

Long-Term Care

Resident & Family Information



For individuals residing in contracted care homes

August 2019



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1. MONEY MATTERS

What Does It Cost to Live in Long-Term Care?

The cost of subsidized Long-Term Care starts at a minimum rate set by the Ministry of Health and increases according to the resident's after-tax income, to a maximum amount. The cost is up to 80% of your monthly after-tax income based on the income information you have submitted to Revenue Canada. The rate is updated annually and details are available on the BC Ministry of Health website or from the Island Health Long-Term Care Access office.



Your taxes must be completed and submitted annually to Revenue Canada by the deadline. If not done, your rate will default to the maximum amount.

Before you move in to Long-Term Care, your case manager will advise you of the rate. You, or your substitute decision-maker, will have signed an agreement relating to your financial responsibility.

What if My Income Was Not Properly Assessed or My Circumstances Change?

We make every effort to ensure that your income level is fairly assessed to determine a new rate. If you have questions about your Long-Term Care rate, or concerns about your ability to pay the rate, contact the Island Health Long-Term Care Access office at (250) 519-5388 or email ResCareRates@VIHA.CA to discuss your options.

How Are Payments Made?

Monthly payments can be made in different ways, depending on your care home's policies. Check with your care home about options available to you. You, or your substitute decision-maker, will receive an annual statement of all fees you have paid. This statement may be required to claim income tax credits at tax time.

Any funds remaining when your room is vacated will be returned according to Island Health policy. For more information, ask your Social Worker or designate.

What Happens if I'm Away from the Home?

Long-Term Care charges apply during all absences, including time in hospital. The Ministry of Health limits how long a person can be away from the home and still retain their Long-Term Care home bed. Absences are allowed up to a total of 30 days per year, but time spent in hospital does not count towards this total.

What Other Expenses Might There Be?

- