



Family Alliance Ontario

Hiring Survey Results—2018

This survey was developed to determine the challenges families face as they try to recruit, hire, train and retain support staff for their loved one(s) labelled with a developmental disability. Respondents were asked to answer as the person who is administering funds for their loved one(s). This was an in depth survey to explore why families are encountering difficulties hiring and retaining the experienced and compassionate caregivers we depend on.

Family Alliance Ontario (FAO) appreciates the experiences, knowledge and diverse viewpoints shared by the 80 respondents who participated in the survey. Sharing our experiences and telling our stories is fundamental to FAO. FAO has developed this full report based on the survey responses.

A summary version of the survey results is available. If you have not received the summary version and wish to receive a copy, please email familyallianceontario@gmail.com.

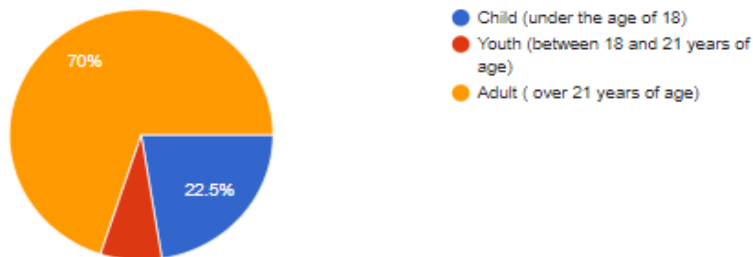
The FAO Vision states that “Meaningful involvement of families and individuals with disabilities is an integral part of levels of decision-making with respect to services and supports.” The upcoming provincial election offers the opportunity to engage and capture the attention of political parties and candidates. Please use this report to inform and challenge those who have/or are in a position to have the power to force change.

Please share this report widely.

Website—<http://www.family-alliance.com> * Find us on Facebook by searching ‘Family Alliance Ontario’

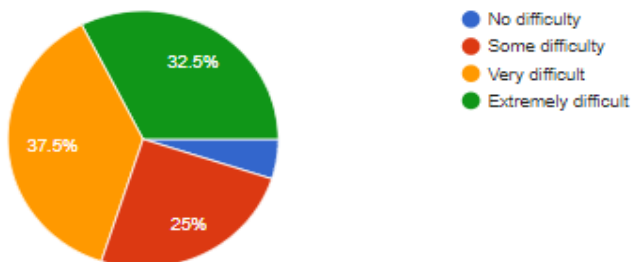
1. The person who needs paid support staff is a -

80 responses



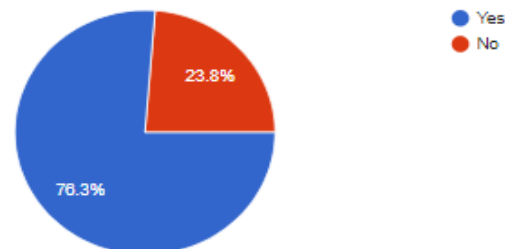
3. Rate the level of difficulty your are experiencing in finding suitable support workers.

80 responses



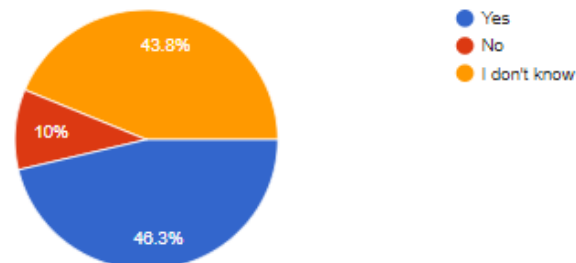
2. Are you finding it MUCH MORE difficult now than in the past to fill support worker vacancies?

80 responses



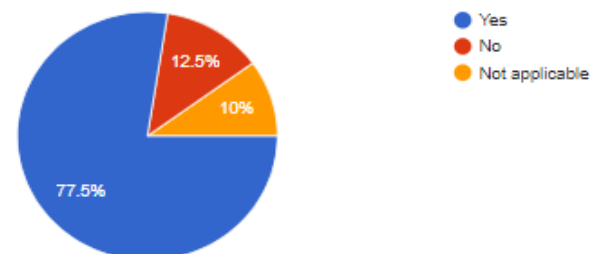
4. From what you have learned about the implications of Bill 148, do you think you will experience more difficulty hiring suitable support workers?

80 responses



6. Are you experiencing difficulties hiring part time support workers?

80 responses



Question 5.
Additional Comments on the
Implications of Bill 148
(See below)

5. Additional Comments on the implications of Bill 148.

As more money is required for salaries, benefits, etc. and ministry budget does not increase, it means less hours of support.

The worst thing is loss of jobs for individuals with developmental disabilities, part time jobs, no volunteer positions allowed in the for profit sector.

Funding needs to increase to reflect increased wages and increased cost to employers (ex. paying taxes or WSIB).

Employment is the issue for us...my son does not receive any more hours, so no extra money coming in for him...very bored, depression sets in and anxiety, no routine.

I will not be bullied into forming a corporation around our daughter, in order to fulfill the obligations of an employer. Therefore, I will expect all supporters to join our daughter's team as a self-employed service provider. They will be required to bring to me a document indicating what services they have the skills to provide, and I will choose the services I want to purchase. They will be responsible for drafting a Service Agreement, and we will negotiate the terms of that Agreement. They will be able to prove that they have a registered business and insurance, both vehicle and liability. They will be responsible for all payment into CPP and/or other savings programs. These expectations will narrow the number of people wanting to do this type of work, at least in the short to medium term.

It becomes complicated to justify the 'person employed' to be a self-employed status.

It is more difficult to afford to hire experienced, qualified, committed support workers.

The mountain that families already have to climb to find workers, have limited \$\$\$ to pay and now the added stress of increased costs, and admin work to create homes for their family members will surely put more individuals on the priority and "crisis" list in many cases.

I'm still not sure how this bill will impact my contracting of support workers.

My costs have increased tremendously in a short time - I have no more income and my savings are being depleted quickly!

It is very unclear what the impacts will be regarding the vulnerable employee parts of the legislation and special needs workers contracted directly by families.

Front-line staff are NOT fairly compensated for their work and this results in poor quality services. A minimum wage hike is one small step in creating healthier support relationships, but we need to go beyond this and compensate this work as skilled labour. If we continue to undervalue this work, people with developmental disabilities will continue to be denied the support they deserve.

Rate of pay is not or has not been an issue. In all cases it is the amount of monetary support provided by the government. The amounts provided, if small, is an incentive to not worry about paying as employer, so families will continue to pay workers as contracted (self-employed). It is when the amounts are large, say over 15K and used for one worker that the issue becomes questionable. I think families should provide workers with a statement at the end of the year as to how much the worker has been paid. Then the worker needs to learn how to report to CRA.

Potential candidates want full time hours and benefits which we can't afford under the new guidelines without more funding or exemptions based on the nature of nonprofit work environment.

There is no longer enough funding to pay for the program/camp and the one-to-one worker with Bill 148. It also makes respite unaffordable if mom and dad want to go and need a qualified person to watch they loved ones. They already have to pay extra for qualifications.

This is literally a way to squeeze more money out of the already vulnerable part of the community that needs the money most.

Cost related to wages and benefits are significantly increased.

My costs have increased tremendously in a short time - I have no more income and my savings are being depleted quickly!

Bill 148 could devastate our family and the future of our son. If his caregivers were to be designated as employees, not contractors his hours of support as well as respite and the wages of the workers would plummet, making finding workers impossible. The stress on us, his parents now approaching our late 60's, would also be considerable. Any flexibility we have now would be gone. We have chosen to keep our son within a creative home-setting and not sent him to an institution where the cost is easily \$250,000 or more a year to support him but this Bill penalizes us in every way and affects the quality of our son's life and ours.

If Bill 148 reduces the amount that people are currently receiving in support funding, MCSS should be increasing their funding to account for this.

We have never found a suitable stranger to support our daughter. All our good staff have always been someone who already knew her in some capacity. What we struggle with is competing with their paid employment. We are always trying to figure out her support by fitting it around their other paid employment since we don't have enough funds to compete with their other work or to offer a proper part-time position.

We simply can't afford it any longer.

The individuals and families will be the ones losing out AGAIN. Bill 148 will be more work for those managing the funds and unless there is substantial funding increases, it will mean a substantial reduction in support hours to offset the additional costs associated with it.

I believe individuals are looking for the same amount of money that they get paid in their full-time job to do respite.

This population is challenging without adding Bill 148 into the mix. There are several obstacles now put in place for the disabled, their families, and caregivers. This population was not considered before implementing such a bill and quite honestly very rarely is.

Our workers are actually employees and we need funds to pay them as such.

If the support workers need to become employees of the individual/family, they will no longer be able to claim for a variety of expenses and with all the other deductions may not find it profitable to continue with this work without a significant increase in pay. They may also be worried about their autonomy and ability to take vacations when they want to, work only those hours that are convenient for them and be able to be collaborative with the family about their availability.

I will be attending a session about Bill 148. As for now, I don't know enough.

Sometimes the worker only has 2 hours available, does the 3 hour right apply? One worker only works for 6 hours on Monday, we can't determine if stat holiday applies?

We pay above minimum wage, however with the increase in minimum wage the expectation of workers is that we will maintain the same premium or differential above minimum wage so our costs have significantly increased.

The funds are not enough to pay the workers now for the same hours as before.

**THE
IMPLICATIONS
OF
BILL 148**

Decreased

**Potential for Family
Autonomy**

Job Market Capacity

Support Hours

Respite Hours

**Community
Participation
Opportunities**

**Part Time Worker
Availability**

Scheduling Flexibility

**Quality of Support
Worker Autonomy**

**Future Planning and
Savings**

Increased

**Family
Administration
WSIB
CRA Remittances**

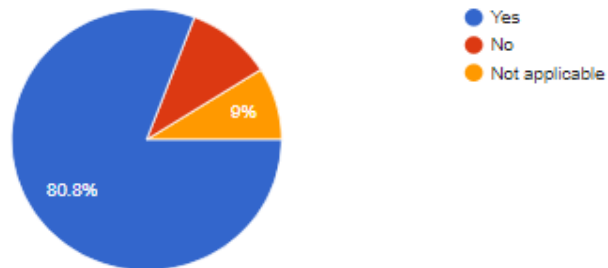
**Family Support
Commitment
Crisis
Stress
Fatigue**

**Uncertainty
Employed or
Self Employed**

**Costs
Increased Wages
Benefits
Hiring & Retaining
Competition with
9—5
Employment**

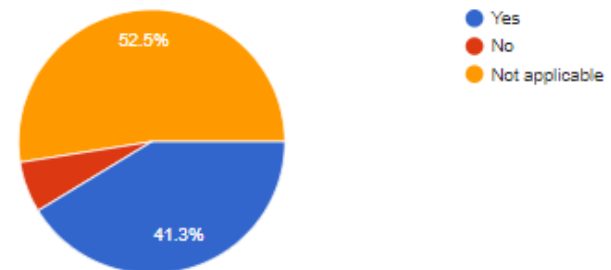
7. Are you finding it difficult to schedule part time workers because of their other commitments?

78 responses



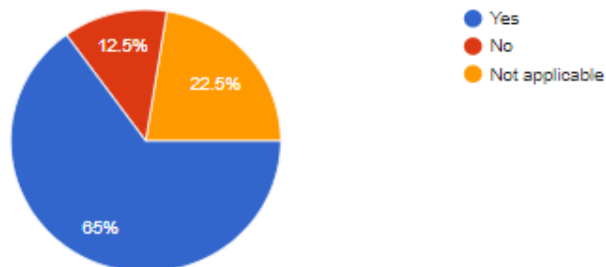
8. Are you experiencing difficulties hiring full time support workers?

80 responses



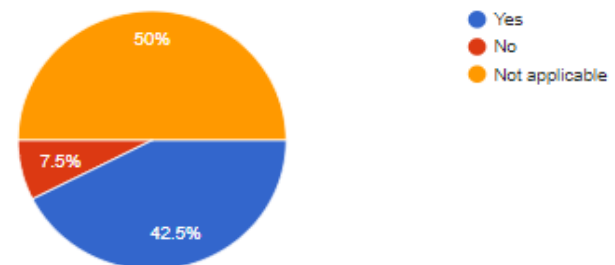
9. Are you experiencing difficulties hiring support workers for evening hours?

80 responses



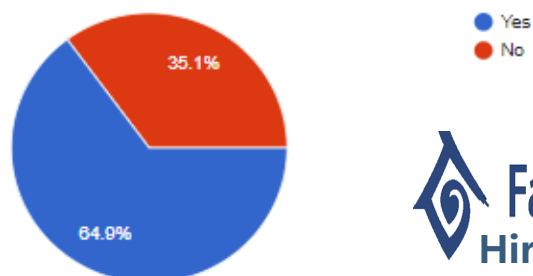
10. Are you experiencing difficulties hiring support workers for overnight hours?

80 responses



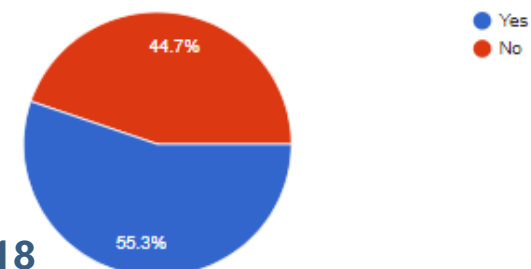
11. If you are experiencing difficulties hiring support workers more now than in the past, is it because you can't compete with agency/school board incentives and benefits?

