

An Introduction: The Beginning Steps towards CSIL

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Module 1 of 10: The Introduction to CSIL
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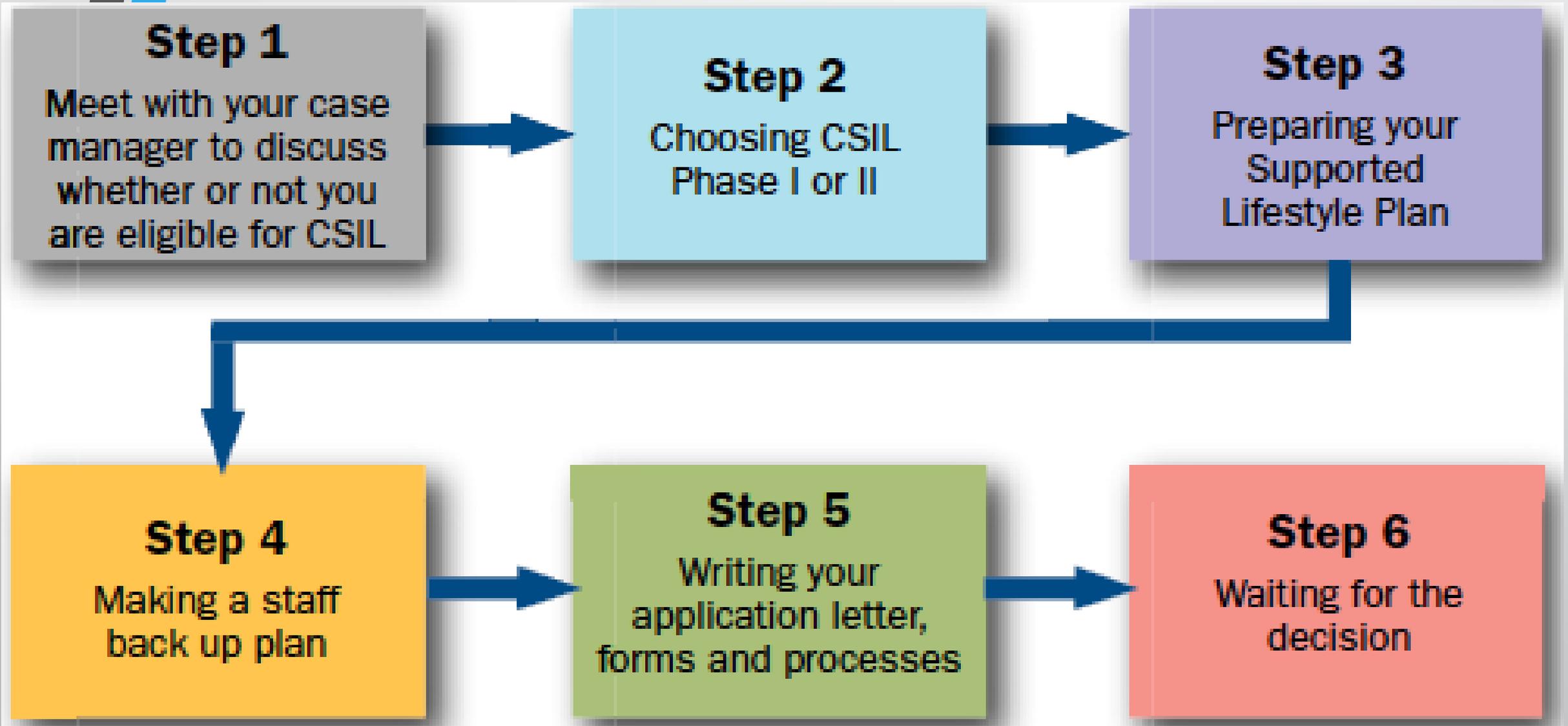
Welcoming

