



# Navigating Adult Developmental Services: Tips and Tools

*Presented by:*

**Family Service Toronto**

**Developmental Services Ontario – Toronto**

# Introductions

- **Elizabeth Irwin** – Community Network Facilitator, Options Program, Family Service Toronto
- **Velvet Jaimes** – Service Navigator, Developmental Services Ontario – Toronto
- **Erin Weinroth** – Outreach Coordinator, Passport Program, Family Service Toronto
- **Erin Relyea** – Community Network Facilitator, Options Program, Family Service Toronto (“behind-the-scenes”)

# Housekeeping



Q+A



PRESENTATION  
FIRST,  
QUESTIONS AT  
THE END



WEBINAR WILL  
BE RECORDED



RECORDING  
AVAILABLE ON  
FAMILY SERVICE  
TORONTO'S  
WEBSITE

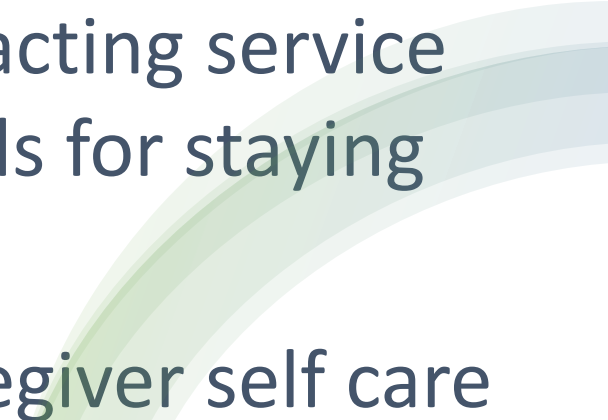
# Zoom Poll #1

What do you hope to gain from today's presentation?





# Objectives

- Gain a better understanding of the DSO process
  - Learn about the Passport program and available services within the adult developmental services sector
  - Gain tips for contacting service providers and tools for staying organized
  - Resources for caregiver self care
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# Agenda

1. Developmental Services Ontario (DSO)
2. Services and supports
3. Passport Program
4. Tips and tools
5. Caregiver self-care

# Zoom Poll #2

Tell us about yourself



# Zoom Poll #3

Are you familiar with  
Developmental Services Ontario?





# DSO-Toronto Region

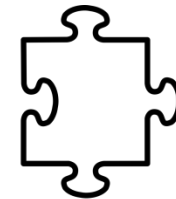
Registration, Eligibility, Assessment,  
and Service Navigation

# What is Developmental Services Ontario Toronto Region (DSOTR)?

**YOUR ACCESS  
POINT FOR**  
adult developmental  
**SERVICES**

# What does DSO do?

- Confirm eligibility
- Provide information about services
- Complete Application Package
- Matching to Ministry funded services & supports
- Maintain individual's profile



# Am I eligible for DSO?

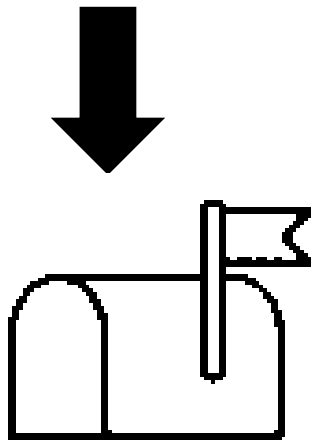
- Significant limitations in **both** *cognitive* and *adaptive* functioning that started before age 18
- At least 16 years old to register, however note that services begin at 18
- Live in Ontario



# How do I get started?

- Contact DSO to register. You can call 855-372-3858 or register online at [dsontario.ca](http://dsontario.ca)
- We will then ask you to provide eligibility documents:

- Proof of Ontario Residency
- Proof of Age
- Copy of psychological report



DSO



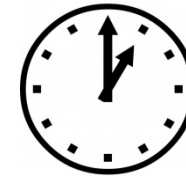
# What happens next?

## If you are eligible:

You will get an **eligibility letter** & **welcome package** from DSO



Go on waitlist for an  
**Application Package**  
(wait time 18-24 months)



**If ineligible:** You will also receive a letter, and an explanation of the appeals process, should you disagree with the decision

# Upon eligibility (and age18), what can be accessed?

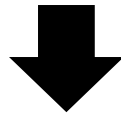
- \$5k in Passport Funding
- Respite Services ([respiteservices.com](http://respiteservices.com))
- Specialized Services  
e.g. Behaviour & Occupational Therapies, Counselling, or Speech and Language Assessment (through Surrey Place)
- Adult Protective Service Worker (APSW)
- Urgent Response/Crisis Supports,  
Temporary and Transitional Supports



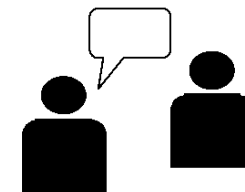
# And then what?



**DSO will contact you** when it is your turn for an  
**Application Package**



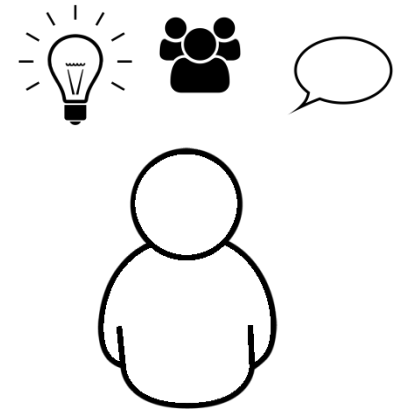
You will **meet with DSO**, usually in two  
**sessions**,  
to complete the **Application Package**





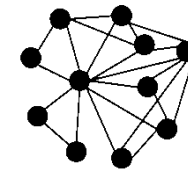
# What is the Application Package?

- The **Application Package** is an **interview** with DSO which helps the DSO with prioritizing and service linking
  - The **interview** is the same for all people across Ontario
  - It's about the person and the supports they need
  - With a person called an **Application Assessor**
  - Has 2 parts:
    - Application for Developmental Services and Supports (ADSS) &
    - Support Intensity Scale (SIS)



# What could be funded post-Application Package?

- Community participation supports  
e.g. day programs, employment & life skills training)
- Supportive housing
- Additional Passport Funding
- Person-Directed Planning
- Family Support Worker (Case Management/Service Coordination)



# How does the DSO prioritize?

- Individual need
- Caregiver ability
- Environment/situation

These needs are initially captured with the Application Package and are updated when people or their network contact DSO to report changes.

# How does DSO fill vacancies for services?

- Agency notifies DSO of an available resource (e.g. housing, day program, case manager)
- DSO sorts for the most appropriate candidate
- DSO contacts the individual or family to determine if they're interested
- If interested, a meeting takes place between the person and the agency; both explore if the resource is a good fit
- Agency makes final decision about the placement

# What should I do while I wait?

There are important steps towards adulthood to take while you wait for DSO funded services!

- Use your **eligibility letter** from DSO to support your application to Ontario Disability Support Program (**ODSP**) at **17.5 years old**
- When you are **18 years** old, **call DSO** to ask for a referral to **passport funding** (eligible for \$5000 at 18)
- Keep accessing other community services

**KEEP IN CONTACT WITH DSO  
EXTREMELY IMPORTANT!**



# Contact DSO when:

- Change of **address or phone number**
- Changes to the **caregiver's ability to support** the individual
- Significant changes to the **individual's support needs** (e.g. change in medical status or behaviour)
- Loss of **programs** or supports (e.g. **finishing school**)
- When you would like to **update or discuss** which services you are currently waiting for
- If you are **approaching crisis** (i.e. homelessness, hospitalization or person or caregiver etc.)
- If you have any **questions**

# Contact DSO-Toronto Region:

**Phone:**

1-855-372-3858 (855-DS ADULT)(answered by 211 Toronto 24 hours per day, 7 days per week in multiple languages)

**Email:**

[dsotr@surreyplace.ca](mailto:dsotr@surreyplace.ca)



**CONNECT WITH US!**  
**dsontario.ca**



# Services and Supports

❑ Passport Program

❑ Funded vs. fee for service

- Community participation supports
- Case management
- Housing



# PASSPORT INFORMATION SESSION 2021

# What is Passport?

Passport is a program that helps adults with a developmental disability to participate in their communities, and helps caregivers take a break from their caregiving responsibilities.

Funded by MCCSS the program works to:

- Foster social, emotional, and community participation skills
- Promote continuing education and personal development
- Promote independence
- Provide respite to caregivers

# How Do I Apply for Passport Funding?

- In order to qualify for Passport funding, a person must be over the age of 18 and be eligible for Developmental Services Ontario (DSO)
- In order to apply for Passport funding, a person would need to contact the DSO and ask that a referral for Passport funding be made. This can occur once a person has turned 18 years of age
- Developmental Services Ontario can be reached at 1-855-372-3858

# What is Passport Funding?

- Passport Funding is a reimbursement program, you are not provided with the funds up front
- It is not an income program
- It runs on a fiscal basis from April 1<sup>st</sup> to March 31<sup>st</sup> every year. Funds do not get carried over from one fiscal year to another
- Does not require renewal on a yearly basis



# What Can I Use My Passport Funding For?

- Community Participation and Activities of Daily Living
  - Day Programs
  - Classes to help learn or build on skills
  - Employment training including job coaching
  - Recreation activities (gym memberships, museums, festivals etc.)
  - Transportation to activities (Presto pass, Uber, taxi)
  - Paying for a Support Worker to accompany a person into the community

# What Can I Use My Passport Funding For (cont.)?

- Caregiver Respite
  - To provide a break to parents/guardians providing care to an individual with a developmental disability – spouses/siblings are not eligible for caregiver respite
  - In home respite
  - Out of home respite – for example, at a community agency





# What Can I Use My Passport Funding For (con't)?

- Person Directed Planning (PDP)
  - Passport funding will pay up to \$2500 to help with creating a Person Directed Plan.
  - This funding comes out of a person's budget and is not in addition to their budget.
  - A PDP assists with identifying goals that a person wants to achieve and helps create a plan so they can achieve these goals.
  - A PDP can be purchased through independent planners, facilitators or developmental services agencies that provide this service

# What Can I Use My Passport Funding For (Con't)?

- Administration costs
  - Ten percent of a person's budget can be used to pay for administration fees, such as through a community agency or broker. This assists the agency/broker for paying for thing such as bookkeeping, bank fees, payroll and scheduling support workers
  - Passport funding can also be used to pay for some employer costs such as CPP contributions, Employment Insurance etc.



# What Does Passport Funding Not Pay For?

- Home maintenance (shoveling snow, lawn mowing etc.)
- Furniture
- Clothing (including shoes), toiletries (shampoo, deodorant etc.)
- Technology
- Indirect respite services (cleaning, cooking etc.)
- Personal vacations
- Groceries, restaurant meals
- Therapies (e.g. speech therapy, physiotherapy, OT)

# What Does Passport Funding Not Pay For (Con't)?

- Medication
  - Assistive Devices (ramps, braces, lifts etc.)
  - Telephone/cable/internet services
  - Tuition for post-secondary education that is covered by OSAP
  - Anything that can be covered by ODSP
- 
- Note: During the Covid-19 pandemic, there are temporary guidelines in place that outline some items that may be covered that are not normally covered such as technology, sensory items, PPE etc.

# Who Do I Contact If I Have A Question about My Passport Funding?

- Everyone who receives Passport funding is assigned to a Passport Coordinator
- If you have questions, you can call or e-mail your Passport Coordinator
- It may take your Passport Coordinator up to one week to return your telephone call or e-mail
- Make sure that you update your Passport Coordinator of any changes to your name, telephone number, address, e-mail address or banking information

# How Do I Access Passport Funding?

- Once you are approved for Passport funding, your Passport Coordinator will call you (or your contact person) in order to let you know that you have been accepted. They will also let you know how much you will receive
- They will mail you out an acceptance letter, service agreement and several forms about who is going to oversee the funding and how you want to be reimbursed
- Once you complete, sign and return these forms, you will be sent Purchase of Service forms
- These forms are completed each time you want to submit an invoice


# Important Information

- Passport funding can be used by eligible individuals who live in Ontario. If you move from one part of Ontario to another part (for example, from Toronto to Brampton), your file will be transferred to that region so you will still be able to access your Passport funding
- PassportONE is responsible for the processing of invoices. If there are any questions, they let your Passport Coordinator know who will contact you
- Invoices can be submitted by mail, fax, e-mail, My Direct Plan or e-claim
- <https://www.mcass.gov.on.ca/en/mcass/programs/developmental/servicesupport/passport.aspx>



# Community Participation Supports

## Resources:


- Search for programs, register and pay online:  
<http://www.mycommunityhub.ca/>
  - [ConnectABILITY | Resources for people with a developmental disability and their support networks](#)
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# Funded supports

## Housing Supports:

- Group living
  - Supported Independent Living (SIL)
  - Host family home/associate living support
  - LIGHTS:
  - A unique housing program:
  - LIGHTS: Housing for People with Special Needs
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# Funded supports

