

The Self-Manager

CILT • Centre for Independent Living in Toronto

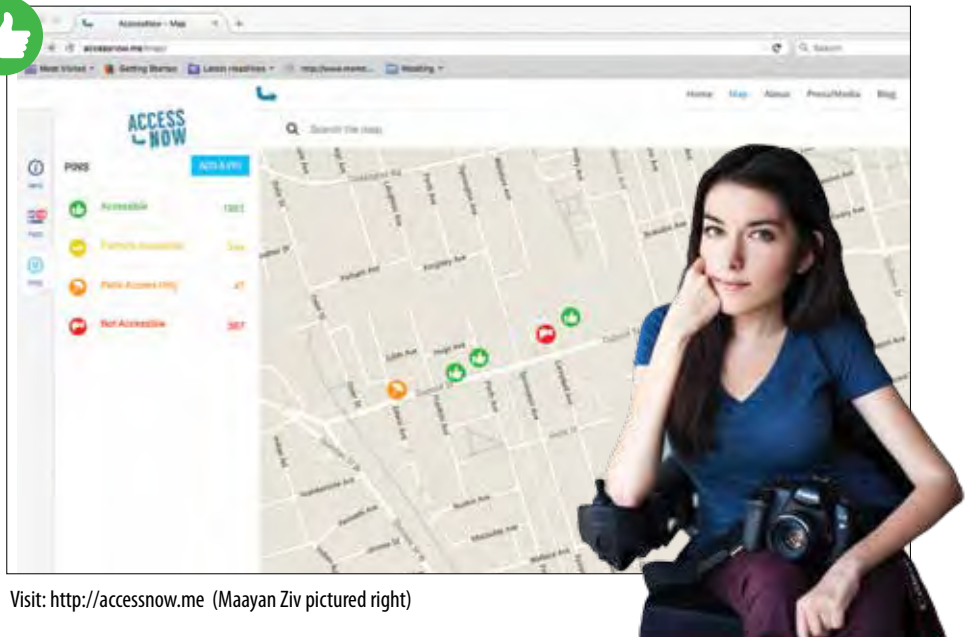
Spring 2016

Self-Manager makes access easier with a click and a pin

EVEN IN MAJOR cities, finding accessible places to socialize, eat or shop can be a challenge. Even if you phone ahead to establishments to ask about accessibility, the staff may not understand the information you are seeking.

To Toronto Self-Manager Maayan Ziv, “finding accessible places is already like a mini job”, so she took matters into her own hands. Maayan is the founder of AccessNow, an app that uses crowdsourcing to collect and share accessibility information about places of business and transit in Ontario and beyond.

AccessNow started as Toronto initiative just before the Parapan Am Games in August 2015. The project has since gone worldwide, with more than 2,600 locations added to the map already. Local cities like Guelph, Ont., have been getting involved and area residents have added 35 local places so far. The app helps people find accessible places, while also building awareness about the number of locations that are not accessible.



Visit: <http://accessnow.me> (Maayan Ziv pictured right)

Maayan, who has also been featured in recent RBC bank commercials, which recognize her as a “Change Agent” for her work on accessibility issues, said she finds it most rewarding when people find what they need using her app; why not reward her

by adding a pin for some of your favourite locations at <http://accessnow.me>

Currently, the app is only available on the website, but she is looking forward to the launch of the smart phone app in the spring of 2016.



Congratulations Kevin

KEVIN MCSHAN, a Self-Manager in Windsor, was recently recognized with the Influential Advocate Award, at the first annual Windsor

Essex Accessibility Awards, for his efforts in finding employment for people with disabilities.



Keep in touch

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Did you know...

Attendant Services

A friendly reminder that Direct Funding must be your only source of attendant services if you are a Self-Manager; you cannot receive attendant services from another service provider, like the Community Care Access Centre (CCAC). However, you can access other professional services, such as nursing, physiotherapy or occupational therapy from other service providers at any time. If you have any questions about this, please contact your local Independent Living Resource Centre.

Bank Statements



While Self-Managers are encouraged to have online access to their Direct Funding bank accounts, please remember you are required to submit your original bank statements — not photocopies, not electronic printouts — with every quarterly Self-Manager Report.

Hiring Credits



Some Self-Managers have reported receiving cheques from the Canada Revenue Agency recently; in the past, these hiring credits for small business showed up as credits to one's business account, but now CRA is issuing cheques. Even though these cheques may be issued to you, they should simply be deposited into your Direct Funding bank account and reported on your Self-Manager Report in Section 6, under "Refund or Credit".