- I would like to welcome everyone. I am Paul Gauthier, Executive Director of the Individualized Funding Resource Centre Society And board member of the Association of CSIL employers [ACE]
- I am the founder of the CSIL program
- I am Honoured to be here today To talk about a program that has changed my life and hundreds of others
 - ❑ I'd like to start by thanking
 - ❑ The CP Association
 - ❑ The Bonsor Recreation Centre

HOUSEKEEPING Items:

- ❖ Be sure you put your name on our
 - ✓ **Workshop Sign-in sheet**
 - ✓ **Participant Contact Information sheet**
 - ✓ **Please fill out our Evaluation Questionnaire**If you haven't yet, please do so at the break or before you leave for the day.
- ❖ This Workshop is 2 hours in length with a lot of great information to cover, so if you need clarification, don't worry, we will be having a question and answer period.
- ❖ Washrooms are located [where?]

CSIL Summary – The 6 step process!



Overview

Today we will Discuss the Beginning Steps towards CSIL

- ✓ Where are you now? Where do you want to be?
- ✓ What is CSIL? Is it for you? Eligibility/What Phase will suit you best?
- ✓ A Bird's Eye View
- ✓ Benefits and Challenges
- ✓ Misunderstandings about CSIL
- ✓ Your responsibilities for success as a CSIL Employer
- ✓ **Developing a Supported Lifestyle Plan is the Anchor and Majority of this session will deal with this (Time Task Analysis)**

Reviewing Participant's Package Documents to Help you Be Prepared

- ✓ Supported Lifestyle Plan Sample Template and Example
- ✓ INSTRUCTIONS FOR COMPLETING THE 2011 TIME TASK ANALYSIS
- ✓ CSIL Approved Standard Time and Tasks
- ✓ VCHA Guidelines for Approved Tasks
- ✓ Workshop Evaluation Questionnaire – to be collected

Who's our audience?

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

What is CSIL?

The **Choice in Supports for Independent Living [CSIL]** program

- an alternative way for people with disabilities, living in the community, to manage their attendant care.

Allows individuals direct funding to purchase

- personal attendant services

How CSIL Evolved

- Established by the Ministry of Health in British Columbia in 1994, with people with disabilities in the forefront of the program design.
- Users of attendant services wanted to create a new model of care where they would have more control over these services and, ultimately, more freedom and autonomy in their lives.
- Government listened and set up CSIL as a new delivery model.

Am I Eligible for Phase I?

- CSIL is for adults who require “significant hours” of personal care per day. “Significant” is defined differently among the various health regions within BC.
- There are 2 CSIL “Phases.”
- Please note that you qualify for **either “Phase I” or “Phase II”**
- **CSIL Phase I is for people who are ready and willing to manage their own home support services**
 - to become a CSIL employer.
 - responsibility for managing their own funding and supports
 - Individuals can hire **bookkeepers** to help manage the payroll and financial reports

Am I Eligible for Phase II?

CSIL Phase II is for people who are not able, or not always able, to manage their own home support services. Under Phase II, 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.

Rep agreements

- Talk to your case manager if you would like to know current options for alternate decision-makers for Phase II.
- Visit the Nidus Personal Planning and Resource Centre and the Public Guardian and Trustee of BC for information on legal representatives.
- 19 years or older
- Continuing care case manager must assess you
- You must be able to show that you are able to manage her own care
- Write a letter to the case manager explaining why you want to go on the CSIL program



A Bird's Eye View

The Benefits of CSIL

- People on the CSIL program 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.

Testimonials

- “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.”

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.

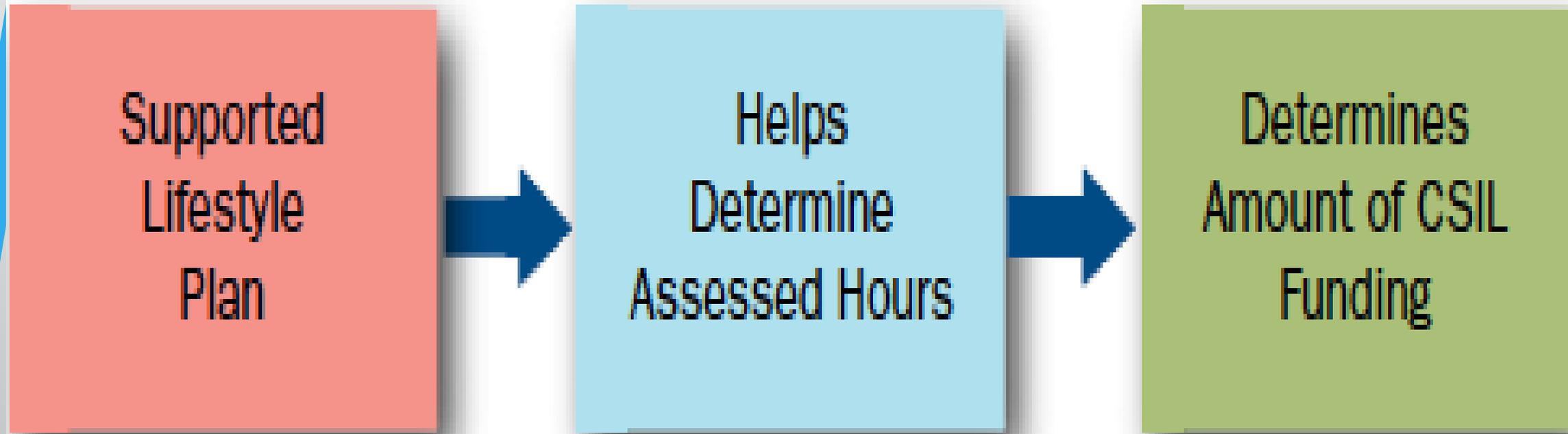
Misunderstandings about the CSIL Program

- 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 needing to be on agencies for a six month period
- There is no cap on hours but resources are very tight.

Responsibilities for Success as a CSIL Employer

- Develop a 'Detailed' Supported Lifestyle Plan
- Create an attendant job description
- Interview, hire, manage and terminate attendants
- Create a Work Schedule for Attendants, manage payroll and file reports
- Be a lawful employer by following Labour Standards, Worksafe BC requirements, etc.
- Bookkeeping and Ministry Reports

Preparing your Supported Lifestyle Plan



IMPORTANT!!

Supported Lifestyle Plan [SLP] Sample Template

It's your tool:

- ❖ to help you negotiate for attendant support hours
- ❖ to help you with recruiting staff

How the personal care timeline connects to health issues

The SLP template includes:

- ❖ Detailed description of the entire day and the care that is required
- ❖ Overnight care
- ❖ Non-Daily Tasks
- ❖ A list of Medical Issues

Supported Lifestyle Plan

- The number of home support hours you receive depends on the level of your personal care needs
- Begin by doing 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, meal preparation only when they are incidental to personal care.
- (Example: Bath = 45 min. Cleaning tub after bath = 5 min.)
- Do it with attendant or family member

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

Supported Lifestyle Plan – Example

Morning

Medications given

5 min.

- Counting pills and preparing pills
- prepare a glass of water with a straw
- administering one pill at a time (6 pills)
- always checking to make sure he swallows pill
- nose spray (must hold his head down during administration due to shaking)

Get sleep out of his eyes

3 min.

- collect wash cloth
- warm up cloth to his temperature (due to Cognitive disability)
- physically wipe his eyes
- extract sleep from his eyes
- wash the cloth out again
- hang cloth to dry

Supported Lifestyle Plan – Example

Assist With Bathing daily

50 min.

- bathing daily due to night sweat (side effect of medication)
 - due to bowel, need for shower is important
 - prepare bath tub with luke warm temperature, need to set temperature perfectly (due to cognitive disability)
 - assist with removing clothes
 - use our bodies as support as he gets in and out of the tub
- going to the tub to wipe his eyes, sometimes 10x/bath, because he's constantly soaping his face (due to cognitive disability)

Supported Lifestyle Plan – Example

Assist With Bathing daily - cont'd

- pull plug out of the tub
- stand by the washroom door, make sure he's not having a seizure during bath time
- find bar of soap regularly as he drops it in the water (due to Cognitive disability)
- clean up mess he leaves behind (toilet paper, wipes, clothing, towels). Due to Cognitive disability
- prepare 3 towels in bathroom in preparation for a seizure
- clean up water on the floor (safety hazard)

Transfer to Wheelchair

20 min.

- Put sling underneath me, rolling me over a couple times (5 min.)
- Take battery out of charger and put it in the lift (4 min.)
- Attach 8 straps to lift (5 min.)
- Lift me up, slide me over top of my wheelchair, lower me down into chair (6 min.)

It's all in the details!!

Morning | Dally Tasks

Morning Routine

Time per day

Transfer from bed to commode chair using ceiling lift

=

10 mins.

Toilet routine

During routine, prepare breakfast, wheelchair, bed with towel and pillows

=

20 mins.

Shower, including shampoo, body, shaving

=

20 mins.

Transfer from commode chair to bed using ceiling lift

=

10 mins.

Dry body off

=

5 mins.

Skin care/medicated cream

=

8 mins.

Dressing

=

10 mins.

Transfer from bed to wheelchair using ceiling lift

=

10 mins.

Hair care

=

2 mins.

Feed breakfast

=

15 mins.

Clean up from breakfast/shower, put items where can be reached

=

10 mins.

Total

=

120 mins

SLP Detailed Example: MORNING 6am - 12pm

- Take-off CPAP mask and sit me on bed while CPAP machine is being cleaned 12min.
- Bathroom 6min. Liquid intake 5min.
- Stretching to lessen the stiffness 15min.
- Transfer bed to shower commode [utilizing track lift, with sling etc. for all transfers] 15min.
- BM – well I am, 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.
- Shaving 5min. Transfer shower commode to bed 15min.
- Dry body off well 5min. Skin care/treatments/Medication cream (face, belly and foot) 15min.
- Dressing [rolling side to side etc.] 25min. Transfer bed to E/W 15min.
- Hair care 2min.
- Breakfast Prep. 15min. Hand feeding 30min.
- Bathroom 10min. Clean up from breakfast 5min.
- Oral hygiene 5min. Liquid intake 5min.
- Face/hands 5min. Reposition in chair 3min.
- 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.

SLP Sample of Medical Tasks

- ✓ **Acid Reflux**
- ✓ **Bladder**
- ✓ **Heat Rashes**
- ✓ **Sleep Apnea – utilizing a CPAP machine**
- ✓ **Diet**
- ✓ **Pressure Sores**
- ✓ **Seborrhea**
- ✓ **Athlete Feet**
- ✓ **Bowel**
- ✓ **Headaches**
- ✓ **Pain**

SLP Sample of Non-Daily Tasks

Take him to Allergy doctor for shots (1x/week)		8.6 min.
• 60 min./wk = 8.6 min./day		
• have to wait 30 minutes for reaction		
Massage Therapist (1x/week)		8.6 min.
• 60 min./wk = 8.6 min./day		
Cut his nails (1x/week)		1.4 min.
• 10 min./wk = 1.4 min./day		
• must be very careful due to his excessive shaking		
• he reaches for his face often, must keep nails short so he doesn't scratch his face		

Use your Lifestyle Plan

Review your plan and summarize the tasks into a shorter and simpler format.

1. time of day (morning, afternoon or evening) and/or
2. type of task (personal care, safety maintenance activities or specialized health care).

INSTRUCTIONS FOR COMPLETING THE 2011 TIME TASK ANALYSIS

HIGHLIGHTS of Guidelines:

- **Exceptional hours** based on a **risk assessment approach**
- **supplement** rather than **replace**
- personal and family resources are **unable to meet** the client's health needs
- all the other service options have been **fully explored** and shown to be **unsuitable**.

Task sheet example

Sample Weekly Task Sheet								
Task	MON	TUES	WED	THURS	FRI	SAT	SUN	
Personal Equipment								
<input type="checkbox"/> Clean wheelchair								
<input type="checkbox"/> Clean commode								
<input type="checkbox"/> Grooming								
<input type="checkbox"/> Bowel movement								
<input type="checkbox"/> Trach suction								
Cleaning								
<input type="checkbox"/> Clean/wipe out fridge								
<input type="checkbox"/> Clean bathtub/shower/tiles								
<input type="checkbox"/> Wash dishes								
<input type="checkbox"/> Change sheets								
<input type="checkbox"/> Clean toilet								
<input type="checkbox"/> Laundry								
Bedroom								
<input type="checkbox"/> Make bed								
<input type="checkbox"/> Put clothes away								

INSTRUCTIONS FOR COMPLETING THE 2011 TIME TASK ANALYSIS

Areas of Need May Include

Nutrition/Meal

- assessed as being at high nutritional risk ie Dementia
- no other appropriate meal options are available, affordable, and/or appropriate.
- When meal prep is authorized , a maximum of 4 hours per week (35 minutes per day) can be considered in order to supplement MOWs, frozen meals etc.

Shopping

- no shopping on behalf of clients or providing shopping assistance.
- shop-by-phone services should be utilized.
- supports the ordering of groceries if communication and/or organization of this task is a problem.

Alternative Options with Shopping Needs

- Family, friends or volunteer assist client shopping, volunteer shopping program or shopping by telephone with client.
- May call in an order while working with client and arrange for delivery when Worker is in the home.

Banking

CHW will not provide assistance with banking

Alternative Options with Banking Needs

- Family and friends can assist informally.
- Client can also make arrangement for direct deposit and withdrawal of most bills.
- Client can explore options with their financial institution.

CSIL APPROVED STANDARD TIME AND TASKS

The standard and approved times and tasks for CSIL applicants are based on the Fraser Health Home Support Guidelines (2009). These standard time allotments provide specific timeframes for each type of task. The allocation of time is the sum of all "actual time" required. **The actual time to perform these tasks may be "less" than the stated time allotments. Please do not assume all tasks are to be completed by the Employee IF a family/other is available to provide the care.**

Personal Care	Time Allotment in Minutes	Notes
<input type="checkbox"/> bath <input type="checkbox"/> shower	30 - 45	-includes clean up of area -standard is once weekly, more often if client has hygiene concerns or is incontinent
<input type="checkbox"/> sponge bath - full <input type="checkbox"/> sponge bath - partial	15 - 30	
<input type="checkbox"/> hair wash	15	
<input type="checkbox"/> hair comb/brush	5	
<input type="checkbox"/> oral hygiene, shave, hair	15	
<input type="checkbox"/> pericare without catheter	10 - 15	
<input type="checkbox"/> skin care	5 - 10	
<input type="checkbox"/> dress/undress	15	
<input type="checkbox"/> set up for personal care	5	
<input type="checkbox"/> toileting/changing incontinence product	10 - 15	
<input type="checkbox"/> change bed linens	15	weekly or as needed if incontinent
<input type="checkbox"/> light meal/snack preparation	10	includes clean up

Module 2 - Upcoming CSIL Workshop

- ❖ Review Supported Lifestyle Plan
 - ❖ Negotiate your hours
 - ❖ Preparation for meeting your Case Manager
 - ❖ And much more!
-
- So don't forget to Sign-up if you haven't already!
 - Saturday March 14, 2015, 1:30pm-3:30pm, Bonsor Rec Centre

Thank you for coming to the CSIL Introduction!
Hope you enjoyed the presentation!



For more information please contact:
Individualized funding resource centre society

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