# The Self-Manager

CILT • Centre for Independent Living in Toronto • A publication for Direct Funding Program participants

Summer 2024

### Direct Funding turns 30!

(& we're still growing!)

Leisa DeBono Senior Program Manager



The Direct Funding Program was a bold and visionary initiative that started 30 years ago, when a group of people with disabilities decided

to take control of their personal attendant services, recruiting, hiring, and training their own staff and managing their own budgets. They faced many challenges and uncertainties, but they also created a model of empowerment and independence that has inspired and benefited thousands of participants across Ontario.

I joined the program in 1994, just as the pilot project was starting. It was exciting, but there was also lots of work and some trepidation about whether this new, unique model would work. Certainly, the interest was there, based on the hundreds of letters we had from consumers across the province who wanted to try, but lots of pressure, too, to make sure things moved ahead smoothly and as quickly as possible. I give tremendous credit to the pioneering Self-Managers who got this program started; it was the experience of the

For more **GROWING**, please see p. 12



## Self-Manager named to the Order of Canada

A London Self-Manager, who is internationally recognized for her artistic talent, was recently appointed to the Order of Canada, one of the country's highest honours. Theresa (Susie) Matthias (above), a mouth painter, has paintings in public galleries and private collections worldwide; one

of her works was featured on a Canada Post stamp, and others have appeared on greeting cards and calendars. Susie is a member of the Association of Mouth and Foot Painting Artists.

Please see Susie's **testimonial** about the Direct Funding Program on page 12.



#### TESTIMONIAL

"The working relationships I have experienced as a Self-Manager are some of the most meaningful connections in my life."

For **30th anniversary testimonials**, please see pages 4-7.



## Direct Funding welcomes new staff

## Ximena Rodriguez Direct Funding Facilitator Ottawa Independent Living Resource Centre (OILRC)

I started working at OILRC in 2022 as the Peer Support Coordinator and was immediately drawn in by the strong sense of community and mutual support that characterizes our centre. Since then, I have continuously felt welcomed and appreciated by our consumers, making my job that much more fulfilling. I recently transitioned into the Direct Funding Facilitator role and am very excited to have the opportunity to support our Self-Managers and consumers in new ways.

I have previous experience as support staff in both residential and educational settings, and now I feel honoured to work to ensure that people receive the care they need in their homes. I'm very excited to keep learning from this wonderful community through my work with Direct Funding.

## Keep in touch

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### Media Corner

Desirée Walsh Community Facilitator



#### The Squeaky Wheel Canada

The Squeaky Wheel Canada is a satirical new show modelled after the American website the Squeaky Wheel, started by Steven Verdile (thesqueakywheel.org). The Squeaky Wheel Canada is an eightepisode, half-hour news format which pokes fun at the ableism faced by people with disabilities every day. Think Saturday Night Live's Weekend Update, but with a disability slant.



#### **Breaking Character,** Season 2

Breaking Character is a documentary series produced by Winterhouse Films. The series follows four performers with disabilities through their daily lives as they try to make their way through the Canadian entertainment industry.

Episodes of The Squeaky Wheel Canada and Breaking Character can be streamed at www.amiplus.ca.



Courtesy: The Ride Ahead

#### The Ride Ahead

Samuel Habib is a typical 21-year-old, itching to move out of his family's home, start a career, and find love. Living with disabilities from a rare genetic disorder, Samuel navigates through life with a power wheelchair and uses a communications device. He is determined to have more independence and the achievements of his peers. A turning point comes when he begins to talk to disabled adults - many of them, icons in the disability world. These encounters, documented in the feature length film, which was featured at Hot Docs 2024, help him forge a path for "the ride ahead."



For more information, visit www.rideaheadfilm.com

## **3** O Years of Direct Funding

### **Testimonials**

#### Brian Moretton, Nepean

Direct Funding allowed me the freedom to move from supportive housing to a new condo with my now-wife of 25 years and counting. It allowed us the freedom to move into our forever home a year after I started on the program. With the nurturing assistance it offered, Direct Funding allowed us to raise our two beautiful boys. Direct Funding has offered us the freedom to take family vacations and go on weekend getaways without the kids.