74 responses



12. If you are experiencing difficulties hiring support workers more now than in the past, is it because support workers are not willing to work outside of the 9 - 5 hours?

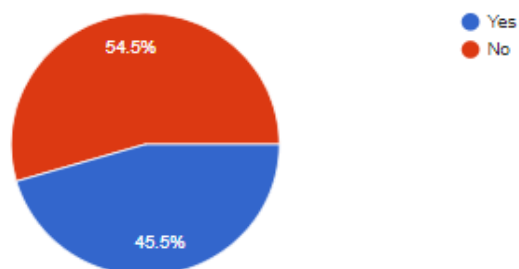
76 responses



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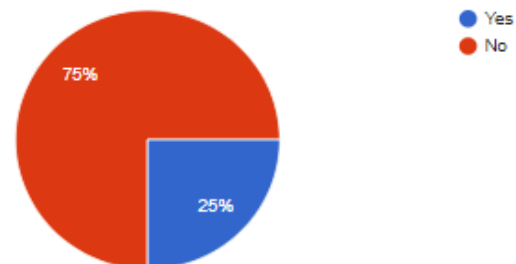
13. If you are experiencing difficulties hiring support workers more now than in the past, is it because you don't know where to post for positions (physical locations/job boards/websites)?

77 responses



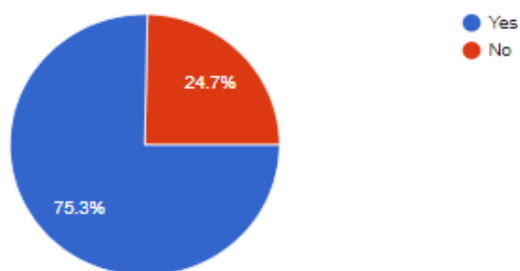
14. Have you been denied access to posting an ad for a support worker position on a college or university job search website because you are not a Transfer Payment Agency (TPA) or a business?

76 responses



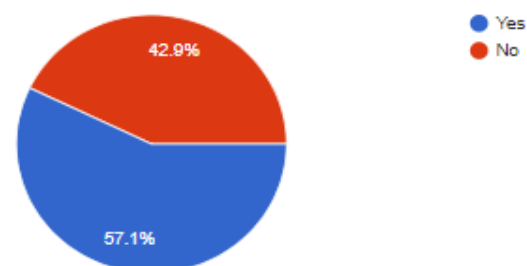
15. If you are experiencing difficulties hiring support workers more now than in the past, is it because it is hard to find workers who share your values?

77 responses



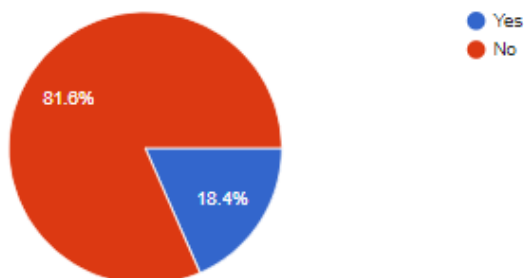
16. If you are experiencing difficulties hiring support workers more now than in the past, is it because it is hard to find workers who respect the rights of the person they are supporting?

77 responses



17. If you are experiencing difficulties hiring support workers more now than in the past, is it because workers express that they feel isolated?

76 responses



Question 18 —
Are there other contributing factors not
mentioned in the previous questions?
(See below)

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18. Are there other contributing factors not mentioned in the previous questions?

Workers tend to move on to full time work or more stable hours of work.

I explain scenarios that have happened and these "workers" bolt. They want only easy clients that watch TV or play video games.

They may not share or understand the principles and values that we hold for our family member. They may have a problem piecing together multiple part time jobs.

I need a support worker fluent in American Sign Language which is very difficult to find in my area (Oakville).

I have heard that some people are afraid to work with our daughter because "if anything should happen" their own safety would be at risk and liability would be huge. This is because there may be no one else around as a witness to whatever may happen. This has never been an issue for us but supporters not linked with an agency may feel this stress and avoid individualized support work as a result.

Difficult to find properly trained workers that motivate and are encouraging. Do not have help through an agency, not many available, attitudes are not great among support workers....quite negative.

Many applicants have high degree of university education and cannot find jobs suitable to their level of education, so they waste my time but do not really want to work as support worker.

Most workers are not interested in 2-3 hours per week and even if I find somebody it is hard to work around their schedule. Also they cancel easily when their primary employer needs extra hours or have personal commitments etc. Whenever they find a full time job or graduate, they quit and I have to look for a new worker... basically 1-2 times per year. 2. As my daughter has an invisible disability and she is bright and very verbal workers tend to forget my instructions and I often find my daughter overstimulated, anxious and/or hungry after.

We live in a rural area. Transportation costs for the worker are a huge factor.

We live in a rural community and support workers do not want to drive this distance.

The hours we require respite for vary week to week.

There are very few workers available for private hire. If they are in the DS Sector they want to be where they can earn the most and have benefits and you can't blame them.

Support workers do better when hired for specific purposes. There are not enough part time programs out there for our support workers to take our adult sons and daughters to during the day time - week days.

Support workers want too much money compared to the funding I receive.

The challenges are raising our son in French and because of his high needs.

The challenges are finding people that are qualified enough and understand the particular disability. Also, finding people who are self-motivated that can look beyond the person's disability and see the potential in the person.

I believe that the problem for us is knowing where and how to advertise for workers. We use word of mouth more often than any other means. We need some way of advertising the benefits of working with individuals with intellectual challenges to the larger audience of university students, nurses, and other social service fields. Not restrict ourselves to DSW or PSW fields.

Rural living creates challenges.

The hours I need support workers to help with care-giving are not consistent.

Workers seem to prefer more hours than my son requires.

It is not the difficulty of hiring, you need to get more data on how much a support worker is actually paid and figure out how much these changes would negatively affect workers.

We have been denied posting on sites of unionized organizations. We have not tried university and colleges as candidates. They would largely be too young for the complex care environment that we support.

Support workers are not fairly compensated. This means that the position attracts less committed workers, more transient workers, and workers who are not willing to make this work a priority. Most workers have evening or day jobs, or they view support work as something to do on the side to supplement their income. The result is a low to dangerous quality of support that puts people with developmental disabilities at risk! It is outrageous that the level of skill required to work with this vulnerable population is not recognized by Province and that there are no incentives or safeguards in place to ensure quality service.

Keeping up with the pay demand is challenging.

Reduced availability of trained caregivers from the Philippines due to the government change to the Live-in Caregiver Program.

Those of us in rural locations or near smaller communities do not have the pool of people from which to draw.

The reason for the difficulties we are experiencing hiring support workers is that the best workers are busy with other jobs for agencies, shift work, families and health issues that limit their availability. Our 32 year old son has autism and an intellectual disability. His behaviour can be challenging at times but my husband and I are in our 60's and have become exhausted from the day to day task of caregiving and all that trying to hire good help entails.

Rural community and lack of available resource are challenges.

The challenge is to hire self-employed contractors. They seem to need 2 or 3 jobs to make their financial commitments in their life and this makes time management/scheduling a difficult task for both applicant and family.

We don't have the funds to hire support workers for more hours.

The respite services website is completely useless for many, many reasons. When I had access to an agency to help find workers we had no difficulty, now without any agency support it seems impossible. We have had a few pure luck hires through friends and neighbours primarily. Rarely through advertising. However, the best workers all came from the university.

Some workers feel entitled to know how much \$\$\$ funding is in the contract and they want to maximize their pay rather than the quality/quantity of the support they provide to the client.

Not enough workers willing to work with my hours. Workers don't have enough ASD knowledge in my area. Also, we can't use family.

Location outside Toronto, Northern Ontario. Muskoka has a poor labour pool for experienced DSW and PSW for complex care.

I'm looking for a website to go on to pick the worker whose skills match my sons' needs.

Salary and hours of work are different and more complicated when working with people with special needs. Support workers 'wanting' to work with our special needs population have a heart yet they also have to support themselves. Often, the work hours, conditions, etc. have to be flexible in light of the special needs (e.g. work 3 hours today instead of 5 or nil hours as special needs individual is ill etc.). It is difficult finding support workers and then to add Bill 148 to further complicates the problem.

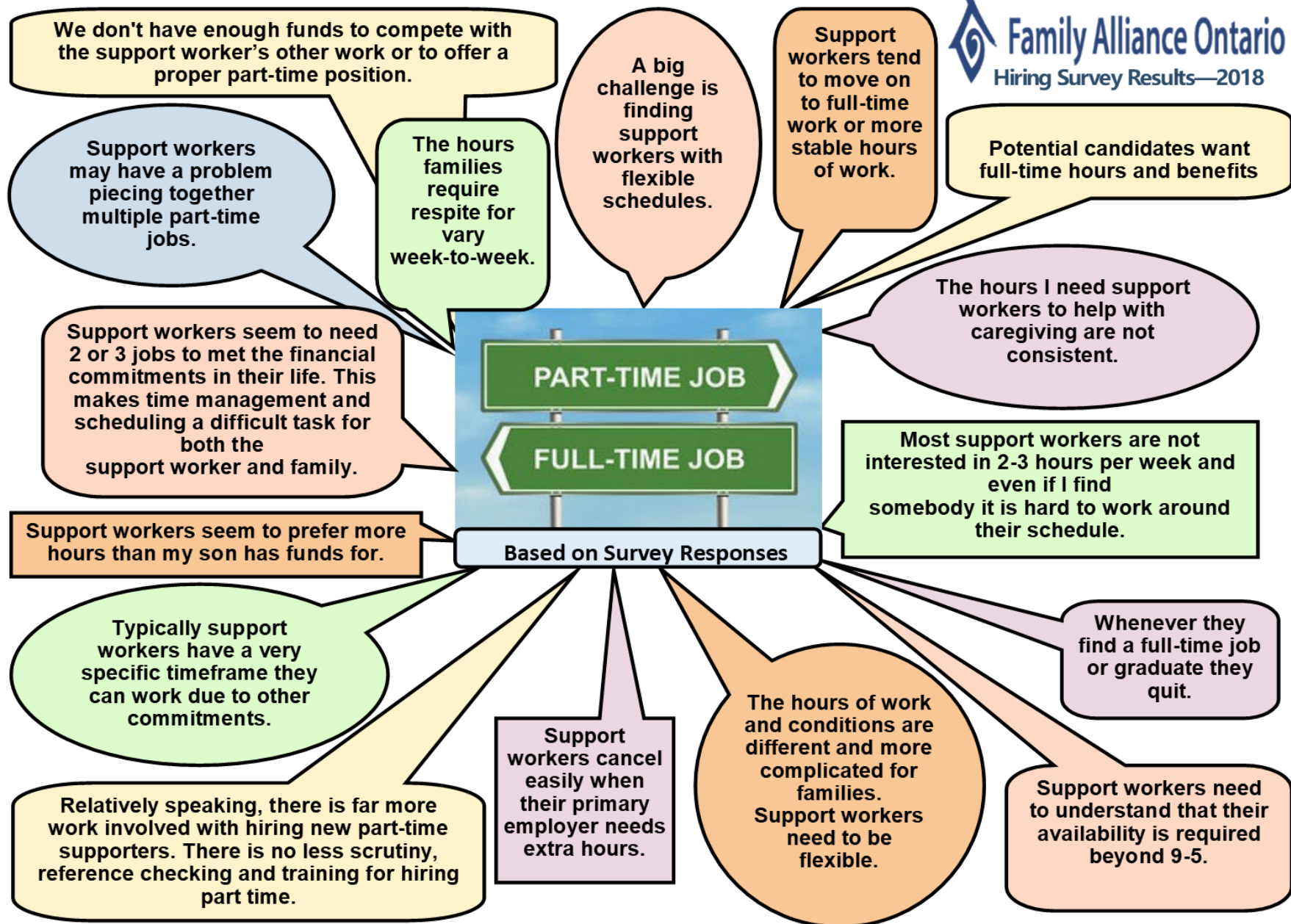
It is very difficult to hire workers to manage a family planned program or think of alternate activities when the program is cancelled for the day. Some have the ability to think creatively. Most have no or little knowledge of alternate available activities in Hamilton such as using the library or going for a walk in a park on the waterfront.

Transportation and use of cars/availability of cars and rate of mileage \$\$ can be a difficulty. Also, some insurance companies once made aware that an independent/contract PSW is using their vehicle to drive their 'client' for community participation will increase their insurance so much that workers have needed to end their contract. (Happened to us!) Not sure if the same thing will happen for an employee using their car and what will be the implication for the family as employer.

We can't find folks for weekends. The wage expectations are high. Our person has exceptionally complex medical needs (epilepsy status often, oxygen support, suction) and wages are less than agencies. The job is harder than most folks being supported by agencies.

I believe some of the workers don't view it as a "real job" because they support my daughter in our home & community and not in a group home setting. They don't see it as a big deal to cancel shifts because it's our child. I believe it's more of a lack of respect for the family and not my daughter.

Not enough qualified workers with the right attitude.



impacts of Bill 148
increasing pay demands
continuous worker turnover
low to dangerous quality of support
increased administration & paperwork
inconsistent, unreliable support coverage
last minute support changes & cancellations
low labour pool & resources in rural areas
aging senior parents with health issues
shortage of part time support workers
young people living in nursing homes
complex care environments
impacts of Bill 146 (WSIB)
critical medical issues

acute need for respite
inadequate support hours
unsuitable age based support
competition with full time employment
agency based focus for DSW education
accessing media & sites to recruit workers
respect for family knowledge and experience
support workers who share family values
seeing the potential; not the disability
support workers wanting 9—5 hours
American Sign Language learning
workers with ASD knowledge
institutional approach
inflexible schedules

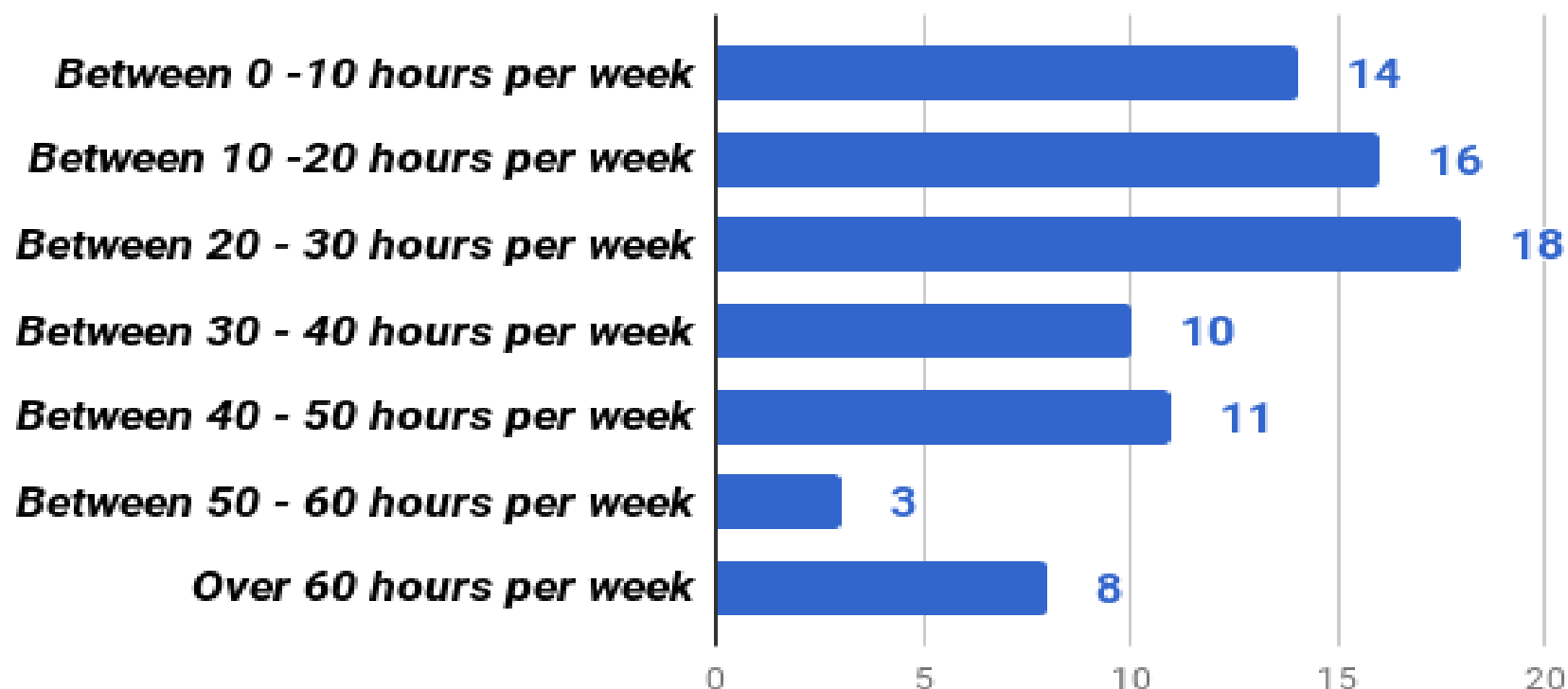
FAMILY CHALLENGES

BASED ON SURVEY RESPONSES

 **Family Alliance Ontario**
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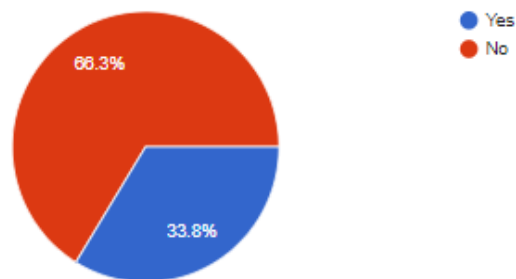


19. How many hours per week does your loved one(s) require paid support to enable them to participate in community based activities?



20. Are you receiving adequate funds to hire paid support to enable your love one(s) to participate in community based activities?

80 responses



Question 21—
Additional Comments for Question 20.
(see below)

21. Additional Comments for Question 20 - **Are you receiving adequate funds to hire paid support to enable your love one(s) to participate in community based activities?**

Additional resources and funding beyond community participation and for residential independent living out of the family home are needed.

Yes, but family pitches in a lot. With aging parents, this ability is time limited. Funding hasn't increased in 10 years while minimum wage has gone up and up.

I receive enough but we do go over at times with day programs. It is hard to find good programs and I would like employment training in some way.

If I could pay \$40 per hour, I am sure there would be more applicants.

We currently have enough funding. But the funding does not increase with the cost of living. We did receive the 15% increase in Passport funds, but did not receive an increase on our Direct Funding amount. This means that, as we increase the rate paid per hour of service, the amount of service decreases. The need does not decrease, leaving our daughter without the level of support to which she has become accustomed. There is potential for a falling-through-the-cracks disaster, unless funding is increased as the cost of living increases.

He is in a day program developed by parents and is staff supported. Day hours are therefore covered. We are looking for overnight and sometimes extended support for us to take a holiday or just have more than a few hours for ourselves.

We are raising support wages so I will soon be experiencing difficulties.

Everything is long waitlist for funding. Then when you finally receive funding, it's not enough.

Have not received any passport funding yet.

He could always use more support.

I have managed to tailor the number of worker hours and recreational programs to the benefits received.

We receive support via a LHIN nursing support so we do not see this. This permits my daughter to live in an Independent residential model home. We supplement these LHIN paid hours with day program attendance and 12 hours per day of supervision/direct hands on support.

My son is involved with Special Olympics activities. At the moment, I undertake a lot or all of the extra driving and care which are not covered by Passport Funding.

We have been starved for funding for the past 3 decades and as a result have severe health issues of our own. Our adult daughter lives in isolation because she has to rely on her aging parents for support. The situation is deplorable.

It would be great to get him out into the community even more than he is already.

We are not yet receiving any passport funding. We have been on wait list for more than 4 years.

With the new impacts of Bill 148 and 146 (WSIB), we are 35% below the support worker costs to run our environment in compliance. And we already cover all living expenses personally.

This is the government's doing. The only way to change this is to provide proper funding!!

Higher cost due to Bill 148.

Limited access to community events often is measured by energy of unpaid staff (mom, dad, nana, auntie).

There was an increase but nowhere near is what required beyond the minimum #of hours per week.

Our son is rated at the 92% of need and often has to have 2 people if he wants to go to community events but we are struggling to cover his daily life with the funding and the workers that we have.

We had to appeal every time money was funded, as well as letters of appeal when our loved one had critical medical issues with aging senior parent's health issues.

If we had the funding needed our daughter's life could be so much better.

I am receiving adequate funds, given the unavailability of workers, but if we had workers for the number of activities that he would like to participate in, we would not have enough funds.

My daughter was approved for extra Passport dollars but I have been told there is none available. She was approved 2 years ago!!

Funds cover the cost of my son with ASD, but not my other son who either gets left out of the support or activity or feels separated from the same experiences.

Waitlisted since 2015 for Passport funding and have received nothing yet.

I am a single parent who works full-time and funding is not adequate to have my daughter involved with Community Based Activities while I work. I require someone to work with her and help her in the community (she is unable to be left alone) from 8-5 Mon-Fri and not just be babysat at \$20/hour! There is not enough in our community to have her participate in activities all day every day.

SSAH is \$2080 per 12 months. We need to be able to negotiate higher pay equivalent to minimum wage which is up to \$23.95 an hour. Fair wages for this personal care of a developmentally delayed autism child, age 16.

I need to find part-time work so I can obtain some respite. So when can I get respite???

Still hard to find people, and also can't use funding to maybe get family to help, my family doesn't live in this area, they travel about 3 hours to visit.

We're comfortable with the amount we now have, although, we had to strongly advocate for years to get this.

Our daughter has moved out of her family home and requires more support because of that. We have enough funding for the community participation but do not have adequate funding for respite/residential/ overnight funding when family might not be available or unable to provide the personal support necessary.

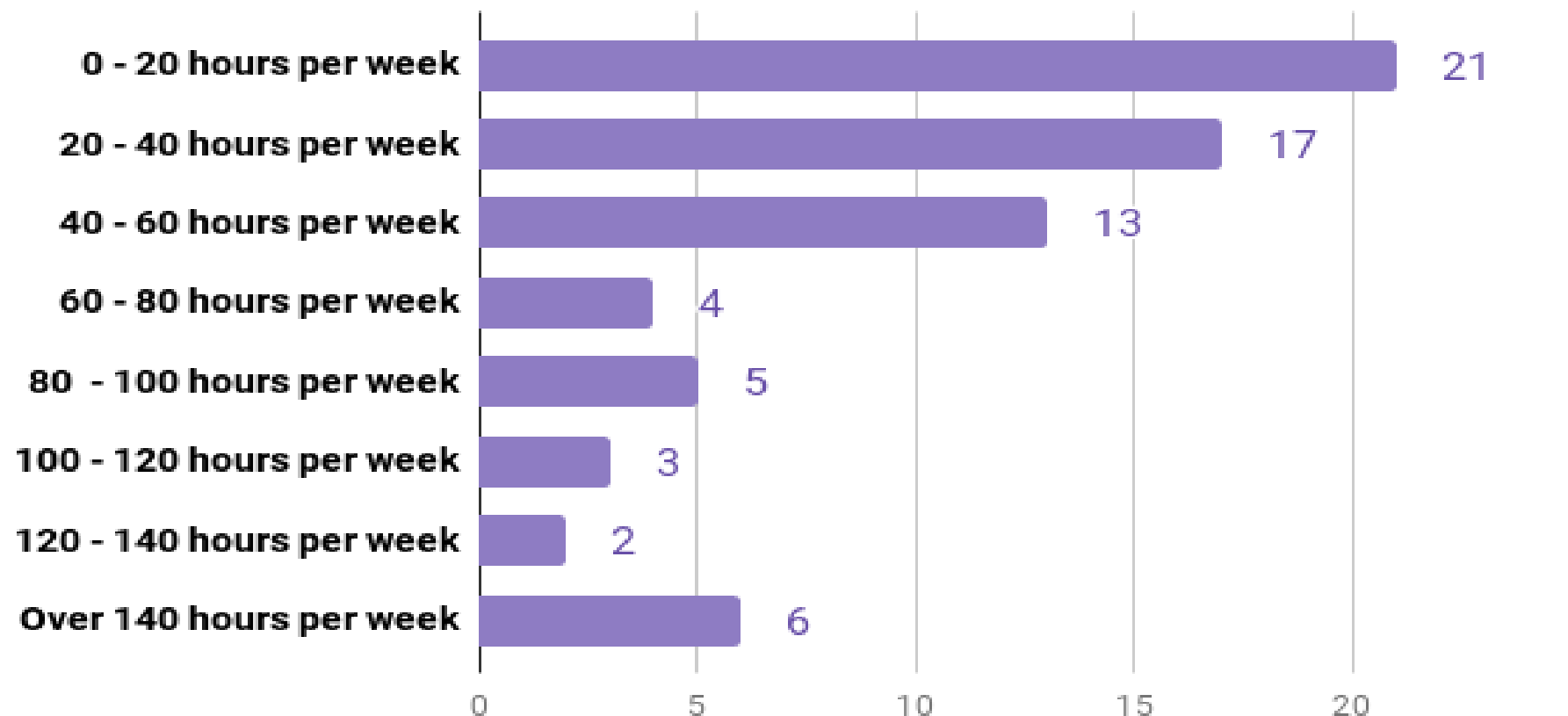
We need to at least pay what agencies pay. Tried everything - job boards, posting flyers, used employment agency, ads on ever site imaginable (asked for agency to post for us on indeed).

Grateful for what we do have currently, however huge financial burden on our family for many, many years.

The funding I have is adequate for the most part to allow her to participate in the community and to live as an independent adult. It allows me to work and have somewhat of a life beyond caring for my adult daughter's complex needs. But the financial implications associated with Bill 148 will drastically change our entire family's life.

