Ontario
Health atHome

Family-Managed Home Care Program

Fact Sheet for Patients and Families

What is Family-Managed Home Care?

The Family-Managed Home Care (FMHC) program (also known as Self-Directed Care) provides eligible patients or their substitute decision-maker (SDM) with funding they can use to purchase services, such as personal support and nursing, or employ care providers to deliver the home care services set out in the patient's care plan developed by Ontario Health atHome.

Patients or SDMs are responsible for managing their care providers, managing funding and reporting to Ontario Health atHome.

Ontario Health atHome determines eligibility for services (as outlined in provincial regulations and government policy), develops the patient's care plan and conducts ongoing assessments, as required.

Who is eligible for Family-Managed Home Care?

A patient must be assessed and meet the eligibility criteria for traditional home care, and must have a care plan developed by Ontario Health atHome prior to being considered for the FMHC program.

Patients must meet the criteria for one of the following four eligible groups:

- Children with complex medical needs
- Adults with acquired brain injuries
- Eligible patients that are educated at home
- Patients in extraordinary circumstances

A patient or their SDM must also meet additional eligibility requirements for the program. They will be assessed by Ontario Health atHome to determine whether the patient or SDM are able to manage the responsibilities of managing and coordinating care, hire care providers and all the reporting requirements for funding received. The patient or SDM must also agree to enter into a legal agreement with Ontario Health atHome.

How do I become a SDM on behalf of a patient?

A SDM must hold Power of Attorney, or be a Guardian of Property, or manage other programs funded by the Ministry of Children, Community and Social Services (MCCSS) on behalf of the patient. These programs are Passport, Ontario Works or Ontario Disability Support Program.

To receive funding under the FMHC program, you need to ensure the correct documentation exists for you to act on behalf of a patient. For a patient who is under the age of 18, this can be the parent or an individual with legal custody.

For adult patients (over the age of 18), we require a copy of documents that indicate you are the Power of Attorney or Guardian of Property for an adult who is incapable of making their own decisions or an attestation regarding managing Ontario MCCSS Passport, Ontario Works or Ontario Disability Support Program funding on the behalf of the patient.

> **For additional information** on the process for becoming a Power of Attorney or Guardian of Property, please refer to the Office of the Public Guardian and Trustee: **www.attorneygeneral.jus.gov.on.ca/english /family/pgt/**

What skills or knowledge do you need to be successful with Family-Managed Home Care?

The FMHC program provides patients or SDMs with considerable independence and responsibility. You must be:

- Able to understand the care plan and types of home care services that the patient 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 care providers.
- Capable of managing the financial aspects of the program, including the bank account, payment of care providers/agency and taxes, securing insurance, record-keeping and fulfilling Ontario Health atHome's reporting requirements.
- Able to use a computer, spreadsheet, scanner, send and receive emails with attachments, name computer files and enter billing and invoice information in the manner and method requested by Ontario Health atHome (e.g., can be by email or through an online portal).

Other Information

- The hours and services in the care plan are to be followed with the exception of unexpected changes in health care needs. Patients in this program cannot have more services than what is outlined in their care plan; a guiding principle of the FMHC program is that there is equity between traditional home care and Family-Managed Home Care.
- Funding covers the cost of care.
- Ontario Health atHome establishes patient reporting requirements and payment schedules.
- A legal agreement outlining responsibilities must be signed by the patient and/or their SDM, and Ontario Health atHome.
- Ontario Health atHome will reassess the patient's care needs regularly, as per the normal practice under traditional home care.
- Patients or SDMs will continue to collaborate with Ontario Health atHome, particularly if there is a change in the patient's health status.

For more Information:

Please contact your Ontario Health atHome care coordinator at **1-833-515-1234**