- **Specialized Supports:**
  - Behavioural services
- **Case management services:**
  - Family Support Worker (FSW)
  - Adult Protective Services Worker (APSW)

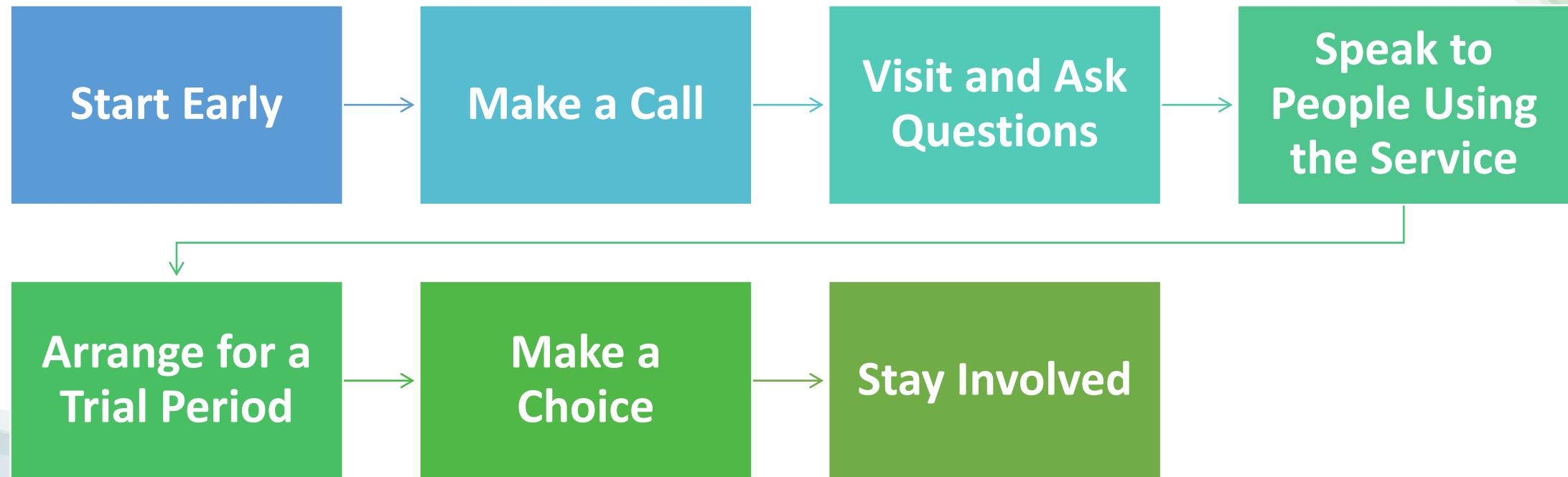
[Homepage | DSO](https://www.dsontario.ca)  
[\(dsontario.ca\)](https://www.dsontario.ca)



# Tips and Tools

- ☐ Tips for choosing a service and contacting service providers
- ☐ Budgeting for services
- ☐ Hiring a PSW
- ☐ Tools for staying organized

# Tips for choosing a service



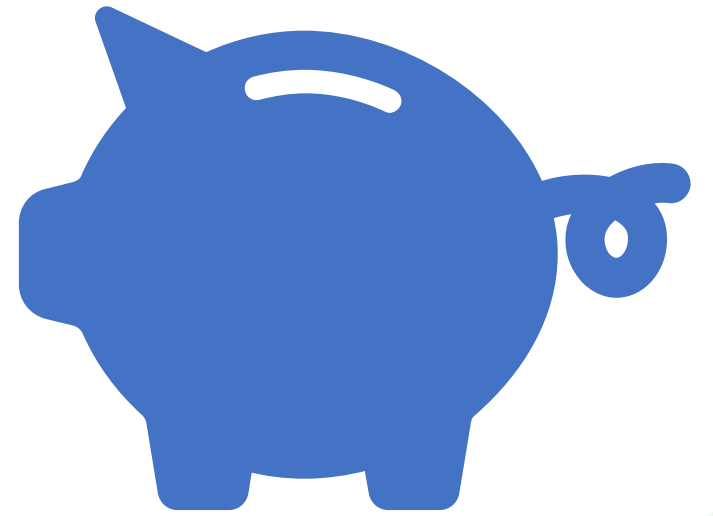
# Budgeting for services

- Set a monthly amount
- Plan ahead
- Leave some wiggle room
- Write it down

**Online tools:**

<https://mydirectplan.com/>

[PASSPORT eCLAIM  
\(passportone.com\)](https://passportone.com/)





