

How to Find Success on CSIL?

Session 3: Steps for Success

March 17, 2015

Today's Topics

- ✓ Employer Package/Contract
- ✓ Budgeting and Reporting
- ✓ Job Description
- ✓ Advertising/Interviewing/Choosing Staff
- ✓ Employer/Employee Relationships/Good conduct
- ✓ Staff Evaluation/Difficulties/Termination
- ✓ Future Support

The Next Steps: Your Employer Package once you are Eligible

Phase I Package	Phase II Package
<ol style="list-style-type: none"><li data-bbox="621 475 1396 529">1. Two copies of the CSIL agreement<li data-bbox="621 582 1105 636">2. Direct deposit forms<li data-bbox="621 689 1442 825">3. A sample copy of a monthly financial statement and blank form(s)<li data-bbox="621 878 868 932">4. A budget	<ol style="list-style-type: none"><li data-bbox="1538 475 2308 611">1. Two copies of the CSIL agreement forms<li data-bbox="1538 664 2023 718">2. Direct deposit forms<li data-bbox="1538 771 2359 906">3. A sample copy of a monthly financial statement and blank forms<li data-bbox="1538 959 2270 1013">4. Notice of Address of the Society<li data-bbox="1538 1066 2117 1120">5. List of the First Directors<li data-bbox="1538 1173 2122 1228">6. Bylaws Modification Form<li data-bbox="1538 1280 1849 1335">7. Constitution

Your CSIL Contract Details

- Your CSIL Agreement
 - Term of agreement
 - \$\$ you will receive every month
 - Your responsibilities
 - Surplus allowed
 - Etc.

Read through the entire contract before you sign it

Carefully

Return completed forms

CSIL Budget

- Once you know the number of home support hours you will receive, you can calculate a CSIL budget
- CSIL will give direct funding of \$29.50 / hour
- \$23.00 in wages
- Employer costs, Work Safe BC, Revenue Canada, vacation pay, stat days, accounting
- 6 hours of wages = \$138.00, 8 hours at \$17 / hour
- Live-in positions can be paid on a flat-rate basis

SAMPLE MONTHLY CSIL EMPLOYER BUDGET

Sample Monthly CSIL Budget

See how your budget changes when wages are 75% or 80% of your monthly CSIL funding.

Section 1	A	B
1 Income	\$4,500	\$4,500
Percentage of Income to wages	75%	80%
Section 2		
Wages		
Wages	\$3375	\$3600
Vacation Pay	\$135	\$144
2 Total Gross Wages	\$3510	\$3744
Section 3		
Payroll Costs		
Income Taxes	\$280	\$300
Employer CPP	\$173	\$185
Employer EI	\$48	\$51
WorkSafeBC	\$139	\$148
3 Total Costs	\$640	\$684
Section 4		
Other Allowable Expenses		
Accounting Fees	\$100	\$100
Advertising Costs	\$25	\$25
Bank Charges	\$20	\$20
Other Costs	\$50	\$50
4 Total of Other Expenses	\$195	\$195
5 Total of All Expenses [Lines 2+3+4]	\$4,345	\$4,623
Section 5		
Surplus = Income – All expenses [Lines 1–5]	\$155	\$123

Gross Wages is your monthly wage rate, plus vacation pay. This determines the employer's deductions for CPP and EI.

Payroll costs are mandatory deductions you pay each month using figures from CRA tables and your WorkSafeBC assessment.

These are other approved CSIL expenses you may have each month (e.g., accountant) or only occasionally (e.g., advertising).

This is the total of wages, payroll costs and other expenses for the month.

The surplus is the amount you have left at the end of the month when all expenses are paid.

The figures in Column A & B show how the surplus differs based on your original wage rate of 75% or 80%.

Setting up your bank account

- Recommend different bank than your personal bank
- Chequing account can be in your name
- Interest bearing account
- Request no interac card
- Images of process cheques can be included with your bank statement
- monthly statements
- Some Health Authorities require 2 signatures on the csil account, but in most cases only 1 is required when writing a cheque

Possible Client Fee Rate/ Per Diem

- Depending on your income, there may be a daily charge for your home support services. For about 70% of home support clients, there is no client rate.
- Your case manager will complete a Financial Profile and Calculation Form to see whether or not you have a client rate. If you do, you'll sign the form which then becomes part of your CSIL file.
- The maximum client rate for any CSIL employer who has earned income or whose spouse has earned income is \$300 a month.
- If you're assessed for a client rate, there will be two deposits into your CSIL account each month: the amount from the health authority (with your client rate deducted) and the client rate you pay

Payment to Family Members

- Ministry of Health Policy: Family members may be paid to provide services for a CSIL client.
- You can hire any family member, except an immediate family member (parent, child or spouse), without permission from the health authority. An employer can hire an immediate family member, if certain criteria are met and an exception is approved by the health authority. You will need to look for experienced assistants first, before approaching the health authority about hiring an immediate family member.

Creating a job description

A good job description will:

- ✓ summarize the information in your Supported Lifestyle Plan
- ✓ give employees clear information on job duties and expectations
- ✓ list the skills, experience or personal qualities you're looking for in an employee
- ✓ act as a guide for you to evaluate applicants' suitability and current employees'

Sample Job Description

Job Title: Personal Assistant for John Doe

Specific Duties and Responsibilities:

- Assists with personal care services, such as showering, dressing, oral hygiene and grooming.
- Assists with bowel and bladder care by performing catheterization, emptying catheter and changing colostomy drainage bags.
- Assists with transfers, range of motion exercises and other stretching exercises.
- Carries out the above duties at John Doe's home, school or place of work as arranged with John.
- Performs safety maintenance activities such as cleaning up after meals and laundry of soiled bedding and clothing.
- Training new assistants.

Sample Job Description

Qualifications:

Education: Grade 11 or equivalent preferred.

Experience: Previous related experience an asset.

Physical: Must be in good health and be able to physically carry out the tasks and expectations outlined. Must agree to a TB test.

Other Requirements:

- Must be able to communicate competently in English, in oral and written form and understand written and oral instructions.
- Must be willing to undergo a criminal record search.
- Must have a form signed by your doctor stating you are mentally and physically fit for the job.
- Must be willing to be trained as required for the application of medication, performance of physiotherapy, stretching, etc.
- Must be able to establish and maintain harmonious relationships with John Doe, his family, professional associates, friends, etc.
- Must be willing to maintain confidentiality.

Create an advertisement

- A description of the job and experience and/or qualifications you are looking for
- When the job begins
- The days or hours of work per week
- The general location where you live, e.g., Surrey, Abbotsford
- A request for resumes
- Your contact information
- Anything else that's important about the job
- If you have space in the ad, tell people something about yourself to reveal some of your personality

Screening candidates!

Divide the resumes into three categories:

- Potential: to contact for phone interview
- Review again: needs further consideration
- Not suitable: not to be considered for the job, but to be kept on file for future reference
- Then look at:
 - Cover letter
 - Related experience
 - Changing jobs
 - Gaps in employment history

Pre-interview

Pre-interview over the phone:

Summarize the job

- your specific health needs
- the main personal care tasks you need done
- hours per day and/or time of shifts
- Salary

Ask the person if they have assistant experience

Ask questions that will draw out personal information to help you form a picture of their personality.

ask about things that are a must for you, rather than waiting for the in-person interview.

(e.g. must the person be a nonsmoker? Be physically strong? Live near you?)

In-person interview

Information you should provide first:

- ❖ Begin with the job description
- ❖ Mention other job requirements
 - ❖ Let the person know the length of your training period
 - ❖ If hiring is dependent on it

YOU CANNOT ASK:

- ❖ an applicant's age
- ❖ an applicant's religious faith
- ❖ if the applicant is pregnant or planning a pregnancy

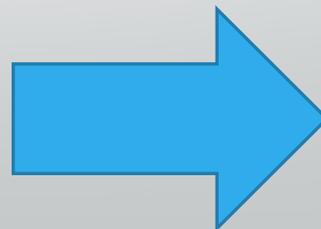
In-person interview (cont'd)

Always ask for:

- references (need consent)
- Criminal record check
- Medical record check
- Driving record check
- Oath of Confidentiality

Last items in the hiring process!

