camps, Winter Break camps, and Professional Development Day camp. If you are interested in applying for a support counsellor so that your child may be fully included and supported at a camp program, please review the information available on www.cmhaww.ca look under Services and Family Support Options, or ask your coordinator for more information.

Waiting for SSAH Funding

Families whose application for funding has been placed on a wait list with the MCYS may access Respiteservices.com, the CHAP program. The FSO coordinator can provide information on these services and supports.

Primary Option (Independent Model)

Primary Option is the *Independent Model*, where the family contracts with a provider of their choice

Primary Option allows the family to choose their own combination of supports. The funds may all be used for camp, respite programs, one to one supports or a combination of all three. Families may choose someone they are familiar with as the one to one worker or they may choose to utilize the CHAP program or advertise locally for worker/s. Family members other than the primary caregivers may provide the support if they are over the age of 18. One to one workers are called independent providers. Please look at appendix 1, for information on recruiting a provider

The rate of pay is established between the family and the independent provider. Families may choose to pay a lower rate for various tasks in order to get more hours from their

allocation. Others may wish to pay a higher rate for more specialized task or to retain a highly skilled provider.

The family has a greater level of flexibility with an independent provider. Primary Option allows the family to hire the same person for all tasks if that is appropriate. They may choose to share a provider with another family or they may have their provider team with another child and provider for special outings.

Independent Providers are not employees of CMHA WW. To determine the working relationship between family and provider please refer to Canada Revenue Agency for clarification.

Families and Independent Providers are required by MCYS to adhere to the guidelines as provided for the SSAH program. A copy is provided to families on intake.

To access the funding utilizing this option families are provided with CMHA WW invoices to submit for payment and/or reimbursement. A sample with instructions on completion is found in appendix 2.

Roles Primary Option

The family will:

1. Adhere to MCYS guidelines for the programs
2. Complete the renewal application for SSAH funding with assistance from the agency as required. The frequency of this renewal is determined by the ministry.
3. Notify both the Ministry and CMHA WW of any changes in name, address or phone number.
4. Comply with applicable agency policies and procedures for the programs.
5. Provide consent for disclosure of any information pertaining to the family and child in receipt of funding.
6. Advise the Independent Provider of their expectations regarding the family members supports.
7. Clearly detail child's needs, train and orientate the provider regarding the individualized special needs of the child, including any potential health and safety concerns in the home or community. [Please note Personal Care Guidelines Appendix 7]
8. Ensure that the provider understands that they are not an employee of CMHA WW or the Ministry.
9. Provide appropriate space and necessary supplies and equipment for implementation of supports. Ensure the space is safe for both child and provider.
10. SSAH supports cannot occur at a preschool or daycare or at a school, or in a workplace unless there has been an exception approved by MCYS.

11. Maintain clear communication with provider, oversee implementation of program and monitor progress. Provide emergency contact information. Families are responsible for their family member at all times and they or their designate must be available in case of emergency.
12. Maintain accurate records of funds and or hours and submit signed completed invoices on a regular basis. Do not pre-sign invoices, or place the responsibility of invoice submission with the provider.
13. Reimbursement for expenses incurred during programming time is the responsibility of the family. Some costs may be covered by the funding. Details of what may be covered by each program are included on options for use of funds fact sheet Appendix 4
14. Should a serious occurrence involving the child or the worker occur, be responsible for assessing the nature of the event, the appropriate action to be taken and the need to be present to facilitate care. Notify CMHA WW with the details of the event as soon as possible.
15. Will read and agree to the agencies policies:
 - a. Issues relating to Child Abuse appendix 6
 - b. Personal Care Guidelines appendix 7

The Independent provider will:

1. Adhere to MCYS guidelines for the programs, [copy provided by family]
2. Provide the family with references including a Criminal Reference Check as required.
3. Notify the family of any changes in name, address or phone number.
4. Comply with applicable agency policies and procedures for the programs to be provided by the family.
5. Maintain family's confidentiality at all times and will not disclose any information pertaining to the family and or other family members without the family's prior consent. This includes releasing information to, or having pictures taken by the Media.
6. Ensure they clearly understand the family expectations regarding the child's supports.
7. Make note of the child's needs, be trained and orientated to the individualized special needs of the child, including any potential health and safety concerns in the home or community. [Please note Personal Care Guidelines Appendix 7]
8. Ensure that they understand their working relationship with the family and that CMHA WW is acting as the funding payment agency on behalf of the family not as the employer. MCYS is not the employer.
9. Ensure the space is safe for both child and provider. Necessary supplies and equipment for implementation of supports are to be provided by family. Maintain a safe work environment for both child and provider.
10. SSAH supports cannot occur at a preschool or daycare or at a school, or in a workplace unless there has been an exception approved by MCYS.

