

The Self-Manager

CILT • Centre for Independent Living in Toronto

Winter 2015

Direct Funding Growing Again

New, \$5-million boost could mean up to 50 more participants

Zehra Madenli is a 48-year-old woman living in Toronto with Amyotrophic lateral sclerosis (ALS); she is an artist, poet and blogger (www.zehra.madenli.com) who had been receiving personal support worker services and nursing from her area Community Care Access Centre and Outreach Attendant Service provider, but her options for receiving more assistance in her home were dwindling.

Zehra's husband also has health problems and was experiencing burnout. An intensive care unit bed would have been the likely step had the couple not heard about the Direct Funding Program. Now, since Spring 2014, she recruits, trains and schedules the attendants of her choosing to assist in her home.

She is one of about 50 new Self-Managers who were able to start on Direct Funding last year due to the \$5 million in expansion funds provided by the Ontario Ministry of Health and Long-Term Care. In December, 2014, the ministry announced another \$5-million expansion, meaning even more applicants will soon be participating in the program.

"We're thrilled the ministry has recognized the incredible value of Direct Funding," said program manager, Leisa DeBono, who encouraged existing Self-Managers to spread the word about the program. "This means we've earned some recognition that we're doing something right."



Self-Manager Zehra Madenli (centre, pictured with her husband, Sinan) has been recognized for volunteerism.

Operating for the last 20 years in Ontario, Direct Funding is an innovative program enabling adults with physical disabilities to become employers of their own attendants. These employees assist with routine activities of daily living, such as dressing, grooming and bathing.

The program is administered by the Centre for Independent Living in Toronto (CILT), Inc., in partnership with the Ontario Network of Independent Living Centres. It is funded by the Ontario Ministry of Health and Long-Term Care through the Toronto Central Local Health Integration Network. ■



Keep in touch

CILT Direct Funding staff can be reached by telephone at: 416-599-2458/1-800-354-9950, fax at 416-599-3555 or by e-mail.

LEISA DEBONO

Program Manager, Ext. 233
dfadmin@cilt.ca

ABDULLAH DURANAI

Provincial Support Co-ordinator, Ext. 273
dfassist@cilt.ca

MARISA FALZONE-BELL

Regional Report co-ordinator, Ext. 231
dfaccount@cilt.ca

MELISSA GRAHAM

Community Facilitator, Ext. 241
dfresource@cilt.ca

JAYNE JALONIKOU

Administrative Support, Ext. 270
jayne.jalonikou@cilt.ca

KATHERINE JANICKI

Intake Co-ordinator, Ext. 235
dfinfo@cilt.ca

LEANNE LARMONDIN

Provincial Program Co-ordinator, Ext. 240
dfsupport@cilt.ca

IAN PARKER

Senior Advisor, Ext. 232
dfmanager@cilt.ca

JOHN TAM

Auditing and Information Co-ordinator, Ext. 234
dfaudit@cilt.ca

New Direct Funding Staff

LINDA CARRIGAN

Direct Funding Resource Person –
Independent Living Centre of
Waterloo Region



Linda is a former bookkeeper for several Self-Managers in the Kitchener/Waterloo area. As the Direct Funding Resource Person, she

helps existing Self-Managers, assists new Self-Managers starting on the program and promotes Direct Funding in the community. 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.

TAMMY GOULD

Direct Funding Program Coordinator –
RISE: Resource Centre for Independent
Living in the Parry Sound/Muskoka/
Nipissing region



Tammy's work experience includes 15 years in social services providing financial & employment assistance, determining eligibility, developing case plans, providing counseling,

coaching and facilitating skills, providing support services, assisting clients with ODSP applications and providing support and community resources for appeals. She is also a mother to a 19-year-old daughter and has two college diplomas: one in Skills of Helping (social work) and the second in medical office administration.

JAYNE JALONIKOU

Direct Funding Administrative Support –
Centre for Independent Living
in Toronto (CILT)



Jayne assists with various administrative tasks to support the Direct Funding program at CILT. She has a background in healthcare services such as long-term care,

rehabilitation centres and community and homecare services. Jayne's spare time is normally taken up by going on long motorcycle rides and her favourite hobby is visiting thrift shops and garage sales in search of unique items. She hopes to travel and see as much of Canada as possible and continue her world travels someday.

JOE MCCAULEY

Direct Funding Program Assistant –
Independent Living Centre Kingston



Joe has been the bookkeeper for Independent Living Centre Kingston since 2011 and began reviewing Direct Funding reports in

January of 2014. He has previous experience in accounting, finance, property management and construction. He is the father of two teenage boys and spends as much of his spare time as possible sailing.