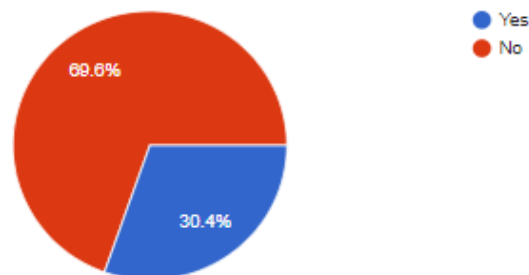
Overnight respite opportunities are very scarce. This restores the parent's energy and ability to continue managing.

22. With life as it is right now, how many hours per week does your loved one(s) require paid support to provide care when family is not available to do so?



23 . Are you receiving adequate funds to hire paid support to provide care when family is not available?

79 responses



Question 24—
Additional Comments for Question 23
(see below)

24. Additional Comments for Question 23- **Are you receiving adequate funds to hire paid support to provide care when family is not available?**

We are 2 on 1, 24/7 and we only receive enough money for one worker averaging 6.5 hours a day. There is ALWAYS a family member there. Always. No exceptions.

Both parents work full time. Our child is not in school. Profoundly disabled, g-tube fed, seizure disorder. Requiring full time care during the day.

At the moment but as we are getting older he will require help in a lot more.

He requires 24/7 supervision.

Wage is increasing, so it will be difficult.

Family makes it work for the benefit of the person needing support. More is required as life circumstances change. The big problem is if we need to be away for a few days or longer. You do not define "care," so this question is a bit challenging. Our daughter requires 24:7 support. Some of this support is paid one-to-one support; some is paid facilitation; some is unpaid one-to-one support; some is unpaid facilitation. Someone must be available by telephone, Skype, text at all times. The challenge becomes having enough committed unpaid people in her life to offset the need for support. Our vision is for our daughter to have an army of family and "chosen family" around her throughout her lifetime, to ensure that all the cracks (need for support) are filled, but especially to ensure she is living into her very best life, in the company of others who love her, and whom she loves.

Weekly support hours vary. The hours reported here are an estimate. So far, I have always been able to find support for my son when it was needed.

We are in a crisis situation. The Ministry is coercing families into the group home system when our daughter wants to live at home. The only solution provided by MCSS is to join the wait list. We're on that list, but our daughter wants to live at home, so even when her turns comes in 10? 20? years, this is not a dignified option for her. Yet group homes are the only option on offer.

Only because his day program is subsidized.

Funds available are Passport, which is at max of 35K. We need residential support dollars to hire supports for home-based services. We also need to combine in a direct funding model with the Health \$\$s with MCSS \$\$s to actually support. At this point we share costs collaboratively with two other families to provide residential supports and this works but adds a level of complexity that is time consuming.

I am aging and at 53 I am not physically able to make it at 24 hours, all week, 53 weeks a year.

At the moment, yes. I am aging and my son is moving on his own with another ODSP recipient in July 2018. He will require additional hours because his disability is a degenerative one.

We really need to have more support provided for him living in his own apartment....cooking and cleaning are top priorities. He eats out in fast food places way more than I think is healthy.

We are not yet receiving any passport funding. We have been on wait list for more than 4 years.

All programs and supports are funded by us and by our son's ODSP.

We have provided the understanding of these financial gaps to all levels of Ministry since December 2017.

PROVIDE PROPER FUNDING

My son is physically disabled and lives in his own house nearby. He receives care from March of Dimes via the LHIND.

For my daughter to be involved in the community does NOT require me as a parent (OLD Parent) to be supporting her. It requires folks to be hired.

As an aging (senior on a pension) who is the sole family caregiver of an adult child who requires 24 hour support, it is very expensive to go out, go on a vacation, and terrifying to think what I will do if I need to go into the hospital or become very ill. There is not enough funding built in for these situations! Caregivers deserve a life as well.

He is 32. Parents are senior with multiple issues. Dad (70) had major stroke last year and can't provide any care and he needs paid and unpaid supports himself. Mom can't provide physical care anymore. Siblings provide care when supporters not available.

We have full daytime coverage. The struggle happens if we need or want to go out of town or vacation that requires us to have round the clock care for a period of time. Vacations/ time away for us as a couple or true respite opportunities are few & far between.

Only when it is daytime care and not for extended hours.

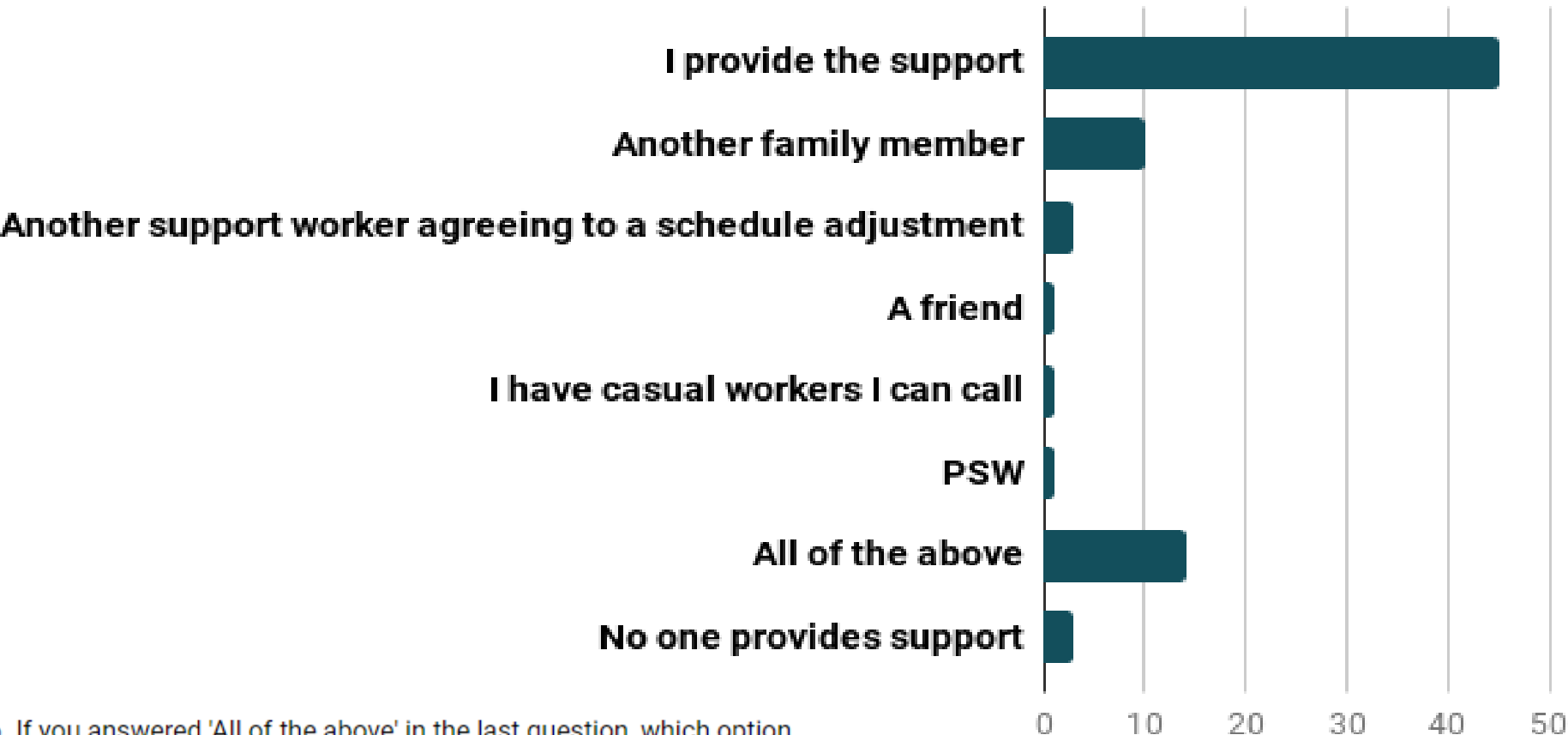
Many workers expect \$25 - \$35 per hour. Agencies demand \$35-\$40 per hour.

Cannot locate reliable recreation staff to support community inclusion in activities that he is interested in.

Family does everything for this individual.

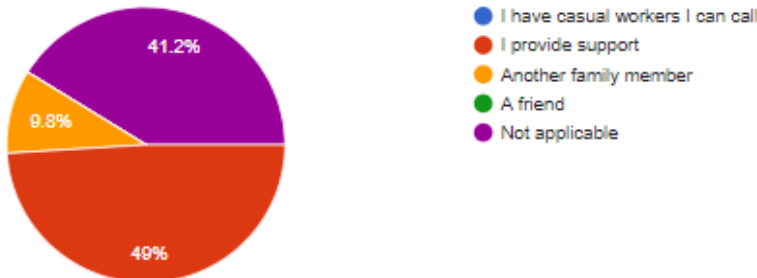
Not enough funds when you have to have someone 40-50 hours a week.

25. If a support worker cannot provide support for their shift, who provides the necessary support?



26. If you answered 'All of the above' in the last question, do you use most often?

51 responses

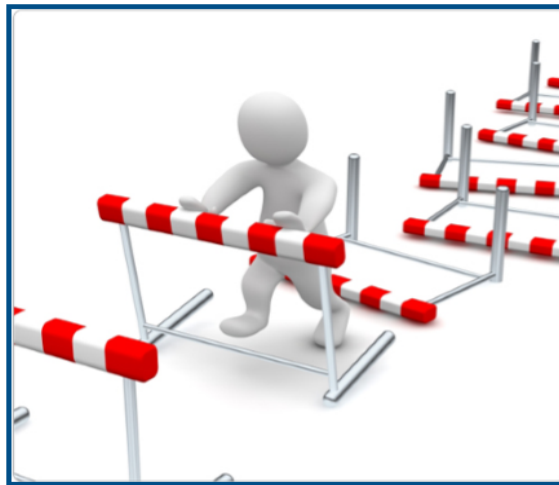


social barriers
increasing poverty
crisis driven system
isolation and loneliness
lack of choice and control
lack of autonomy = lack of direct funds
direct funding imbalance with agency based funding
cost of living increases; no support funding increases
unreasonable need to reapply for adult services
worrisome, uncertain future for our loved ones
environments that are often not accessible
communities that are often not accepting
incurring the majority of the costs
few natural support
despair

transportation
lengthy funding waitlist
lengthy housing waitlist
intrusive assessment process
inadequate process for determining funding
managing a line of credit; waiting for Passport
Passport reimbursement rather than prepayment
hopeless possibility of a real home for our loved ones
Passport funding caps too low for complex needs
inadequate waitlist management process
employment/volunteer opportunities
ineffective respite services website
insufficient community capacity
congregation & segregation
bureaucracy

MORE FAMILY CHALLENGES

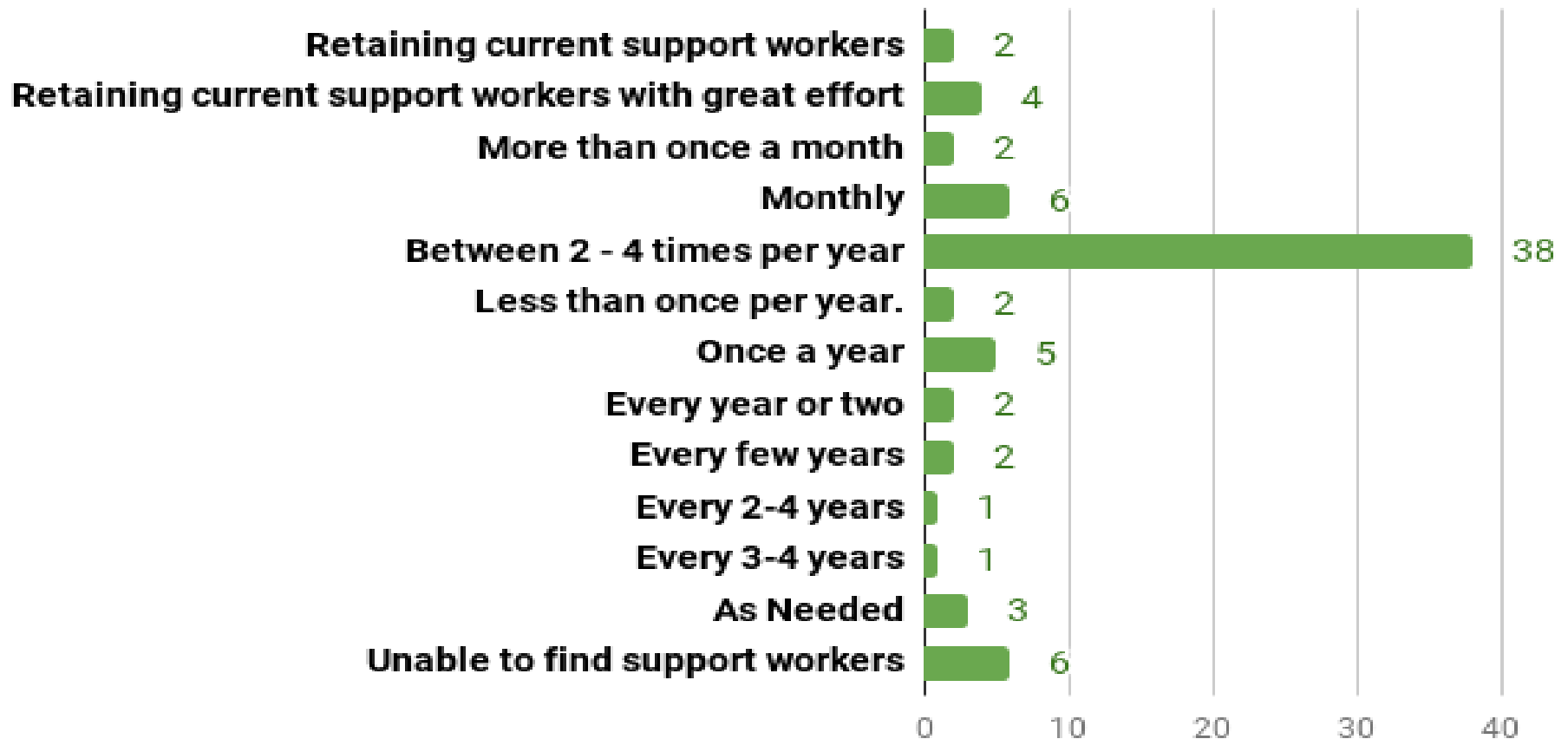
BASED ON SURVEY RESPONSES



Family Alliance Ontario
Hiring Survey Results 2018

Question 27-
Additional Comments for
Questions 25 and 26
(see next sheet)

28. On average, how often do you need to recruit new workers?



27. Additional Comments for Question 25 - If a support worker cannot provide support for their shift, who provides the necessary support? and Question 26 - If you answered 'All of the above' in the last question, which option do you use most often?

If someone doesn't show up, I get nothing done. My sons get nothing done. We lockdown in the house until –1. Someone is available.
2. I can get someone to help me by running my errands. 3. We can convince Autism to put pants on to all go out together. This rarely happens but I try daily. Then it is a domino effect of rages, attitudes and tantrums for gods only know how long.

Family is always on standby.

I usually have to depend on my son's siblings who do not live in the same city, so this doesn't happen often.

Our daughter lives on her own. She lives in a wonderful apartment building that has virtually no sense of community. She cannot rely on her neighbours if she has having a difficulty. Her biggest issue is loneliness. My husband now fills in a lot of the time during the times that our daughter does not have support as he is retired. My husband and I are still our daughter's social conveners, fixers of anything broken, calmers of anxiety, cheerleaders, encouragers, problem resolvers, bill payers etc. When her need falls outside of supporters' working hours, we are on call for every single need.

This is a big concern.

I have no family support. I cannot call an agency because they are not able to provide the type of support my 14 year old son needs. They will send a PSW who is not allowed to give food or water through his g-tube or a nurse who is not allowed to take him to his activities (ex. swim lessons). I have to choose which is more important. Services are geared towards seniors, not active 14 year old boys.

I have no other support network, no other family members in this area and I have found it difficult to have people help.

I have one worker who can help at times but is not available a lot. In emergencies I have to be around so I do not get out much.

Very difficult to leave him with others

I do have friends to ask but they are not always available.

This relates to the problems with finding a paid support worker.

This is not sustainable for much longer.

Usually myself or spouse miss work and provide the support.

Our individual is deaf so the person needs to know her routines and use sign language. We have no family immediately available. Our son has 3 young children and both parents work full time in demanding jobs. Only my son can sign.

I am widowed with a 25 autistic man at home and a 7 year old grandchild. It is hard to balance both and to meet needs for both.

If I cannot take the day off (used all sick days and vacation days) then I rely on 80-yr old grandparents to "watch" her for the day. Not a great option.

Passport funding needs to increase for individuals who have significant personal/medical care issues as well as a developmental disability. This means that they are unable to be left alone ever. This would be still more affordable and a much better option than a group home option if the sole caregiver were to be suddenly unavailable.

Siblings leave work or call in sick to provide the care. We have no other choices right now

Hard to answer which is most often. It is dependent on many things but unfortunately weekends and night shifts are the most difficult to get someone to accept a call in.

Usually either Mom or Dad provide support so programming won't suffer.

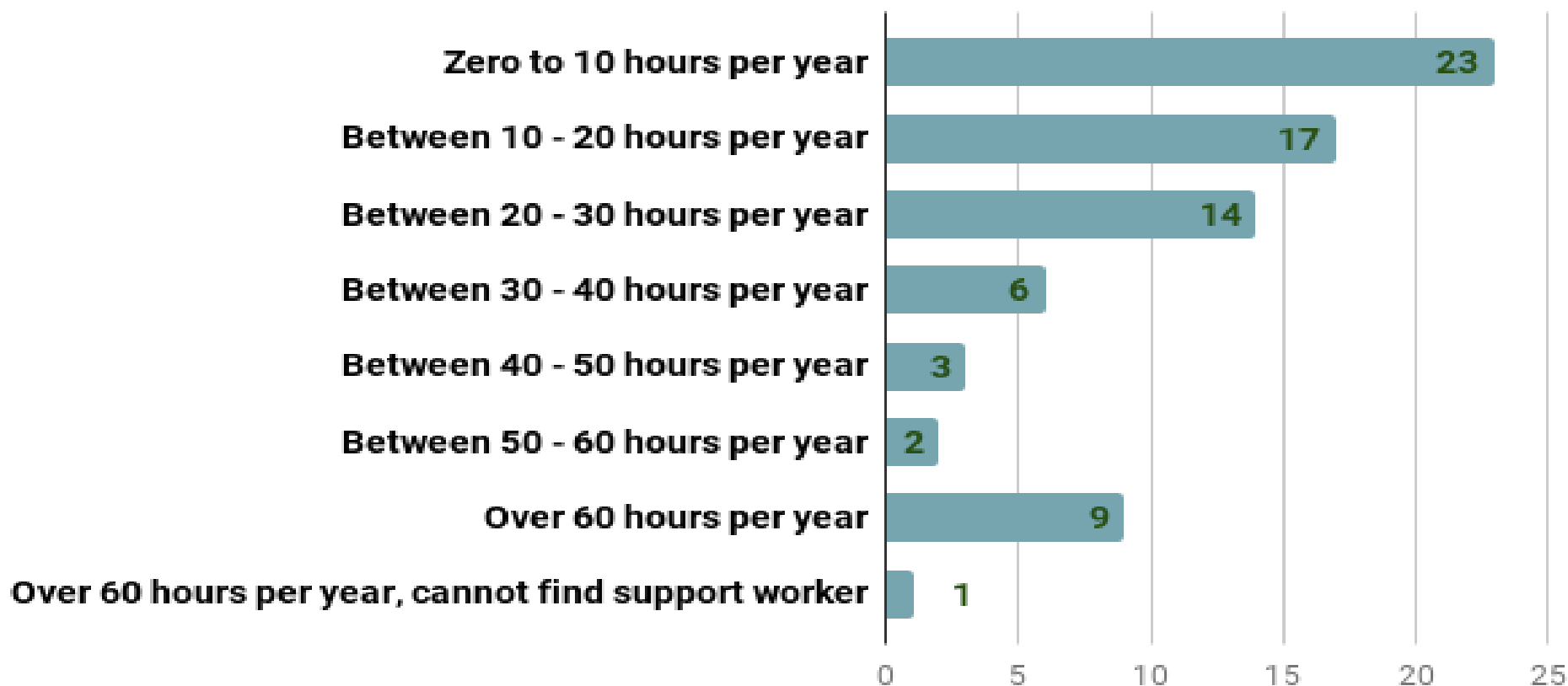
Last minute changes and cancellations are common.

We have very few options, if a worker is not available, my wife and I have had to cancel plans a number of times.

My family live far away and I am isolated in a rural setting.

Parents as support workers should be able to access funding for the support that they are giving. Parents know their loved one's needs better than a support worker.

29. In order to maintain the appropriate level of support for your loved one(s), how much time do you spend posting ads, screening applications and interviewing potential



Question 30 -

Additional comments in regards to time spent hiring workers.

(see below)

30. Additional Comments in regards to time spent hiring support workers.

It usually takes 3-6 months to find a suitable support worker.

Some years it is much more often. There are other times when support is more stable.

Accessing qualified, skilled, committed, career-oriented supporters is exceedingly difficult! Another mom and I advocated successfully to Fleming College to make it possible for families to advertise on their job board (for students and grads), but we have had zero success, to date. I have inquired about what DSW students are learning, in terms of self-employment. It seems as though the DSW program focuses primarily on preparing DSWs for work with agencies, group homes, and in program settings. I have been invited to their DSW Program Advisory Committee, and I shall be voicing concern about the obvious problem: they have DSWs wanting to get into the field but who are unable to find work; families need skilled, qualified, career-oriented supporters and cannot find them. The amount of time looking for supporters, advertising, recruiting, screening, interviewing, training and supervising is oppressive and truly is a career in and of itself. We are often reduced to grabbing practically anyone we meeting and saying, Hey! Do you know anyone! This kind of thing may bring just the right person onto the support team, but mostly it's a situation that is set up for failure.

A registry of people looking for employment would be helpful.

I prefer to hire and screen the workers myself. It allows me to make sure the individual is a good for our family.

People schedule and then they do not come. We offer the job and they decline.

I've somewhat given up as I have had no results for a long time.

Male support workers are hard to find.

Nobody will travel to 1 hour south of Ottawa, 2 hours east of Kingston, 1 hour west of Cornwall. OMG! I need support in place for this little boy.

Usually I hire by asking for references in the caregiver community.

This is almost a full-time job!

We get many application, however most are seriously underqualified and would not be suitable.

It is very time consuming.

Every attempt to hire a stranger has not worked out. We are constantly searching the social networks of her current workers to find like-minded people.

I don't get decent people for the money I can afford to pay or no one applies. I also do not have any help looking for workers (local Community Living is useless) and don't know where to go to find qualified people.

Kind of given up looking. It's all on me.

It is expensive to post ads in the local newspaper and very time consuming screening by phone, interviewing and chasing down references. Also, the time training supporters to understand their role as both a person providing personal care support as well as a person to assist the individual to be a part of their community, to facilitate friendships and enable individuals to be good neighbours, volunteers, friends and contributing members of their communities.

It has been a never ending job. I have bankers' boxes full of recruitment attempts. Lots of times people who apply don't return my calls to do interviews or we set up interviews and people don't show up. This is extremely common.

I was helped by a knowledgeable and experienced person or I would have been lost.

It feels like it's my 3rd job.

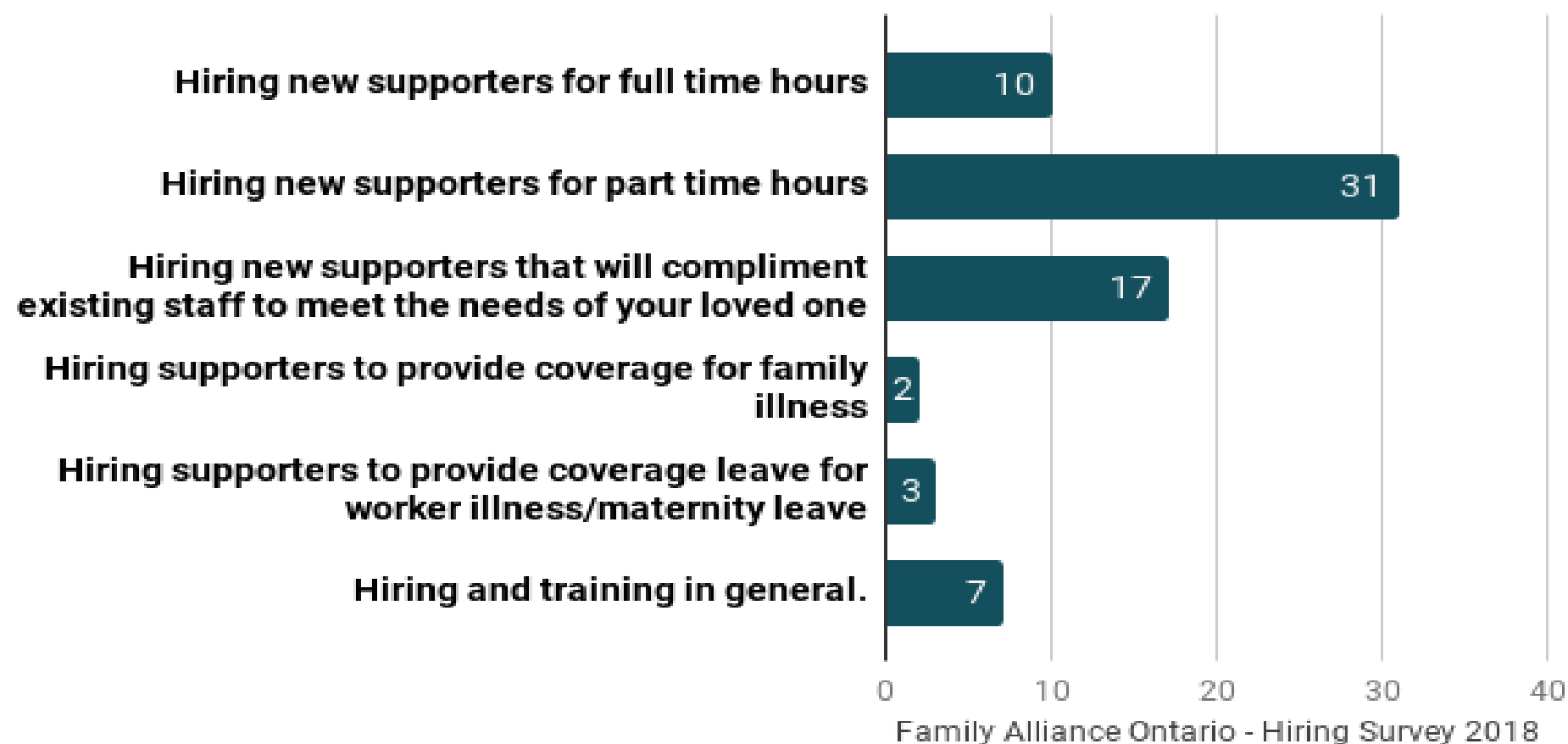
It has been frustrating because it is a perpetual drain on my time which is limited.

We have had to hire 2x since 2016. Each time required several hours per day and each episode took about 4-6 months to find the right person. The 1st time in desperation we hired someone. It worked OK at 1st and then little things started to not make sense. After receiving the 4th negative comment from people I know in the community, we let her go. We think that there was potential negligence or abuse but had no concrete information to proceed with an inquiry. We were just thankful to get rid of her before real damage occurred and we count ourselves lucky. There should be a more supportive hiring process available.

Word of mouth referrals are often the best source.

I talk to other families about hiring workers as well as approaching support workers that I know.

31. Please identify which of the following requires more time -



Question 32.
Additional Comments for Question 31
(see below)

32. Additional Comments for Question 31 –

What works for other kids, will not work for mine! It is never ending teaching people. I get that it is difficult but basic common sense seems to be lost on people.

The live-in support position is the most difficult to fill.

Again, difficult to find part-time workers with ASL skills.

The amount of work required to bring a person on for a few hours per week is the same as the amount of work required to bring a person on for many hours. There is no less scrutiny, reference checking, training, etc. just because the person will work fewer hours. So, relatively speaking, there is far more work involved with hiring new part-time supporters.

It is nearly impossible to hire workers to cover in emergency situations.

All of the above take time. It is also important that when you have several supporters that they work as a team.

Hiring for part and full time. However, training is so overwhelming that part time is often all we can do because otherwise we are training 1:1 with them full time.

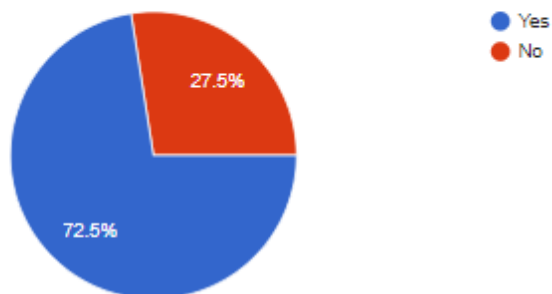
Most workers looking for a job have experience with Alzheimer and know nothing about dealing with an autistic person.

Respiteservices.com is a well-kept secret from both parents and workers. Few workers register on it, since they don't know about it.

I believe Bill 148 now holds the family responsible for payroll deductions.

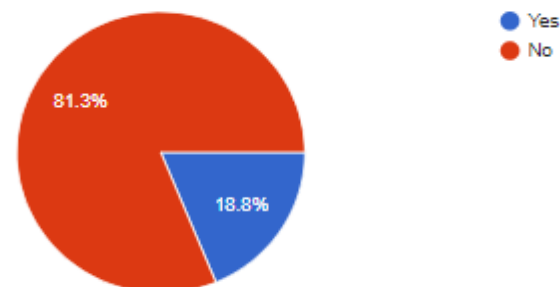
33. When hiring, is your loved one(s) involved in the hiring process?

80 responses



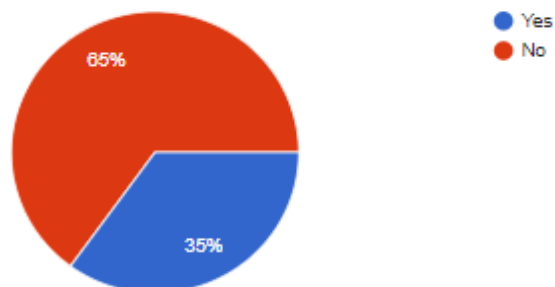
34. Is it important for support workers you hire to have a Personal Support Worker (PSW) diploma

80 responses



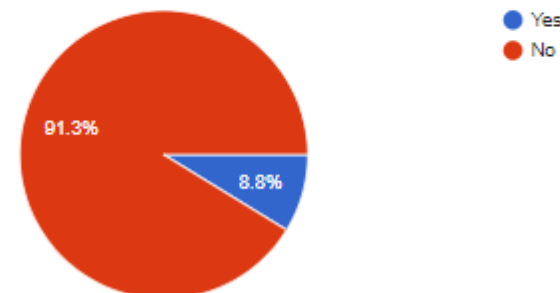
35. Is it important for support workers you hire to have a Developmental Service Worker (DSW) diploma?

80 responses



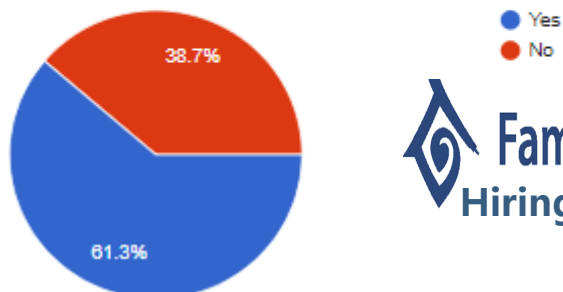
36. Is it important for support workers you hire to have experience supporting people in a congregated residential setting?

80 responses



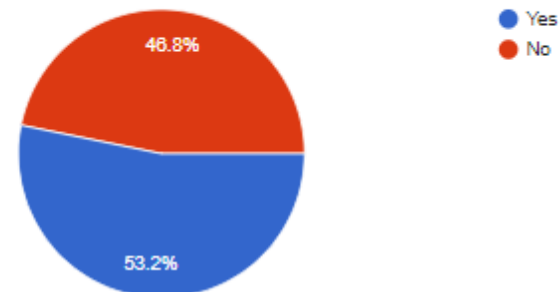
37. Is it important for support workers you hire to have experience supporting people in a family home?

80 responses



38. Is it important for support workers you hire to have experience supporting people living in their own home?

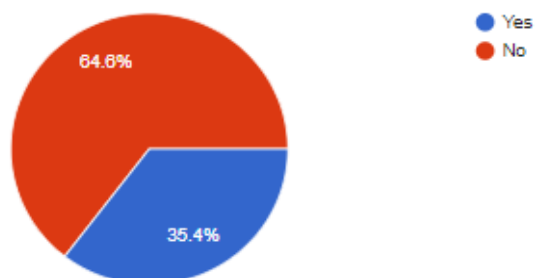
79 responses



 **Family Alliance Ontario**
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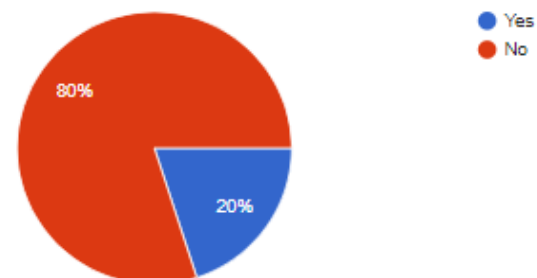
39. Is it important for support workers you hire to be a graduate student?

79 responses



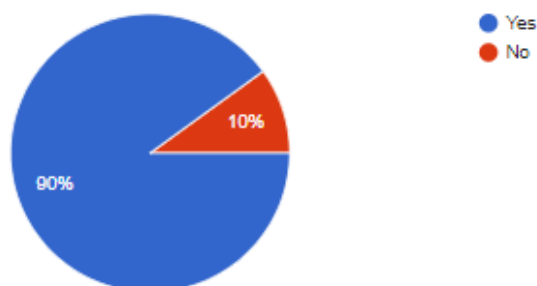
40. Is it important for support workers you hire to have a social worker background?

80 responses



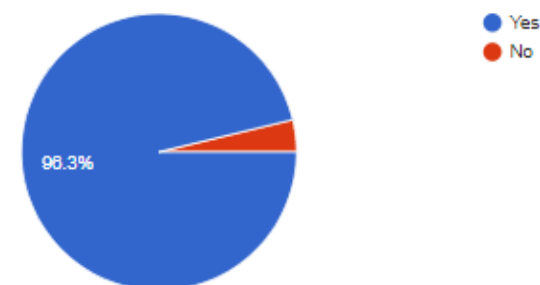
41. Is it important for support workers you hire to believe that your loved one(s) has choice and control over their supports?

80 responses



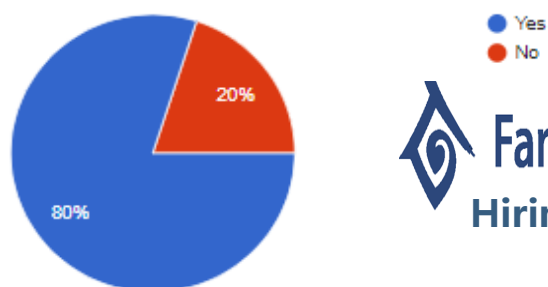
42. Is it important for support workers you hire to share your values?

80 responses



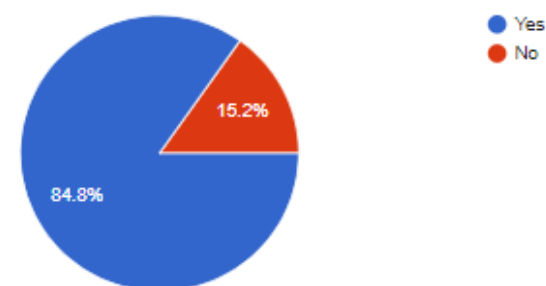
43. Is it important for support workers you hire to share similar interests with your loved one(s)?

80 responses



44. Is it important for support workers you hire to have a diversity of interests?

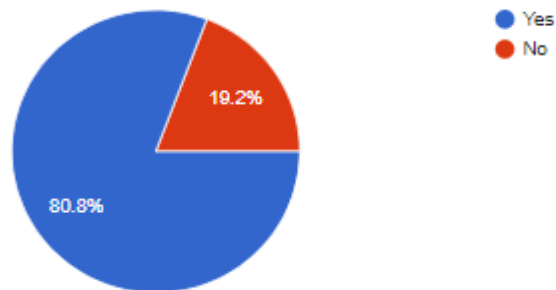
79 responses



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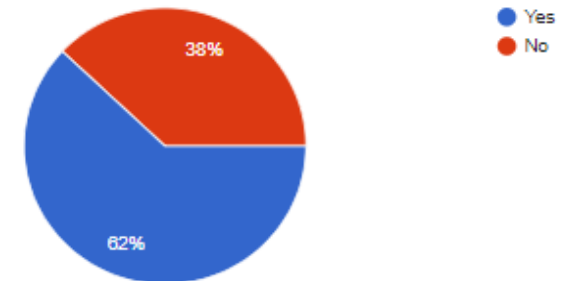
45. Is it important for support workers you hire to have local community connections?

78 responses

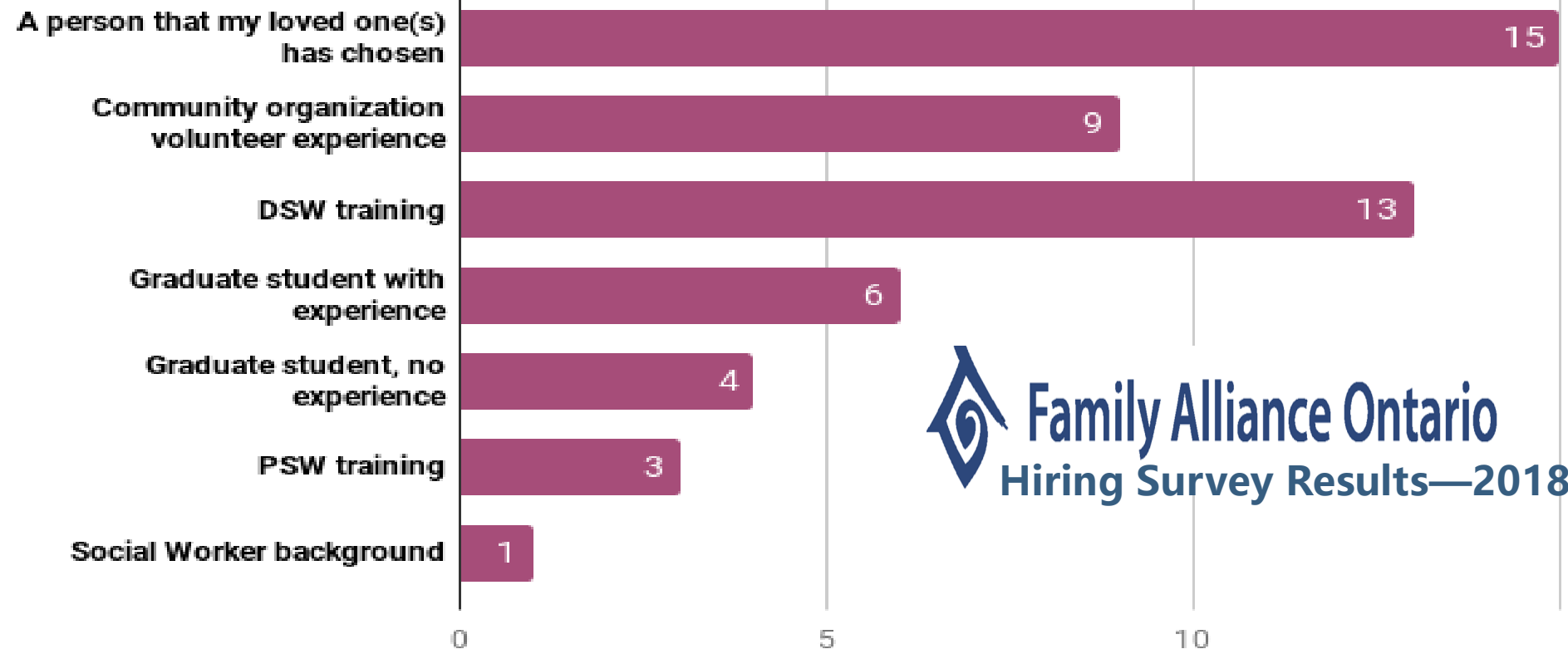


46. Is it important for support workers you hire to have community volunteer experiences?

79 responses



48. Thinking about the candidates you interviewed in the past 3 years, which of the following made them a good fit for your family as a whole -