From the big stuff above to the small stuff like going grocery shopping, Direct Funding has given me the freedom to live my life as normally as possible. It is incredible to think about how it has changed the course of my life and the lives of thousands of others.



I can sum up the difference that Direct Funding has made in my life with one word: FREEDOM.





#### Denise Elliott, Sault Ste. Marie

In early May 2000, I suffered a spinal cord injury that left me as an incomplete quadriplegic. During my rehabilitation at Lyndhurst Centre in Toronto, my care team, my husband, and I had to plan for my future once I was discharged. At that point, I didn't really care what happened to me. There were a number of options presented by my social worker. Direct Funding was one of those. My husband and my social worker convinced me that I should apply for the program. The application process forced us to look at what help I would need after my discharge, which helped us focus on our future. I applied and was found eligible. I returned home in November 2000 and hired my first attendant in February 2001. The program has given me some of my independence back. The program provides valuable assistance with daily routines, including my personal care, medical appointments, shopping, meal preparation, and running errands. My husband could return to work that included a fair amount of business travel. We were able to travel to visit our family, which included young grandchildren. By the way, one of the first attendants I hired still works for me!



I have benefited from this program for more than 23 years.

## **O** Years of Direct Funding

### **Testimonials**





Bravo to CILT and **Direct Funding for** their exemplary dedication and commitment to Independent Living.

#### Jacques LeBlanc, Toronto Former Chair of the CILT Board of Directors

The Centre for Independent Living in Toronto (CILT) and Direct Funding (DF) will always have a special place in my heart. Back in 2002, I was introduced to the Independent Living philosophy and how an individual can have total autonomy of one's care. Being a full-time employee at a major newspaper, CILT gave me the freedom to live my life in a way that best fits my needs.

Along my journey through CILT I have met some great people over the years who continue to be lifelong friends and allies. I could never have lived the independent life without the personal support workers and caregivers I have crossed paths with. We work as a team, and we celebrate together.

To give back to such a worthy organization as CILT, I had the honour and privilege to serve on the Board of Directors for six years from 2017-2023, the last four years as Director/Chair. Currently I volunteer with Direct Funding, assisting with eligibility interviews as a consumer panelist.

It has been 20+ years thus far, and as I'm aging, I'm still thankful every day for having an organization like CILT in my life.

Bravo to CILT and Direct Funding for their exemplary dedication and commitment to Independent Living. Happy 30th Anniversary, DF!



#### Jenny Clement, **Richmond Hill**

The Direct Funding program has allowed me to embrace my disability and not be confined by it. The flexibility that is built into the program allows me to view my disability as only one characteristic of my identity rather than its sole focus. The program has enabled me to be "unapologetically me" because it has given me the choices and freedoms that people without physical disabilities take for granted, such as when and where to get out of bed or go to the bathroom. The skills of managing budgets and working with teams of people that I have gained while being on the program have helped with my academic and professional successes. I want to thank the DF program for giving me the life I desired and that I know I deserve.



The Direct Funding program has allowed me to embrace my disability.

