



**INCLUSION
REGINA**

Respite Provider Information Handbook



Respite Coordinator
Phone: 306.790.5680
Email: info@inclusionregina.ca
2216 Smith Street, Regina, SK
S4P 2P4

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1.0 INCLUSION REGINA

Inclusion Regina is an independent, non-profit organization committed to building inclusive communities and empowering individuals living with intellectual disabilities to engage in society with opportunities and choice.

Our vision is that people with intellectual disabilities participate fully as valued citizens in our community.

Our mission is to provide information, programs, support and services to individuals with intellectual disabilities and their families, and to community members and organizations.

1.1 WHAT DOES THIS RESPITE INFORMATION HANDBOOK PROVIDE FOR YOU?

- Guidelines to create a meaningful working relationship between Respite Providers and families requiring respite care.
- A safe and easy way to connect to families looking for a Respite Provider,
- A way to advertise skills, interests and experience that Respite Providers have to offer,
- Up-to-date profiles listing qualifications and availability of potential candidates for families to view,
- Access to support from Inclusion Regina's Respite Coordinator to assist with the process.



1.2 WHAT IS RESPITE?

Respite is a planned, short term break from caregiving for the purpose of providing rest and renewal for the family. Respite is an opportunity for family members to take a breather, run an errand, take a holiday, spend time with other family members, pursue other interests, or respond to urgent situations.

Respite support is a broad and flexible role that may include a wide variety of arrangements depending on the family circumstance. In some situations, the respite supports are within the family's home. In other situations, respite support is provided by the Respite Provider in the community at specific times or for specific purposes. Support may include assistance with social participation, relationship building, meal preparation and personal care.

1.3 WHAT IS A RESPITE REGISTRY?

The registry is a list of people who are available to provide respite care. To be listed on the registry, Respite Providers complete an application and provide a criminal record check and vulnerable sector check. An informal interview and information session is conducted by the Respite Coordinator at Inclusion Regina. Parents and caregivers are encouraged to conduct interviews and reference checks when hiring. Updated Respite Registry lists are published on Inclusion Regina's website, and advertised throughout the community via email distribution lists, social media and Inclusion Regina newsletters.

Please note: all hiring decisions and contractual arrangements are the responsibilities of the family and the Respite Provider.

1.4 REQUIREMENTS TO BECOME A RESPITE PROVIDER:

To become an active respite provider on the Respite Registry you will meet the following prerequisites:

- Provide a current criminal record and vulnerable sectors check.
- Make available up to three personal and/or professional references.
- Complete the Respite Provider information forms and training seminar with Respite Coordinator at Inclusion Regina.
- Display effective communication skills with verbal and/or non-verbal populations.
- Commitment to providing quality life experiences in home and in the community.
- Experience providing care and support to persons with disabilities is an asset.
- Education and training in supporting persons with disabilities is an asset.
- Fulfill obligations reliably, responsibly, and dependably.

1.5 HOW ARE RESPITE PROVIDERS SELECTED?

Once respite providers complete the screening process, their education, experience, interests and availability are placed on the registry in a resume-style information sheet. Families, government agencies, and community groups review the listing in order to find matches to meet their needs and expectations.

Families and organizations who seek respites services each have distinct desires and needs for the individuals for whom they advocate. Important attributes of Respite Providers include strong communication skills, understanding and patience, organizational and problem-solving skills, and a desire to promote diversity and inclusion. Your role is to provide safe care and support to the individual in an accepting and inviting environment, and to ensure the person you are supporting enjoys opportunities for personal and social development both inside and outside of their homes.

1.5.1 Some of the key questions families have when selecting a respite provider are:

- Does the Respite Provider have relevant experience for our needs?
- What related training does the Respite Provider have?
- Is the Respite Provider willing to provide an environment consistent with the family's expectations, including maintaining routines, nutrition, going on outings, etc.?
- How would the Respite Provider respond in an emergency situation?

