

This information  
can be obtained  
from WRHA

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## INTRODUCTION TO SELF & FAMILY MANAGED CARE

### WHAT IS SELF/FAMILY MANAGED CARE (SFMC)?

The Self/Family Managed Care program is an option of the WRHA Home Care program. It consists of two sub-options:

**Self Managed Care** enables clients with long term disabilities to accept full responsibility for their person care as Self Managers. Individuals who chose this option rather than receiving their services through the regular Home Care Program are responsible for coordinating, managing, and directing the non-professional services they need to remain living at home and in the community.

**Family Managed Care** enables the families of clients with stable, chronic disabilities to accept full responsibility for their family member as a Family Manager. The Family Manager who chooses this option for meeting their family member's needs are responsible for coordinating, managing, and directing the non-professional services needed by their family member to remain at home.

### WHAT DO YOU AS AN APPLICANT NEED TO KNOW?

- a) To qualify for this program you need to be a client of the Home Care Program and be eligible to receive Home Care attendant/homemaker services. If you are not a client of Home Care and want more information, please call our office at 940-2168.
- b) Persons who become Self/Family Managers will receive monies to pay your staff following a formal application assessment and a signed contract with the Regional Health Authority.
- c) Persons acting as Self/Family Managers are expected to use the monies to hire staff or an agency to meet the assessed needs.
- d) An assessment by a Home Care Case Coordinator will determine the type and amount of service needed according to the standards applicable to the Home Care Program. This will determine the amount of payment received.
- e) Reassessment will be conducted on a regular basis by Regional Health Authority Home Care Case Coordinators; at the request of the client/family member; or when the assistance required by the client changes. This will enable adjustments to be made as the need for services increases or decreases.

- f) You remain eligible for Home Care's professional services such as Visiting Nurses and Community Therapy Services
- g) The decision to withdraw from Self/Family Management will be left with the client/family manager, subject to a reasonable period of notice. However, in the event of direct violation of the contractual agreement, your contract with the Self/Family Managed Care Program may be terminated.
- h) The responsibility of ensuring backup service will be left with the Self/Family Manager.
- i) The Self/Family Manager will arrange to meet their needs/the needs of the client in the manner most appropriate to the circumstances.
- j) All Self/Family Managers will be required to set up and maintain a separate bank account. This account is used solely for receiving and expending Self/Family Managed Care funds and will be subject to semi-annual reports and audit reviews by the WRHA.
- k) As per Manitoba Health policy, hiring of family members is not allowed except in unique circumstances and with the approval of the Director.
- l) As a Self/Family Manager you directly employ your own staff and thus take on full responsibilities as an employer including: Registering with CRA for payroll deductions, Employment Insurance, Workers Compensation, etc. A payroll company can be hired to assist with these employee obligations. Alternatively, you may choose to engage a personal care agency to provide the care.
- m) The Independent Living Resource Centre (ILRC) is an agency funded to provide support to Self & Family Managers in carrying out their responsibilities.

## **WHAT ARE YOUR NEXT STEPS?**

1. Complete the enclosed Application Form and return it to our office.
2. A Case Coordinator from the Self & Family Managed Care Team will contact you to arrange a meeting to go over in detail how the program works, what the contracts require, and review the care needs of you or your family member.
3. If both parties agree to proceed, the Contracts will be provided to you to complete and return to our office.
4. The Contracts will be forwarded to WRHA Management for final approval.
5. The Case Coordinator will contact you regarding the approval and will discuss a start date.
6. You hire your own staff or contract with an agency to provide staff to you. You then become responsible for meeting the personal care needs of yourself or your family member.
7. Any Home Care services that are being received will be discontinued on the agreed start date.
8. Your Home Care file will be transferred to the Self & Family Managed Care team and one of the team members will be assigned as your Case Coordinator.