## Years of Direct Funding

### **Testimonials**





#### Anne Abbott, Toronto

I've always strived to be independent, to have autonomy over my own life. Having had a physical disability since birth, this has been difficult to achieve. I've had to overcome societal ableism and so many obstacles and limitations, all of which have made my life's journey a very bumpy one. By the time I was 47, I was living in my second apartment building that offered 24-hour, on-site attendant assistance. Like the first one, this attendant service was lacking in many areas. That's when I decided to apply for Direct Funding. I needed to take control of my life. Certainly, I yearned for the freedom to follow my dreams and make my art business into a success, but I also wanted simple things, like being able to hire people who were kind and respectful, and to let them go if they were not. Because of Direct Funding, I have been able to sell my artwork at Toronto's St. Lawrence Market every Saturday morning. can get up and go to bed whenever I want, eat and drink whatever I want, and dress however I want. I can voice my thoughts and opinions at meetings because I've trained my employees how to be speech facilitators. Five years ago, a filmmaker produced a short documentary about my life called *Feelings* of Invisibility. This year, I had the honour to be in an episode of a new tv show, called *The Squeaky Wheel*, a comedy series with all actors who have disabilities. Without Direct Funding I doubt if any of these things would have been possible. I honestly don't know where I'd be if I didn't have Direct Funding. Thank you to the Centre for Independent Living in Toronto for giving me Direct Funding, and for helping me find true independence.

#### William Douglas, Brantford

Because of an industrial accident in 2011, I became a quadriplegic. Before my discharge from rehab in Hamilton, it was suggested to me that I apply for Direct Funding (DF). Before DF, I had two hours a day of personal support worker care. One of my attendants gave me extra free hours so I could do more things. When I was found eligible for the Direct Funding program, this attendant came with me, which was a real boon. I weighed around 200 pounds, but my attendant, Cody, was big and tall and very strong. In February 2016, Cody and I became a team with the help and supervision of Anne Marie from the Niagara Centre for Independent Living. Cody has looked after me for over eight years. The program supplies me with the funding for an awesome caregiver and also allows him to make a decent wage. I have a great bookkeeper who helps with many of the financial details, and my loving wife cares for me at all times. Thank you, Direct Funding, for everything.



The program supplies me with the funding for an awesome caregiver.



## Years of Direct Funding

### **Testimonials**

#### Piera Savatteri-Giese, Hamilton

I have been with Direct Funding (DF) for almost 25 years now. I have loved and enjoyed every moment and aspect of being a Self-Manager. After living for many years at the direction and care of other agencies, I finally felt I could live a somewhat "normal" life. I was able to decide for myself when I wanted to make a simple, yet meaningful choice, such as when I want to get up in the morning or who will be the person to assist me. Not having to deal with different caregivers on a daily basis was also huge for me! My stresses were gone, and my quality of life and care greatly improved. It means so much to my husband and me that I am able to choose who I will allow into our home, as well. Another perk of being with DF is that I am able to get help to my doctors' appointments and not have to concern myself with who am I going to find to go with me. Above all of the great benefits of being on DF was when I was able to go to visit my family in Sicily, taking an attendant to assist me while I was there. Without DF, this trip would not have been possible. I was able to see my family, and we were able to enjoy being together without the stress of trying to find someone who could help me during my stay there. I didn't have to bother my family with anything related to helping me. I also had the choice to take someone to assist me who I knew would fit in with my family. She instantly became a part of the family, and I couldn't have chosen a better person that fit my needs. Together, we had an amazing time, and I didn't feel stressed at any time during my trip. I had the ability and choice to have someone beside me who I felt comfortable knowing would take great care of me the entire time. It was a trip I will never forget. Thank you, DF, for changing my life for the better!





I finally felt I could live a somewhat "normal" life.



#### Luke Anderson, **Toronto**

Becoming a Self-Manager was one of the best and most

positively impactful decisions I have ever made. Every day I am grateful for the opportunity to curate my own support schedule and choose people who I want to work with. I know that the communication, managerial, leadership, and accountability skills that I have developed as a Self-Manager have been instrumental in all aspects of my life, both personally and professionally. The working relationships I have experienced as a Self-Manager are some of the most meaningful connections in my life. I extend tremendous appreciation to the culture-shifting advocacy efforts of those who started the Independent Living movement and to everyone responsible for launching the Direct Funding program 30 years ago. To the entire Centre for Independent Living in Toronto team, past and present, thank you for nurturing the important stakeholder relationships necessary for the program to survive and thrive. Your dedication, passion, professionalism, and community building efforts are gifting all Self-Managers with independence, empowerment, choice, and spontaneity, and are helping provide an invaluable component to support our well-being.



Every day I am grateful.



#### Ingredients

- 3 cups crushed ice
- 1 (6 ounce) can frozen lemonade concentrate
- 1 (6 ounce) can frozen limeade concentrate
- ¼ cup confectioners' sugar
- 2 cups chilled club soda

#### Directions

- 1. Pour ice, lemonade concentrate, limeade concentrate, and confectioners' sugar in a blender; blend until slushy.
- 2. Gently stir club soda into lemonade mixture to serve.

### Love Me As I Am Mary Jo Propper Self-Manager, St. Catharines

I can't fly. I can't soar. I can't get up and scrub the floor. Love me as I am.

I can't drive. I can't dance. I can't write the next hit romance. Love me as I am.

I sometimes stay awake through the movies that you like. I wouldn't be able to ride your two-wheel bike.

Love me as I am.

I may not be ready when it's time to go. I may even cause us to miss the entire show. Love me as I am.

I have so many, can'ts, their numbers are so high.

But you haven't given up on me because we both still try.

Love me as I am.

I CAN, laugh at your jokes.

I CAN, hold your hand.

I CAN, keep you company wherever you stand.

Love me as I am.

This may not be the life that any of us chose. But it is the life that we live, and we will go with the flow. Love me as I am.

### Summer is here!



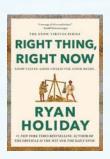
#### Marlene Benedicto Intake and Resource Facilitator

If you're looking for some new books to read this summer, we've got you covered. Here is our list of popular titles to check out.



#### This Summer Will Be Different by Carley Fortune

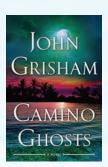
Lucy is the tourist vacationing at a beach house on Prince Edward Island. Felix is the local who shows her a very good time. The only problem: Lucy doesn't know he's her best friend's younger brother. Lucy and Felix's chemistry is unreal, but the list of reasons why they need to stay away from each other is long, and they vow to never repeat that electric night again.



#### Right Thing, Right Now: Good Values. Good Character, **Good Deeds**

by Ryan Holiday

Holiday draws on fascinating stories of historical figures such as Marcus Aurelius, Florence Nightingale, Jimmy Carter, Gandhi, and Frederick Douglass, whose examples of kindness, honesty, integrity, and loyalty we can emulate as pillars of upright living. Through the lives of these role models, readers learn the transformational power of living by a moral code and, through the cautionary tales of unjust leaders, the consequences of an ill-formed conscience.



#### Camino Ghosts by John Grisham

Mercer Mann, a popular writer from Camino Island, is back on the beach, marrying her boyfriend, Thomas, in a seaside ceremony. Bruce Cable, infamous owner of Bay Books, performs the wedding. Afterward, Bruce tells Mercer that he has stumbled upon an incredible story. Mercer desperately needs an idea for her next novel, and Bruce now has one.

The true story is about Dark Isle, a sliver of a barrier island not far off the North Florida coast. It was settled by freed slaves three

hundred years ago, and their descendants lived there until 1955, when the last one was forced to leave. That last descendant is Lovely Jackson, elderly now, who loves her birthplace and its remarkable history. But now Tidal Breeze, a huge, ruthless corporate developer, wants to build a resort and casino on the island, which Lovely knows, deep down, is rightfully hers.

#### **Fun Summer Outings**

#### Joella Connaught Consumer Experience Advisor

Here are some fun events and activities going on this summer in Ontario.

#### Magic Tricks & More

"Evolution: A Night of Magic and Illusion" is a magic show held in Niagara Falls, Ontario. The show is described as leaving the audience spellbound and amazed by big illusions with a captivating storyline. The show is 1 hour and 30 minutes long and is held in the beautiful and accessible Greg Frewin Theatre in central Niagara Falls. For more information on the event and venue details, visit www.gregfrewintheatre.com

#### **Fun for Music Lovers**

The Peterborough Folk Festival runs from August 15 to 18, 2024. The festival features folk artists, along with a range of live music workshops, artisan craft vendors, and food vendors. Admission is free, with donations encouraged and appreciated. For more information, please visit o www.peterboroughfolkfest.com

#### Imaginative Fun & Play for All Ages

The 27th annual Royal Medieval Faire takes place at Waterloo Park on September 21, 2024. The event is a fun-filled day for all ages and includes storytelling, swordplay, games, vendors, music, dancing, food, beverages, costumes, and decorations. For more information, please visit www.royalmedievalfaire.org



#### Reminder:

Monday, August 5, the Civic Holiday, is not paid as a public holiday.

#### Memos

#### T4 penalty

Please note: as of January 1, 2024, if you issue more than five T4 slips in a year you are required to file these electronically with the Canada Revenue Agency (CRA). Employers who issue six or more T4s in a calendar year without filing electronically will be levied a penalty by CRA (and Self-Managers cannot use Direct Funding to pay fines or penalties). Please see the CRA website for more information.

#### **CRA and WSIB**

A reminder that Self-Managers are permitted to make CRA and WSIB payments electronically from your DF bank account, not just by mail. If you have any questions about making electronic payments, please contact your Direct Funding report reviewer for assistance.

### Reminder: Going paper-free

If would you like to go paperfree and receive all your Direct Funding documents by email only, please contact a member of CILT's Direct Funding team to update your file (see Staff Directory, page 2).

## Background Screening of Prospective Attendants

April Monteiro, Self-Manager, Dunnville

Recruiting attendants is definitely challenging, especially when the healthcare industry is facing a staffing shortage.

When you achieve success after your exhaustive search, you may want to move quickly to avoid the risk of losing a good candidate – but don't sacrifice safety and quality for speed. You need to make an informed decision by validating what you have heard from the candidate and what you have read on their resume.

Working for you may be exactly what someone is looking for, and after meeting each other you both feel that it is a perfect fit! However, you and your personal health are the priority, and you cannot rely solely on "trust" and "feeling". Candidates may misrepresent themselves in order to secure the right position. It happens all the time.

Check their work references and even consider conducting a Criminal Record Check, or at least ask them if they are comfortable filling

BACKGROUND

out a Criminal Record Check consent form. Let them know how important this role is.

Let me tell you about an experience I had. I interviewed a

candidate, who appeared to be the perfect fit. At the end of the interview, I asked her if she was comfortable completing a Criminal Record Check consent form, as well as providing three references. I let her know these three references must be individuals she was

accountable to and who would be able to comment on her daily work.

The response I received was surprising. She mentioned that I may not receive a positive reference on her as she left the position without giving notice. Further to that, she informed me she had been wrongfully convicted of a criminal offence. I quickly thanked her for coming to the interview and let her know I would make a decision by the end of next week.

At no time during the interview did I get any indication of negative behaviour. Why would I? She wanted the job and was promoting her skills and experience.

Please check your references and talk about criminal or vulnerable sector checks. Be satisfied and safe with the individuals who are assisting you.

A good reference check will tell you if there is a red flag, or a pink flag letting you know you may need to coach or train this candidate.

> Be careful and protect yourself by validating everything you have heard and read about your candidates.

If you would like a copy of my sample reference worksheet, which you can use or modify as needed, please contact
Direct Funding staff member

Sara Stonehouse

at sara.stonehouse@cilt.ca. I hope these guidelines help to either support your hiring decisions or change your mind!



#### Joella Connaught Consumer Experience Advisor

The Direct Funding Program recently hosted a series of video calls on Zoom to connect with Self-Managers across the province. The discussion focused on Recruitment: Advertising and Hiring, providing an opportunity for peer support and for sharing some recruitment tips.

