

# ACCESSING CSIL: AN OVERVIEW

Hosted by the Cerebral Palsy Association

Presented by Paul Gauthier, Executive Director,  
Individualized Funding Resource Centre Society

January 17, 2015





Special thanks to:

- Coast Capital Savings
- Green Shields Insurance.

# Introductions

- Your name
- City you live in
- Are you on CSIL now or thinking about going on?
- How many people need more hours or are just getting started?
- What are you hoping to get out of today?

# My Background

- Grew up in a foster home setting
- 13 years old moved into group home
- Leaving group home not a lot of support
- You have CP why do you want to work? You can collect your disability cheque.
- Never have a wife or children
- Be realistic, it is too risky

# My Background

- When I turned 19:
  - Best institution
  - Another group home
  - Many group meetings
  - Told only 4 hours a day
  - Found co-op housing

# My Background

How Individualized Funding changed my life:

- Foster Parent
- Paralympic Athlete
- Work
- Marriage
- Children



# My Community Involvement

- Community Coordinator of the BC Personal Supports Network, home of the EATI Program
- Board member of Association of CSIL Employers [ACE]
- Founder of CSIL
- Currently ED of the Individualized Funding Resource Centre Society [IFRC]
- “Local Hero” Campaign Participant, 2014 – Raised community awareness about people with disabilities  
<https://www.youtube.com/watch?v=RZ5fEsMvV6Q>

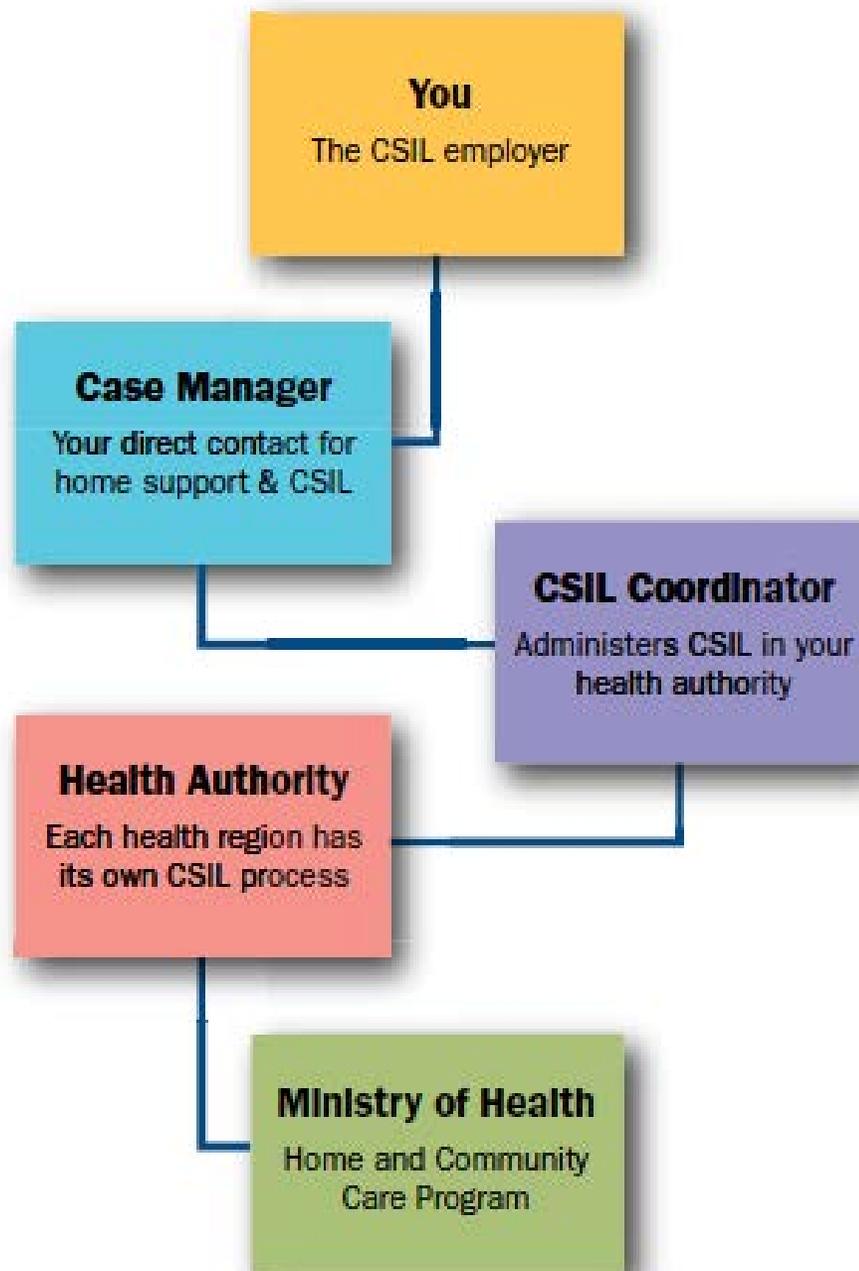
# What is CSIL?