11. Maintain clear communication with family. Plan activities and support with family in advance. Review with family regularly needs of client and any changes. Be provided with emergency contact information. Families are responsible for their family member at all times and they or their designate must be available in case of emergency.

12. Maintain accurate records of funds and or hours and submit regularly to family.

13. Reimbursement for expenses incurred during programming time is the responsibility of the family. All expenses must be pre-approved by the family.

14. Should a serious occurrence involving the child or the worker occur, be responsible for assessing the nature of the event, take appropriate action and notify family immediately.

15. Will read and agree to the agencies policies as provided by the family:

- a. Issues relating to Child Abuse appendix 6.
- b. Personal Care Guidelines appendix 7.

The Agency will:

1. **Adhere** to the MCYS guidelines for the programs.
2. Report to MCYS as required.
3. Assist families with required processes as determined by each program and agency.
 - a. Explanation of programs and guidelines
 - b. Completion of documentation and consents
 - c. Establish goals
 - d. Renewals of applications as required.
4. Communicate all Agency and MCYS's policies procedures and changes to families.
5. Inform families of significant issues, concerns or events as they pertain to their individual situation.
6. Provide an orientation to services, programs and overall guidelines.
7. Monitor program funds
8. Provide updates regarding use of funds.
9. Assist families to access CHAP Data Base via respiteservices.com.

SECONDARY OPTION (Employee Model of Service)

Secondary Option is the *Employee Model* where CMHA WW recruits, hires, and supervises workers.

This option is utilized by families who have difficulty securing one to one supports on their own. The FSO Coordinator will recruit potential staff, introduce them to the family and upon mutual consensus the staff member will sign a contract agreeing to a specific number of hours with the child. The worker is an employee of CMHA WW and will be jointly supervised by the family and the coordinator. Their job title is SSAH Worker, and they may work with more than one family. The role of an SSAH Worker is significantly different than that of an independent provider. The agency employee only provides one to one supports to the program participant working towards the contracts goals. They do not care for other

individuals in the home, nor do they do house or yard work, and their wage is set by the agency. The worker may accept overnight respite work with the participant only, however they are paid their full wage for all the time they are awake and minimum wage when the worker is able to sleep. The cost to the contract will always be slightly more than the workers hourly rate to cover the mandatory deductions i.e. CPP, EI. The SSAH worker is an employee of CMHA WW and is entitled to cost of living increases as they are approved by the agency. **SSAH Workers are not allowed to administer medication.**

To access the funding utilizing this option SSAH workers are provided with CMHA WW service records to submit for payment, the worker and the parent/guardian must sign prior to submission. For mileage reimbursement workers will submit a CMHA WW invoice that the parent/guardian must sign. A sample invoice with instructions on completion is found in appendix 2.

The family may also assign a portion of their funds to Primary Option. These funds can then be used to pay for travel costs to the employee and/or to pay other independent service providers. Note a CMHA WW employee cannot work for the same family as an independent service provider.

PUBLIC HOLIDAYS

SSAH workers qualify for Public Holidays. If a family requests that a worker be available on a public holiday the worker must inform their coordinator prior to that date and they must claim the hours worked in the “Statutory Holiday” column of their service record. Families must be aware that the rate of pay for work occurring on a public holiday will be greater than the normal hourly wage and will result in a decrease in total hours available.

Public Holidays at the CMHA WW are as follows:

New Year’s Day, Family Day, Good Friday, Victoria Day, Dominion Day (Canada Day), August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day,

Unsafe and Unacceptable Activities

Certain activities are deemed unsafe and unacceptable for SSAH program time. Some examples are wrestling, skiing and canoeing. SSAH workers must contact their SSAH Coordinator to determine which activities are acceptable and safe for SSAH program time. Prior approval must be given by SSAH Coordinators before SSAH workers can engage in activities with clients.

Swimming

SSAH workers can only accompany clients into public swimming areas that have a qualified lifeguard on duty. SSAH workers must notify the lifeguard of any potential risks to the health, safety or well-being of the client.

