

Bridging to Adulthood Tips

Centre for Independent Living: Attendant Services



Holland Bloorview
Kids Rehabilitation Hospital

The information provided in this handout is for reference only. It is not intended as a recommendation or endorsement of specific programs, or as a comprehensive resource list. The information is subject to change over time. Please contact your local service agency for the most up to date information.

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This handout is brought to you by:

Holland Bloorview's Transitions Strategy

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Centre for Independent Living Toronto Mailing List:

<https://www.cilt.ca/about-us/mailing-list/>

Attendant Services Application Centre:

<https://www.cilt.ca/programs-and-services/asac/>

Consumer Attendant Roster (CAR):

<https://www.cilt.ca/programs-and-services/asac/consumer-attendant-roster/>

Direct Funding:

<https://www.dfontario.ca/>

1. OUTREACH & SUPPORTIVE HOUSING ATTENDANT SERVICES, TRANSITIONAL PROGRAMS

A. Toronto and York Region

Attendant Service Application Centre (ASAC)

- **ASAC is the centralized point of access for individuals with physical disabilities applying for Attendant Services in the City of Toronto and the York Region.** With a single application, applicants **16 years and older** can apply to a variety of projects and programs offered by different attendant service providers including supportive housing attendant services, attendant outreach services, transitional and life skills programs (except Direct Funding). ASAC manages the centralized waiting list for attendant services in Toronto and the York Region.
- ASAC receives and assesses ASAC applications for basic eligibility and forwards these applications to Attendant Service Providers. Application updates are also completed through ASAC. ASAC does not provide Attendant Services or housing.
- ASAC is located at the Centre for Independent Living in Toronto (CILT) Inc. ASAC maintains **information about Attendant Service options** across Ontario and provides information and referral regarding Attendant Services, supportive housing, personal support and homemaking services. ASAC **maintains an online Ontario Attendant Service Directory which offers a searchable directory of Attendant Services options available in Ontario.**

Definition of Attendant Services

- Consumer-directed physical assistance, by a trained attendant, with routine activities of daily living which the person cannot perform due to a permanent physical disability. E.g. bathing, grooming, hygiene, dressing, toileting, transferring, positioning, meal preparation, eating, essential communications, light housekeeping, nurturing assistance
- Consumers are responsible for decisions and training involved in their own assistance.

Attendant Service Options

1. Attendant Outreach Services

Attendant outreach services are provided on a pre-scheduled basis between the hours of 6 a.m. and midnight in the consumer's home, place of employment or place where consumers are pursuing adult education to obtain a degree, diploma or certificate. Services cannot be provided on an on-call basis or as emergency services.

2. Supportive Housing/ Shared Living

Supportive Housing providers offer several accessible apartments integrated throughout a larger apartment building. Attendant Services are offered on a pre-scheduled and on-call 24-hour basis. Shared Living offers a communal home setting with attendant services for applicants who have multiple service needs or who have limited capacity to self-direct.

3. Mobile Supportive Housing Attendant Service

Supports are provided in the Consumer's existing residence. Trained staff are available to provide consumers with a flexible mix of supports 24/7/365 to respond to pre-scheduled and on-call service requirements. Staff are able to respond to urgent needs within 15-25 minutes (on-call service response time will be limited by the size of the service cluster (restricted by the amount of time it will take to travel within the cluster)).

4. Transitional and Life Skills Programs

These time-limited programs (6 to 12 months) provide the opportunity for learning and practicing the skills necessary to live independently and participate in the community. Topics may include directing attendants, accessing community resources, managing health, home safety and communication skills. Service providers offer accessible apartments with attendant services and training or community/home based education program.

Eligibility Criteria

- Have a valid Ontario Health Card (OHIP)
- Be **16 years of age or older**
- Have a **permanent physical disability**
- Require **ongoing personal support services** - physical assistance with activities of daily living such as bathing, dressing, toileting and transferring
- Be able to **direct their own services** - This means consumers are able to take responsibility for themselves; understand their support service requirements; understand what activities or procedures are necessary in meeting their service needs; and provide instructions to an attendant on how to carry out these activities or procedures
- Be able to have any medical/professional needs met by the existing community health network on a visitation basis

Application Process

- **Applicants** can contact ASAC for an Application Package or download it from the CILT website; complete the application and return it to ASAC. Applicants need to keep the ASAC Application Guide and a copy of their applications for reference or for updating their applications in the future.
- **ASAC** assesses applications for basic eligibility, enters information into the centralized database and forwards applicant information to service providers. ASAC will contact applicants to provide an orientation and review of applications. ASAC will send applicants an acknowledgment letter and an Applicant Profile, verifying the Attendant Service Providers that they have applied to.
- **Attendant Service Providers** will contact applicants for assessment and vacancy interviews. Service Providers make decisions to offer services based on eligibility requirements, individual needs, available resources and funding. Attendant service providers work together to provide collaborative assessment services.

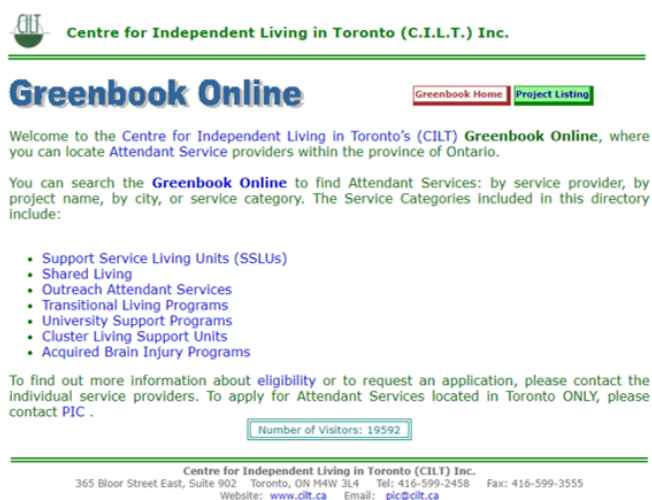
Notes to Applicants

- It is the applicants' responsibility to keep their applications up to date. They need to inform ASAC of any changes in their applications including contact info, service needs, project selection or preference, being accepted for services or deciding to cancel their applications.
- Applicants are advised that there is a waitlist for services.
- By submitting an application to the ASAC, applicants are agreeing that information regarding their application will be shared amongst ASAC and the Attendant Service Providers.
- Attendant services do not include respite care, short term temporary services, supervision, or professional services such as nursing care or physiotherapy.

B. Other Locations in Ontario

- CILT also maintains **The Greenbook**, which is a database where you can search for different types of **attendant services all across Ontario**.
- People living in Ontario or York Region should apply for attendant services through the Attendant Services Application Centre (ACAS), see p.g. 1-5.
- **People living in all other parts of Ontario (outside of Toronto or York Region) should refer to The Greenbook** for how to apply to local attendant services.

http://cilt.ca.previewyoursite.com/cilt_database_site/greenbook_system/green_book/intro.asp



CILT Centre for Independent Living in Toronto (C.I.L.T.) Inc.

Greenbook Online

[Greenbook Home](#) [Project Listing](#)

Welcome to the Centre for Independent Living in Toronto's (CILT) **Greenbook Online**, where you can locate **Attendant Service** providers within the province of Ontario.

You can search the **Greenbook Online** to find Attendant Services: by service provider, by project name, by city, or service category. The Service Categories included in this directory include:

- Support Service Living Units (SSLUs)
- Shared Living
- Outreach Attendant Services
- Transitional Living Programs
- University Support Programs
- Cluster Living Support Units
- Acquired Brain Injury Programs

To find out more information about **eligibility** or to request an application, please contact the individual service providers. To apply for Attendant Services located in Toronto ONLY, please contact **PIC**.

Number of Visitors: 19592

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2. DIRECT FUNDING

- Direct Funding is a program where individuals with physical disabilities **are employers of their own attendants**. Individuals are provided with a specific budget and then hire (and fire, if necessary), train, manage and maintain their own attendants. This option can provide increased flexibility and control over your attendant services. It also comes with additional management, supervisory and accounting responsibilities. The individuals must meet all the legal requirements associated with being an employer in Ontario.



Please visit our website:
www.dfontario.ca

www.cilt.ca

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How Do I Apply?

- Visit the Direct Funding website (www.dfontario.ca) or contact your local Independent Living Resource Centre (ILRC) for a General Information booklet. This will help you understand how the program operates and assist you in deciding if it suits your situation
- After you have reviewed the eligibility criteria, phone and request an application package, which you must complete and return
- After we receive and review your application, you will be invited for an interview with a selection panel. (Due to the program's popularity, there may be a lengthy wait time for an interview.)