1.5.2 There are many personal qualities families consider while looking for in a potential Respite Provider. Here are a few examples:

- Knowledgeable, warm, caring, a good sense of humour;
- Willing to learn;
- Problem solver who exhibits good judgement;
- Able to take direction and appreciate feedback;
- Positive outlook, energetic and outgoing;
- Dependable, punctual;
- Flexible, accessible and responsive to family's and individual's needs;
- Good rapport with individuals and family;

1.6 GETTING STARTED

Anyone who views the Respite Provider list online may contact candidates directly. However, it is likely you will be contacted first by a staff member of Inclusion Regina. When you agree to list your biography on the Respite Provider list, you are consenting to allow the Respite Coordinator to share your profile as listed with a family who is looking for respite provider. The family may connect with you via phone or email. It is appreciated when you respond in a timely fashion, preferably within 24-48 hours.

Remember to talk about the following details:

- Days and times needed;
- Location where work will take place;
- Work duties (general description of the tasks);
- Book a time to meet with family and the individual you will be supporting;
- If you have allergies ask about pets or smoke, etc. If at this time, you feel that your level of experience or availability does not meet the family or child's needs, please let the family know. Families will respect your honesty.

1.7 THE FAMILY INTERVIEW



If you arrange to meet the family in person, please remember the following:

- Call to confirm the interview date a day ahead;
- Bring a copy of your resume, criminal record check and vulnerable sector check;
- Discuss your related experience;

- Ask about expectations regarding availability;
- Ask about specific duties and activities required;
- Ask about goals, activities or programs the individual is interested in;
- Ask about any physical, behavioural or medical issues you should be aware of;
- Ask to see a profile of the individual (if one is available);
- Ask about any strategies or behavioural responses that are useful and in what situations;
- Begin to establish a rapport with the individual you will be supporting (you may want to do a short activity or play a game);
- Discuss and agree on a rate of pay for the work and method of payment;
- Discuss on what type of contract you would like to have.

1.8 HOW MUCH ARE RESPITE PROVIDERS PAID?

Families use various types of funding to pay for their respite support. Respite rates vary depending on the needs of the person who requires support, the level of responsibility requested, and the experience of the Respite Provider. Remuneration is negotiated between Respite Providers and the individuals and/or families seeking to hire a respite provider.

1.9 HOW DO RESPITE PROVIDERS GET PAID?

Before you sign an agreement with a family to begin work as a respite provider, have an open conversation with the parent/caregiver about payment and your employment status. It may take up to 4 weeks to receive reimbursement depending on the family's funding source(s). It is highly recommended that you keep track of the hours you work in order to avoid any discrepancies with the family, and for your Personal Income Tax purposes.

2.0 RIGHTS OF THE RESPITE PROVIDER

Respite Providers have the right to a safe work environment and have the right to refuse unsafe work. This may mean work in a dangerous environment or work with a child/youth/adult for whom the Respite Provider does not feel qualified to provide care.

- Respite Providers have the right to set limits with families to accept contracts if they feel unable to meet the needs of the family and/or individuals requiring supports. It is unlikely one individual may provide for all needs of a family. Use the contract to discuss and develop boundaries.
- Respite Providers have the right to be treated with respect.

2.1 RESPONSIBILITIES OF THE RESPITE PROVIDER

- Once connected to a family it is the Respite Providers responsibility to clarify the terms of their contractual agreement.
- Treat the child/youth/adult and family members with respect, dignity and professionalism at all times.
- Respite Providers may be asked to assist with daily living skills. If agreed upon, the family will provide formal training in these areas: such as bathing, feeding, dressing and medication dispensing.
- Ensure the child/youth/adult's safety and general well-being.
- Provide positive adult role modeling. Create an atmosphere that fosters independence and personal growth.
- Respite Providers are responsible for their own transportation costs. You may also be asked to provide transportation to and from community outings with the person they are supporting. The transportation costs incurred while supporting an individual should be discussed with the family during the interview process.
- Respite Providers are responsible to ensure they have adequate household liability insurance as they are responsible for any damage to their home or property as a result of providing care.
- It is the Respite Providers responsibility to be aware of regulations set out by other parties such as the Ministry of Labour Relations and Workplace Safety in Saskatchewan and Canada Revenue Agency.
- Provide care and supervision according to the individual's needs as outlined by the family.
- Provide safe and appropriate social and recreational support, both in the home and in the community, as outlined by the family.
- Maintain strict confidentiality of information shared by the family and individual.

2.2 TIPS FOR MAINTAINING A GOOD WORKING RELATIONSHIP



- Identify and discuss problems as soon as they arise. Be prepared to negotiate a solution to the problem.
- Keep communication open and on-going. You may want to maintain a communication book to keep everyone informed and be responsive to any suggestions or recommendations documented.
- Discuss specific strengths and needs of the individual for whom you provide support with the family and any strategies used to support him/her with communication, behaviour or in various situations in the community or at home.
- If serious problems arise document date, times, issues and concerns. Abuse or suspicion of abuse is to be reported to Inclusion Regina and to the authority concerned.
- Discuss activities, any cost associated with activities, and travel expenses with the family. You are not expected to incur costs such as entrance and activity fees during the time you are providing support. Remember: many places in the community offer discount on entrance fees and activities for the support provider or individuals with a disability.
- Request that the family demonstrate the proper use of any communication aids, assistive devices or equipment that their family member uses.

2.3 CONFIDENTIALITY & PRIVACY

Each individual and his/her family receiving service have the right to have personal information about them treated in confidence. This includes medical, psychological, financial, employment and educational information. This obligation continues indefinitely, even after the service relationship you have with them is over.

In keeping with confidentiality expectations, you should not provide personal or sensitive information about the person you are caring for to people outside their family without his or her consent. In some situations, you may need to discuss with individuals and families to determine who is responsible to grant authorization. This consent may come from the family or representative. This applies to photos and names, as well as written reports or other information. Such information should not be held in your home where it can inadvertently be seen by others. Any confidential information may be held at Inclusion Regina.

Different individuals need different levels of support in order to provide consent or share information. Always be sure you understand the legal status of the individual you are supporting. Contact Inclusion Regina if you feel you are being asked or expected to do things not provided for in the care plan contract.

2.4 GENERAL CONTRACT DETAILS

Respite Providers are not employees of Inclusion Regina, but rather are considered independent contractors. As a contractor, you may choose to document your agreement with a family in the form of a written contract. This is not a requirement, but it is strongly recommended. When you create an arrangement with a care-provider, you are considered an independent contractor. Independent contractors are considered to be self-employed individuals. The link below may assist in understanding independent contractor arrangements and agreements.

[https://www.saskatchewan.ca/business/employment-standards/employment-standards-in-professions-and-industries/independent-contractors.](https://www.saskatchewan.ca/business/employment-standards/employment-standards-in-professions-and-industries/independent-contractors)

2.5 RECOMMENDATIONS/IDEAS TO OUTLINE IN THE CONTRACT

- Routines, goals and specific care standards as set out in the child's, youth's, adult's care plan and case plans/protocols as applicable;
- Safety requirements for both the Respite Provider and the person needing the respite care;
- Details surrounding responsibility for providing care to all children/youth in the home during their shift;
- Behaviour management and critical incident reporting requirements as set by the family;
- Making sure that there is a proper line of communication regarding the participant's needs and interests when it comes to decision-making with all the parties involved;
- Documentation i.e. planning for medical emergencies or critical incidents pertaining to the child/youth/adult;
- Documented permission to transport in advance for planned activities;
- Reporting requirements for change in circumstances that would affect participant's safety or well-being;

2.6 GENERAL INFORMATION – CANADA REVENUE AGENCY (CRA)

If you are hired under a contract relationship, no matter what your written or verbal contract may state, it is important to know the Canada Revenue Agency (CRA) can deem the person to be an independent contractor or an employee. CRA's decision determines who is responsible for remitting EI, CPP and income tax: you or the family with who you have contracted. If you are uncertain, you may wish to request a written ruling from CRA.

