

Purchasing Services and Staff? Tips and Tools for Managing the Process

Presented by the Passport Program



Agenda

- Welcome and Introduction
 - Presenters: Megan Hart and Amaranta Ng
- Choosing Services
- Budgeting for Services
- Transportation as a Service
- Hiring a Personal Support Worker (PSW)
- Handouts: One Page profile, Hiring a Support Worker, Questions for Programs/Service, Budget Tracker
- Q&A

Choosing a Service



A service can include...

- Day programs
- Respite options
- Educational programs
- Recreational activities
- Skill building classes
- and many many more...

Tips for Choosing a Service

- **Start Early:** Start looking for programs and classes as far in advance as possible. Regardless of the type of service, it can take some time to find a suitable option and there may be waitlists.
- **Make a Call:** Call a variety of programs that may be of interest. Start by asking initial questions that are of importance.

Questions to Ask

- What is the structure of the day?
- What activities are offered?
- Will service take part on site or in the community?
- What means of transportation is used to access the community?
- What hours is service offered? (extended hrs- cost/holidays)
- Are participants involved in planning activities?
- What is the group size?
- What is the ratio of staff/teachers to participants?
- What qualifications do the staff/teachers have?
- What is the cost?
- Are there any additional cost/material fees?
- Is there a waitlist?
- Is the location accessible?
- Is food included?
- How is billing managed?

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Tips for Choosing a Service

- **Visit and Ask Questions:** Arrange for a tour of any options that you are considering. Ask questions and gather information. You can get a sense for the people and environment.
- **Speak to People:** Talk to others who have used the service and ask for their opinion.
- **Arrange for a Trial Period:** It is important to make sure that the service is a good fit.

Site Visit Check List

- Did you feel welcome?
- Were the services and activities properly explained?
- Were you given clear information regarding staffing, programming, and costs?
- Is the facility clean?
- Did the staff and participants seem happy and comfortable?
- Are participants actively involved in activities?

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Tips for Choosing a Service

- **Make a Choice:** Consider what you learned from each visit and make the best choice.
- **Stay Involved:** After a choice has been made, remain in contact with the staff on a regular basis to ensure that things are going smoothly.

Resources

- Connectability: www.connectability.ca
- Toronto District School Board- Learn4Life: www.tdsb.on.ca
- Toronto Parks & Recreation: www1.toronto.on

Budgeting for Services

Budgeting and planning helps to purchase supports on a regular basis.

- **Set a monthly amount:** Ensure this amount is realistic and affordable
- **Plan ahead:** Calculate the cost and hours for services/classes/support hours to stay within the monthly allowance
- **Leave some wiggle room:** Keep in mind, things can change. More support hours may be needed one month and not the next. Leave some funds available to accommodate the unexpected.
- **Write it down:** Keep a detailed list of spending. This is a good visual reminder to stay within budget.

Budgeting for Services: Sample

MONTHLY BUDGET

Month: _____ Starting Balance: _____

EXPENSE	BUDGET	ACTUAL
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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_____	_____	_____

Deposits: _____ Total: _____

Savings deposit: _____ Ending Balance: _____

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Transportation as a Service

This may include: TTC, Taxis, private driver and driving companies

If this is a service you are interested in, remember to ask questions to ensure your needs will be met

- Pick up and drop off time?
- Will the driver wait with the person receiving the ride?
- What are the expectations around being late?
- What is the cancellation policy?
- How will I be billed?
- Will this meet the person's accessibility requirements?
- Are they equipped to deal with behaviours?

Transportation as a Service: Resources

- Beaver Transportation: www.beavertransport.com
- The BTS Network: <http://www.thebtsnetwork.com/>
- Dignity: <http://www.dignitytransportation.com/>
- GTA Accessible Transportation: <http://gtaaccessible.com/>
- TTC WheelTrans: <http://ttc.ca/WheelTrans/index.jsp>
- Local taxi companies generally offer accessible services, and allow an account to be made and paid at designate times

Hiring a Personal Support Worker (PSW)



What is a PSW?