Independent Living Resource Centres in Ontario

Breaking Down Barriers
An Independent Living Centre
234 Ste. Marie St.
COLLINGWOOD, Ontario L9Y 3K5
Phone: (705) 445-1543
Toll Free: (800) 843-6943

disABILITY Resource Centre
for Independent Living
39 Brunelle Rd N
KAPUSKASING, Ontario P5N 2M1
Phone: (705) 335-8778
Toll Free: (800) 236-7417

Independent Living Centre Kingston
540 Montreal Street
KINGSTON, Ontario K7K 3J2
Phone: (613) 542-8353
Toll Free: (800) 553-4572

Independent Living Centre of Waterloo Region
127 Victoria St. S., Suite 201
KITCHENER, Ontario N2G 2B4
Phone: (519) 571-6788
TDD: (519) 571-7590

Independent Living Centre London & Area
433 King Street, Suite 101
LONDON, Ontario N6B 3P3
Phone: (519) 660-4667

Ottawa Carleton Independent Living Centre
214 Montreal Rd., Suite 401
OTTAWA, Ontario K1L 8L8
Phone: (613) 236-2558

RISE — Parry Sound Independent Living Centre
70 Isabella St.
PARRY SOUND, Ontario P2A 1M6
Phone: (705) 746-6996
Toll Free: (800) 634-6828

Niagara Centre for Independent Living
122 Queenston Street
ST. CATHARINES, Ontario L2R 2Z3
Phone: (905) 684-7111
TDD: (905) 684-0420

Independent Living Sudbury Manitoulin
125 Durham St.
SUDBURY, Ontario P3E 3M9
Phone: 705-675-2121 ex: 202

Independent Living Resource Centre Thunder Bay
212 East Miles St., Suite 103
THUNDER BAY, Ontario P7C 1J6
Phone: (807) 577-6166
Toll Free: (800) 461-3153

Centre for Independent Living in Toronto (CILT)
365 Bloor Street East, Suite 902
TORONTO, Ontario M4W 3L4
Phone: (416) 599-2458
1-800-354-9950 / TDD: call 711 for Bell Relay

Choice, Flexibility and Control ...

**Self-Managed
Attendant
Services —
Direct Funding**



In partnership with the
Ontario Network of
Independent Living Centres

Funding support provided by:



The Program

This is an innovative program enabling adults with physical disabilities to become employers of their own attendants.

Attendants assist with routine activities of living, such as dressing, grooming and bathing.

As an employer, you would be fully responsible for managing your own employees within a budget that is developed on an individual basis.

Advantages

- Be in charge of your own staff
- Schedule your attendants to meet YOUR daily living needs
- Receive monthly funds to manage expenses
- Hire people you select based on your individual requirements
- Live where you like (program is portable throughout Ontario)

Do I Qualify?

The program is funded by the Ministry of Health through the Toronto Central Local Health Integration Network and operates within guidelines from the Government of Ontario.

Criteria for eligibility

- You are age 16 or over
- You are a resident of Ontario
- You require attendant services due to a permanent physical disability
- Your attendant service needs have been stable over the past year
- You are able to schedule attendants and make alternative arrangements
- You are capable of recruiting, hiring, training and managing attendant workers
- You are capable of understanding and carrying out the responsibilities as an employer of one or more attendant workers
- You are capable of managing and accounting for expenditure of funds that would be granted to you

Responsibilities

- Undertaking the functions, responsibilities and possible risks of being an employer
- Managing the responsibilities yourself and not relying on anyone else to manage for you
- Reporting on a quarterly basis to CILT on all expenditures
- Being a fair and honest employer
- Following all Canada Revenue Agency, employment standards and human rights legislation governing the employment relationship

What Participants Say

... the freedom and flexibility that I am experiencing were not imaginable in other settings. The relationship with my attendants is harmonious in that everyone can be treated with respect and dignity.
— male, age 46, lives alone

Direct Funding has changed my lifestyle. It is plain and simple. When I first started I didn't realize how my life was run by schedule. With Direct Funding, I slept in for the first time in 8½ years.
— female, age 26, with children

I cannot imagine going back to my old situation – receiving attendant care [in an apartment with services]. Direct Funding has improved my life far beyond my wildest dreams.
— male, age 30, living with spouse

For more information see <https://www.dfontario.ca/>