- The Choice in Supports for Independent Living program is an option for receiving home support.
- Funding is received directly, allowing people to manage their own services.
- The program was established by the Ministry of Health in British Columbia in 1994, with people with disabilities in the forefront of the program design.
- Users of home support wanted to create a new model of care where they would have more control over attendant services and, ultimately, more freedom and autonomy in their lives.

# Home Support & Your Options

- Health Authority
  - Assesses your eligibility for home support, and then approves your hours
- Agency
  - Funding goes to an agency which delivers your home supports
- CSIL
  - Funds approved go directly to you to manage your home supports

# A Bird's Eye View



# Am I Eligible?

- CSIL is for those 19 years and older who require “significant hours” of personal care per day. “Significant” is defined differently among the various health regions within B.C.
- 2 ways that CSIL can be managed
- Direct Employer:
  - Ready and willing and able to manage their own funding and supports
  - Bookkeepers can be hired to help manage the payroll and financial reports
  - Recruitment Facilitators can be hired to help manage staffing needs
- Client Support Group:
  - Not able, or not always able, to manage their own home support services
  - A volunteer Client Support Group (CSG) composed of friends, family or supporters—registers as a non-profit society and acts as the employer on the CSIL user’s behalf.

# Am I Eligible?

- Rep agreements
  - Visit the Nidus Personal Planning and Resource Centre and the Public Guardian and Trustee of BC for information on legal representatives.
  - If you have a rep agreement in place the individuals named can operate the CSIL program on your behalf.

# The Benefits

- CSIL Employers overwhelmingly rate the program as excellent.
- They love the increased freedom they have to:
  - design their own attendant job description based on their activities, priorities and values
  - choose who provides their personal care
  - have control over when and where the care happens
  - decide what kind of tasks are included in their care, and so on.
- CSIL users report a renewed sense of freedom, control and independence that many people with a disability simply do not feel within the agency-centred care system.

# The Challenges

- CSIL operates under many of the same “rules” as standard home support delivery. Some people with disabilities feel they do not receive the ideal number of hours for their needs.
- Today, CSIL is not administered province-wide: aspects of the program, such as the number of hours needed to qualify, vary depending on where you live. And, if you qualify in one health region, you need to reapply if you move.
- CSIL will demand time and energy on your part, as it is like running a small business and it takes time to get working smoothly.
- You may find that you don't have some skills, and you'll need time to learn them or you may wish to hire someone to manage some tasks for you.

# Misunderstandings about the CSIL Program

- Funding for CSIL comes from the same budget as funding for regular home support.
- There is no wait list.
- There is no Ministry of Health policy regarding a need to be on agency-delivered service for a six month period.
- There is no cap on hours but resources are very tight.

# What does a CSIL employer do?

CSIL is like running a small business and, like most small businesses, there is a learning curve and a lot of necessary preparation. Success usually comes over time and some bumps along the way are to be expected.

- Detailed care plan
  - Your daily and weekly needs, e.g. personal care, transportation, meals, etc.
- Attendant job description
  - Attendant responsibilities, what skills and experience do they need?
- Interviewing, hiring, managing and terminating attendants
- Scheduling your attendants and managing payroll
- Lawful employer
  - Understand and meet Labour Standards, WorkSafe, Human Rights, Income Tax and Privacy requirements
- Bookkeeping and Ministry reports

# Preparation

You will need to meet with your case manager to request the CSIL Program and/or Home Support hours.