Failure to correctly understand CRA's rules for independent contractors may result in cost increases and penalties.

Contract relationships can be viewed differently by Employment Standards-Ministry of Labour Relations and the Saskatchewan Workers' Compensation Board. While CRA may consider their decisions, their rules are not influenced by decisions of provincial bodies.

2.7

SAMPLE RESPITE PROVIDER PROFILE

Respite Service Provider: Name

Location: xxx

Telephone: 306.xxx xxx

Email: xxxxxx

Education:

- B.A. Psychology

Related Experience:

- Child Support Worker; Thomas' Circle of Care

Training & Certificates:

- First Aid-CPR-AED
- Applied Suicide Intervention Skills Training (ASIST)
- Professional Assault Response Training (PART)
- Childhood Anxiety: Understanding & Helping Children Certificate

Availability:

Tuesday to Saturday (Late afternoons-Evenings)

Sunday & Monday (Days & Evenings)

Outreach:

- Provide care in-home or in the community
- Would consider travel outside of Regina
- Prefers to deliver ongoing, regularly scheduled care

Interests:

Gender: Female/ Male

Age: All Ages

Wages: \$16-20/hr. (To be negotiated based on individual needs)

Additional Information: Mrs.Y is very passionate about helping others live their lives to the fullest. She knows first-hand the importance for families to have the opportunity to take much-needed breaks. Mrs.Y recognizes that the planning of coordinated supports is essential to assist individuals to realize their goals, dreams, and aspirations so they may enhance their development and quality of life. She loves to be a part of this support planning.

References, resumes and criminal record checks are available on request.

Note: The Registry provides names of persons who have expressed an interest in providing care. The people hiring have full responsibility for screening, hiring, and monitoring service providers. Inclusion Regina is not responsible for the quality or standards of care provided. **Last Updated August 2018.**

EXAMPLE CONTRACT

Independent Respite Provider - Family Agreement

This is an agreement between:

Independent Respite Provider _____

And

Parent/Guardian _____

For the provision of support services on for

Name of Child _____

Terms of Agreement

This Agreement for providing respite services is for

Date _____ **to Date** _____

The hours of service will be _____ **Hours per Week**

_____ **Other**

The Independent Respite Provider will be paid at a rate of \$ _____ **per hour**

- If for any reason, either party wishes to cancel this agreement all outstanding wages must be paid to the Independent Respite Provider in full.
- The Independent Respite Provider agrees to follow the duties as instructed by the family recognizing that respite requirements may change from time to time depending on the needs of the child and or family.
- The Independent Respite Provider will work with the child on a one to one basis to ensure the safety of the child.
- The worker will ensure that all information will be kept private and confidential.
- The Independent Respite Provider and the Family will record hours worked daily and the Independent Respite Provider will be paid by the Family in a consistent and timely manner.

I agree to the above terms

Independent Respite Provider (Print Name)

Parent(s) (Print Name)

Signature

Signature

Date

Date

2.8 COMMUNITY EMERGENCY CONTACTS

Community Emergency Contacts:

- Family or Guardian's direct phone number
- Emergency Contact
- Medical Emergencies - 911
- Police or RCMP - 911
- Health Link Sask - 811
- Poison Control - 1-866-454-1212
- Power outages and emergencies / Sask Power - 310-2222

Contacts for Respite Providers:

- Inclusion Regina <http://inclusionregina.ca/>
- Canada Revenue Agency <http://www.cra-arc.gc.ca/>
- Sask Employment Standards <http://publications.gov.sk.ca/documents/283/104941-Rights%20and%20Responsibilities%20-%20A%20Guide%20to%20Employment%20Standards%20In%20Saskatchewan%202017.pdf>