

# Family-Managed Home Care Client and Family Fact Sheet



## What is family-managed home care?

Family-Managed Home Care is a model for home care delivery in Ontario. It is available in each area.

Family-Managed Home Care is intended to provide more control over care to eligible clients and families. Through the program, eligible clients, or their substitute decision-makers, receive funding that they can use to purchase home care services or employ care providers. Clients or substitute decision-makers are responsible for managing their care providers and reporting to Home and Community Care Support Services.

Clients continue to be assessed by Home and Community Care Support Services staff who remain responsible for developing the client's plan of service and for continuing to assess their needs.

## Who is eligible for family-managed home care?

Clients must first have an assessment to determine their needs, must meet the eligibility requirements for traditional home care and must have a plan of service developed by Home and Community Care Support Services. As well, they must belong to one of the four client groups included in the program: children with complex medical needs, adults with acquired brain injuries, eligible home-schooled children, and clients in extraordinary circumstances – as assessed by home care. The clients must also meet the specific eligibility requirements for the program.

If the client has a substitute decision-maker, the substitute decision-maker will also be assessed by Home and Community Care Support Services to determine whether they meet the eligible requirements to take on the required responsibilities under the program, including managing and coordinating the client's care and managing and reporting on funding.

## Who is eligible for family-managed home care?

The program provides clients or substitute decision-makers with considerable independence and responsibility.

### They must be:

- Aware of the types of home care services that the client requires and when they require them
- Capable of recruiting, scheduling and overseeing care providers in the home, including establishing contingency plans
- Able to fully understand and carry out the responsibilities of being an employer, often of multiple service providers
- Capable of managing the financial aspects of the program, including the SDC bank account, payment of service providers and taxes, securing insurance, record-keeping and fulfilling Home and Community Care Support Services reporting.

## Other program information

Clients are restricted to the services and hours in their plan of service, with an exception for unexpected changes in health care needs. Service maximums apply in the same way they do in traditional care.

Funding for care is intended to fully compensate clients or substitute decision-makers based on an agreed-upon maximum compensation rate for service providers.

Clients or substitute decision-makers are also eligible for compensation for eligible expenses, which are usually capped or require pre-approval from Home and Community Care Support Services.

Home and Community Care Support Services will establish reporting requirements and payment schedules for program funding.

Clients or substitute decision-makers are required to sign a legal agreement outlining their responsibilities.

Clients are still required to undergo reassessments by the Home and Community Care Support Services care coordinator, as they would in traditional care.

As well, clients or substitute-decision makers will continue to collaborate with Home and Community Care Support Services, particularly if there is any concern about a change in the client's health status.

## Contact Information

Your Home and Community Care Support Services Care Coordinator can provide you with additional information about the Family-Managed Care Program, including the detailed Program Specifications. You can find contact information for your Home and Community Care Support Services organization here: [healthcareathome.ca/](https://healthcareathome.ca/)