Multiple Attendants

The more attendants and back-up workers you have, the more flexible your Direct Funding schedule can be. Having multiple attendants makes it easier to schedule your personal assistance needs around your day-to-day life. Remember, your budget is designed to meet *your* needs for personal assistance, not the needs of your attendants.

Timesheets



Maintaining and retaining employee timesheets is important for all Self-Managers because they provide a permanent record of the hours your employees work for you.

Direct Funding requires Self-Managers to keep these records for seven years in the event that they need to be reviewed. Timesheets are also helpful in case there is a disagreement between you and your attendant, or if your bookkeeper makes an error. Even the best attendants and bookkeepers sometimes make mistakes.

Please make sure that all timesheets are initialed or signed by you and your attendant. Timesheet templates are available on www.dfontario.ca once you've registered on the website, but any similar system will work (e.g. a sign in/sign out book, an Excel spreadsheet, or the Time Station smartphone app).

The Key to Success



PHOTO COURTESY OF: Kwikset Kevo SmartLock

JOHN TAM
Audit and Information Co-ordinator

IN THE RECENT Marvel movie, comic book character Deadpool is tumbling through the air in one action scene. The camera freezes while he ponders, “Wait, did I leave the stove on?” Minus the hail of bullets and crashing cars, a similar thought has entered all our minds: “Did I lock the front door this morning?”

One Self-Manager from Hamilton simply turns to his mobile phone for the answer to that question. He had a smart lock installed on his front door in 2014. It communicates with his smart phone, letting him know whether it is locked or not. No more duplicating keys for new attendants or having to retrieve keys from those who leave or ever replacing the lock when keys go missing: he simply issues eKeys to attendants. This is as easy as sending them a text message; revoking or re-assigning an eKey is just as easy. The attendant simply has their phone near the lock and places their finger on the lock, and voila, the door is unlocked! The owner of the lock can use their phone app to review the lock, unlock, and eKey assignment logs, much like looking at your incoming, outgoing, and missed call histories. The eKeys can even be programmed to work only during

specific days and times to align with each attendant’s schedule.

Currently, the market contains a wide spectrum of products from both traditional lock companies and tech companies that have ventured into the lock business. The options range from replacing your existing lock with an entirely new lockset, to simply sticking the smart device over your interior deadbolt knob. The tech solutions all connect their device to your existing deadbolt lock and turn the interior knob using a tiny battery-powered motor. Installation does not require a locksmith, just someone with the right screwdriver and some IKEA skills. Depending on the brand, installation can take anywhere from 1 – 40 minutes.

Weiser, Kwikset, and Schlage are the front runners from traditional lock brands offering keypads, fobs, smart phone, and traditional key entry systems (our Self-Manager uses a Weiser). The leading tech brands available are August and Lockitron. If you like upstarts, three promising companies – Sesame, Goji, and Friday – are using Kickstarter to take advance orders to raise manufacturing capital.

The tech brands require you to remove the interior deadbolt knob at most (August, Lockitron, and Sesame) or not at all (Friday). The tech solutions are appealing to renters

because the existing lock and key are not changed, so you don’t need permission from your landlord and you can take your smart lock with you when you move. Weiser, Kwikset, and Schlage are available at your local hardware stores, August and Schlage “Sense” are in Apple stores, and the rest need to be ordered or pre-ordered on-line.

In U.S. dollars, the costs range from \$99 for the Lockitron “Bolt” to more than \$250 for some locksets (our Self-Manager paid just over \$200 Canadian for his Weiser). The Lockitron “Bolt” becomes less attractive when you factor in the \$5 per month subscription fee to use the eKeys feature, although this provides unlimited eKeys. Weiser includes two free permanent eKeys and you can purchase additional permanent eKeys for \$1.99 per key through your phone app. August is delivered with unlimited eKeys, but costs \$199. The Kickstarter brands have not announced their policies on eKeys yet, but they all cost less than \$150 with a pre-paid order.

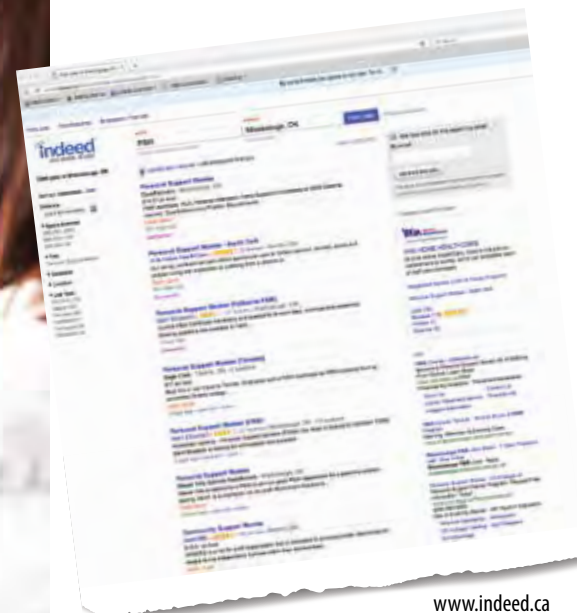
Look into the one that works for you and with your mobile device. This may not be the “key to your success” as a Self-Manager, but it may bring you peace of mind concerning those who come and go from your home.



