

# **Choice in Supports for Independent Living (CSIL)**

General Information for  
Clients, Family Members, Friends & Advocates

CSIL is a direct funding model of self-managed home support for people with high physical care needs. Instead of paying a home support agency to provide the services you need, the health authority gives you money to hire your own home support workers. CSIL places greater responsibility on you but also gives you greater flexibility, choice and autonomy in the management of your home support services.

If you, as the person receiving the care, can direct all aspects of your care and can manage the administrative responsibilities of the CSIL program, you can apply to the CSIL program for yourself. However, if you might struggle in these areas a Legal Representative or Client Support Group (CSG) can apply to be the employer on your behalf.

Applying for CSIL seems overwhelming but isn't as complicated as it first sounds. You will receive step-by-step information about how to proceed, and there are people who can help you. For most clients it is well worth the effort; “[o]nce I was on the CSIL program, I had a lot more staff stability, privacy and freedom” (Employers Review of the CSIL Program, BC Paraplegic Association, 2006). When you have finished the application process and hired staff, CSIL is fairly straightforward to maintain.

This handout contains:

- a general overview of the CSIL program (pages 1-4)
- questions to help you decide whether the CSIL program is for you (page 5)
- resources you can contact for more information (page 6)
- the application form to complete if you want to proceed (pages 7-8)

## **Suitability of CSIL for You**

You must be at least 19 years old and be assessed by your case manager as having high physical care needs in order to be considered for CSIL. Your case manager then determines if CSIL is suitable for you. Factors include whether or not you (or your Legal Representative or CSG) demonstrate:

- the ability to identify and direct all details of your care
- the ability to provide an appropriate and safe working environment
- the ability to be a good employer
- administrative abilities including financial management, planning, correspondence and record-keeping

The case manager also takes into account the amount and type of care you need, the stability of your health status, any previous experience you have with home support workers (private or agency), any previous experience supervising other types of employees, and any other relevant experience. You do not have to have experience as an employer; your case manager will focus on whether you have the capability to learn the necessary skills.

Your case manager makes a recommendation about the suitability of the CSIL program for you, and the final decision is made in consultation with a program manager.

## **Legal Representatives and Client Support Groups (CSGs)**

If you or your Case Manager determines that you would not be able to consistently direct your care or manage the administrative responsibilities of the CSIL Program, other people in your life can do this on your behalf. Two options are available:

1. You can create a Representation Agreement and have your Legal Representative(s) apply for and manage CSIL for you. Your Legal Representative(s) must live in your community.
2. Family members, friends, advocates and neighbours can create a Client Support Group that can apply for and manage CSIL for you. A CSG is made up of 5 people who create a non-profit society. All members must be committed for 1-2 years and the majority must live in your community.

Legal Representatives and CSG members cannot be your paid home support workers, accountants or bookkeepers.

## **CSIL Compared to Regular Home Support**

Vancouver Coastal Health receives annual funding from the Ministry of Health for all of its community health services, one of which is home support. In the case of regular home support, the health authority either employs their own Community Health Workers or contracts with a home support agency for the service. The Community Health Workers are trained—usually at a college certificate level—to provide personal care and home management support. Either Vancouver Coastal Health or the agency is the employer and takes on all related responsibilities.

With CSIL, you become the employer. In addition to the items listed on page 3 in “Becoming An Employer”, you will need to:

- complete a CSIL orientation – available on-line or in paper form
- communicate with your case manager about any changes in your health, living or home support situation
- develop an emergency back-up plan in case one of your home support workers is temporarily unavailable or quits unexpectedly
- provide the Health Authority with monthly financial reports
- follow through with all requirements of Representation Agreements and non-profit societies (for Legal Reps and CSGs)

## **Amount of CSIL Funding You Will Receive**

Your case manager allocates your home support hours based on both an assessment of your health and functional needs and on program resources and guidelines. If you disagree with your allocation of hours you have the right to appeal (see page 4).

Your monthly CSIL funding is based on your allocated hours multiplied by an hourly rate. Your Case Manager can let you know what the current hourly CSIL rate is.

Depending on your income, you may be required to pay a daily fee when you receive either regular Home Support or CSIL. This daily charge is calculated based on your annual income and is adjusted every year when you file income tax with Canada Revenue Agency. Your contribution to the CSIL funding is the same as the daily charge you would pay for regular home support.

On the CSIL program your contribution is calculated on a thirty-day month and is deducted from your CSIL funds. For example, if your CSIL funding is \$3,000 per month, and your daily charge is \$2, you would get  $\$3,000 - \$60$  (30 days x \$2) = \$2,940 per month. You must then deposit your contribution into the CSIL bank account each month to make up the difference. Your contribution is tax deductible.

Unique service plans that combine public and private care arrangements can be accommodated.

## **Becoming an Employer**

Under the CSIL program you become an employer. You recruit, hire, train, schedule, supervise and pay your own home support workers. You are responsible for complying with:

- Employment Standards Regulations
- WorkSafeBC Regulations
- Canada Revenue Agency requirements, including Employment Insurance and Canada Pension contributions

A Resource List is provided in this handout and in the CSIL Employer Information Package (which you receive once your application is approved) to help answer questions. Additionally, the CSIL Orientation that you will complete before starting on the program will give you a lot of useful information in how to set up and run CSIL. The primary responsibility for carrying out the requirements of an employer rest with you, but there is help available. Your case manager and the CSIL Program Assistant can answer some questions, and there are non-profit organizations (also listed in the reference section) who have expertise with CSIL to help too.

You must maintain employment and financial records. You can hire an accountant or bookkeeper to help you with this if you don't want to do it yourself. There are accountants who have experience with CSIL.

Your home is considered a work place so WorkSafeBC protects your home support workers. It is recommended that you have appropriate household and automobile insurance in case of injury claims, however such insurance is not covered by CSIL funds.

The hourly rate you receive is higher than what you will pay your home support workers. You need to cover income tax, CPP, EI, and WorkSafeBC contributions, as well as allowable benefits, e.g., vacation time, and administrative costs. These costs usually come to at least twenty percent of your total monthly CSIL funds.

## Relatives or Partners who are Caregivers

You cannot use CSIL funding to pay an immediate family member (parent, child, or spouse) to be your home support worker. In certain circumstances (cultural barriers, unique care needs, rural or remote location) temporary exceptions may be applied for and if granted are reviewed regularly. You may hire other family members to be home support workers as long as they are not your Legal Representative or a member of your CSG. If you are interested in hiring a family member, please consult your case manager before applying for CSIL.

## Surplus Funds

It is recommended that you maintain a small surplus balance in the CSIL account to deal with temporary changes in care needs. However if your surplus becomes larger than the allowable amount, an adjustment may be made on your next electronic deposit of CSIL funding.

## Hospital Stays

You must inform your case manager of any hospitalizations. Your funding may be adjusted depending on the length of time you are away from home; generally funds are withheld if you are away longer than one month.

## Moving

If you move out of your current community health area or region, your case manager will provide contact information for your new community health area. You may need to re-apply for CSIL in your new location. There may be variations between health areas in application of suitability criteria and CSIL processes.

## Appealing a CSIL Decision

Vancouver Coastal Health has a formal review process for clients and caregivers who disagree with any decision that is made about their care or their application. If your case manager or the manager does not support your CSIL application you will be notified of the decision and the reasons for the decision. You will also be informed about the review process and how to request an appeal. You can also request review of the amount of home support hours you are allocated.

## The Application Process

When you finish reviewing all of the information in this handout, decide whether or not you are still interested in CSIL. Use the questions on page 5 (*Is CSIL For You?*) to help with your decision. If you want to go ahead with applying, complete the application form (pages 8-9) and send it to your case manager.

Your application and your case manager's assessment and recommendations are forwarded to the program manager. If your application is approved, you will be sent the *CSIL Employer Information Package*. You will need to complete several steps before you receive CSIL funding. The process often takes anywhere between one and three months.

If your application is not approved you will be informed in writing and notified of what other Home and Community Care services are available to you.

## Is CSIL For You?

- ✓ I know what is best for me (or the client) and what is required to take good care of myself (or the client).
- ✓ I want a more flexible schedule so that I (and/or the client) can be more active in the community (school, work, hobbies).
- ✓ I want more control over my home support so that my (or the client's) particular care needs can be better met.
- ✓ I have the extra time and interest required to hire, train and manage my own workers.
- ✓ I want to choose the home support worker who gives me (or the client) care.
- ✓ My home (or the client's home) is a safe place for someone to work in.
- ✓ I am comfortable directing other people and I can explain my (or the client's) care needs clearly.
- ✓ I can problem-solve and make decisions independently.
- ✓ I listen well and treat people with respect.
- ✓ I can usually resolve any conflicts I have with others without damaging relationships.
- ✓ I can plan ahead.
- ✓ I know how to keep track of details, or to delegate them to someone else.
- ✓ My (or the client's) life situation and health are stable enough to take on new challenges.
- ✓ If I don't know how to do something, I can usually figure out how to get more information or help with it.
- ✓ I am willing to put my home support worker's safety above my (or client's) personal preferences where necessary for the safe provision of care.
- ✓ I can deal with fairly complicated written and numerical information, with or without help from others.
- ✓ My finances are in good shape and I pay bills on time.

If all of these statements are true for you then the CSIL program may be a good fit.

If only some are true, CSIL may still work for you, but you will probably need to develop compensation strategies for the areas where you are not comfortable. Your case manager is available to discuss your specific situation and help you make a decision about whether or not to apply.

## Resource List

### **Voice of the Cerebral Palsied of British Columbia**

#103-577 East 8<sup>th</sup> Avenue  
Vancouver, BC V5S 1T9  
604-874-1741  
[www.vcpgv.org](http://www.vcpgv.org)

### **BC Paraplegic Association**

780 Southwest Marine Drive  
Vancouver, BC V6P 5Y7  
604-324-3611  
[www.bcpara.org](http://www.bcpara.org)

Online Orientation:

<http://bcpara.org/resource-centre/choice-in-supports-for-independent-living/>

*All three of the above non-profit organizations may offer in-person advice or written materials about CSIL.*

### **Ministry of Health**

CSIL Policy in the policy manual  
<http://www.health.gov.bc.ca/hcc/policy.html>

### **Canada Revenue Agency**

General Inquiries 1-800-267-6999  
Forms & Publications 1-800-959-2221  
[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### **WorkSafeBC**

Employer & small business inquiries  
604-244-6181  
[www.worksafebc.com](http://www.worksafebc.com)

### **BC Coalition for People with Disabilities**

204-456 West Broadway  
Vancouver, BC V5Y 1R3  
604-875-0188  
[www.bccpd.bc.ca](http://www.bccpd.bc.ca)

### **Employment Standards Branch**

General Inquiries 1-800-663-3316  
[www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)

### **Corporate Registry**

(for CSGs only)  
Help Desk 1-800-663-6102  
[www.fin.gov.bc.ca/registries/corppg.default.htm](http://www.fin.gov.bc.ca/registries/corppg.default.htm)

### **Nidus – Personal Planning Resource Resource Centre & Registry**

(for Representation Agreements)  
1-877-267-5552  
[www.nidus.ca](http://www.nidus.ca)

## Education Information:

### **GF Strong Rehab Centre**

4255 Laurel Street  
Vancouver, BC V5Z 2G9  
604-734-1313





4) Please describe any experience you have that is relevant to being an employer.

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5) When would you like to start on the CSIL program? How long do you think it will take you to complete preparations?

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6) For Legal Representative applications, please indicate the name(s) of the Legal Representative(s), and Monitors as appropriate. Attach a copy of the Representation Agreement.

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7) For Client Support Group applications, please list the Client Support Group members, and the relationship of each member to the client.

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Please attach any other information you would like to include.



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