



Family-Managed Home Care Program

General Information Booklet & Application Guide

Program Overview

The Family-Managed Home Care (FMHC) is an alternative method for home-care service delivery that is intended to:

- 1) *Give patients or substitute decision makers (SDMs) greater choice over who provides services in their homes and when services are provided;*
- 2) *Enable more flexible service delivery arrangements;*
- 3) *Reduce service provider turnover; and*
- 4) *Support long-term therapeutic relationships between patients and their chosen service providers.*

General Eligibility

Home and Community Care Support Services Champlain may, in its discretion, determine that a potential patient and their SDM (if applicable) are eligible for the FMHC Program only if **ALL** of the following general eligibility criteria are met:

- a) The potential patient:
 - i. Resides in the geographic area of Home and Community Care Support Services Champlain.
 - ii. Fits within one of the following four eligible patient groups:
 - i. Children with complex medical needs
 - ii. Adults with acquired brain injury (ABI)
 - iii. Eligible home-schooled children
 - iv. Patients in extraordinary circumstances
 - iii. Has been assessed by Home and Community Care Support Services Champlain as requiring one or more FMHC Service(s) for the appropriate patient group.
 - iv. Meets all of the eligibility criteria for the FMHC Service(s) requested.
 - v. Has a plan of service (developed with Home and Community Care Support Services Champlain Care Coordinator) that sets out the FMHC Service(s) and the amount of service(s).
 - vi. Meets all of the specific eligibility criteria for patient group.
 - vii. Has relatively predictable care needs.

- b) Home and Community Care Support Services Champlain anticipates that the potential patient will require the amount of hours and/or visits of FMHC Services set out in the Plan of Service for at least six (6) months, unless the potential patient is palliative or end of life.
- c) Home and Community Care Support Services Champlain has determined that the potential patient or SDM, with the supports available under the FMHC Program, is capable of undertaking all of the responsibilities set out in the program specifications, including managing and coordinating care and managing funding.
- d) The potential patient or SDM agrees to undertake all of the responsibilities set out in the program specifications and assume all risks inherent to the potential patient/SDM relating to the program.
- e) The potential patient/SDM provides all the necessary consents to being enrolled and participating in the FMHC program.
- f) The potential patient/SDM agrees to enter into an FMHC Template Agreement.

Patient Population Eligibility

Specific Eligibility Criteria for Children with Complex Medical Needs

In order to be eligible for the FMHC program, a child with complex medical needs must meet ALL of the general eligibility criteria and ALL of the following specific eligibility criteria:

- a) Is under 18 years of age.
- b) Meets the criteria for medical complexity – the child must meet at least one(1) criterion from ALL of the following four(4) conditions:
 - i. Technology Dependent and/or user of high intensity care.
 - ii. Fragility.
 - iii. Chronicity.
 - iv. Complexity.

Specific Eligibility Criteria for Adults with Acquired Brain Injuries

In order to be eligible for the FMHC program, an adult with an acquired brain injury (ABI) must meet ALL of the general eligibility criteria and ALL of the following specific eligibility criteria:

- a) Is 18 years of age or over at the time of enrollment in the FMHC program.
- b) Has an ABI.

- c) Has care needs that result from the ABI that:
 - i. Are chronic, lifelong and intensive; and
 - ii. Result in functional limitations requiring essential support for self-care and mobility and/or communications.

Specific Eligibility Criteria for Home-Schooled Children

In order to be eligible for the FMHC program, a home-schooled child must meet ALL of the General eligibility criteria and ALL of the following specific eligibility criteria:

- a) The child must be receiving satisfactory instruction at home in accordance with clause 21 (2) (a) of the *Education Act*.
- b) The child must require the service in order to be able to receive satisfactory instruction at home in accordance with clause 21 (2) (a) of the *Education Act*.

Specific Eligibility Criteria for Patients in Extraordinary Circumstances

In order to be eligible for the FMHC program, a patient in extraordinary circumstances must meet ALL of the general eligibility criteria and the patient must be a person for whom Home and Community Care Support Services Champlain determines that extraordinary circumstances exist that justify the provision of the funding.

Home and Community Care Support Services Champlain will be exercising their discretion when determining whether extraordinary circumstances exist that justify the provision of funding to a person.

Application and Selection - Overview

Please answer every question. If you need any help, please contact your Home and Community Care Support Services Champlain Care Coordinator.

When your application is complete, sign it and send the original to Home and Community Care Support Services Champlain. Keep a copy for yourself; you will need it later.

Home and Community Care Support Services Champlain will let you know when your application has been received. It will be checked to make sure it is complete, and we may return it to you if it's incomplete or contact you to clarify some points.

When your name reaches the top of the wait list, we will send a copy of your completed application to the FMHC Selection Panel. We will provide resources to help you prepare for an FMHC Application Meeting. The meeting will then be arranged. Following this meeting, should additional information be needed to assess your suitability for the program, we may contact your current service providers or other references.

The Selection Panel will make a decision and notify you of the decision.

If you are Selected..

We will send you an agreement to review and sign. This describes your responsibilities and, once signed, is legally binding. We will also provide you with an orientation package to help you get started in the program.

Application Form – Start here when filling out your application form

Note: Please use a **black pen** to fill out the application form. Alternately, you can complete an electronic version of the form. Please contact your care coordinator for a copy of the electronic form.

Question 2 – Ability to Direct Care

The FMHC program is intended to provide the patient or an SDM with the authority and responsibility to select, schedule, supervise, and manage the FMHC service provider(s) who will deliver the services set out in the patient's Plan of Service.

If you are not able to direct your own care, please provide the name and contact information of the SDM who will be doing this on your behalf.

Question 3 – Patient Groups

Please refer to the section **Patient Population Eligibility** for details of each patient group. Please select the patient group most appropriate to your situation.

Question 4 – Select Service for FHMC

Check off each service you would like included in the FMHC Program under the applicable patient group.

Question 6 – Communication Disability

If you have trouble understanding what others are saying to you and/or having others understand what your messages are, you may have a communication disability.

If you have a communication disability/complex communication needs, describe it fully. Include for example, what your preferred communication method is; whether you need assistance in set up and care of communication assistive technology; whether you need assistance with communication over the phone, writing messages, when in public, at meetings, in health care settings and/or in other circumstances.

Question 9 – Hiring Care

You may obtain FMHC services by:

- 1) Hiring individuals as your employees
- 2) Hiring independent contractors
- 3) Hiring health care service provider agencies.

The following individuals **cannot** be hired under the FMHC to provide your care services:

- a) Your SDM
- b) The SDM for personal care or treatment
- c) An immediate member of your family, or SDM's family; or
- d) A member of your household or your SDM's household.

Regardless of what type of service provider provides your care/services, you will be responsible for:

- a) Opening and maintaining a separate non-interest bearing chequing account at a bank for the sole purpose of receiving and disbursing funds from the FMHC program.
- b) Keeping record of each transaction made from the bank account.
- c) Recruiting and hiring service providers.
- d) Ensure that service provider has, and will continue to have the minimum qualifications for a service provider as well as Police Vulnerable Sector Checks (PVSC).
- e) Scheduling and supervising service providers.
- f) If you have special instructions relating to the services, you will tell your service provider what they are.
- g) You will have a contingency plan to cover a situation where a service provider is unavailable to provide the services at a scheduled time and will implement those plans when necessary.
- h) You will acknowledge that Home and Community Care Support Services Champlain will not be responsible for providing care if your service provider is unavailable to provide services.
- i) Sending to Home and Community Care Support Services Champlain reports and documents in relation to the services and eligible expenses for the FMHC program at the agreed upon schedule.
- j) Maintaining the insurance set out in the FMHC template agreement.

Hiring Individuals as Employees

When hiring individuals as employees, the individual must meet ALL of the following qualifications:

- Must be at least 18 years old.
- The individual is registered and in good standing with their regulatory college (if applicable).
- The individual maintains the amount of professional liability insurance required by their regulatory college.

It should be noted that for personal support services, Personal support workers (PSW's) are not regulated health professionals and thus do not have a regulatory college. However, if providing personal support and/or homemaking services, the individual must maintain:

- At least \$2,000,000 in commercial general liability insurance; and
- At least \$25,000 (however, \$2,000,000 recommended) in abuse liability insurance

You will be responsible to recruit, verify credentials, hire, and employ staff as a small employer. In some circumstances, you will also need to dismiss/fire staff. You will need to register with the Canada Revenue Agency and Workplace Safety and Insurance Board (WSIB), and follow all the provincial laws and regulations including the *Employment Standards Act*, *Occupational Health & Safety Act*, and the *Human Rights Code*.

You will be responsible for paying your employees and the employer's portion of Mandatory Employment Related Costs (MERC) that an employer must be paid by law including:

- Canada Pension Plan (CPP)
- Employment Insurance (EI)
- Vacation pay of 4%, and
- Public/statutory holidays
- Workplace Safety & Insurance Board (WSIB) premiums

The FMHC program does **not** cover sick pay for service providers.

It is highly recommended that you hire a bookkeeper to assist you with payroll and submitting documentation and reports to Home and Community Care Support Services Champlain. The FMHC program will cover the expense of a bookkeeper. If you are organized and update your books regularly, the bookkeeping charges should be no higher than **\$170.00 per month** for general record keeping, payroll, and preparing monthly reports.

Liability Insurance – it is expected that you have or will purchase your own home/tenant insurance. You will need a minimum of \$2,000,000 third party liability insurance coverage under the policy. The FMHC program will fund up to \$20.00 per month for tenant's insurance and up to \$10.00 per month for homeowner's insurance.

Hiring Independent Contractors

When hiring independent contractors, the independent contractor must meet all of the following qualifications:

- Must be at least 18 years old.
- The independent contractor is registered and in good standing with their regulatory college (if applicable).
- The independent contractor maintains the amount of professional liability insurance required by their regulatory college.
- The independent contractor pays WSIB premiums for workplace insurance, where applicable.
- The independent contractor pays both the employer and employee portions of CPP contributions.

It should be noted that for personal support services, Personal Support Workers (PSW's) are not regulated health professionals and thus do not have a regulatory college. However, if providing personal support and/or homemaking services, the independent contractor must maintain:

- At least \$2,000,000 in commercial general liability insurance; and
- At least \$25,000 (however, \$2,000,000 recommended) in abuse liability insurance

You will be responsible to recruit, verify credentials, hire, and employ independent contractors. In some circumstances, you will also need to dismiss/fire independent contractors. You will need to follow all the provincial laws and regulations including the *Employment Standards Act*, *Occupational Health & Safety Act*, and the *Human Rights Code*.

You will be responsible for paying your independent contractors.

It is highly recommended that you hire a bookkeeper to assist you with payroll and submitting documentation and reports to Home and Community Care Support Services Champlain. The FMHC program will cover the expense of a bookkeeper. If you are organized and update your books regularly, the bookkeeping charges should be no higher than **\$170.00 per month** for general record keeping, payroll, and preparing monthly reports.

Liability Insurance – it is expected that you have or will purchase your own home/tenant insurance. You will need a minimum of \$2,000,000 third party liability insurance coverage under the policy. The FMHC program will fund up to \$20.00 per month for tenant's insurance and up to \$10.00 per month for homeowner's insurance.

Hiring Health Care Service Provider Agency

When hiring health care service provider agencies, the agency must:

- Ensure all individuals who are providing professional services are registered and in good standing with their regulatory colleges.
- The service provider agency pays ALL of the following:
 - EI Premiums
 - CPP Contributions
 - WSIB Premiums
 - Statutory holidays, as applicable
 - Vacation and benefits at a rate of at least 4% of base salary

You will be responsible to interview and hire the service provider agency (ies).

You will be responsible for paying service provider invoices.

It is highly recommended that you hire a bookkeeper to assist you with payroll and submitting documentation and reports to Home and Community Care Support Services Champlain. The FMHC program will cover the expense of a bookkeeper. If you are organized and update your books regularly, the bookkeeping charges should be no higher than **\$170.00 per month** for general record keeping, payroll, and preparing monthly reports.

Liability Insurance – it is expected that you have or will purchase your own home/tenant insurance. You will need a minimum of \$2,000,000 third party liability insurance coverage under the policy. The FMHC program will fund up to \$20.00 per month for tenant's insurance and up to \$10.00 per month for homeowner's insurance.

Question 10 – Self-Assessment

This is your opportunity to provide additional information about your capabilities. You might consider including continuing education; responsibilities involved in summer or volunteer activities; and any experience that you have in managing or coordinating people, organizing and scheduling, or bookkeeping and handling money. Highlight anything you feel has helped you develop self-management skills. Specifically, you could show that you can self-manage attendants/staff by indicating experience in:

- Training and supervising;
- Recruiting, hiring and dismissing;
- Understanding the legal responsibilities of an employer;
- Managing and accounting for the expenditure of funds and keeping records.