

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

2018 Update



support  
your  
way.ca\*



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

November 2018

# CO-CHAIRS MESSAGE

The past year has really demonstrated the value in networking at a provincial level in terms of respite and direct support services. The 2017-18 fiscal year brought us a great deal of change and shared challenges for our programs and agencies. Together we have explored the layers of impact that Bill 148 brought to the people we support, their families and to our own internal processes. By collaborating, we educated and equipped ourselves with the tools and knowledge we needed to provide our services and support across Ontario.

Furthermore, this year has also been a year of reflection and examination of how we can best benefit from our network. We reviewed our strategic plan; set priorities and a new direction to ensure that all stakeholders would benefit from common goals, shared values and a structure that can be responsive to the rapid changes we experience in this field. Our self-reflection brought forward two main priorities where the network would like to invest their energies. First, members value the collaboration, shared learning and community of practice focused on the tool, [supportyourway.ca/respiteservices.com](http://supportyourway.ca/respiteservices.com). Secondly, members confirmed that there is significant value in meeting to discuss broader provincial matters specifically focused on respite and direct supports. Recognizing that both priorities deserve substantial attention and may draw engagement from members with different levels of responsibility, it was decided to branch into two separate networks with a shared seat at both tables. As a result, the line of communication and collaboration will remain fluid between the two groups.

As we move ahead with a refreshed strategic plan, the Leadership team is committed to ensuring a smooth transition into our new structure. We are eager to further expand our provincial collaborations, share best practices and build new partnerships for the benefit of all stakeholders.

**Thank you to all our dedicated members for working together towards a shared vision of having a province where people find the supports they need.**



Carolyn Harris  
Respite Coordinator  
Simcoe Community Services



Stephanie Gilchrist  
Director of Client Services  
Children's Community Network



# DATABASE INFO

**24** Communities Family/individual Registration

**25** Communities Worker Registration

**30**  
communities

Family/Individual Profiles Created  
**1,429**

Worker Profiles Created  
**1,432**

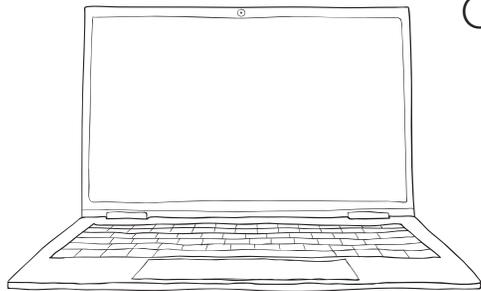
**Active** Family/Individual Profiles  
**6,263**

**Active** Worker Profiles  
**1,514**

Profiles Sent  
**45,463**

Recorded 'Hirings'  
**225**

E-Broadcasts Sent  
**608**



Overall Family/Individual Profiles  
**22,383**

Overall Worker Profiles  
**22,441**

Profiles Sent Overall  
**1,019,514**

Recorded 'Hirings' Overall  
**6,442**

\*January 1 2018 - November 1 2018 unless stated overall

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RESPISESERVICES.COM IS EXTREMELY HELPFUL. FINDING OUT YOUR CHILD HAS AUTISM IS SCARY ENOUGH THEN THERE'S ALL THESE PAPERS AND PEOPLE AND EVERYTHING GETS CONFUSING AND DIFFICULT REALLY FAST... THEY HELP YOU FROM BEING BURIED AND MAKE THINGS MAKE SENSE. I WAS SET UP WITH AN AMAZING RESPITE WORKER WHO IS NOW LIKE FAMILY. THIS IS THE FIRST PLACE I RECOMMEND TO NEWLY DISCOVERED PARENTS OF AUTISM.

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# WEBSITE VISITORS

Pageviews  
**332,994**

Users  
**48,991**

Sessions  
**92,388**

New Users  
**77.6%**

Top Referral  
**children.gov.on.ca**  
(13.56%)

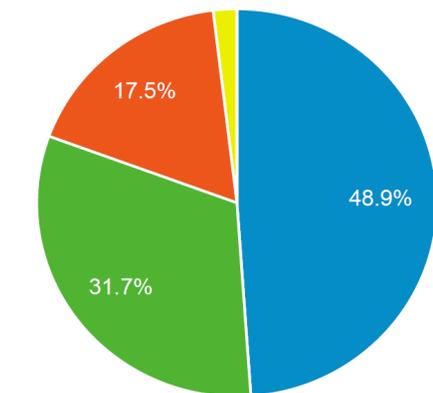
Overall Pageviews  
**5,492,208**

Overall Sessions  
**1,370,105**

Overall Users  
**673,158**

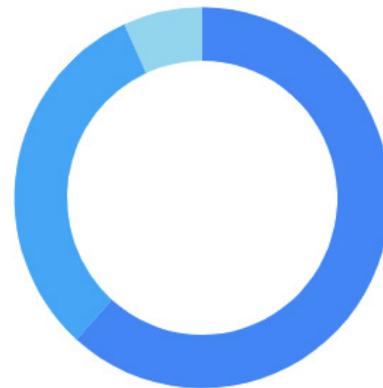
supportyourway.ca pageviews  
**1,980** (4,766 overall)

## Acquisition Channels



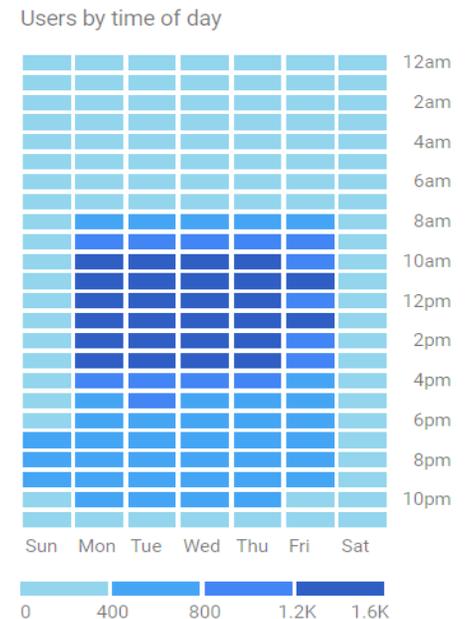
- Direct
- Organic Search
- Referral
- Social

## Sessions by device



- Desktop
- Mobile
- Tablet

## Users by time of day



\*January 1 2018 - November 1 2018 unless stated overall



## SHARED LEARNING

One of the greatest membership benefits is the shared learning opportunities we have experienced over the years. Changes in legislation affect our service delivery which directly impacts all those we support. Individualized consultations and trainings can be costly. Through your membership fees, donations by members and collaborations, we have all benefitted from shared learning.

### **In 2017 we welcomed:**

Cheryl Wiles Pooran of PooranLaw Firm - to discuss Bill 148, the Fair Workplaces, Better Jobs Act and the responsibilities of families who engage support providers. Cheryl outlined:

- The importance of properly characterizing the relationship between families and support providers
- Changes to the Employment Standards Act
- Mitigating risk for service deliverers

Cheryl was also retained by the membership to review many of the shared documents we use to deliver [supportyourway.ca/](http://supportyourway.ca/) [respiteservices.com](http://respiteservices.com).



Cheryl Wiles Pooran  
  
PROFESSIONAL CORPORATION



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I JUST STARTED WORKING AS  
A RESPITE CARE PROVIDER AND  
FIND IT EXTREMELY REWARDING.  
I FEEL THIS SERVICE IS SUCH A  
BENEFIT TO EVERY COMMUNITY.  
I LOOK FORWARD IN CONTINUING  
HELPING IN OUR COMMUNITY.

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# PROUDLY SUPPORTED BY

Access Beter Living Inc.  
Autism Nova Scotia  
Canadian Mental Health Association Waterloo Wellington  
Catulpa Community Support Services  
Child Development Resource Connection Peel  
Children's Community Network  
Community Living Algoma  
Community Living Elgin  
Community Living Kingston  
Community Living North Bay  
Community Living North Grenville  
Community Living Parry Sound  
Community Living Sarnia/Lambton  
Community Living South Muskoka  
Counselling Services of Belleville & District  
Dufferin Child and Family Services  
Durham Association for Family Resources and Support  
Family Respite Services Windsor-Essex  
Family Services Perth Huron  
Geneva Centre for Autism  
Halton Support Services  
Lanark Community Programs  
Northumberland Family Respite Services  
Oxford & Elgin Child & Youth Centre  
Rygiel Supports for Community Living  
Service Coordination for People with Developmental Disabilities  
Simcoe Community Services  
Sunbeam Centre  
THRIVE Child Development Centre  
VON London Middlesex  
Wesway  
York Support Services Network

**Thank you.**

