

Your Guide to

Home Care Services in Manitoba



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In Manitoba, regional health authorities (RHAs) provide home care services to eligible individuals, regardless of age, who require health services or assistance with activities of daily living. Home care works with individuals and provides assistance to help them stay in their homes for as long as is safely possible.

A professional assessment of your individual needs, existing or potential supports, and community resources will determine your eligibility for home care in the type and amount of services you may receive.

RHA home care staff are responsible for ensuring the provision of reliable and safe assessed service in the community.

To be eligible for home care services you must:

- ▶ be a Manitoba resident, registered with Manitoba Health (the department)
- ▶ require health services or assistance with activities of daily living
- ▶ require service to stay in the home for as long as safely possible
- ▶ require more assistance than what is available from existing or potential supports, and community resources



Assessment

Individuals may contact, or refer a Manitoba resident to their RHA to request an eligibility assessment to receive home care services.

Assessments are done by case co-ordinators who are healthcare professionals. The case co-ordinator assigned to you will meet with you, and if appropriate, your family/representative to discuss your care needs and how best to meet these needs.

This assessment will determine:

- ▶ whether you are eligible for home care services
- ▶ how to help you and your family organize the help available to you
- ▶ how to access community resources available to you
- ▶ what services you may require from home care
- ▶ whether your need for care is best met in another setting

Care Planning and Co-ordination

If eligible, you, your family/representative and your case co-ordinator will decide on your care plan. Your care plan will take into consideration how your existing or potential supports can provide assistance and identify community resources available to you.

You will receive a copy of your care plan, which will be signed by you and your case co-ordinator. This ensures mutual understanding of the services you will receive.

Self/Family Managed Care

If you and your family are interested in managing your care plan and/or arranging your own services instead of using the services provided by RHA unregulated home care staff, such as a health care aide, ask your case co-ordinator for more information. In Self/Family Managed Care, funds are provided to a Self or Family Manager to arrange services privately, based on the assessment by a case co-ordinator. The manager is responsible for recruiting, hiring, scheduling and managing staff; as well as, calculating employment deductions and ensuring Workers Compensation coverage. Some of the tasks can be transferred to an agency or payroll company, should the manager choose to do so.

Services

You may be eligible for these home care services based on your assessed care needs, as determined by the case co-ordinator assessment.

Personal Care/Mobility

RHA home care staff may help you with mobility, such as walking, transferring and personal care, such as bathing, dressing and toileting.

Other Support

RHA home care staff may come to your home to help you with activities such as meals, light housekeeping and laundry.



Health Care

The following health services may be provided:

- ▶ nursing care
- ▶ physiotherapy/occupational therapy
- ▶ home oxygen concentrator
- ▶ home nutrition
- ▶ home ostomy
- ▶ home dialysis

- ▶ home intravenous (IV) therapy
- ▶ referral to other services
- ▶ panelling to supportive housing/personal care homes

Respite Care in the Home

RHA home care staff may be scheduled to provide short periods of in-home relief for your caregiver.

Respite Care in Another Setting

Respite care may be arranged to provide longer periods of relief for your caregiver. During this time, you may be admitted to an alternate care setting. There is a fee for this service.

Supplies and Equipment

Supplies and equipment needed for your care may be available.

Adult Day Programs

These day programs enable you to meet other people and enjoy recreational activities away from your home. There is a fee for this service.

Enhanced Support Options

As your care needs change, additional options may be available, such as supportive housing and personal care homes.

Supportive Housing/ Personal Care Home Placement

Supportive housing/personal care home may be the appropriate care setting when:

- ▶ you can no longer remain safely at home, even with home care services
- ▶ the services you need can be provided more effectively, safely and economically in supportive housing/personal care home

Application Process

The application form for supportive housing/personal care home admission is provided by your case co-ordinator and is signed by you. The form includes medical, nursing and other information about you. Once completed, the application is reviewed to decide whether you are eligible for admission to supportive housing/personal care home.

If you, and if appropriate, your family/representative have any questions or concerns about your application, or about the decision regarding your eligibility for supportive housing/personal care home admission, please contact your case co-ordinator.

You, and if appropriate, your family/representative may wish to visit several supportive housing/personal care homes before deciding which one(s) you would choose. You may be asked to identify more than one supportive housing/personal care home that would be acceptable to you.

Placement Process

There may be a waiting period before you are admitted to supportive housing/personal care home. During this time, home care services may be provided to you as necessary.

You may be asked to accept alternative placement until you can be admitted to your place of choice.