 **Family Alliance Ontario**
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Supporting in the Family Home



Values

- look beyond the disability
- every person offers value in their community
- support a person to-
 - ⇒ lead the way
 - ⇒ live a full life as a citizen
 - ⇒ contribute in a meaningful way
 - ⇒ plan a meaningful day
 - ⇒ envision an amazing life & live an amazing life
- respect for -
 - ⇒ the family's knowledge and experience
 - ⇒ the dignity of people of all abilities
 - ⇒ each person's choice and control
 - ⇒ each person's method of communication
- support without an institutional approach
- Interact with adults as adults
- support people with the least intrusive supports
- understand the dignity of risk
- see and support capacity
- understand individuality
- care ABOUT, not just FOR; do WITH, not just FOR

Attributes

- Committed
- Empathetic
- Flexible
- honest, caring, compassionate and kind
- punctual, conscientious and reliable
- effective communicator and collaborator
- able to build rapport
- community involvement
- a broad range of interests
- community connecting skills
- common sense
- open minded
- able to handle difficult situations
- creative
- knowledge in person centered practices
- outgoing and easy going

BASED ON SURVEY RESPONSES

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47. Are there other qualifications or values that you feel are important when hiring a support worker? Please provide details below.

To understand that the way we do things is not always our choice. With that said, most of the time I have exhausted all traditional ways of doing things and we go to alternative medicines, diets and therapies. Many workers ignore or judge my wishes for my son.

It is important for the supporter to lead a well-rounded life themselves so that the supporter can understand that we want the same for our loved one.

Common sense, outgoing personality and ability to handle a crisis.

Honest, caring, punctual, communicative, respectful and outgoing.

High personal moral code. Innate kindness. Respect for the dignity of people of all abilities. Patient, passionate, hard working.

Reliability, commitment for a period of time to build rapport and trust.

We need someone to listen and understand our concerns and follow the advice we provide to avoid undesirable behaviors by our son.

As my daughter is little and is not able to express her needs and feelings properly due to her neurological condition (she laughs when she feels overwhelmed and tends to forget to eat and drink). It is extremely important for me to find worker who will follow my instructions and that they DON'T use their strategies and judgments without consulting with me as they usually only increase my daughter's anxiety and obsessive behavior and that usually ends up as a meltdown.

Must have a valid driver's license and adequate car insurance coverage.

Easy going, willing to engage in various activities, ability to drive and not afraid of autism.

Understanding of ASD.

She must be a caring person and someone my son could grow to love and respect.

CPR training and general first aid.

Ability to make my child feel valued and supported. Flexible and creative. Able to plan to prevent meltdowns and avoid triggers.

Some financial, banking experience, medical knowledge of "normal" development.

I find it difficult to find athletic support workers. This is a need for someone who is still in their 20's.

I can train a motivated, kind, reliable person.

Nursing credentials.

The most important qualifications include knowing how to relate to my son, being able to establish a good rapport with him, being able to develop ideas and plan activities that engage him and stimulate his interests.

Patient, caring, flexible and dependable.

My daughter is deaf and knowledge of sign language and deaf culture is important. Because my daughter lives in an independent residential model (owned and managed by us) with 2 other room-mates with challenges, the support worker must know when and how to do one-on-one versus group support. Interesting challenge but rewarding for everyone.

Motherly, artistic and can prepare meals.

Empathy and not in it just for the money.

Must have sign language and experience with Autism. Must understand how to recognize when someone is susceptible to an outside trigger event.

Criminal background check with vulnerable sector check as well.

Empathy and patience; positive and cheerful.

A sense of the value of life and the contributions that can be made even by individuals with limitations.

A good sense of humour, flexible, intuitive, dynamic, possessing a broad range of interests, good health, fit and initiative.

Experience in facilitating social interaction with same-age peers.

Effective communicator and collaborator with family.

The issue is not about credentials or even experience. Our daughter is incredibly vulnerable and we have to know we can trust whomever we hire. We have hired PSW and DSW certified workers who have had 0 respect for her as a person. It is chilling to know that these people work in group homes where they are not forced to answer to any criticism. What matters for our daughter and ourselves is that the person is compassionate, respectful, and shares our view of disability. The person CANNOT take an institutional approach to supports. This institutional approach is often encouraged through certification programs that over-emphasize liability. The best matches are people who want to work with disabled people, people who have volunteered or shown some personal interest in this community and who have a kind and giving attitude. These people are hard to retain however, since support work does not pay well. We need to increase wages to allow for more choice in hiring to ensure we can select the right support workers and then retain them.

Kind, gentle and patient

Understand ASD

Common sense, open mind, respectful, flexible (not set in their ways). Passionate about their career and understanding that their availability is required beyond 9-5.

I actually prefer that the support worker not have a developmental social worker or an educational assistant background. Often then, they don't share our values.

I like to have people who are trained and have experienced Social Role Valorization training.

It is important for support workers to see our daughter as a valued member of her community and as an adult.

They need to see this work as important and life giving for the individual. They need to be conscientious, on time and recognize that even if the person they are supporting may not communicate well, they are working for them as well as reporting to the family.

We are willing to teach person centered practices, values, etc. More important for them to have some experience doing tasks required of job.

QUAM, police vulnerable check, driver's license, autism training or certificate, car insurance, safety training, first aid etc.

Our best candidates are moms with experience with special needs or day care experience. We find workers in their 40's still have lots of energy, experience and compassionate caring. Best of all, they're not addicted to their cell phones which is a serious affliction of younger workers. They approach things with a caring and creative attitude.

I want supporters who:

- see past disability to the authentic person—constantly look for the "amazing" in the person they are supporting
- support the person they are supporting in visioning an amazing life—are comfortable talking to new people
- have community building, community animation, community connecting skills—have amazing diplomacy and advocacy skills
- believe that our daughter has gifts and strengths and capacities that simply must be meaningfully contributed, in order for our community to be strong and healthy-believe that our daughter has a meaningful contribution to make at her place of employment
- care ABOUT our daughter, not just FOR—do WITH our daughter, not just FOR
- have the ability to move in as support is needed, and fade out as the support is needed less
- have the ability to discern when support must be enhanced, and when it is safe to support risks being taken
- are impeccable with their communication, orally and written-support our daughter in expressing her faith in Jesus Christ

Experience in dealing with special needs adults whether it is education or personal experience.

Educational Assistants (EA) have been best suited for my son.

Experience or school to work with challenging needs and disabilities.

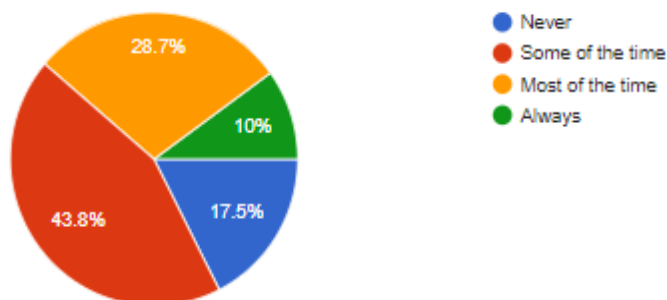
They must want to get my child involved in activities that she enjoys.

A human service attitude.

**Question 49—
Additional Comments for Question 48
(see next page)**

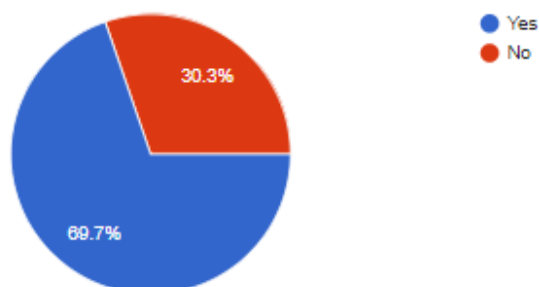
50. How often were you successful in finding support workers who understood the role of supporting someone with Special Service at Home (SSAH), Passport or Individualized Funding?

80 responses



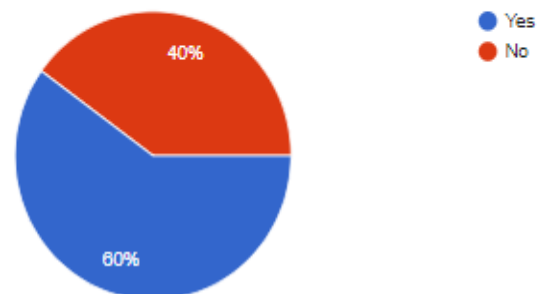
52. Do you think that a NEW developmental sector human resource website developed in true partnership with families, the Ministry of Community and Social Services (MCSS) and the Ministry of Child and Youth Services (MCYS) would help reduce the pressures families are currently experiencing with hiring support workers?

76 responses



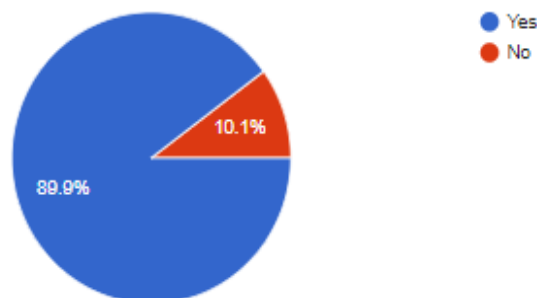
51. In the past, have you had support workers recommend other support workers that they believe would make a good fit for your family as a whole?

80 responses



53. Do you think that ADEQUATE direct funds that allows for competitive payment to support workers would reduce the pressure families are currently experiencing with hiring support workers?

79 responses



49. Additional Comments for Question 48- **Thinking about the candidates you interviewed in the past 3 years, which of the following made them a good fit for your family as a whole?**

Easy to converse with. Easy to explain things to. When I offer a recommendation in changing the way they approach or wording they use, they accept it. Someone who has ideas and shares them but doesn't want to completely reinvent our wheels here.

Of course, availability, punctuality, dependability, being respectful, open to learning and taking direction from family.

The person we hired has no specific disability-related education, but tons of personal experience; she sees past the disability to who our daughter really is; she sees and supports capacity.

I had received information through agency connections and he worked at an agency but also did independent support work. He had a background in working with those with an intellectual disability, liked sports. So a lot in common with my son. He had good references and my son also knew him.

Volunteer experience is also important for us.

I feel more comfortable to hire someone referred by my existing connections.

DSW is a good fit, but sign language is critical, and we take whomever we can who is interested and has this knowledge. DSW often comes with a set of patterned thinking that is not flexible enough to manage an independent residential model but the training in group homes does help in the sense that routines are consistent and well engrained.

My best success is hiring potential immigrants. They are more eager to work and obtain a Canadian Permanent Visa.

None of these answers are most important, rather it is important to have many of these experiences or interests.

My experience over a number of years is that creative people seem to do well in this work of supporting an individual.

There are people out there just in it for the money. They don't want to do the community participation and involve my daughter in the community.

Also a person with similar values and beliefs around the value of all people in community.

It is important that the supporter be open to learning about the individual and seeing them as a valued member of their community who need their support to contribute and form long term relationships to have a full life as a citizen.

Training (education) is less important. Work experience is more important.

I've had phenomenal workers in the past that had minimal education and experience prior to working in our home. I have 1 still here 5 years later! Attitude and personality are really the most important attributes in my opinion.

I have interviewed several candidates with loads of education, certifications and job experience. They sincerely want a job but can't establish any rapport with our non-verbal child. They demonstrate no interest in her as a human being. Her body language says it all. If she likes the person she will smile and pat their shoulders and they respond warmly. A cold or non-responsive reaction says it all.

We look for individuals that want to make a difference in our son's life and have a heart for people with disabilities. They need to see it as more than just a job to get money.

We have hired workers with PSW and education that have not clicked with my son and they have not been successful.

