

Frequently Asked Questions: How to Become a Care Provider with the EPC Program

1) Is sharing my home with an adult who has disabilities right for me?

This can be a life changing experience so here are some questions that you can ask yourself to help decide if this is right for you:

- Do I have room in my home to accommodate an individual who will require his or her own bedroom?
- Can I accept and welcome this person into my home and treat them as part of my family?
- Am I willing to help this individual develop connections to the community and to build and maintain relationships, ie family, friends, culture?
- Am I willing and able to meet regularly with Clinical Case Managers or other service providers?
- Can I attend medical and/or other appointments as part of the individual's support plan?
- Do I have the support of my family and friends to welcome an individual into our social network?
- Would my family and friends be a support to me in my role as care provider and help me occasionally when I need a break?
- Am I willing to attend and complete mandatory training or workshops?
- Am I willing to document and submit required paper work?
- Do I lead a balanced life (health, emotional, financial, relationships) and is it stable enough to provide specialized care to an adult individual?

2) What qualities and skills are you looking for in a care provider?

We are looking for people who have experience working with or knowledge of adults with intellectual and/or physical disabilities or mental health issues. You will have achieved at least a high school diploma or equivalent and are competent in the English language. The ideal care providers will also have the following skills or traits:

- Training or experience in working with highly emotional situations and challenging behaviors, ie self-harming, aggression, addictions and homelessness
- Have a genuine affinity for people
- Are patient, honest and reliable
- Able to set boundaries but also be flexible
- Work cooperatively with others
- Able to use a person centered approach
- Have a positive outlook and a good sense of humor
- Comfortable assisting with personal hygiene, daily living skills, recreational and social activities

- Have great communication skills. This is the basis for maintaining good relationships.

3) How do I apply to become a care provider?

You can contact our office for more information by phone, (204) 786-7051 to speak to one of the EPC Resource Coordinators or by email epc@newdirections.mb.ca ; (see the email link on the Empowering People in the Community (EPC) Program web page at the New Directions for Children, Youth, Adults and Families web site). You can request that an Information Package be mailed out to you.

The Resource Coordinator will do a pre-screening telephone interview with you and will answer any questions that you have about our program. Once it's established that you're a potential fit for our program you'll be requested to send in your resume(s) and a cover letter stating what motivates you to become a care provider with our program.

The screening process includes:

- Phone interview
- Receipt of resume(s)
- In office interview
- Personal History questionnaire
- Home visits
- Evaluation of the physical home for licensing requirements
- References
- Home study

Before completion of the licensing process you, your respite persons and all other adults in your home will be requested to submit the following safety checks: Criminal Record Check, Child Abuse Registry Check, Adult Abuse Registry Check, Driver's Abstract with Driver Safety Rating and Emergency First Aid. All safety checks cannot be older than 3 months at the time of licensing your home.

The Resource Coordinator will guide you through the entire process and will arrange for your application to be forwarded to Residential Care Licensing. The timeliness of completion and submission of the paperwork and receipt of your references will determine the length of time it will take to license your home.

4) Can you describe the type of person that may be sharing my home?

Our program supports male and female adults, with intellectual and physical disabilities between the ages of 18 and 80, who are unable to live independently. They come from a variety of social, cultural and religious backgrounds. They may need assistance with making decisions, daily living skills, financial budgeting, personal hygiene and taking

their medication. Some will require constant supervision while others may be somewhat independent and can be out in the community on their own.

5) How do you match the individual and my home?

When we receive a referral to our program we review the person's medical, family and social history, their likes and dislikes, and their special challenges or gifts, to determine their suitability for our program.

The licensing process and home study allows us to get to know you and your family's lifestyle, your strengths and weaknesses, personalities, etc. If we feel that your home is a potential match and capable of fulfilling the needs of this person, your home will be offered to them for consideration.

You will be contacted to meet with the Clinical Coordinator or Clinical Case Manager to review the individual's file. If you want to meet the individual an appointment will be arranged for the person to meet you. The two of you may meet a few times for coffee or to share a meal, and then have a trial overnight stay before any commitments are made.

If at any point you or the individual decides that the match is not appropriate the process will be stopped immediately. Your home will continue to be considered for other referrals as they become available.

6) What are the benefits of a career in fostering?

- Working as part of a team towards a common goal
- Developing new skills and expanding your knowledge
- Receiving training that improves your ability to provide care for others
- Growing as a person and stretching your limits
- Being a positive influence in a person's life
- Helping someone to engage fully in a meaningful life
- Helping someone grow and achieve greater independence and sense of purpose
- Enhancing an individual's sense of belonging in their community
- The excitement of seeing someone succeed after many set backs
- Knowing that you have made a difference in another person's life

7) What are some challenges I may encounter?

- Dealing with difficult behaviors
- Slow progress when teaching new things
- Worrying about the person's well being
- Allowing people to make their own choices even if you know there can be negative consequences
- Having outside agencies regularly visiting and asking questions about the day-to-day activities and functioning of your home.

- Following and maintaining necessary licensing regulations and requirements.

8) What type of support can I expect?

Resource Coordinators:

All care providers receive an initial Orientation to the program and ongoing support from the Resource team regarding all licensing matters. We provide you with the necessary information and training including: Non Violent Crisis Intervention, The Vulnerable Person's Act, Medication Administration and Documentation, Financial Management of Bank and Cash Transactions, Fire and Safety requirements, Residential Care Licensing policies, regulations and forms. There are also monthly workshops and training sessions available on many topics of interest.

Clinical Case Manager:

Every participant in our program is attached to a Clinical Case Manager who will provide leadership and guidance to care providers on clinical issues and treatment plans. They ensure that the participant's goals are established and implemented, and that appropriate services and programming are in place. The CCM makes regular monthly visits to the home and day program but is available for consultation and to manage crisis situations whenever the need arises.

9) What do I do if there's an emergency?

Your Clinical Case Manager is available to give you guidance during day time office hours. If an urgent matter were to arise during after-hours, weekends or holidays care providers can call our emergency telephone number. A Coordinator or Clinical Case Manager is available to assist you 24 hours a day.

10) What can I expect as financial compensation?

The daily per diem is individualized and is calculated using a formula that takes into account the basic room and board fee, the person's level of health care requirements, behavioral challenges, whether they are in a day program and other factors. Each person will be different.

This all-inclusive Care and Maintenance fee is a tax free payment paid to you on the 15th and last day of every month.