Inclement Weather

An employee is not expected to subject him/herself to unusual risk in coming to work or in delaying a return from work under extremely adverse weather conditions. Ordinarily however, only when the CMHA WW office is closed will the absence be a paid absence. When the CMHA WW is open, an absence from any shift or part of a shift due to weather conditions will not be paid. In exceptional circumstance, SSAH workers should contact the Coordinator for consideration. As contract employees, SSAH workers have the opportunity to reschedule the shift(s)

Roles Secondary Option

The family will:

1. Adhere to MCYS guidelines for the programs
2. Complete the renewal application for SSAH funding with assistance from the agency as required. The frequency of this renewal is determined by the ministry.
3. Notify both the Ministry and CMHA WW of any changes in name, address or phone number.
4. Comply with applicable agency policies and procedures for the programs.
5. Provide consent for disclosure of any information pertaining to the family and child in receipt of funding.
6. Advise the SSAH Worker of their expectations regarding the family members supports.
7. Clearly detail child's needs, train and orientate the worker regarding the individualized special needs of the child, including any potential health and safety concerns in the home or community. [Please note Personal Care Guidelines Appendix 7]
8. Remember that the SSAH WORKER is an employee of CMHA WW, and bound by agency policy.
9. Provide appropriate space and necessary supplies and equipment for implementation of supports. Ensure the space is safe for both child and worker.
10. SSAH supports cannot occur at a preschool or daycare or at a school, or in a workplace unless there has been an exception approved by MCYS.
11. Maintain clear communication with worker, oversee implementation of program and monitor progress. Provide emergency contact information. Families are responsible for their family member at all times and they or their designate must be available in case of emergency.
12. Maintain accurate records of funds and or hours and submit signed completed invoices on a regular basis. Do not pre-sign service records, or invoices for mileage.

13. Reimbursement for expenses incurred during programming time is the responsibility of the family. Some costs may be covered by the funding. Details of what may be covered by each program are included on options for use of funds fact sheet Appendix 4.

14. Should a serious occurrence involving the child or the worker occur, be responsible for assessing the nature of the event, the appropriate action to be taken and the need to be present to facilitate care. They will notify CMHA WW with the details of the event as soon as possible. See Appendix 5 for Serious Occurrence Reporting procedure.

15. Will read and agree to the agencies policies:

- a. Issues relating to Child Abuse appendix 6.
- b. Personal Care Guidelines appendix 7.

16. The family will notify the worker within 24 hours of any changes or cancellations to the regularly scheduled program times. If the worker arrives to work and the program participant is not available for the appointment the worker is entitled to claim up to 3 hours on their service record.

The SSAH Worker will

1. Adhere to MCYS guidelines for the programs
2. Notify both the family and CMHA WW of any changes in name, address or phone number.
3. Comply with applicable agency policies and procedures for the programs.
4. Receive an orientation to agency and MCYS guidelines.
5. Sign a contract with CMHA WW which includes acknowledgement and understanding of the role and responsibilities of an SSAH Worker.
6. Ensure they clearly understand the child's needs, and receive training and orientation regarding the individualized special needs of the child, including any potential health and safety concerns in the home or out in the community. [Please note Personal Care Guidelines Appendix 7]
7. Ensure child and family confidentiality is maintained at all times.
8. Ensure that appropriate space and necessary supplies and equipment for implementation of supports is provided. Ensure the space is safe for both child and worker.

9. SSAH supports cannot occur at a preschool or daycare or at a school, or in a workplace unless there has been an exception approved by MCYS.

10. Maintain clear communication with family and coordinator, oversee implementation of program and monitor progress. Maintain emergency contact information. Families are responsible for their child at all times and they or their designate must be available in case of emergency.

11. Maintain accurate records of hours and submit signed completed service records on a regular basis. The worker will not have the family sign blank service records.

12. Reimbursement for expenses incurred during programming time is the responsibility of the family. Some costs may be covered by the funding. Details of what may be covered by each program are included on options of use of funds fact sheet Appendix 4

13. Should a serious occurrence involving the child or the worker occur, be responsible for assessing the nature of the event, the appropriate action to be taken and the need to be present to facilitate care. Notify CMHA WW with the details of the event as soon as possible note serious occurrence reporting appendix 5.

14. Will read and agree to the agencies policies:

- a. Issues relating to Child Abuse appendix 6
- b. Personal Care Guidelines appendix 7
- c. Serious Occurrence Reporting Appendix 5

15. Work only with the child for whom hours are assigned. SSAH Workers work only with the program participant and are not permitted to care for other individuals in the home.

16. Ensure proper use and care of agency and family resources and property.

17. CMHA WW SSAH Workers are not permitted to provide any type of house or yard work. Their role is strictly one to one support for the program participant.