A PSW is a paid staff person who assists people with daily living activities

What do PSWs do?

- A PSW helps with individual needs
(needs are diverse and vary from individual to individual)
- Examples include:
 - Training how to use TTC
 - Supervising and providing guidance during day program(s)
 - Learning communication skills
 - Teaching meal preparation
 - Buying groceries
 - Learning how to organize and clean your house/room
 - Caregiver Respite
 - Much more...

Identifying your needs

- What do I want the PSW to do?
 - Write a list of activities and responsibilities for the worker – like a job description
- When and where will I ask them to work?
- What is the hourly rate?
- Do I need more than one worker ?
- Do I need to sign an agreement?

Finding a PSW

When ready to hire consider the following

- Do I want to hire through an agency?
- Do I want to hire someone I know?
Neighbour, relative, family friend, staff from a program
- Who do I ask for help to find a PSW?
 - respiteservices.com
 - www.connectability.com
 - www.homehealthcarenetwork.com
 - <http://personalsupportworkerhg.com>
 - college and universities community boards (job posting)

Planning to hire – check list

- Review resumes and highlight what interests you
- For informal interviews and referral from friends write down why this person is being recommended
- Make sure your needs match the experience of the worker
- Create a list of questions that you would like to discuss with the potential worker
- Ask for availability and flexibility
- Discuss hourly rate

Questions to ask the PSW

- What is your previous experience? Can you tell me about it?
- Do you have formal education?
- What type of activities would you be doing with the person being supported?
- Are you experienced in handling emergencies?
- Are you trained in first aid/CPR?
- Do you have any references? If so, can I contact them?
- What is your hourly rate?
- Do you have a minimum or maximum shift time length?
- Do you provide attendant care?

*Use this time to ask as many questions as you can, so to reduce any surprises once the PSW begins working

One Page Profile

- Consider creating a one page profile to allow the PSW to better understand the person being supported
- A one-page profile captures all the important information about a person on a single sheet of paper under three simple headings; what people appreciate about me, what's important to me and how best to support me
- This page can be taken with the PSW as a tip sheet
- The back of the page can be used for any emergency contact information for the person being supported and/or family/ guardians

My One Page profile



Jane
Doe

Age: 31
Occupation: Unemployed

What people appreciate about me

- Great sense of humour
- Fun to spend time with
- Affectionate
- Creative
- Honest
- Determined

What is important to me

- Jane like for her iPad and iPod to be charged and with her at all times
- Spending time with her friends Kevin and Ashley, and going out for lunch with them once a week
- Time to be creative every day, such as colouring/painting/playdoh
- Being active most days by going swimming, biking, aqua fit classes or the trampoline
- Not being rushed
- Being listened to and having people respond with verbal answers
- Being able to collect pamphlets when we go out
- Knowing the plan for the day and the schedule
- Spending time with my family on the weekends
- Going to see movies with my sister, Jenny, on Friday evenings

How to support me

- To have healthy, portion controlled snacks on hand
- To have a visual timetable so Jane can see what is happening now and later
- Having time for her to be on her own, and 1:1 with staff
- Visual communication – gestures (showing car keys)
- Ensure enough time for what Jane would like to do so she is not rushed

*Remember:
Honesty is important to ensure the safety and success for both the person and PSW

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Writing an Agreement

Having a written agreement with your PSW will help clarify roles and responsibilities and will reduce conflict in the future. Consider including the following items in your agreement.

- When and where: dates and times of work, location of work, method of travel
- Salary: Hourly pay or flat rate amount, dates of pay or frequency, PSW responsibility to declare income

Writing an Agreement

- Goals for the person being supported: learning goals, skill development, socialization, safety, participation
- Expectations of the PSW: recording hours worked, calling in sick/missing work, maintaining safety, respecting personal and cultural customs, personal liability, notice of resignation
- Any other information you feel necessary

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Questions



Thank you!

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