Caught on camera

“It was amazing!”

MELISSA GRAHAM, the Direct Funding program’s community facilitator, and a Self-Manager in Toronto, took the plunge on a recent vacation. Strapped into a rented manual wheelchair (“I didn’t tell the rental company about the bungee jump when I rented it,” she said), Melissa got an adrenaline rush when she dropped 160 feet (50 meters) at Whistler, B.C. “It was amazing,” said Melissa. “It’s right over a gorge and there were eagles flying around and it was a view you couldn’t get any other way!” Melissa’s attendant, who accompanied her on the vacation, jumped after her.



The secret to hiring great staff

ING WONG-WARD
*Associate Director,
Centre for Independent Living in Toronto*

AS A LONG-TIME Direct Funding Self-Manager, there are three words that tend to strike fear in my heart . . .

“I’m moving on.”

When I hear these words from one of my attendants, my emotions are a little mixed. I’m happy they’re pursuing their goals, but I’m also a little worried, knowing I have to put the work into finding a suitable replacement.

The relationship between a Self-Manager and attendant is a unique one. We are responsible to them as employers. However, few employees see their supervisors in their most personal and vulnerable moments.

In my early days as a Self-Manager, I found it difficult to assess potential interviewees who responded to my job ad. Back in the days of newspaper classified ads, it wasn’t unusual to receive 30 or 40 resumes. Many of the applicants clearly weren’t suited, highlighting their desire to work at a desk, but there were those about whom I wondered: despite not having attendant experience, could they do the job?

After a few bad hires, I started to doubt my ability to find the right people. So I sought the advice of another Self-Manager who had years of experience with hiring great staff. What was her secret, I asked? She told me, it all came down to communication, telling applicants exactly what she needed, BEFORE she even interviewed them.

Every time she received an application, she replied with a letter, detailing what she was looking for. She focused on the tasks and skills she required, but removed any identifying information. Those who responded were given an in-person interview. Usually, four or five people identified their interest, making the process of deciding who to talk to easier.

Armed with this newfound knowledge, I wrote my own letter. Turns out, my friend’s technique worked for me too. Applicants I may not have considered identified their interest and had the added advantage of knowing what was expected of them, should they be offered the job.

So now, when my attendants say “I’m moving on,” there’s a little less fear in my heart. I have confidence another great staff member isn’t too far away.

A good source for finding attendants, Indeed

A PROSPECTIVE Self-Manager (someone just getting started on the program) called recently to report that he had great success with a website called Indeed (www.indeed.ca). He said it was easy to register and post his job, free of charge, on this website. Not only did he get numerous responses to his ad but when Direct Funding staff recently tested the website, they were able to instantly find dozens of resumes with a simple search for “PSW” and “attendant.”

Indeed also investigate suspicious job postings and the prospective Self-Manager notes he had to clarify that he was a legitimate employer looking for staff. When he encountered a problem, he was easily able to reach a website support person, to confirm who he was and educate them about the DF Program. In addition to posting his job, this participant also appreciated that he could privately message job-seekers through Indeed’s website, plus he was able to keep notes about individuals and even book interviews through their interactive software.

Meet the new Direct Funding staff . . .



Jess Ayoub

**Direct Funding Co-ordinator
Ottawa Independent Living Resource Centre**

Jess has an educational background in criminology with special interests in the fields of sociology and human rights. Her previous work experience includes the Elizabeth Fry Society, at the JF Norwood Halfway House for women. Her spare time is often spent exploring the woods or outdoor trails with her dog, Maya. Jess's hobbies are baking and decorating cupcakes for almost any occasion, scrapbooking, and playing basketball. Her goals for the future include investing in 'cottage country' land, and travelling anywhere and everywhere across the globe.



Linda Carrigan

**Direct Funding Administrative Co-ordinator
Independent Living Centre of Waterloo Region**

Linda Carrigan is a former bookkeeper for several Self-Managers in the Kitchener/Waterloo area. She previously worked at the ILCWR as the Direct Funding Resource Person. In her new role as the DF Administrative Co-ordinator, she is responsible for ensuring monthly deposits are made to Self-Managers' accounts in the K-W reporting area, reviewing Self-Managers' quarterly reports, and assisting new program participants to become comfortable with the business aspect of being a Self-Manager. She works closely with the new Resource Co-ordinator in Kitchener, and also with the Niagara and London centres. She has worked in several different fields, including office administration and accounting; she has also been a bus driver, chauffeur and small business owner. She has five children, 13 grandchildren, and one great grandson. In her spare time, she plays French horn in a marching band and dabbles in photography and genealogy.