# Tools and Resources

- Questions to ask
- Program visit questions
- Budget template
- One page profile
- Hiring a PSW tip sheet

## **QUESTIONS TO ASK WHEN CONSIDERING A PROGRAM**

- What is the structure of the day?
- What activities are offered?
- Will service take part on site or in the community?
- What means of transportation is used to access the community?
- What hours is service offered? (extended hrs-cost/holidays)
- Are participants involved in planning activities?
- What is the group size?
- What is the ratio of staff/teachers to participants?
- What qualifications do the staff/teachers have?
- What is the cost?
- Are there any additional cost/material fees?
- Is there a waitlist?
- Is the location accessible?
- Is food included?
- How is billing managed?

## SITE VISIT CHECKLIST

- ☐ Did you feel welcome?
- ☐ Were the services and activities properly explained?
- ☐ Were you given clear information regarding staffing, programming and costs?
- ☐ Is the facility clean?
- ☐ Did the staff and participants seem happy and comfortable?
- ☐ Are participants actively involved in activities?



# MONTHLY BUDGET

Month: \_\_\_\_\_ Starting Balance: \_\_\_\_\_

EXPENSE	BUDGET	ACTUAL
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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_____	_____	_____

Deposits: \_\_\_\_\_ Total: \_\_\_\_\_

Savings deposit: \_\_\_\_\_ Ending Balance: \_\_\_\_\_

## My One Page profile

Jane  
Doe

Age: 31  
Occupation: Unemployed



### What people appreciate about me

- Great sense of humour
- Affectionate
- Honest
- Fun to spend time with
- Creative
- Determined

### What is important to me

- Jane like for her iPad and iPod to be charged and with her at all times
- Spending time with her friends Kevin and Ashley, and going out for lunch with them once a week
- Time to be creative every day, such as colouring/painting/playdoh
- Being active most days by going swimming, biking, aqua fit classes or the trampoline
- Not being rushed
- Being listened to and having people respond with verbal answers
- Being able to collect pamphlets when we go out
- Knowing the plan for the day and the schedule
- Spending time with my family on the weekends
- Going to see movies with my sister, Jenny, on Friday evenings

### How to support me

- To have healthy, portion controlled snacks on hand
- To have a visual timetable so Jane can see what is happening now and later
- Having time for her to be on her own, and 1:1 with staff
- Visual communication – gestures (showing car keys)
- Ensure enough time for what Jane would like to do so she is not rushed

# Caregiver Self Care

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## Why is self-care important while caregiving?

- Caregivers report much higher levels of stress than people who are not caregivers
- Unrecognized and unaddressed caregiver stress can lead to caregiver burnout





# How to practice self-care as a caregiver?

- Practical self-care
- Emotional self-care





# Caregiver Bill of Rights

## I have the right:

- To take care of myself. This is not an act of selfishness. It will give me the capability of taking better care of my loved one.
- To seek help from others even though my loved one may object. I recognize the limits of my own endurance and strength.
- To maintain facets of my own life that do not include the person I provide care for, just as I would if he or she were healthy. I know that I do everything I reasonably can for this person and I have the right to do some things just for myself.
- To get angry, be depressed and express other difficult feelings occasionally.
- To reject any attempt by my loved one [either conscious or unconscious] to manipulate me through guilt, anger or depression.
- To receive consideration, affection, forgiveness and acceptance for what I do for my loved one for as long as I offer these qualities in return.
- To take pride in what I am accomplishing and to applaud the courage it has sometimes taken to meet the needs of my loved one.
- To protect my individuality and my right to make a life for myself that will sustain me in the time when my loved one no longer needs my full time help.
- To expect and demand that as new strides are made in finding resources to aid persons living with illness, physical or mental challenges in our country, similar strides will be made toward aiding and supporting caregivers.



# Where to find caregiver support groups in Toronto

Extend-A-Family :

<https://www.extendafamily.ca/family-support-groups>

Holland Bloorview:

<https://hollandbloorview.ca/services/family-workshops-resources/family-resource-centre/online-family-resources-centre/family>

Connectability.ca:

<https://connectability.ca/2013/12/04/family-support-groups/>



Questions?



**FAMILY SERVICE TORONTO**

For People. For Change.

# Thank you!

This presentation will be available on the  
Family Service Toronto website:

<https://familyservicetoronto.org/our-services/programs-and-services/options/>