- Before meeting your case manager be sure to understand and know all of your needs
- Know the number of hours you need to be successful – prepare a Supported Lifestyle Plan

# Supported Lifestyle Plan

- The number of home support hours you receive depends on the level of your personal care needs.
- Do a thorough assessment of your own needs
- Break your personal care needs down to their smallest components
- Think about how much time it takes to do each task on your worst day
- **Use your worst day as your benchmark time**
- Focus on personal care. Include housekeeping, and meal preparation only when they are incidental to personal care. (i.e. Bath = 45 min. Cleaning tub after bath = 5 min.)
- Complete the plan with an attendant or family member

# SLP Example: MORNING 6am - 12pm

- Use urinal 6min.
- Take-off CPAP mask and sit me on bed while CPAP machine is being cleaned 12min.
- Stretching to lessen the stiffness 15min.
- Transfer bed to shower commode [utilizing track lift, with sling etc. for all transfers] 15min.
- BM – during this time assistant will prepare clothes, make bed, prep bed w/ towels and pillows 30min.
- Shower (moving chair to bathroom, adjust ramp, positioning in shower, rashes develop must keep clean) 45min.
- Transfer shower commode to bed 15min.
- Dry body off well 5min.
- Dressing [rolling side to side etc.] 25min.
- Hair care 2min.
- Breakfast Prep. 15min.
- Bathroom 10min.
- Oral hygiene 5min.
- Face/hands 5min.
- Clean up shower chair, put ramp back, fix up bathroom – 10min.
- Please Note: assistant will help me scratch my head, wipe my eye, blow my nose etc. 5min.

**TOTAL 303min**

**Approx. Hr. 5hr**

# Additions to the SLP

- Prepare a list of any medical issues that relate to personal care needs
- If family members live with you, describe their work and other responsibilities that prevent their ability to provide care.

# Meeting with a Case Manager - Hours

Contact your case manager to ask for an increase in home support hours, if you need them. Arrange a meeting - you can have an advocate, if you choose.

- Present your support plan, and how many hours you need.
- Case manager will also use an assessment tool, Time Task Analysis and an Inter-RAI form
- Be prepared for possible responses from the case manager:
  - extended care facility, group home
  - Meals on Wheels
  - Volunteers, friends, family
  - The most we provide is four hours a day!
  - If we give you 8hrs we cant give to 4 seniors
  - Our health authority doesn't have as much money as others
  - Ask you to do personal care in front of them
  - Looking around your home

# Meeting with a Case Manager - CSIL

Contact your case manager to let them know you would like to go on the CSIL program. Arrange a meeting to present your prepared letter.

- Be prepared to educate your case manager
- The case manager will need to support your request
- Be prepared for the re-assessment of hours that may occur

## Writing Your Letter of Application: Sample Letter to Your Case Manager

- Dear .....
- I would like to apply to be on the CSIL Phase I program because I would like to have more control over my attendant services.
- I believe that I have an excellent understanding of the requirements of being a good employer and of the responsibilities with this program. I have prepared a backup plan. I have also taken some first steps by contacting an accountant and developing a set of employee guidelines.
- Thank your for your consideration. If you have any further considerations do not hesitate to contact me.
- Sincerely,

# 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

# Your Employer Package – Once Accepted

<b>Phase I Package</b>	<b>Phase II Package</b>
<ol style="list-style-type: none"><li data-bbox="415 501 1187 544">1. Two copies of the CSIL agreement</li><li data-bbox="415 579 899 622">2. Direct deposit forms</li><li data-bbox="415 658 1238 758">3. A sample copy of a monthly financial statement and blank form(s)</li><li data-bbox="415 793 657 836">4. A budget</li></ol>	<ol style="list-style-type: none"><li data-bbox="1332 501 2104 594">1. Two copies of the CSIL agreement forms</li><li data-bbox="1332 629 1816 672">2. Direct deposit forms</li><li data-bbox="1332 708 2155 808">3. A sample copy of a monthly financial statement and blank forms</li><li data-bbox="1332 843 2066 886">4. Notice of Address of the Society</li><li data-bbox="1332 922 1905 965">5. List of the First Directors</li><li data-bbox="1332 1001 1918 1043">6. Bylaws Modification Form</li><li data-bbox="1332 1079 1638 1122">7. Constitution</li></ol>

# CSIL Contract

- Term of agreement
  - \$\$ you will receive every month
  - Your responsibilities
  - Surplus allowed
- 
- Carefully read through the entire contract before you sign it
  - Return completed forms

# Making A Backup Plan

- I have three members of my staff who will cover 7 days per week
- 1. If one is sick, I will contact the other 2 to see if they can come in
- 2. If number 1 fails, then I will go to my backup list which at this time consists of 2 people and will continue to grow
- 3. If these two options fail, I have a list of friends on the CSIL program who are willing to share their backup staff
- 4. I will be setting up a home support agency to come in on an extreme emergency only basis`

# 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

# 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

# Creating an Employment Contract

- vacation pay
- sick days
- pay days
- 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

# Employee Guidelines: Overview

- Develop policies regarding:
  - Flexibility
  - Tardiness
  - Illness
  - Travel
  - Notice of resignation
  - Meals
  - Entertainment options
  - My Family
  - Mail, Confidentiality and Gossip
  - Drugs & Alcohol
  - Smoking