Tina Cataford

**Direct Funding Administrative Co-ordinator
Disability Resource Centre for Independent Living (Kapuskasing)**

I joined the DRCIL team as the Direct Funding Administrative Co-ordinator in July, 2015. I came to Direct Funding with a background from both the non-profit and for-profit sector in social services and human resources positions. I am a graduate of the University of Guelph with a Bachelor of Arts in Social Science and post-grad certification in Human Resources Management. I am a strong believer in community involvement, and as such I volunteer both locally and regionally for boards within the Skate Canada framework; I also manage my son's hockey team. Additionally, I sit on a regional doctor recruitment board at our local hospital. When I'm not at work or volunteering, I can usually be found at our local arena, which both of my kids consider their second home!



Alanna Kelly

**Direct Funding Resource Co-ordinator
Independent Living Resource Centre Thunder Bay**

I live and grew up in Thunder Bay, staying in town to attend university. I recently graduated with my Honours Bachelor of Arts in Health and Behavioural Sciences in Psychology and Gerontology from Lakehead University. Before I was hired at the Independent Living Resource Centre, I worked at a retirement residence as a personal support worker and medical provider. I began working with the ILRC in November, 2015, and have been training in both the Ontario Disability Support Program Employment Supports program and the Direct Funding program. While working full-time at the ILRC, I also hold a casual position as an addictions worker with a local treatment centre. I have enjoyed my time so far working at the ILRC and learning about Direct Funding.



Norma Jean Wilkinson

**Direct Funding Resource Co-ordinator
Independent Living Centre of Waterloo Region**

I am a wife of 35 years, a mother of three and just recently a grandmother of two. I joined the ILCWR in December of 2007 as an attendant. This line of work was very new to me, having worked in an office environment for more than 30 years. Looking for a change I decided to apply for an outreach position in my community of Cambridge, having looked after my parents and thriving on helping others. I quickly knew this was my passion. I started out just working evenings after my office job but soon realized how much I enjoyed it and took on more consumers. The knowledge and experience from being an attendant has brought me to my current position as Resource Co-ordinator for Direct Funding. I continue to help others and appreciate being part of this great program and DF team.



Georgina Jadi-Young

**Review and Audit Clerk
Centre for Independent Living in Toronto**

I briefly worked in Direct Funding as a temp many years ago and returned in March, 2015, to help out before being hired full time last year. I am recovering from a travel bug which has taken me abroad to Australia and England, where I did lots of exploring while living and working in both places. I am happy to be back in Canada and excited to be working for CILT. I assist with reviewing quarterly reports from Self-Managers as well as doing in-depth reviews to ensure Self-Managers are utilizing the DF program successfully.



Minimum wage for PSW services rises again

FOLLOWING ON THE heels of another increase last year, the minimum wage Self-Managers may pay their attendants rises in April 2016 to \$16.50/hour for direct assistance (flat rates paid at the regular provincial minimum wage of \$11.25/hour remain the same).

This wage was implemented by the Ministry of Health and Long-Term Care, which provided increased funding to the Direct Funding program and publicly-funded service providers who deliver personal support services.

Program staff who review Self-Manager Reports will expect to see these increases paid on direct service hours from April 2016 forward on the next quarterly reports.

Blitz finds workplace laws widely broken



A RECENT BLITZ by the Ministry of Labour found that nearly 8 out of 10 workplaces were in violation of the Employment Standards Act (ESA).

According to a recent *Toronto Star* story, of the 304 Ontario workplaces inspected, 238 were found breaking the law; the most common infractions of the ESA included poor record keeping and failure to pay properly for overtime, public holiday or vacation pay. The newspaper noted that proactive inspection blitzes are a newer vehicle for Ministry of Labour enforcement; penalties can include fines.

While all applicants to the Direct Funding program must demonstrate in an interview

that they are aware of their responsibilities as employers, many Self-Managers would likely benefit from reviewing the ESA (available online at www.labour.gov.on.ca), which may have changed since they became employers.

“We know Self-Managers don’t intentionally breach the ESA,” said program manager Leisa DeBono, noting that the Direct Funding Agreement includes the requirement that participants comply with the provisions of the ESA and all other applicable laws respecting employment. “Often, it’s an oversight. But, ignorance of the law is no excuse and everyone should know that they could face an inspection at any time.”



Direct Funding Program

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