

## A COMMUNITY PARTNERSHIP

In Wellington County, [respiteservices.com](http://respiteservices.com) is co-hosted by Trellis Mental Health and Developmental Services and Family Counselling and Support Services.

[Respiteservices.com](http://Respiteservices.com) respects your privacy. We protect your personal information and adhere to all legislative requirements. We do not rent, sell or trade our mailing lists. The information you provide will be used to connect you to suitable Independent Services Providers, keep you informed about our activities and other respite programs/services available to you and request updates regarding your family's respite needs.

If at any time, you wish to stop receiving this information, simply contact us at:

CHAP Program Coordinator  
147 Delhi St.  
Guelph, ON  
N1E 4J4

(519) 821 8089 ext. 205

[respite@trellis.on.ca](mailto:respite@trellis.on.ca)

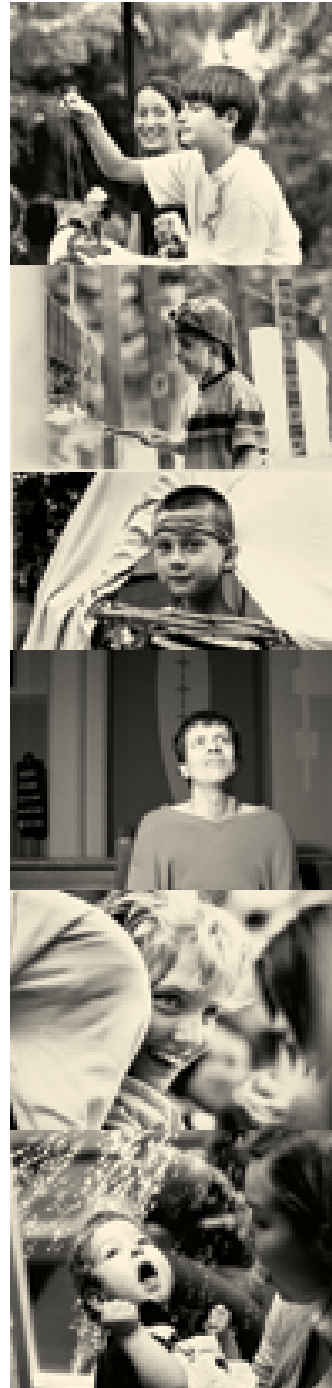


Making Access to Respite Easier for Families in Wellington County

[respiteservices.com](http://respiteservices.com)

# CHAP

COMMUNITY HELPERS  
FOR ACTIVE PARTICIPATION



[respiteservices.com](http://respiteservices.com)

### WHAT IS RESPITESERVICES.COM?

- A web based service for families and caregivers
- A service delivery mechanism designed to make access to respite services easier for families and caregivers
- A product of the collaborative work of the Community Planning Committee for Respite

### WHAT SERVICES ARE OFFERED?

- Independent Service Provider database and family registry
- Directory of services, training and workshop sessions and community opportunities for Independent Service Providers and families

### HOW SAFE IS MY INFORMATION?

- Entrust Standard 1024bit SSL certificate
- As secure as the industry will currently allow
- You choose which agencies see the information you provide

## **BACKGROUND**

Respiteservices.com has been providing web-based access to respite services for families in the Toronto area for several years. During 2005, one time funding became available from the Ministry of Finance to take the program out to the rest of the province.

Respiteservices.com is working in collaboration with local agencies to help set up this web-based service across Ontario.

The CHAP (Community Helpers for Active Participation) Program is an integral part of respiteservices.com. This Program was developed through a partnership of Geneva Centre for Autism and Bloorview MacMillan Children's Centre and has been brought to Wellington through a partnership between Trellis Mental Health and Developmental Services (Trellis) and Family Counselling and Support Services (FC&SS).

The CHAP Program aims to find a large base of Independent Service Providers (ISPs) interested in supporting persons with developmental disabilities including autism and/or physical disabilities to provide meaningful respite opportunities through community based options.

Families are able to connect with ISPs after viewing the ISP profiles.

As outlined by the Ministry of Community and Social Services (MCSS) and the Ministry of Children and Youth Services (MCYS), Special Services at Home (SSAH) funding can be used to pay for independent respite work.

Agencies are able to access ISPs to connect them with family members which will enable individuals to participate in community based respite opportunities.

Trellis and FC&SS co-host the Wellington arm of respiteservices.com which houses information on local agencies providing respite care and the CHAP Program, a registry of ISPs who are interested in providing support to those with developmental and physical challenges in the Wellington area.

The website also houses information on educational, training and community opportunities available to the Developmental Services community in Wellington County.

## **COMMUNITY HELPERS FOR ACTIVE PARTICIPATION (CHAP)**

- There is no charge for this service
- This program assists families with the process of accessing and contracting Independent Service Providers
- The database is accessible to all participating agencies. Current participating agencies include Kids Country Club, Christian Horizons Wellington, Waterloo Regional Homes for Mental Health, Hopewell Homes, Darling Home for Kids and Guelph Wellington Community Living. These agencies have the ability to assist families by searching for potential ISPs
- We cannot guarantee an appropriate ISP will be found, and will assist families in screening and orienting Independent Service Providers they have found in the community
- Families (or agency staff on their behalf) can register electronically or (using a printed form) by mail
- Families can view ISP classifieds or post their own classified
- Families can access a directory of services and a calendar of events
- ISPs can view a general job description and submit an application and résumé
- Once approved ISPs can browse family classifieds and post their own ad

## **THE ROLE OF THE FAMILY SUPPORT OPTIONS COORDINATORS**

- Assist families by searching the database for potential Independent Service Providers based on family's criteria
- Ensure families receive a copy of the Family Information Handbook, which walks families through the process of hiring an ISP
- Intake meeting with all ISPs (current police check and references are a requirement)
- Run activation meetings for all ISPs
- When an ISP's profile is selected during a search for a family, an e-mail will be sent to the family informing them that they can view the profile in their "notifications" section on the site. If the family requests they are contacted by mail, the Coordinator will mail the profile to the family
- Final selection is up to the family, the Coordinator no longer plays a role in the selection

## **WHO CAN USE THIS SERVICE?**

- Families requiring respite relief who are approved for Special Services at Home or Assistance for Children with Severe Disabilities Funding

## **HOW TO ACCESS RESPITESERVICES.COM**

- Log on to the internet
- Visit [www.respiteservices.com/Wellington](http://www.respiteservices.com/Wellington)
- The online application form is located under "Family Registration"
- Once a family has applied, a log-in name and password will be sent to the e-mail address provided by the family
- To request a paper application form, please contact the CHAP Coordinator at (519) 821 2060 ext. 205

## **TRAINING OPPORTUNITIES**

- Information on educational and training events offered by agencies in Wellington County is posted on the calendar of events
- Information on community opportunities will be posted in the "What's New" section
- Training sessions will normally be available at low or no cost to families and ISPs