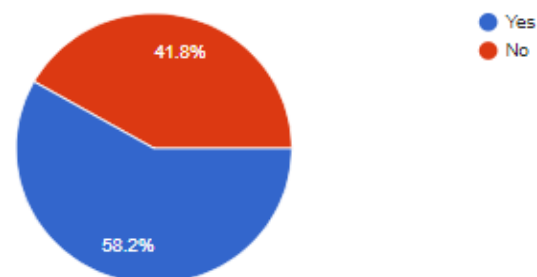
Anyone with a passion and interest in being a caregiver can learn how to support our child. If we can learn how to best support our child others can learn too. They just need to have the right attitude. I prefer individuals with a completed post-secondary education.

Family Alliance Ontario

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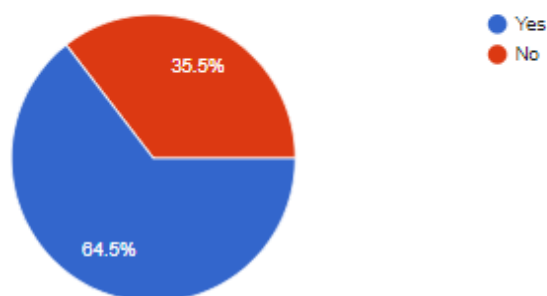
54. Do you think that the hiring of a quantity of human resource workers, by MCSS and MCYS, to help families hire support workers would reduce the pressure families are currently experiencing with hiring support workers?

79 responses



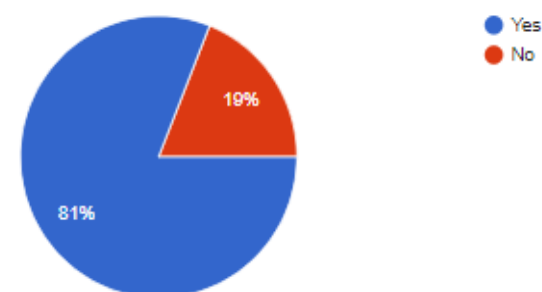
55. Do you think that MCSS and MCYS should work closely with families to develop a mechanism to train a pool of suitable support workers for people receiving SSAH, Passport and Individualized Funding?

76 responses



56. Do you think that MCSS and MCYS should work with the Ministry of Advanced Education and Skills Development to update college and universities curriculums to include citizenship and rights teachings rather than the placement and coverage model?

79 responses



57. Do you have other suggestions to help reduce the current pressures families are experiencing with hiring support workers?

I like the direct funding model because then the worker realizes that I AM the boss. I am the employer. When CCAC and VON were paying out, workers did what they wanted and refused to listen to me (to the point the workers lost my son for hours outside in a thunderstorm and thought I could not fire them!) I pay my people more than other families do (\$20-25 /hour) because of the complexity and needs of my son. I do not want people thrown at us that we do not mesh with. I have a good mix lately (for the most part) and no agency would hire half of my people due to lack of education yet, they are amazing with my sons.

Ministries should reduce or eliminate many costs. Stop making government larger and harder to navigate and use direct funding to families alone with checks and balances in place.

Develop a means for families to share best practices etc. A way to hire from colleges or from websites.

Often people do not have the funds to pay for services up front and await reimbursement that often comes much later. Thus putting families at further risk. A number of families are not getting the supports they need for their loved ones because they do not have the money up front.

I don't like the idea of MCSS and MCYS (i.e. Government) getting more involved in the hiring and training of supporters. I would support Government making it financially feasible for entrepreneurial efforts to set up competitive businesses that would take on the role of recruiting, hiring and training supporters, for a fee. Competition would ensure the highest quality of service, and the lowest costs. I believe that families must stop looking to the Government for all of the funding they need to support their family member who lives with developmental and/or intellectual and/or physical disability. Families must be supported in looking for "out-of-the-box" solutions to building residual revenue/a financial legacy for their family member. Families who continue to expect others to provide the funds they need become resentful, angry, frustrated, energy depleted, stressed, sick, simply because they never see their expectations fulfilled. If more effort was spent on helping families to find ways to generate some or most or all of the funds they need (and I don't mean through the creation of a family-member-focused charity!!!), then everyone would be happier and healthier. I know this, because this is exactly what our family and many others, are doing! We are healthier, happier, and focused on positivity, rather than on the negativity that comes along with expecting Government to do something it is unable and/or unwilling to do. We are making a difference on the funding front! What we need now is the infrastructure to support our being able to find skilled, committed, career-minded supporters.

Develop a resource to assist workers to find opportunities in the community.

It would add pressures to the families if the support workers pool are unionized.

Develop local database of potential workers.

Reduce Minimum wage. Reduce funding for useless university degrees. Encourage young people to work. Reduce the cost for bringing support workers from other countries. E.g. Employer should not be responsible for back and forth travel expenses, medical insurance, CPP, EI, Worker Comp. If you want to give it don't make the family waste their resource on managing all these expenses. It is very expensive. The family is not a corporation that has the resource. You treat disabled people like big corporation. A full time support worker makes more than \$2500 while the disabled person on ODSP has a \$900 a month income but the government treats them like millionaire employers.

Perhaps encourage benefit packages to include respite funding for dependents.

Make sure parents and the young adult are listened to.

The Ministry could partner with families to develop "wait lists" for families to share, like the DSO, of unfulfilled hiring demand which identifies the types of candidate roles that they can't fill and the reasons why. Then parties could work collaboratively to develop programs to address the gap(s).

Define a set of skills that meet needs of the individual. We must also train families in appropriate HR management skills if they are hiring - i.e. no cancellations at the last minute, steady schedules, paying on time, etc. I also think that we need once again to look at prepayment of direct funding rather than working with reimbursement schemes. Managing a Line of Credit to pay our workers is difficult and impossible for many families. Having a steady saving account that could ebb and flow with payments might help. Perhaps we should include a suggested budgeting system for families. Are families able to deduct the interest that we pay on a line of credit to pay our workers until the reimbursement comes in?? Look at how Assistive Devices Program (ADP) works with trusted families. The consequence of not managing ADP lump sums is that the individual doesn't get their medical supplies. Ask for a budget for the year along with the allocation, then work with families to ensure that the budget is adhered to. The paper burden of reporting is such that I hear many families refuse to consider direct funding. Look to the Ministry of Health Direct Funding program for individuals with physical disabilities and trust families as honest brokers because the implication of not managing is huge for us, no worker and no money.

I don't want any more money spend on MCSS or anyone else. The monies developed to get hired support staff needs to be directly given to the families to hire proper in home community care persons. We would like to pay \$23.95 hourly. It is so worth the amount, when you have the right people in place .

I believe that a consolidation of supports available are always more helpful. The families of persons with disabilities are already going through very stressful situations. Aging parents who are caregivers have a lot to deal with.

Eliminate Bill 148 with this population (Developmentally Challenged)!!!

Bring on the funding!

The funding available for individuals with special needs is inadequate. The process for determining the funding allocation as well as the wait list management is completely inadequate. The one size fits all approach means that those individuals with the most significant disabilities, requiring the most intensive supports will NEVER get adequate funding to allow their needs to be safely met. The system is in crisis which is causing families to be in crisis.

Has MCSS ever heard of Independent Living?? Why not replicate this direct funding model?? We don't need more databases or inappropriate workers to choose from. We don't need to expand the role of bureaucrats by hiring more MCSS or DSO staff. We need the DIRECT FUNDING to attract and retain the workers we trust to spend time with this vulnerable population. The higher worker salaries, the more competition and more competition means more workers to choose from. It's pretty simple but unlikely that the Ministry will agree to give power over to families and advocate for an adequate budget.

I answered 'no' to Question 54(*Do you think that the hiring of a quantity of human resource workers, by MCSS and MCYS, to help families hire support workers would reduce the pressure families are currently experiencing with hiring support workers?*) and Question 25 (*Do you think that MCSS and MCYS should work closely with families to develop a mechanism to train a pool of suitable support workers for people receiving SSAH, Passport and Individualized Funding?*) because I don't trust their current abilities to truly understand the values that families need and share. They 'consult' with us, but often insert what we say in the jargon of their latest policies, but never act upon what was voiced in a truly collaborative manner. The thought of MCSS personnel 'hiring' or 'training' any worker is alarming.

Families should be encouraged to develop a support network of relationships surrounding their family member so that the family would not be carrying the load of managing staff alone but could share this with other family members or other people in the community.

We need workers who stick with the person they are helping. Changing so often is frustrating for the family and the family member with needs is unable to process WHY.

Having a facilitator to support the individual and family to develop a profile for a worker for the individual and to support in the hiring process especially interviewing. Ongoing facilitator support to train staff as well as to have a non-family person who knows the situation to be able to discuss any difficulties staff might have with family or individuals would be the best case scenario. It is also really important for the family to have someone to help if you need to fire someone. With the new bill that might require us to have supporters as employees, it will be important to have some admin support to create pay stubs, make and send in contributions and take care of creating T4's etc.

Supporting an adult with complex disabilities is a hard task. There isn't any training available that focuses both on the physical assistance tasks involved, the values and how to facilitate community connections. This makes it difficult to hire people as those hired need lots of training. When they don't stay it is a huge waste of time. Communities are still not very accepting. Environments are not accessible which makes this type of support extremely challenging.

A technology app for families or people to access one stop shop matching jobs to vacancies. Develop standard practices and oversight supports within the adult sector. An app for families to connect with other families, residential options to match up workers and share and residential share opportunities.

A simple registry would be great. Families could do their own reference and background checks. I have a negative impression of PSW and DSW trained people. I prefer to avoid them, unless they have somehow distanced themselves from their training and the thinking that is oriented toward congregated, segregated lives for persons with an intellectual disability.

I worry that the Ministries will put too much focus on implementing "resources" aka \$ to developing systems to assist families instead of putting adequate funding to the bottom line. Allow families enough funding for competitive salaries and enough support hours etc. Maybe the Ministry should look at finding a cost effective ways for families to offer benefit packages, regular wage increases etc. to in home workers. These aspects would greatly assist us with finding and keeping workers. Workers usually leave to have access to those things with agencies and they are not to blame for that! No matter how dedicated they are the cost of living affects them too!

Law to be enforced that support workers provided by government organizations have prerequisite skills and qualifications.

Streamline bureaucracy for respiteservices.com and make it more commercial and responsive. Eliminate the redundant bureaucracy and promote in a far more obvious fashion. If a family is registered and a worker is registered on this confidential website just have the resumes available. Eliminate having to request each one from the site administrator who already has enough useless bureaucracy to deal with. Have MCSS establish real links with real families to hire students who have graduated or are trying to get more experience. Provide a clean and direct method for people to find these opportunities by getting them registered on the job site. When I tried to place an ad on our Community College job board I was refused because we were only a family, not a business. I went to the director of the department and complained about the discrimination. Permission to register was granted. My best results were contacting the faculty directly involved and have them shoot out the info to their students. It struck me at times that a robust process would help both students and families to connect. Develop a process that allows families to start saving for their child's future. The RDSP doesn't go far enough. Recognize that many individuals require long term care. Why is it necessary to work the parents to death and have no solutions available? Creative housing works for some but accept that a certain percent need a place and a life. It is abusive for the government to assign a 30 year old to an end of life, nursing home. There are over 12,000 families in need of a long term solution. START WORKING ON THIS ABUSIVE ABSENCE OF RESOURCES!

A big challenge is finding workers with flexible schedules. Typically workers have a very specific timeframe they can work due to other commitments. This leaves very few options when you need someone for a 'one off' situation such as a funeral.

Eliminate the need for parents to pay upfront for respite. Many are unable to do so and their funds go unused as a result.

Implement prepayment of direct funding rather than working with reimbursement schemes.

Look at how the Assistive Devices Program (ADP) works as an example of prepaid direct funding. Families are managing ADP lump sums.

Look to the Ministry of Health Direct Funding Program for individuals with physical disabilities as an example of prepaid direct funding and trust families as honest brokers.

We don't need more databases or inappropriate workers to choose from. We don't need to expand the role of bureaucrats by hiring more MCSS or DSO staff.

We need the DIRECT FUNDING to attract and retain the workers we trust to spend time with this population.

Have MCSS establish real links with real families to hire students who have graduated or are trying to get more experience.

A family and support worker friendly respite website

Reinstate the Live-in Caregiver Program



Based on survey responses

Provide a clean and direct method for applicants to find families by allowing registration on the community college job sites. (college/university/agencies)

Promote and communicate the fulfilling benefits of supporting people with developmental disabilities to live a full life.

Eliminate Bill 148 for this population.

Develop a means for families to share best hiring practices.

Technology apps for—

- **families or workers to access one stop shop; matching jobs to vacancies**
- **connecting with other families with options to match up workers and to share residential opportunities**



Family Alliance Ontario

Hiring Survey Results—2018

Allow families enough funding for competitive salaries and enough support hours.

Ministries should reduce or eliminate many costs. Stop making government larger and harder to navigate.

Utilize direct funding to families alone with checks and balances in place.

Families could contact the community college faculty directly involved and have them shoot out the info to their students.

Streamline bureaucracy for respiteservices.com and make it more commercial and responsive. If a family is registered and a worker is registered on this confidential website just have the resumes available. Eliminate the need for the family and the worker to each flow requests through the site administrator.

MCSS needs to understand the shared values of families. Start acting upon family 'consultation' and 'collaboration' instead of inserting what we say in the jargon of their latest policies and never acting upon what was voiced in a truly collaborative manner.

Develop a process that allows families to start saving for their child's future. The RDSP doesn't go far enough.