Supportive Housing/Personal Care Home Appeal Process

Supportive housing/personal care home placement panel decisions may be appealed to the Manitoba Health Appeal Board (MHAB). Pursuant to Section 10(2) of The Health Services Insurance Act, an appeal is commenced by a notice of appeal, setting out the grounds for appeal, which must be mailed or delivered to the board not more than 30 days after the date on which you receive notice of this decision, or within such further time as the board permits.



Roles and Responsibilities

You, your case co-ordinator, resource co-ordinator and RHA home care staff function as a team, where each is responsible for understanding the role they play in the development and delivery of your care plan.

Clients and families/representatives who actively participate in the assessment and care planning process with their case co-ordinator tend to see greater benefits from home care services.

RHA home care staff have a responsibility to:

- ▶ partner with you to develop your care plan
- ▶ arrange services as specified in your care plan, except Self/Family Managed Care
- ▶ provide service responsive to your care needs and supportive to you, and if appropriate, your family/representative
- ▶ communicate with you regarding schedule changes and replacement services
- ▶ treat you with courtesy and respect
- ▶ arrange for safe care



You, and if appropriate, your family/representative, have a responsibility to:

- ▶ participate in the development of your care plan
- ▶ inform your case co-ordinator when you will not be available to receive the scheduled services
- ▶ inform your case co-ordinator of changes in your health or home situation, that affect your care plan and services
- ▶ identify your backup plan to your case co-ordinator, and activate it as needed
- ▶ treat staff with courtesy and respect
- ▶ provide a safe working environment for RHA home care staff

Questions and Concerns

If you have any questions or concerns about your assessment, care plan or services, talk to your case co-ordinator. If you remain dissatisfied, you may ask to speak with an RHA supervisor, and/or RHA complaint management staff member.

If you have exhausted all the options listed above, please see page seven in this guide for further details on the MHAB.



For More Information

To find out more about roles and responsibilities of RHAs and the department, visit www.manitoba.ca/health/homecare

For more information about home care in your community, please contact:

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-347-8500

Website: www.ierha.ca

Northern Regional Health Authority

Toll free: 204-687-4870

Website: www.nrha.ca

Prairie Mountain Health

Phone: 204-483-5000

Toll free: 1-888-682-2253

Website: www.prairiemountainhealth.ca

Southern Health-Santé Sud

Phone: 204-428-2720

Toll free: 1-800-742-6509

Website: www.southernhealth.ca

Winnipeg Regional Health Authority

Phone: 204-926-7000

Website: www.wrha.mb.ca

Home Care Appeal Process

The Manitoba Health Appeal Board (MHAB) is a body that is independent of the department and hears appeals from individuals referred for, or receiving home care services.

The MHAB encourages you to contact your RHA first to discuss your concerns. The MHAB will provide you with assistance in trying to resolve your concerns with the RHA. If a resolution occurs, an appeal will not be necessary.

When You May Appeal a Decision

You, and if appropriate, your family/representative, having exhausted all options with RHA staff to resolve the situation, may appeal to the MHAB. Anyone filing an appeal on your behalf will require written consent. Appeals may be heard if you disagree with a decision made by the RHA, as to your:

- ▶ eligibility for home care services
- ▶ type of service
- ▶ level of service



How to File an Appeal

1. Contact the MHAB office to request a Notice of Appeal form, or obtain one from the MHAB website at **www.manitoba.ca/health/appealboard**.
2. Fill out the form and return it to the MHAB. You may have a designate representative submit the form on your behalf. If you have any questions about how to fill out the form, please contact the MHAB:

Phone: 204-945-5408

Toll free: 1-866-744-3257

Email: appeals@gov.mb.ca

The Manitoba Health Appeal Board Process

Appeals are reviewed and processed in a timely manner. When your Notice of Appeal form is received and has been reviewed, you will be sent a Notice of Hearing.

This Notice of Hearing will tell you the date and location of your hearing. Appeal hearings are confidential.

Hearing Attendance

- ▶ You may attend the hearing in person, by telephone or, where possible, video conference.
- ▶ You may attend with, or send a support person or designate to represent you.
- ▶ You may be represented by legal counsel at your own cost.

The hearing will also be attended by:

- ▶ a minimum of three (3) MHAB members
- ▶ appropriate RHA homecare staff
- ▶ the administrator to the MHAB
- ▶ other representatives as requested by the Board/RHA/you

Hearing Results

When a decision is reached on your appeal, you and the RHA will receive a written decision in the mail. The decision of the MHAB is final, but a request for judicial review of the process may be made to the Court of Queen's Bench.

