

Paid Family/Community Caregiver Pilot Project: Questions & Answers

Q: Who is eligible for this pilot?

A: Seniors and persons with disabilities with assessed, ongoing care or support needs who reside within select pilot communities.

Q: How do people sign-up or get referred to the program?

A: You can contact your local Home and Community Care service to self-refer to the program. You can also refer family members or friends by contacting Home and Community Care. A worker with Home and Community Care will meet with all referred clients to assess their needs and determine if they will be accepted into the pilot.

This program is being trialed in Behchoko, Dettah, N'Dilo, Yellowknife and Hay River, and each of these communities have different intake dates. Please refer to our web page for more information about which communities are accepting applications, and for the phone number to apply in that community. You can also email nthssa_PFCG@gov.nt.ca for more information.

Q: How are clients selected for the pilot?

A: Clients will be admitted to the program based on their level of care needs. This pilot will be trialing service delivery to individuals who fall within three groups of care need: individuals who only require supports, individuals with moderate care needs and those with high care needs. Those assessed to have the greatest needs within each category will be prioritized for the pilot as there are limited spots.

Q: I just got out of the hospital after surgery; do I qualify to have a paid caregiver during my recovery?

A: No. This service option is aimed to support clients with chronic, ongoing care and support needs. Home Care services will continue supporting acute, short term care needs of clients.

Q: How were the communities selected?

A: This service delivery approach will be piloted in three Health and Social Services Authorities (HSSA) who have each expressed interest in trialing this approach in communities of varying sizes. This will ensure we gain an understanding of how this approach supports elders and persons with disabilities in communities with different resources. Senior management of the Department and the HSSAs approved the communities, which are Behchoko, Dettah, N'dilo, Yellowknife and Hay River.

Q: What is the purpose of the pilot?

A: The purpose of the pilot is to test a Paid Caregiver service option within the NWT Home and Community Care program to inform how to appropriately improve and replicate this service option in other NWT communities.

Q: Will family members be paid for care they already deliver?

A: This service option is not intended to cover all care tasks that families provide, rather it is to support family members who are providing care that exceeds the typical level of care expected to be provided to family members.

Q: How many clients can be a part of the pilot?

A: The number of clients accepted to the pilot will vary by community.

Q: How is this program different from existing Home Care services?

A: The Paid Family/Community Caregiver pilot is being trialed as a service option within Home and Community Care. Unlike regular Home and Community Care services, this service option intends to provide clients with an opportunity to flexibly access supports which can include evenings and weekends. The intention is to increase choice and flexibility for individuals and their families concerning when they would like to receive supports such as grocery shopping, meal preparation, light housekeeping and other supports.

Q: Will these pilots replace existing community programs and services?

A: No. This service option will complement existing programs and services by further increasing the availability of support within communities above what is currently available.

Q: Can clients from other communities use this service option?

A: No. Unfortunately, the pilot is limited to the clients within the selected communities.

Q: What types of services will Paid Caregiver's be paid to provide?

A: During the initial phase, Paid Caregivers will be paid to deliver support services that help individuals remain independent in their homes such as grocery shopping, snow shoveling, wood cutting, light housekeeping and meal preparation.

Q: What types of care are excluded?

A: Care provided by a professionally regulated health care provider is excluded from this service option. These types of services include, nursing care, rehabilitative care such as physiotherapy or occupational therapy, and palliative care. Paid Family/Community Care givers are not intended to deliver or replace services that must be provided by a professionally regulated worker.

Q: How does this service option affect my other government benefits?

A: Please contact your government benefits officer to discuss the possible implications.

Q: Can a Paid Caregiver accompany me and be compensated on medical travel?

A: If your caregiver is a family member or someone you would select as a medical escort, they could travel with you if your medical travel approves having an escort. However, if they chose to accompany you this would be as a friend/family member and not as part of their role as a paid caregiver. They would not be eligible for compensation through the paid family/community caregiver program for their role as a medical escort.

Q: Will there be training for Paid Caregivers?

A: For the first phase of the Paid Caregiver Pilot the scope of the pilot will be limited to home- and community-based supports such as light housekeeping, meal preparation, snow shoveling, etc. We will not be providing formal training but will be communicating expectations about the types of supports paid caregivers will be required to provide.

Q: Can Paid Caregivers provide care after business hours and on the weekends?

A: Yes. The Paid Caregiver service option is designed to improve flexibility in service delivery. Clients and their families can determine when they would like their care needs to be met based on their schedule.

Q: Who can be my paid caregiver?

A: Clients can select their caregiver of choice which can be a family member or a friend. Clients can also choose a community caregiver. In both cases, the caregiver needs to be hired by the local community organization.

Q: Why isn't money being given to clients directly to pay caregivers?

A: Providing funding directly to clients adds an additional layer of administrative burden to the client and their families as the client would assume an employer role and would be required to maintain compliance with Workers Safety and Compensation Commission (WSCC), Canada Revenue Agency (CRA) and NWT business requirements.

Q: Can I receive money directly to hire my own caregiver?

A: Receiving money directly to hire a caregiver is not an option at this time.

Q: How much are caregivers going to be paid?

A: Caregiver wages vary depending on the community, but will range from \$20-\$25 per hour, for up to 4 hours each week.

Q: What if I am not selected for the program?

During the visit and assessment of the client, if the client has care or support needs that can be met by Home Care and agreed upon by the client, the client can become a home care client.

If the client has no care needs but still has other support needs, the home care nurse and or pilot coordinator can assist the client with connecting to other resources in the community

This pilot will inform future decisions about this service and whether or not it meets the needs of community residents, if the results are positive there will be future program intakes after the pilot period is completed.