# Sample of Specific Employee Guideline

- You will be required to drive my van.
  - It must always be parked at the specified location.
  - Please make sure all doors and windows are locked before leaving the van. Please do not leave anything in the van.
  - Sometimes you may drop me off at an appointment where I will be engaged for awhile. You may be required to run some errands during this time.
  - Do not take the van without permission.
  - Please make sure that you display the official placard (the SPARC card) when parking in a spot reserved for people with disabilities.
  - Please keep the van clean and take out any garbage, papers, etc that have been left there from the day

# Advertising & Interviews

- Places to advertise
- Short list questions for phone calls
- Interview questions for in-person interviews

# 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.

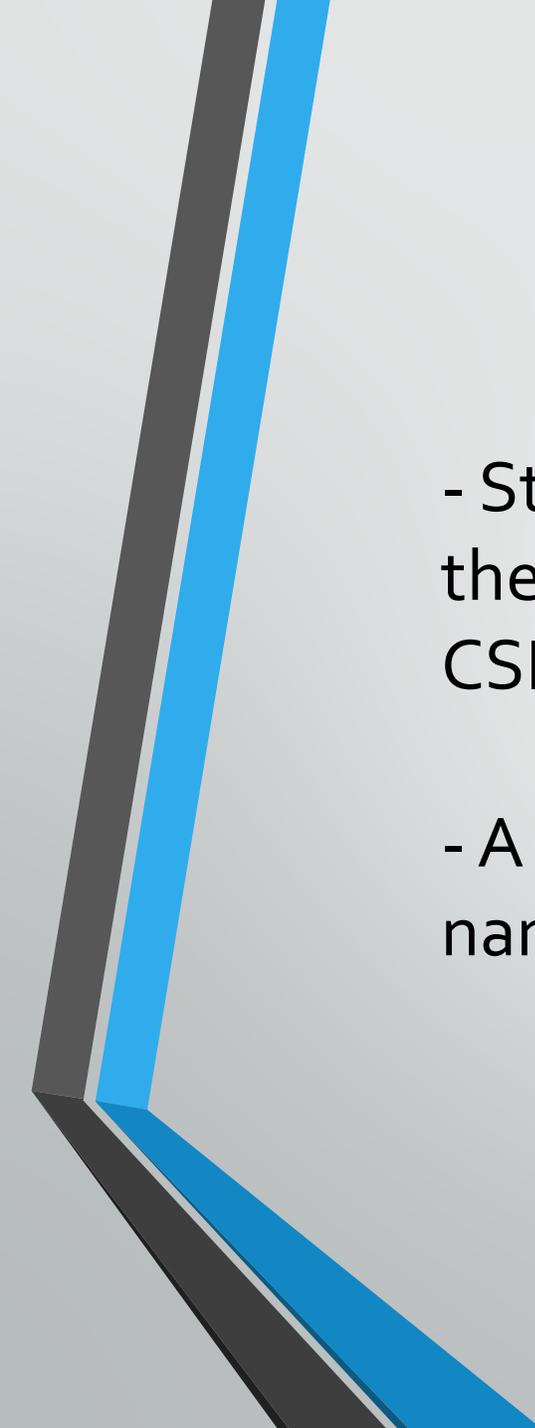
# Association of CSIL Employers - ACE

- 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 and consistent provincial policy
- Working with the Ministry of Health

# Testimonials

## What people said

- “CSIL has impacted my life in a very positive way by allowing me to be self-directive for the first time.”
- “When I had home support workers through an Agency, I never knew who was coming to do my personal care...When I started on CSIL, I experienced a feeling of freedom to hire staff that I could then train to do my care as it should be done.”
- “I have a very busy lifestyle and CSIL gives me the opportunity to pursue all of my activities and provides me with the support that I need to do them.”



# Upcoming CSIL Workshops

- Starting at the end of February, the CP Association and the IFRC will be hosting 10 subsequent modules about the CSIL program, in more depth.
- A Sign-up sheet is provided. Please be sure to get your name on the list as spots are filling up quickly!

Thank you for coming!  
Hope you enjoyed the presentation!



For more information please contact:

Cerebral Palsy Association of B.C.

[Jeanne@bccerebralpalsy.com](mailto:Jeanne@bccerebralpalsy.com) 604-408-9484

Individualized Funding Resource Centre Society

[info@ifrcsociety.org](mailto:info@ifrcsociety.org) 604-777-7576