1. Prepare an Employment Contract for the potential employee. (job duties, hours of work, wage rate, termination reasons, performance evaluation, training period, etc.)
1. Ask them to read and sign the Employment Contract.
1. Create employee file



The type of information that an employee file contains includes:

- ✓ Job description for the position
- ✓ Job application form and/or resume
- ✓ Employment Contract
- ✓ Performance evaluations
- ✓ Emergency contact information
- ✓ Information on salary and history (i.e., dates of salary increases)
- ✓ Copies of certificates of training that you paid for the employee to attend
- ✓ Letters of commendations (or other written form). If verbally provided, note the date and nature of the commendation in a log.
- ✓ Warnings or disciplinary actions (these should be removed from the file after a period of time if the employee's performance has improved). Always date the entries. You cannot make notes of this nature in the file, unless you have spoken to the employee first about the issue.

Employee Guidelines: Overview

- Job Description
- Who you Report to
- Pay structure
- Days off
- Flexibility
- Tardiness
- If you are sick
- Travel companion agreement
- Layoffs
- If you Resign
- Vacation Time
- Meals
- Entertainment options
- My Family
- Mail, Confidentiality and Gossip
- Using policy
- Smoking Policy

Some guidelines to think about in your Employer/Employee Contract!

<input checked="" type="checkbox"/>	Guideline	<input checked="" type="checkbox"/>	Guideline
<input type="checkbox"/>	Communication and respect	<input type="checkbox"/>	Days off
<input type="checkbox"/>	Tardiness	<input type="checkbox"/>	Tidiness
<input type="checkbox"/>	Security	<input type="checkbox"/>	Home phone use
<input type="checkbox"/>	Confidentiality and gossip	<input type="checkbox"/>	Your personal business
<input type="checkbox"/>	Liability of the employer	<input type="checkbox"/>	Borrowing money
<input type="checkbox"/>	Drinking and drugs policy	<input type="checkbox"/>	Employee's visitors
<input type="checkbox"/>	If you are sick	<input type="checkbox"/>	If I am working
<input type="checkbox"/>	Use of my personal van	<input type="checkbox"/>	Don't leave without informing me

Creating an Employment Contract: Employer/Employee

- information on how you pay out vacation pay
- a sick days policy
- pay days
- a length of training period and probationary period
- reasons for termination and termination notice
- other job requirements, such as criminal or medical record checks
- employee performance evaluation schedules
- a list of other documents that are part of your agreement, for example your
 - Employee Guidelines or an Oath of Confidentiality

Developing a good training program

- Having A good orientation
- Being clear about your needs and quirks
- Being organized
- Providing good scheduling and rescheduling

Staff evaluation

Be a good employer → provide your staff with regular written evaluations of their work productivity and behavior

Evaluation is a tool to:

- determine job competence
- motivate the person to do better
- recognize accomplishments
- improve communication between you and your staff
- identify training needs
- document unsatisfactory performance.

Terminating employees

Employment Standards BC, Termination fact Sheet

1. Be professional
2. Never terminate someone in anger
3. Give warnings – document, document, document!
4. But if safety is a concern – terminate immediately
5. For automatic dismissal you need just cause (abuse, theft, fraud, breach of duty, etc.) What about plain old bad performance?
6. Consider termination pay, termination letter, and disputes?

Being a Lawful Employer: Information and Guidance

- ① Employment Standards Act
- ① Human Rights Act
- ① Workers Compensation Act
- ① Personal Information Protection Act
- ① Occupational Health and Safety Regulation

Association of CSIL Employers - ACE

- ACE is a group composed of people with disabilities who are currently enrolled in the Choice in Supports for Independent Living (CSIL) program.
- The purpose of ACE is to form a collective or common voice around issues affecting the CSIL program. There are over 900 CSIL employers throughout the province.
- Under the ACE banner, we are able to share information, resources and peer support that ultimately strengthens the collective.
- E-mail list
- Facebook
- Currently working on the hourly rate
- Working with the Ministry of health

Looking Towards the Future!

- ❖ Thank-you for inviting me into your homes through these 3 Webinars
- ❖ Thank-you Nate and Muscular Dystrophy Canada for this valuable Networking opportunity
- ❖ IFRC is here for you:
 - ❖ Becoming a client
 - ❖ Starting the CSIL Program
 - ❖ Hearing from other CSIL Employers
 - ❖ Living Independently

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