

THE
GARDENS

ON TENTH

**PATHWAY SERVICES AT THE
APARTMENTS AND MANOR**

In keeping with our Christian Faith and Heritage, The Gardens on Tenth is committed to serving the evolving needs of our tenants through facilities, programs and services designed address the physical, emotional, social, and spiritual needs of those in our care, or in need of our care, with dignity and respect deserving of persons created in the image of God.

WHAT ARE PATHWAY SERVICES?

Our staff provide adult daily living care, support, safety, security, and assistance with medication to Tenants who reside in both the Apartments (10 suites) and all 18 suites in The Manor.

Our goal is to ensure families peace of mind when their parent or loved one who requires “safety, security and support” is no longer isolated at home, rather living in a place where they have the services and assistance they need as well as the social connections and activities that are so important. Staying socially engaged keeps older adults well in many ways. It can improve emotional, intellectual, and physical wellness.

More importantly, we are able to provide quality and consistent care for our tenants. Home care is a valuable service, but they remain on a tight schedule in order to meet the needs of all of their clientele in the community. Our staff remain on site and have the ability to flex their time to return to a tenant who may not want or be ready for staff assistance. Our staff also have friendly supportive relationships with our tenants and get to know them well.

We believe that providing support to seniors around personal relationships is a key part of a person-centered approach; it’s about our tenants making their own choices about what they want, and when. This allows all tenants to receive support with respect and dignity.

To be eligible for Pathway services a tenant/family member would contact the Home Care Coordinator in Altona for information & assistance in setting up the Self & Family Managed Care option. (SFMHC)

WHAT IS SELF and FAMILY MANAGED CARE?

Self & Family Managed Home Care (SFMHC) is when either you or a designated family member accepts full responsibility for the funds available under the Southern Health Sante-Sud Regional Health Authority Homecare option. These funds provide for your assessed care needs and non-professional services needed to maintain an independent community living lifestyle. These funds may not be used for anything other than support services.

A family manager is also responsible for all communication with the Home Care Coordinator (HCC)

WHAT DOES THIS DO FOR ME OR MY FAMILY MEMBER?

Currently The Apartments are only funded by the Southern Health Sante Sud Regional Health Authority (RHA) for **13 suites**. The other 10 suite (24/7 living suites) occupants must pay a support fee out of their personal funds. The 18 Manor suites do not have any RHA funding. Applying for and receiving the SFMHC funds will reduce the cost that tenants pay out of pocket and enable more people to afford the services and care provided at The Apartments and Manor.

REQUIREMENTS & ELIGIBILITY

- Be eligible to receive Homecare services
- Have a long-term disability
- Rent a suite within The Apartments or Manor
- Agree to terms and conditions of the contract for Pathway’s support services.

WHAT STEPS ARE NEEDED TO BECOME A PART OF THE PATHWAYS PROGRAM?

1. Contact your Homecare Coordinator (204-324-6458) and they will provide you information and assistance to sign up for Self & Family Managed Care.
2. Complete the application form and send it back to the Homecare Case Coordinator

- The application must be approved by the RHA and presentations are made weekly to a committee.
 - Once the application is approved, the Home Care Coordinator, Program Manager and family manager sign the contract.
 - Payment commences only after the above steps have occurred. At times there may be a “gap” in funding when a tenant moves in prior to the funds being approved. A tenant would be responsible for the fees, prior to the Home Care application being approved.
3. Your Coordinator will review the assessed hours of care needed and provide a care plan to the Gardens on Tenth. The Level of support or support fee the tenant will require is based on the Schedule B care plan provided by the Homecare Coordinator.
 4. The Home care Coordinator will review the assessed hours of care needed and provide a Schedule B/Care plan to the family manager. It is the responsibility of the family manager to provide this information to the Supportive Housing Coordinator in a timely manner to ensure all care requirements are properly documented for staff and provided appropriately.
 5. When a tenant needs change, the family manager must contact the Home Care Coordinator the schedule B/care plan will be updated by the Home care coordinator and again must be provided in a timely manner to the Supportive Housing Coordinator so that the care needs can be implemented.
 6. The Gardens on Tenth staff will always follow the care plan and direction of the Home Care Coordinator who remains involved to provide professional nursing care and continues to assess the needs of yourself/parent, and to ensure that all needs of the tenant are met.

COMMUNICATION FOR CONTINUING CARE

As per the Southern Health Sante Sud SFMHC policy, the Home Care Coordinator will not share or discuss a tenant’s information with the staff at The Gardens on Tenth.

The Gardens on Tenth staff will keep in constant communication with families at all times as it relates to health and wellness, changing care requirements, accidents or illness. We will also contact families when a tenant requires any additional supplies such as incontinence products, medications, soaps/shampoos etc.

Southern Health policy does not allow for the Gardens on Tenth staff to contact the home care coordinator for any items related to a tenant on the Pathways Program. The Gardens on Tenth staff must go through the family at all times. We understand that this may cause frustration to a family and the Gardens on Tenth staff will do their best to report to families promptly at all times.

When a tenant is hospitalized, the SFMHC funding continues for 14 days. On the 15th day funding is discontinued. At this time, if a tenant will continue to keep their suite within The Apartments or Manor, The Gardens on Tenth will apply a \$50/day fee in order to maintain staffing levels.

This fee is on top of the mandatory fees for rent, service package and night watch.

FINANCIAL ACCOUNTABILITY & REPORTING OBLIGATION FOR FUNDING

Southern Health Sante Sud will annually audit Self/Family Managed Care Agreements to ensure that funds are being utilized only towards purchasing nonprofessional care services. The Audit is strictly a review of financial records.

The Family Manager will be responsible for:

- Following all the SFMC requirements as set out by the Regional Health Authority as it pertains to the account.
- Maintaining a cash registry to record all cheques issued, funds withdrawn and the bi-weekly Home Care deposits.
- Retaining all receipts and invoices to substantiate expenses.
- Reconcile your monthly cash registry.

The Gardens on Tenth will assist by:

- Maintaining all employee records and payroll information for each employee as it relates to Manitoba's Employment Standards Act.
- Responsible for the Employer Liability Insurance
- Issuing employee pay stubs and T4's
- Issuing ROE's and other required documents
- Issuing invoices monthly
- Providing a summary of expenses as requested by the RHA or anytime a family requires the information.

The Gardens on Tenth will keep documents for a period of at least 7 years.