18. Be responsible with the coordinator and the family for determining the hours of work and scheduling. If there are any significant changes they must be negotiated and approved by both the family and the coordinator. This includes informing both of extended illness and vacation requests. Sufficient advance notice is required as per agency guidelines.

19. Will not transport program participant until appropriate forms and proof of insurance are completed and on file with agency. The worker is not permitted to drive the family vehicle.

20. Transportation costs are included in program funds. Expenditures must be pre-approved with family.

21. Not administer any type of medication including over the counter medicines (i.e. aspirin, cough medicines etc.)

22. Will not perform any type of intrusive medical procedure.

23. Will be familiar with all agency and ministry policies regarding safe and acceptable activities, for example swimming only in a public pool with lifeguards on duty. SSAH Workers need to contact their coordinator to determine which activities are acceptable.
24. Notify coordinator of any significant changes or safety concerns with participant's health, family situation, working arrangements.
25. In accordance with agency policy and legal responsibility see appendix 6, report child protection concerns to your coordinator for guidance and support.
26. Establish and maintain a respectful relationship with the child and family. The Worker will keep open clear communication with the family; request family's input on the work in progress and discuss any concerns or issues with the family utilizing agency support, if needed.
27. Ensure that conduct during programming time is reflective of the values and goals of the agency, and the family.
28. Participate in supervision with coordinator as requested.
29. Provide a minimum of two weeks' notice prior to resigning contract.

The Agency will:

1. Adhere to the MCYS guidelines for the programs.
2. Report to MCYS as required.
3. Assist families with required processes as determined by each program and agency.
 - a. Explanation of programs and guidelines
 - b. Completion of documentation and consents
 - c. Establish goals
 - d. Renewals of applications as required.
4. Communicate all Agency and MCYS's policies, procedures and changes to families and workers.
5. Inform families and workers of significant issues, concerns or events as they pertain to their individual situation.
6. Provide an orientation to services, programs and overall guidelines for both workers and families.

7. Monitor program funds. Oversee administration of approved contract.
8. Provide updates regarding use of funds to both family and worker.
9. Assist families to access CHAP Data Base.
10. Ensure completion of all required government and agency employment forms for the SSAH Worker.
11. Ensure prompt accurate payment of all wages and mandatory benefits in accordance with agency policy for CMHA WW employees.
12. Review all agency policy and procedures with worker.
13. Recruit interview, screen, hire, supervise and terminate SSAH workers as needed.
14. Coordinate appropriate training for worker.
15. Provide worker with orientation to family and participant, specific needs, safety and health issues, participants goals and relevant agency confidentially policies.

Transition to Adult Services

To access supports for the program participant as an adult an application must be made to Developmental Services Ontario (DSO). DSO's role is to help adults apply for Ministry funded adult developmental services.

When the program participant turns 16, contact with the Developmental Services Ontario office (DSO) should be initiated. Although not eligible for adult services until age 18, DSO can accept diagnosis documentation at age 16. This is required to determine whether the individual is eligible for adult developmental services. Please be aware that although they have been eligible for services as a youth, this does not guarantee their eligibility as an adult. The DSO has established new eligibility criteria for those 18 years of age and older. Once the DSO receives your information they will review it in an attempt to confirm eligibility and contact you regarding what else is needed. A psychological assessment is required to confirm eligibility for services and supports. For more information please contact Developmental Services Ontario.

1-888-941-1121, <http://www.dsontario.ca/agencies/dso-central-west>

Communication

Coordinators will send quarterly updates to families around use of funds.

If you require support or more information please log onto www.cmhaww.ca look for "Family Support Options" under "Services" for a full list of coordinators contact information or see coordinators business card included with this package.

Families can complete the e-mail and texting disclaimer (see appendix 3) and ask to be added to a distribution list to receive general information such as updates about the service and trainings or other community events.

Families can arrange to e-mail invoices using the Invoicing Guidelines (appendix 9)

Commonly Used Abbreviations

CMHA WW	Canadian Mental Health Association Waterloo Wellington
MCYS	Ministry of Children and Youth Services
SSAH	Special Services At Home
FSO	Family Support Options (a program of CMHA WW)
MFTD	Medically Fragile Technologically Dependent
CHAP	Community Helpers for Active Participation
AIR	Access Information and Referral
DSO	Developmental Services Ontario

Appendixes

- 1. CHAP information package**
- 2. Sample Invoice and completion instructions**
- 3. Email and text disclaimer**
- 4. Options for use of funds (fact sheet)**
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