New Staff

Continued from p. 2

ALEKSA SHERMACK

Direct Funding Resource Person –
Independent Living Resource Centre
Thunder Bay



The centre's executive director, Tom Pugliese, writes, "We'd like to welcome back, and reintroduce, Aleksa to the Direct Funding Program in the Thunder

Bay region. She's been with ILRC Thunder Bay for more than five years, having brought her spark to nearly every area of programming with great success, originally as our DF Resource staffer. Aleksa, who is filling in for Angela Minelli (currently on maternity leave), brings a warm, approachable style along with an inherent ability to quickly and effectively find the bright side to every situation."

VÉRONIQUE TREMBLAY

Direct Funding Administration –
Disability Resource Centre for



Independent Living
(Kapuskasing)

As the Direct Funding Administrator at the Disability Resource Centre for Independent

Living in Kapuskasing, Véro reviews quarterly Self-Manager's Reports and responds to participant queries and problems. She has a bachelor's degree in psychology and many years of experience in various fields ranging from social work, administration and working in remote locations. She is the mother of two boys and is also the owner and founder of Sur le Cœur de l'Envolé, which offers services to children with special needs and raises mental health awareness.

Relationships improved with Direct Funding, say participants

Stronger relationships and a greater sense of freedom are two of the biggest rewards of participating in the Direct Funding Program, according to several Self-Managers who were part of a panel at a recent workshop in Toronto.

Audrey King, who has been on Direct Funding (DF) since it was a pilot program in 1995, described the give-and-take nature of the employer/attendant relationships she has experienced in 20 years on the program. Prior to employing her own attendants, **"I felt I had to be grateful to the people who helped me,"** said Audrey. **"I didn't want to be a bother. After I got on DF, it changed... there was no more feeling of being a burden and I got a new sense of myself, a new sense of freedom."**

The rapport between a Self-Manager and an attendant is different from that of a "client" and personal support worker, said Audrey. **"I found because there was a relationship between you and your worker, the accountability was greater,"** she said. **"There is a greater sense of responsibility between each other."**

Meghan Hines, who started on Direct Funding in 2011 when she was still a university student, described the freedom of being able to choose her own attendants, most of whom were around her own age. **"A lot of people I hired were students and we could accommodate each other,"** said Meghan. **"I could ask them to come earlier or later."**

Employing her own attendants also changed her family relationships, said Meghan. Before Direct Funding, she had assistance from personal support workers sent by CCAC and Outreach; family members filled in where needed.

"My family were caregivers and they had to schedule their lives around my needs," said Meghan, who said while her family

never made her feel like a burden, she can now contribute more to household tasks with the help of her attendants. **"My life felt more structured and my parents were stressed and tired after a long day at work. My family is my family now."**

Derek Walker told the gathering his family was concerned about him living alone in his condominium and employing his own attendants. They were worried about him being left stranded if a worker did not show up for a shift. Instead, said Derek, he has found the opposite: because he hires and schedules his attendants himself, rather than relying on an agency to do so, he and his employees are more accountable to each other and he has fewer concerns about no-shows.

Another Self-Manager found that Direct Funding even made expanding her family easier: Lisa Rose, who had a husband and a 2-year-old son when she started on the program in 2013, said her parental responsibilities and post-partum depression were daunting prior to her starting on Direct Funding.

"After I started on Direct Funding, my husband said, 'What about having another baby?'" said Lisa, who said she used to be scared to be home alone with her son, in case of emergencies. The flexibility of being on Direct Funding gave her more confidence and she gave birth to her second child, a daughter, in 2014.

"Now, my husband says, 'You're a different person!'" she said.

Tell us: how have relationships in your life changed because of Direct Funding? Write to dfresource@cilt.ca with a testimonial we can use on the Direct Funding website, www.dfontario.ca. ■

About the Photos

Top left, clockwise

1 Audrey King at the Toronto Self-Manager workshop

2 Tara Gersondé and Gary Gunraj at the Toronto Self-Manager workshop

3 Loretta Davis, from Thorold, is involved in wheelchair basketball in the Niagara region

4 Scott McArthur and Jerry Ford at the Toronto Self-Manager workshop

5 Judith Snow at the Toronto Self-Manager workshop

6 Sandra Carpenter, executive director of the Centre for Independent Living in Toronto (CILT), and Ian Parker, senior advisor at CILT

7 Lynn Boutette and Derek Walker at the Toronto Self-Manager workshop

8 Rick Mason, who will start on Direct Funding soon, exercises at the Power Cord program

9 Marjorie Francoz at the Toronto Self-Manager workshop

10 Amani Mahrousa is one of several Niagara-area Self-Managers who exercises regularly at the Brock-Niagara Centre for Health and Well-Being

11 James Davis coaches children in wheelchair basketball in the Niagara region



About the Photos

Centre row, left to right



12 DIANE CLAPHAM and her husband, Sean, welcomed their first baby, Ian, on June 22. A Toronto-based Self-Manager, Diane has been a Direct Funding participant since 1999. "We are doing well," Diane said recently. "We have started adventures tasting new foods, which is going over very well. The biggest hit so far is sweet potato."