Here are some highlights:

- Those who registered early for the Zoom calls were provided with some resources DF has developed over the past few years, based on feedback from Self-Managers. Participants on the calls were encouraged to provide feedback and to share any questions they may have had about the resources.
- The discussion also included information sharing on what has worked well for Self-Managers to successfully recruit, such as word of mouth and networking within social circles, Facebook groups, and use of online platforms such as Indeed, including tips to access the portions of the website that do not charge a service fee for posting job
- There was some discussion about the challenges of advertising and hiring, as well as some

tips shared on how to navigate those challenges, which included advertising the perks of working for a Self-Manager compared to a hospital or other medical setting, as well as the newly increased \$25.00 per hour attendant wage to increase their competitive edge. For example, the ability to start an attendant at \$25.00 per hour or to start lower and gradually increase as an incentive to encourage attendant performance and retention.

Lastly, the conversation also included discussion about strengthening attendant retention. Some tips included building a good rapport with staff, being flexible with scheduling, if possible, and having check-ins both formal and informal where the Self-Manager and attendant can discuss what is working well and what can be improved.

Program staff extend a big thank you to participants for their contributions to the discussions. We look forward to hosting another Zoom call series later this year. If you have comments, ideas, or thoughts for the next Self-Manager Zoom calls, or if you would like to receive a copy of Direct Funding's recruitment resources mentioned above, please contact Joella Connaught at joella.connaught@cilt.ca

#### Memos



#### Want to connect with other Self-Managers?

If you are not yet a member of the Ontario-Wide Self-Managers' Network but would like to connect with other program participants from across the province, then the Network might be for you. Through the Self-Managers' Network you can share tips and ideas, learn about attendants seeking employment, ask questions of experienced Self-Managers in your area, and much more. For more information, please contact Sara Stonehouse at sara.stonehouse@cilt.ca or 416-599-2458 ext. 232.

#### What has DF helped you do?



sara.stonehouse@cilt.ca or 416-599-2458 ext. 232.

## **Years of Direct Funding**

#### Growing

Continued from p. 1

original 75 participants, who managed their staff and budgets brilliantly, that paved the way for the thousands of people who have come after them. In particular, I want to pay credit to the original Program Manager, Ian Parker, who taught me everything I know. In addition to being a great mentor, he was also among "the original 75," and I will forever be grateful for his guidance and leadership throughout the formative years of the program. In the last decade, the program has grown tremendously, allowing more Ontarians with disabilities the chance to take better control over their lives. It

has been rewarding to see the program grow, especially because it is so firmly rooted in the Independent Living philosophy of choice, flexibility, and control. I feel privileged to be part of the Direct Funding team as we mark our 30th anniversary, and to work closely with my colleagues at the Centre for Independent Living in Toronto, in the other 10 Independent Living Centres, and especially all the Self-Managers who have made the program the incredible success it has become.

Thank you for an amazing three decades!



#### Disability activist recognized for contributions to the community

Maayan Ziv, a Richmond Hill Self-Manager, was recently awarded the Meritorious Service Cross, which honours great Canadians for exceptional national impact in a variety of fields. Maayan founded the platform AccessNow in 2015, which uses crowdsourced information to map accessible business and public spaces, empowering its users to navigate the world independently.

#### **Testimonial**



#### Susie Matthias, London

I have been with the Direct Funding program since 2000. The program has given me the opportunity to remain independent in my own home, and Direct Funding's assistance has also allowed me the ability to hire the support I need to assist me with my

daily care, to be out in the community, and to travel.

Since 1991, as a mouth painter and full member of the Mouth and Foot Painting Artists (MFPA), I've had the opportunity to travel to various countries to attend conferences, visit MFPA's exhibitions, and do some sightseeing. Direct Funding's support has allowed me the freedom to be able to do so, all while having the assistance I need with my activities of daily living.

Thanks to this program, my life has been positively impacted. I'm forever grateful for all that DF does.



I've had the opportunity to travel to various countries.

#### The Self-Manager newsletter editorial team:

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Intake & Resource Facilitator

Joella Connaught

Consumer Experience Advisor

Leanne Larmondin

Communications & Resource Manager

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