



## Family-Managed Home Care Program

Guide to Preparing for the Application Meeting

## Preparing for the Application Meeting

Prior to the meeting, each applicant/substitute decision maker (SDM) is given resources and support to help them prepare for the meeting. Please take the time to review these materials, even if they seem familiar to you. **You will need to:**

- *Bring a copy of your application.*
- *Be prepared to spend two (2) hours at the meeting.*
- *Present a clear picture of your service needs.*
- *Be prepared to answer questions of a personal nature regarding your application.*

An applicant must meet all the eligibility and suitability criteria for the Family-Managed Home Care (FMHC) Program. This is the focus of the meeting.

During the interview, you will have the chance to talk to the selection panel to explain your needs, and how you think the FMHC Program will work for you. You will be asked about current services (if you receive any now) and how they work or don't work for you and how you see the FMHC Program as different from your current situation.

The selection panel will also ask you to describe how you imagine your schedule will work on FMHC, meaning how many episodes of care/hours you anticipate needing throughout the day, how many visits and how long each visit should be. This area is often easiest for applicants who have received services prior to the meeting from agencies like the Home and Community Care Support Services Champlain or an outreach-attendant service provider, such as the March of Dimes, or VHA Health and Home Support.

You should be familiar with your application and be able to explain the details. If it has been some time since you submitted your application, feel free to update the information and bring it with you to the meeting, or better yet, provide it to the panel in advance. The more prepared you are, the faster the process will go.

If you plan to hire individuals as employees, it would be beneficial to review mandatory employment related costs (MERCs) and requirements under the various provincial and federal acts related to employing people. The panel will ask questions about general employment legislation but a lot of the information requested is common sense.

Finally, the panel always wants to learn about you; what experience you have directing attendants in the past; what work, volunteer or school experience you have that you think would help you to be a successful self-manager. All information received before, during, and after the FMHC application meeting is kept strictly confidential.

## The Selection Panel

Each applicant will meet with two or three panelists. Panelists may include:

- *The manager for the FMHC Program*
- *The manager for the sub-region team you reside in*
- *A patient representative*

## Sample Questions

The panel will ask questions to determine an applicant's/SDM's ability to manage service providers under the program. Some sample questions are below.

- *How would the FMHC Program be different from what you have now?*
- *Why are you applying for the FMHC Program?*
- *How many staff do you think you would hire to meet your needs?*
- *How and where would you advertise for staff? What might your ad say?*
- *What questions would you ask a potential employee/service provider during an interview?*
- *Are there any questions that you should not ask during an interview?*
- *What are the payroll deductions that come off the employee's pay cheque?*
- *What is the probationary period? Why is the probationary period important?*
- *What is a bank reconciliation and what is its purpose?*
- *Explain the process required when dismissing an employee.*
- *What is your contingency plan should a service provider not be available to provide your care at the scheduled time?*
- *If you had a significant change in your medical/functional status and required more services than what has been set out in your agreement, what would you do?*

## Study Materials

Most of the information you'll need to review prior to your meeting can be found online or in the application package.

Review your application carefully before your meeting. The selection panel will expect you are prepared to describe your daily routine in detail, including how long activities take to complete and how you would schedule your service providers throughout the day.

Below you will find a list of links containing valuable information about being an employer. We recommend that you read each of the sub-topics and practices the sample questions in the previous section of this document.

## Employment Standards

[Visit this website](#) and read the following fact sheets and sections:

- *What Businesses Need to Know*
- *Your Guide to the Employment Standards Act – includes: Vacation, Various Leaves of Absence, Public Holidays, Termination of Employment, Hours of Work, Record Keeping, etc.*
- *Public Pay Calculator.*

## Ontario *Human Rights Code*

[Visit this website](#) and familiarize yourself with, but not limited to, those regulations around discrimination when hiring employees.

- *The Ontario Human Rights Code*
- [Interview questions.](#)

## Canada Revenue Agency – Payroll

[Visit this website](#) and familiarize yourself with, but not limited to, the following topics:

- *Payroll Deductions & Contributions*
- *Payroll Accounts*
- *Payroll Overview – Employer Responsibilities*
- *Completing & Filing Information Returns*
- *T4 & T4A Forms*
- *Remitting Source Deductions.*

## Workplace Safety & Insurance Board

[Visit this website](#) and familiarize yourself with, but not limited to, the following topics: *Your Guide: Services and Responsibilities – Business Edition*

### Next Steps after the Meeting

Following the meeting, we may contact your current service providers and other references regarding your application. The Selection Panel will meet and review your application and the results of your meeting to determine if you are a suitable candidate for the program. The Selection Panel will make a decision. The FMHC Program Manager will contact you within two weeks of the meeting of the panel's decision.

If selected for the program, we will send you an agreement to review and sign. This describes your responsibilities and, once signed is legally binding. We will also provide you with an orientation package to help you get started in the program.