

## About Personal Care Homes

### 1. WHAT IS A PERSONAL CARE HOME?

A Personal Care Home provides 24-hour nursing care for those individuals whose long term care needs can no longer be met appropriately at home by the family and/or by supporting community services. Manitoba's insured personal care home program is provided in licensed personal care home facilities designated by the Minister of Health. Personal care is assistance or guidance with activities of daily living. This may include: eating, bathing, dressing, grooming, taking oral medications, using the washroom, mobility and participating in social and recreational activities.

### 2. WHO IS ELIGIBLE FOR A PERSONAL CARE HOME?

- Any citizen of Canada where their residency has been established according to the Health Services Insurance act, Personal Care Services and Administration Regulation and
- When it has been established that the care needs of the individual can no longer be met appropriately by the family and /or the supporting community services and
- Approval has been received by the appropriate personal care panel in the Health Region where you reside

### 3. HOW DO I GO ABOUT GETTING INTO A PERSONAL CARE HOME?

Entering a personal care home is a choice made after all other alternatives such as family, Home Care or supportive housing have been explored. Your doctor or Home Care worker will refer you to the appropriate place to assist you in applying for a personal care home.

The process may vary in each of the Regional Health Authorities in Manitoba however the same principals are followed. Each person must be seen by a number of professional staff including a doctor who will complete an application and assessment form that will be submitted to a panel. A process called paneling takes place where a number of professionals look at your needs and determine which option they could offer to best meet your needs. If you qualify for a Personal Care Home they will contact you as soon as possible to assist you in choosing the Care Home you wish to enter.

#### **4. HOW DO I SELECT A PERSONAL CARE HOME?**

It is important that you, a family member, or someone you trust visit several personal care homes prior to becoming a Resident. A visit provides you an opportunity to talk not with the people who work at the home and to the people who live there.

You may want a home that places special emphasis on ethnicity, language, religion, and/or food. Ask about these things when you are inquiring about the Home.

#### **5. WHAT DOES IT COST ME TO LIVE IN A PERSONAL CARE HOME?**

All residents of Personal Care Homes in Manitoba are subject to individualized rent charges that are put in place by Manitoba Health each year. The amount of the rent is determined by an assessment of the annual income of each resident. The basic daily charge is re-evaluated by Manitoba Health annually in August. This charge represents only a portion of the costs associated with the services provided. Manitoba Health provides the balance of the monies required as part of the Personal Care Home insured program.

#### **6. WHAT ELSE DO I HAVE TO PAY FOR?**

Residents are responsible for other costs such as personal telephones, television cable service, insurance, newspapers, hairdressing fees, transportation fees, labeling of clothing, false teeth, glasses, hearing aides (and batteries), and any personal health and beauty aides. Crutches, walkers, pressure cushions, slings for the mechanical lift, maintenance and repair of wheelchairs and geri-chairs and any other items that are required solely for the use by an individual resident, are the responsibility of the resident.

#### **7. CAN I KEEP MY OWN DOCTOR?**

You may keep your own physician if he/she has admitting privileges to the Personal Care Home in which you reside. Each Care Home has a medical director who is in charge of the overall medical care provided to the residents. Each resident must have their own physician who will look after their medical care. If your own physician does not have admitting privileges to the care home in which you reside a physician from the staff in the home will be provided for you. You will also have access to a specialist on a referral basis by the attending physician.

### **8. WHO WILL LOOK AFTER MY CLOTHES?**

The Laundry Department in each of the Homes will take care of both linens and personal clothing. All your personal clothing should be washable and be labeled with your name so that it will be returned to you when it is clean. Labels are usually obtained from the Home. If you have any items that cannot be washed, your family will have to have the dry cleaning taken care of.

### **9. WHAT IF I HAVE A SPECIAL DIET?**

All Homes have access to a Registered Dietitian who will make sure that any of your special dietary needs i.e. diabetic diet, are taken care of. Food preferences will be taken into consideration but cannot be guaranteed.

### **10. WHAT INFORMATION DO YOU NEED FROM ME WHEN I MOVE INTO A PERSONAL CARE HOME?**

You should bring with you:

- Notice of Assessment (income taxes)
- Old Age Security number
- Social Insurance number
- PHIN number
- DVA number
- Treaty number

If you have made a Living Will (Health Care Directive) you should also bring it with you. You can obtain a copy of the Legislation pertaining to the Health Care Directive and a form that can be used from your local Public Health office or from the Personal Care Home. At the time of admission to a Care Home a staff member will probably ask you if you have a Health Care Directive and if not, what your wishes are in the event that you become unable to make decisions about your care.

### **11. WHAT IF I HAVE CONCERNS ABOUT MY CARE IN THE PERSONAL CARE HOME?**

If you have concerns about your care, there is a process in the Home for the expression and resolution of these individual concerns.

Concerns and suggestions of an overall nature of the programs offered or the running of the Home can be expressed at a 'Resident Council' meeting. Each Home has a Resident Council that meets, usually monthly, to assist residents in this way and to seek their input into the kind of programs they want to be offered. If you are totally unhappy with the Home, you can ask for a transfer to another Home. The transfer can be arranged but you must apply for it with the Home where you are and indicate which new Home you wish to go to.

#### **12. WHAT KIND OF CARE IS PROVIDED IN A PERSONAL CARE HOME?**

24 hour nursing care is provided for all residents. All Personal Care Homes have nursing staff that includes Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses and Health Care Aides. Nursing is part of a team that works with all other departments to put a plan together to accommodate all aspects of a resident's life. You and your family are encouraged to take part the planning of care by participating in care conferences.

#### **13. IS THE PERSONAL CARE HOME SAFE FOR PEOPLE WITH ALZHEIMER'S?**

All Personal Care homes have taken safety measures to assure that the resident with Alzheimer's disease or a dementia of any kind (wandering) are secure and unable to access areas where harm may inadvertently come to them. These safety measures may include key padded doors, a resident bracelet that will automatically sound an alarm and lock the door, or a special unit where the environment is safe.

#### **14. WHAT IS A POWER OF ATTORNEY?**

A Power of Attorney is a legal document in which a person (called the donor) gives authority to another person (called the attorney) to manage some or all of the donor's financial affairs. It is important to note that Powers of Attorney deal with financial affairs only and not with personal and health care decisions.

The Power of Attorney document should be drawn up with the assistance of a lawyer to assure that all aspects of it are explained and understood prior to signing such a document. Before you appoint someone to act as your attorney make sure you are comfortable with their trustworthiness. The attorney that you have appointed can be changed at any time if you think they are not carrying out your wishes to your satisfaction.

#### **15. WHAT IS ENDURING POWER OF ATTORNEY?**

In law, the authority under a Power of Attorney ENDS if the donor (you) becomes mentally incompetent and incapable of managing his or her own financial affairs. However, the donor (you) may include a clause in the Power of Attorney document allowing the attorney you have

appointed to continue acting even if the donor (you) later becomes mentally incompetent. If this clause (called the enduring clause) is included in the power of attorney, the document is referred to as an Enduring Power of Attorney.

The Power of Attorney document should be drawn up with the assistance of a lawyer to assure that all aspects of it are explained and understood prior to signing such a document. Before you appoint someone to act as your attorney and give them enduring powers, make sure you are comfortable with their trustworthiness and you can rely on them to carry out your wishes even when you are incapable of giving them direction. The attorney that you have appointed can be changed at any time if you think they are not or will not carry out your wishes to your satisfaction. For more information [select this link](#).

#### **16. WHAT ARE THE ADVANTAGES OF HAVING AN ENDURING POWER OF ATTORNEY?**

In the event that you become incapable of making decisions about your finances during your stay in a Personal Care Home, the person you named as your attorney will have the ability to make decisions about your financial affairs. It is important that you make the Personal Care Home aware of this at the time of admission and provide them a copy of the Enduring Power of Attorney that names your attorney so that they may contact them should the need arise.

#### **17. WHAT HAPPENS IF I AM INCAPABLE OF MAKING DECISIONS ABOUT EITHER MY CARE OR MY FINANCES WHEN I ENTER A PERSONAL CARE HOME AND DO NOT HAVE AN ENDURING POWER OF ATTORNEY SET UP?**

A family member, friend or trust company may be able to assume responsibility for your affairs. They must apply to a court for committee ship. Although the application does not require a court appearance, the services of a lawyer are usually required to prepare the required documents. Your estate may pay the fees for this procedure. A court appointed committee has the power to handle financial affairs, and must pass the accounts of the estate on a regular basis. This means getting court approval of the financial records. The committee must seek court approval for major decisions such as the sale of real estate. The court may also authorize the committee to make decisions about personal care including health care, where and with whom you will live, and decisions about your daily living. Where there is no one willing or able to be the private committee, the Chief Provincial Psychiatrist may appoint the Public Trustee of Manitoba to act in this capacity. In such a case the Public Trustee is responsible for making decisions affecting your personal and financial interests. Charges for this service will be made by the Public Trustee office and will ordinarily be charged to your estate.

#### **18. WHAT IS A HEALTH CARE DIRECTIVE COMMONLY KNOWN AS A LIVING WILL?**

As a Manitoba citizen you have the right to accept or refuse medical treatment at any time. The Health Care Directives Act allows you to express

your wishes about the amount and type of care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It allows you to give another person called a proxy, the power to make health care decisions for you should you ever be unable to make them yourself. You would want to choose a person whom you have discussed your wishes with and who is willing to take on the responsibility for you should you become unable to make those decisions. You can change your mind about the directions you have initially made at any time. You can write your directive yourself or use the sample form that is available and can be [downloaded here](#). The form does not have to be witnessed nor do you need a lawyer to complete it. You should however, speak with your doctor before making it to ensure that your instructions are clear and will be easily understood by those who provide treatment.

The Health Care Directive you make is binding on your proxy, your friends, relatives and health care professionals (unless they are not consistent with accepted health care practices) and will be honored by the courts. It is important that if you have made a Health Care Directive a copy of it is provided to the Personal Care Home when you are admitted so that the health care staff will be able to abide by your wishes and plan your care accordingly.

#### **19. WHY SHOULD I COMPLETE A HEALTH CARE DIRECTIVE?**

Persons of all ages may unexpectedly be in a position where they cannot speak for themselves to make decisions about proposed treatments. This could happen as a result of an accident or severe illness. It also happens quite gradually, as a rule, with victims of a dementia disease such as Alzheimer. In these situations having a Health Care Directive made by yourself and expressing your values, beliefs and wishes regarding treatment, assures you that your doctor, friends and family and the one you have appointed as your proxy know your wishes.

Having a Health Care Directive may prevent your family or loved ones from having to make a decision about your treatment when they aren't clear about your values or beliefs around certain areas of proposed treatment. There may be occasions when different members of the family have different views and beliefs as to what treatment should be provided. Their own feelings and views and beliefs may be different from each other and may be different from what your beliefs and values are. Having a Health Care Directive not only gives you the benefit of having your wishes adhered to it may prevent dissention within the family and will provide clear direction to health care professionals.

#### **20. WHAT KINDS OF THINGS SHOULD I WRITE IN MY INSTRUCTIONS FOR HEALTH CARE IN A HEALTH CARE DIRECTIVE?**

You can provide as specific or as general instructions as you feel comfortable with and that you feel reflect your beliefs and values. If you feel that the proxy you have named will make all the decision about your care that closely match what your values and belief are then you have given him/her the ability to make decision about:

- Consent or refuse consent to any care, treatment, service, or procedure to maintain, diagnose or otherwise affect your physical or mental condition
- Agree or disagree to diagnostic tests, surgical procedures and medication plans
- Agree or disagree with providing or withholding or withdrawal of artificial feeding and fluids and all other forms of health care including CPR
- Provide consent to the release of your medical information and records

## **21. WHAT HAPPENS IF I DON'T HAVE A HEALTH CARE DIRECTIVE?**

If you are unable to speak for yourself and have no Health Care Directive, the doctor and health care team will turn to one or more family members or friends to assist them in planning your care. The most appropriate decision-maker is the one with a close, caring relationship with you, is aware of your values and beliefs and is willing and able to make the needed decisions. This person along with the health care team of the Personal Care Home as well as your doctor will meet to discuss all aspects of your care including the type of care you would wish to have provided and make a care plan accordingly. In some Regions they have what is called an Advanced Care Plan. This part of the care plan considers decisions around future or potential end-of-life treatment options and preferences to be considered.