13 Panelists at the Toronto Self-Manager workshop discussed how Direct Funding changed the many relationships in their lives



14 LISA ROSE, her husband, Mark, and their son, Ethan, welcomed their newest addition, Alison (Ali) Mae, born on October 27. "We are doing well and adjusting well to life as parents of two," Lisa reported recently.

15 Deborah Fitton at the Toronto Self-Manager workshop





Luke Anderson with Toronto City Councillor Kristyn Wong-Tam

Self-Manager recognized for improving accessibility

Luke Anderson holds many titles: engineer; accessibility consultant, community builder, innovator, advocate and motivational speaker. He recently added to this long list: recipient of the City of Toronto's Access Award for Disabilities.

The award, given to "a person, group or organization that has made a significant contribution towards improving access for people with disabilities in Toronto," recognizes Luke's work with his StopGap Foundation, whose main project is the Community Ramp Project.

This project uses volunteers (at times, at-risk youths) and donated materials and funds to build free temporary access ramps, upon request, for neighbourhood businesses with single-step storefronts. The brightly-coloured ramps increase accessibility to buildings and often inspire dialogue about the importance of designing inclusive and accessible spaces for everyone. "The success of this initiative is based on volunteers and donations," says Luke,

a Self-Manager since 2008 and a civil engineer.

Participating businesses report that people of all abilities comment how the ramps provide ease of access, from those with strollers and delivery dollies to those with mobility aids. The project's website address, www.stopgap.ca, is stenciled on all ramps to direct businesses and communities to further information about the campaign, what has worked and what hasn't, how to request one, where the ramps have been located and how to donate to the program.

Luke said StopGap has placed some 200 ramps across the city since its inception in 2011; the project has also inspired other communities to take on their own Community Ramp Projects across Canada, from as far east as Charlottetown to as far west as Cranbrook, B.C.

At the award ceremony, Luke asked city councillors to help "inform the decision makers here at City Hall that change

needs to start right now." He added that by-laws need to be amended, "so that small business owners with stepped store fronts can have a ramp that encroaches on city property."

He said the Accessibility for Ontarians with Disabilities Act (AODA) mandate of specific guidelines and standards for accessibility will not be met by the 2025 deadline without immediate action. So, he added, "the time to start thinking and implementing solutions to the very big problems in our city is right now."

Luke is the second Self-Manager to receive the Access Award; Ing Wong-Ward, a producer with CBC and Direct Funding participant since 1995, received the award in 2004 for using her profession "as a basis for opening the eyes of others and through those efforts has worked towards the integration of people with disabilities into all sectors of society." ■

Did you know?



In light of some recent experiences, we would like to remind Self-Managers that your Direct Funding funds are in no way to be considered as, or reportable as, personal income or assets. You are *not required* to report your Direct Funding funds to such programs as the Ontario Disability Support Program (ODSP), rent-gated-to-income housing, and similar applications where personal or family income and assets are concerned. In addition, the funds are not declarable on your personal Revenue Canada Income Tax return.

A letter of clarification was provided to you when you started on Direct Funding for the purposes of general requests for income verification.

If you require another copy of this letter, or if further verification is required, please contact the Centre for Independent Living in Toronto: 416-599-2458 / 1-800-354-9950 ext. 241, or dfresource@cilt.ca. ■



Surplus is any money in excess of your normal one-month budget, remaining at the end of a reporting period. For example, if your budget is \$1,000 and you report \$1,200 as a quarter-end balance, \$200 is surplus and will be withheld from your next monthly deposit (meaning your next deposit will be \$800). That \$200 is available, upon request, up to 12 months after it is withheld; it may be used for extra hours if needed due to illness, moving, training, absence of family members or vacation. This is not a "clawback"; rather, the unused funds are being held in trust for up to a year. ■



Easter Seals Canada's Access 2 Entertainment Program allows registered Canadians to receive free admission for their attendant to participating attractions and movie theatres across Ontario and Canada. Once you apply for the card, you can use it at the Art Gallery of Ontario (Toronto), the Canada Aviation and Space Museum (Ottawa), the Riverview Park and Zoo (Peterborough), Science North (Sudbury), the Ontario Science Centre (Toronto), the Centre régional de Loisirs culturels (Kapusking), Kingston Family Fun World (Kingston), as well as many other attractions and movie theaters.

For more information go to <http://www.access2card.ca> or call Easter Seals Canada at 1-877-376-6362.



Due to the large number of Self-Managers who have come onto the program in the past year, we have asked some Self-Managers to send their quarterly reports to a different Direct Funding administrative centre. This helps us redistribute the program workload. If you have not heard anything about this, then nothing has changed for you, and there's nothing to worry about. If you did receive notice from the program, please review the information and be sure to let your bookkeeper know.



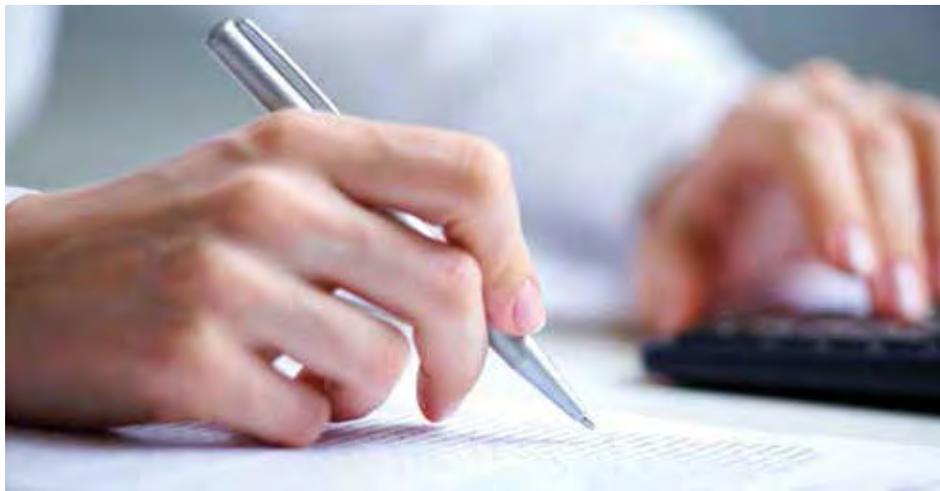
Finding attendants

- Connecting with other Direct Funding participants via the Self-Managers' Network is a great way to find attendants (contact dfresource@cilt.ca for more information on the network)
- Be cautious and careful when recruiting and ALWAYS check references before hiring anyone
- Try online resources, including the Direct Funding website www.dfontario.ca
- Be careful of agencies that may contact you about positions available (Self-Managers are not permitted to pay an agency to refer attendants and, in most circumstances, are not allowed to pay for agency hours)

reminder

A reminder that Direct Funding is intended to be your *only source of attendant services*. When Self-Managers start on the program we ask them to provide us with a letter from their previous service provider(s) confirming that the Self-Manager has cancelled all other forms of attendant services. If you have started on Direct Funding within the last few years and you are not sure if we received this letter, please give us a call: (416) 599-2458 / 1-800-354-9950, ext. 241, or email dfresource@cilt.ca. ■

Best practices when completing your Self-Manager's Report



Emails, etc.

From time to time we send out emails with information we think Self-Managers will find useful. If you would prefer not to receive these emails please contact our office: dfinfo@cilt.ca.

Also, if you would like to receive this newsletter by **email only**, please contact

Melissa at dfresource@cilt.ca or (416) 599-2458, ext. 241 ■

- You must be familiar with your hours and budget
- You should work with your bookkeeper to make sure you understand your report before submitting it
 - We often call or write to ask questions after we receive the report
- It's okay to enable online banking on your Direct Funding bank account to monitor your account activity, as long as you do not activate the password for bank machines
 - Feel free to contact DF staff if you have questions
- Your report is complete when it has been signed by you and you have included:
 - Original bank statements
 - A bank reconciliation for the last month of the quarter
 - A copy of the PD7A (Statement of Account for Current Source Deductions)
- Submit your report on time; we have a lot of reports to review and late reports could result in no monthly deposit
- Remember to report the hours worked at different hourly wages on separate lines in Section 1
- Send your report via Xpresspost (from Canada Post) to ensure your original documents can be tracked
- Please do not submit handwritten reports
- Stick to the Direct Funding payroll schedule
- Always double-check your report
- If there is anything unusual, send a note! ■



Direct Funding Program Centre for Independent Living in Toronto Inc.

365 Bloor Street East, Suite 902, Toronto, ON M4W 3L4
Tel: 416.599.2458 OR 1.800.354.9950
dfinfo@cilt.ca

Funding support provided by:

