



DIRECT FUNDING APPLICATION GUIDE

Self-manage your attendant services

August 2001
5th edition

DIRECT FUNDING APPLICATION GUIDE

Funded by:
Ontario Ministry of Health

Administered by:
Centre for Independent Living in Toronto (CILT), Inc.

In partnership with:
Ontario Network of Independent Living Centres (ONILC)

Centre for Independent Living in Toronto (CILT), Inc.
Direct Funding Program
365 Bloor Street East, Suite 902
Toronto, ON M4W 3L4

Phone:	(416) 599-2458 1-800-354-9950
TDD:	(416) 599-5077
Fax:	(416) 599-3555
E-mail:	dinfo@cilt.ca
Web site:	www.cilt.ca

© Centre for Independent Living in Toronto (CILT) Inc., 2000

(This document is also available in alternate formats.)
(Ce document est aussi disponible en français.)

Direct Funding Application Guide

Direct Funding (DF) is for persons with a physical disability who want to self-manage their attendants. This Guide will assist you as you fill out your **Direct Funding Application**. The **General Information** booklet provides an overview of the program.

Before you start filling out the form . . .

Eligibility

DF provides grants to self-managers for attendant services, as defined by law. For your information we are including here the conditions as set out in the Regulations, “Grants for Persons with Disabilities,” pursuant to *Bill 101 – An Act to Amend Certain Acts Concerning Long Term Care*. To be eligible for the program, a person must be a resident of Ontario, hold a valid Ontario Health Card and meet ALL the following criteria:

A person is eligible for the program if he or she

- (a) is at least 16 years old;
- (b) requires attendant services* as a result of a permanent physical disability;
- service needs (c) requires the attendant services referred to in at least two of 1) to 8) and at least one of them is from 1) to 4) of the following:
 - 1) turning in bed, lifting, positioning or transferring;
 - 2) washing, bathing, showering, shaving or personal grooming;
 - 3) dressing or undressing;
 - 4) catheterization, emptying and changing a leg bag, using the toilet, urination or bowel routines;
 - 5) breathing, or caring for a tracheotomy or respiratory equipment;
 - 6) eating;

* “Attendant services” means assistance with activities of living referred to in 1) to 8), under (c), above.

- 7) meal preparation, dish washing, laundry or other housekeeping tasks; and
- 8) essential communication;**

- (d) has attendant services requirements that have been stable over a period of at least one year;
- (e) has service requirements that can be met while residing in his/her home;
- self-directing (f) understands the nature of his/her disability and its impact on his/her ability to carry out the essential activities of daily living;
- self-directing (g) is aware of the type of attendant services he/she requires and when, how much and how assistance should be provided;
- self-directing (h) is capable of scheduling his/her attendant services as well as making alternative arrangements to ensure that his/her requirements are met in case an attendant worker*** is not available at a scheduled time;
- self-directing (i) is capable of training or arranging the training of, supervising, instructing and communicating with attendant workers;
- managing (j) is capable of recruiting, hiring and dismissing attendant workers;
- managing (k) is capable of understanding and carrying out the responsibilities as an employer of one or more attendant workers;
- managing (l) is capable of managing and accounting for the expenditure of the funds that would be granted to him/her;
- managing (m) is capable of evaluating the attendant services he/she would receive and of communicating his/her evaluation; and
- (n) is prepared to undertake the functions referred to in clauses (h) to (m) and to assume the responsibility and risks inherent in undertaking those functions.

It is a condition of the Ministry of Health grant to CILT that CILT “shall not transfer the grant to anyone other than an eligible person.”

Confidentiality

Your personal information will be kept confidential. Only your Regional Selection Panel, DF program staff at CILT and your Independent Living Resource Centre (ILRC) will review it.

** Examples of “essential communication” include talking, augmentative devices, communication boards.
 *** An “attendant worker” means a worker who provides any of the attendant services referred to in 1) to 8), under (c), above.
 *** An “attendant worker” means a worker who provides any of the attendant services referred to in 1) to 8).

Application and Selection

Physical assistance in completing the form is allowed **but** you must complete the application form in your own words. Professionals, family members or others may not take the lead in planning or completing the form on your behalf.

Please answer every question. If you need any help, contact CILT or your ILRC.

Please keep in mind that the maximum amount of attendant service allowed for any one individual is an average of *6 hours per day*. This works out to *180 hours per month* (186 hours for months of 31 days). When averaged over a year, ***the maximum is 182.5 hours per month.***

Note: If you use a ventilator or require assistance to maintain an airway, contact us before beginning to complete this application.

When your application is complete, send the original to CILT and keep a copy for yourself.

We will let you know when your application has been received. It will be checked to make sure it is complete, and we may phone you to clarify some points. We will then send a copy to the Regional Selection Panel at the ILRC in your area.

A Selection Panel interview will then be arranged with you alone. Following this interview, we may contact your current service providers and other references regarding your application.

The Selection Panel will then make a decision and notify you in writing.

If You are Selected

We will send you an agreement to sign. This describes your responsibilities and, once signed, is legally binding. We will provide resources to help you get started, such as handbooks and orientation sessions. If you require assistance as a new self-manager, contact your local ILRC.

If you are currently living in a **Supportive Housing for Physically Disabled Persons unit**, you will have to start making arrangements to either a) move to a new apartment that is not linked to attendant services, or b) arrange for a new “independent living” space to be developed within the Supportive Housing.

Start here when filling out your application form . . .

Note: Please use a **black pen or typewriter** to fill out the application form. The form is also available on computer disk from your local ILRC and online at www.cilt.ca ; click on Direct Funding and follow the links.

Application form notes

Questions 1 through 8: These questions are self-explanatory. Please answer each one.

Question 9: After identifying your current service provider(s), please let them know that we may be contacting them. They will need your permission to talk to us about you. (Make sure that you sign the “Release of Information Request Form,” on page 6 of the **Application Form.**)

Question 10: If you have, or expect to receive, an insurance settlement, insurance payments, private health insurance or Workplace Safety and Insurance (previously Workers’ Compensation) allowance, you may still be eligible for DF. You must be able to provide full disclosure and demonstrate that your insurance payment, settlement, etc., is insufficient to meet your assessed attendant needs. If so, the Direct Funding Program may be able to “top up” your services. In all cases, **the Program will be the last payer.**

Question 11: If you are not sure of the amount of assistance you now use, you may find the “Attendant Service Log” worksheets helpful (see pages 13 to 15 of this Guide). Keep a record of a week’s worth of 24-hour days. Before you start, make seven copies of each worksheet so that you will know what your needs are for a full week.

Record the blocks of service you currently use, including the total time per block and the activities done during that time. Include incidental and unscheduled assistance if possible. Also allow for weekly tasks such as housekeeping, etc.

Completing these worksheets over one week should give you a good idea of your present routine. Consolidate these on the third worksheet, “Sample Week.”

Next, you may include periodic seasonal chores or events (e.g., vacation). Also estimate the times you currently use services for unscheduled needs such as illness, skin problems (i.e., pressure sores), etc. Average these times to a weekly amount. Add this figure to your sample week. **Multiply the weekly total by 4.33 for a monthly average.**

Question 12: (a), (b), (c) Proposed Monthly Attendant Services – The only allowable services for funding under DF are attendant services, as described in question 7 on the form, and as follows:

- looking after one’s skin, feminine hygiene needs, colostomy/ileostomy, equipment (e.g., minor maintenance of a wheelchair);
- assistance with transfers to or from a vehicle, routine exercises, taking medications, changing non-sterile dressings, shopping/banking;
- escorts for medical/health reasons;
- nurturing assistance (i.e., assistance with the care of children, with the parent present and directing activities);
- other similar activities of living that you could do for yourself if you did not have a physical disability.

This program does **not** cover “employment accommodation.” However, assistance in the workplace with activities of living (e.g., washroom and lunch) is appropriate.

Do **not** include professional health-related services, such as those provided by physiotherapists.

As you make your new service plan, think about your current attendant service needs and your future needs. Because of the flexibility and control of self-managed services, your life may not be the same under DF as it was before. You may want to move to different housing, or take on new activities such as work or attending conferences.

Consider the reality of hiring attendant workers for “worthwhile units of time” – i.e., worthwhile to them. For example, if your week includes a number of short “pop-in” visits, attendants may feel they are not paid well enough for their efforts. If your day includes short visits, you might consider rolling these into larger blocks of time. Or, you might pay a better rate for shorter times. A suitable arrangement with a neighbour who is able to pop in and out might also be negotiated.

Think about efficiency. You do one thing, while your attendant is doing another, e.g., you may be washing up while your attendant is preparing your meal or putting the laundry in the machine.

Note: Direct Funding has been found to be a very efficient model of service. Resist the temptation to over-estimate your needs, as you can re-negotiate your budget later if it is insufficient.

In calculating your Direct Funding attendant service requirements, remember that:

- Self-managed attendant services (another way of describing DF) is about **personal “care.”** It is not intended to substitute for nursing or rehabilitation services, nor is it a program for persons who need only housekeeping. DF is for the person who needs hands-on physical assistance from an attendant, whom he or she directs. (The upper limit for “housekeeping” is 4 hour per week.)
- Under most circumstances, DF will be your **only** source of government-funded attendant services.
- The maximum amount of attendant service allowed for any one individual is an average of 6 hours per day. This works out to 180 hours per month (186 hours for months of 31 days). When averaged over a year, the maximum is 182.5 hours per month.
- You may not hire immediate family members – parents, children, siblings, spouses or the equivalent.
- Services can be received anywhere you go in Ontario – at home, in the community or while travelling within the province.
- You are responsible for training your own attendants. However, if special training is required (e.g. catheterisation, suctioning) you may arrange for training support, free of charge, through a community resource such as a Community Care Access Centre (CCAC).

Question 12: (d) This section asks you to plan for the assistance you may need outside of your daily/weekly routine. Remember, you will be allocated these hours month after month, and they will accumulate if you don’t use them regularly. Think of what is most likely to happen. For example, consider staff turnover. You might want to factor in a few extra hours for attendant training, especially if you plan on having an experienced

person present while you train someone new. An average amount of time for training attendants would be 1 hour per month or perhaps 2 hours in circumstances where your routine is complex. This adds up to 12 to 24 extra hours per year. Remember, if you don't use it, you won't lose it. You will get this time whether you need it or not.

Most people want to take one or two weeks' vacation each year. To cover any additional attendant service needs while you are on vacation, you could plan for one to two hours per month **in addition to your regular daily allocation**. This would give you an extra 12 to 24 hours each year for vacation coverage.

If you usually get sick with a flu or cold once or twice a year, requiring three or four days of rest in bed, you will need to plan for extra attendant hours to cover this possibility. An additional 0.5 hours monthly would give you six extra hours per year for illness.

Question 13: Monthly Budget Calculation – Your budget is a plan. It is your best estimate of the funds you will need to cover your staffing requirements and related expenses. This question asks you to budget for an **average** month.

Question 13: (a) You may not require extensive (or any) **“optional arrangements,”** especially if your needs are predictable or you are not living alone. If you require on-call availability, however, outline your proposed solution in this section.

Please note that **“Optional Arrangements Cost”** is divided into two parts:

- Any arrangements you make with your attendant(s) must be included in the calculation of 13(c) Employer's Portion of MERCs (“Mandatory Employment Related Costs,” see below) and Benefits;
- Other arrangements with outside agencies, companies, etc., are on a fee-for-service basis.

A variety of optional arrangements is open to you. For example, some DF participants may want to cover night-time assistance by having someone sleep over. This time would be paid at a flat rate; an average amount for this would be \$25 to \$60 per night, depending on how much “hands-on” work the attendant is expected to do. List this arrangement under **13(a), point one**, since it is paid to your attendant. Another option may be to negotiate an agreement with a nearby service provider (agency) to cover

short visit requests on a fee-for-service basis (e.g., \$15 a visit). If this is your choice, list it under **13(a), point two**, since it is with an agency.

If you require on-call or standby arrangements you could include a small fee for your attendant to be available by phone during certain hours, or to carry a pager (e.g., \$1.00 to \$3.00 per on-call hour). Another option is to make an arrangement to pay the attendant at a higher wage rate, i.e., time-and-a-half, for an unscheduled call.

You will also want to plan for back-up or emergency assistance. Your options include:

- asking your attendants to take responsibility for arranging temporary replacements for themselves if they are sick or otherwise unable to work as scheduled;
- maintaining a list of casual part-timers to call on short notice;
- hiring a service provider or agency, on a fee-for-service basis;
- having an attendant who carries a pager;
- arranging in advance to call family, friends or neighbours to assist.

A travel allowance will not be necessary in most situations, for example, where the attendant is hired from your local area. However, attendant travel allowance may be a consideration only when the attendant lives a fair distance away. You might offer \$0.40 per kilometre for driving expenses, for instance, or you could cover the attendant's public transit costs within your city. Remember that most people don't get paid for the time they spend travelling between work and home. However, if you have short bookings or travel distance that could create undue hardship for staff, you might consider this option.

Note: An attendant's travel to work (one way) is the **only** travel expense that can be paid under DF. For instance, if you ask your attendants to run errands for you, any travel expenses they incur as a result would be paid out of your own pocket.

Question 13: (b) Participants in the program are required to pay rates that are consistent with rates currently paid to attendants across the province. The current minimum wage is \$11.39 per hour (before MERCs and benefits are added) for employees who have finished a probationary period (maximum 3 months).

Establish average and reasonable rates for your own situation. It is good practice to use several different levels within a range for your attendants. You could have a starting rate

for those with no experience, progressing to a higher level when the attendant finishes probation, and then two more levels, which provide an incentive for experienced attendants to stay with you long term.

A wage rate of \$15.30/hour is available as the **average** for your attendant workers. Under DF, this is the maximum allowable average wage rate.

Note: The Selection Panel may ask you about your plans for paying attendants. You should think about a few issues before your interview. For example, what pay rate would you offer your attendants? Keep in mind that a higher pay rate does not guarantee a higher quality of worker. It is a good idea to match what you pay with the going rates in your area. Having an idea of the pay rate you would offer makes it easier to check out potential staff in your area. Second, it may not be advisable to begin by paying the average wage because you would not be in a position to give raises and still stay within budget. You should therefore think about a scale. Here is a sample wage scale for one year:

Months 1-3 (probation)	Months 4-12	Months 13-24	Month 25 and after
\$13.50	\$13.90	to be determined by you	to be determined by you

It would be up to you – depending on whether you have a high or low turnover – to determine the rates you would use in the second year.

Question 13: (c) “Employer’s Portion of MERCs (and Benefits)” on line (15) refers to the “Mandatory Employment Related Costs (MERCs)” that an employer must pay by law. MERCs cover the following statutory benefits: Canada Pension Plan (CPP), Employment Insurance (EI), Workplace Safety and Insurance Board (WSIB), vacation pay and public holidays. They do not cover Employer’s Health Tax (EHT), since small employers are exempt. This calculation also does not cover sick pay for attendants. The employer’s portion of MERCs is calculated on the total of employees’ earnings from line (14).

Question 13: (d) This question covers “Miscellaneous Expenses.” It may be difficult to anticipate your expenses when you don’t know precisely what the future holds. We have

included typical expenses for most self-managers. Adjust or delete any of these four items to suit your situation.

“Bookkeeper/Payroll Services” on line (16) cover consultations with a bookkeeper to help you set up and monitor your system if you are going to do the books and payroll yourself. We **strongly** recommend you hire a good bookkeeper with payroll experience, and stay with that person. A bookkeeper will charge between \$60.00 and \$120.00 per month for general record keeping and between \$60.00 and \$100.00 per month for payroll. If you are organized and update your books regularly, the charges should be at the lower end of the range, i.e., **\$161.43 per month** for both functions.

“Advertising, Postage” on line (17), if used on a regular basis, would be **\$25.00 per month**.

“Bank Charges” on line (18) are budgeted at **\$10.00 per month** or less.

“Liability Insurance Portion” is on line (19). It is expected that you have or will purchase your own home insurance. This normally comes with \$1 million liability coverage. “Liability Insurance Portion” refers only to the **extra** premium portion on your tenant’s or homeowner’s insurance covering you against a charge of negligence brought by your attendant(s). You are required to raise your personal liability insurance to \$2 million. Check with your agent and explain that the policy must have coverage for employed “domestics” by including employer’s liability coverage. This is averaged at **\$10.00 per month** for the additional \$1 million coverage.

Question 13: (e) “Contingency Amount” covers unforeseen events requiring funds in excess of your normal budget, e.g., recovering from surgery, leg in a cast.

Question 14: Self-Assessment – Although this section is optional, it can be an important and positive feature of your application. It is your opportunity to provide additional information. You might consider including continuing education; responsibilities involved in summer or volunteer activities; and any experience you have in managing or coordinating people, organizing and scheduling, or bookkeeping and handling money. Take into account anything you feel has helped you develop self-management skills. Specifically, you could show that you can self-manage attendants by indicating you know something about:

- training and supervising;

- recruiting, hiring and dismissing;
- understanding the legal responsibilities of an employer;
- managing and accounting for the expenditure of funds and keeping records.

In presenting yourself as a potential self-manager, remember that support is available to those who are new to the program. ILRCs have a Direct Funding resource person available to answer questions and provide advice. New self-managers receive helpful resource materials, and are invited to share information with others through the Self-Managers' Network, which can be accessed through any ILRC.

Release of Information Request Form

The "Release of Information Request Form" (Application Form, page 6) will allow CILT to verify, if necessary, any information you have supplied in writing or during your interview with the Regional Selection Panel. This form, filled in and signed by you, allows others who know your situation to release information to the DF Program. Your application cannot be processed without a signed Release.

Selection Panel Interview

The Selection Panel interview is very important. You, the applicant, will present your application and discuss how you believe your knowledge and experience demonstrates your ability to self-manage your attendants.

- Bring along a copy of your application.
- Be prepared to spend 2 hours at the interview.
- Present a clear picture of your service needs.
- **Be prepared to answer questions of a personal nature regarding your application.**

Review your application before the meeting. Make sure you understand how you see yourself fitting into the program. Be prepared to defend, negotiate and explain your proposed service needs and self-management skills to the Selection Panel. They may ask you questions about your disability, your need for services and related matters. The panel is not doing this because they doubt your application, but because they need to understand your unique circumstances. In this way, the panel can verify your service requirements. Respect for you and your lifestyle are important to us, and all information is kept confidential.

Day: _____ **Attendant Service Log: Evening/Night**

Make **seven copies** of this worksheet and use them to record a week’s worth of your attendant services. Record the services you’ve used, at what time, and approximately how long each service took to complete. Consolidate this information on the **Sample Week** worksheet on page 15.

Time PM	Evening	Time AM	Night
6:00		12:00	
:15		:15	
:30		:30	
:45		:45	
7:00		1:00	
:15		:15	
:30		:30	
:45		:45	
8:00		2:00	
:15		:15	
:30		:30	
:45		:45	
9:00		3:00	
:15		:15	
:30		:30	
:45		:45	
10:00		4:00	
:15		:15	
:30		:30	
:45		:45	
11:00		5:00	
:15		:15	
:30		:30	
:45		:45	

Attendant Service Log: Sample Week

Use the Attendant Service Logs to collect the number of hours of assistance you use each day, then total them up and record them below.

Day Time	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	
Morn.								
Aft'n.								
Eve'g.								
Night								
Daily totals →								

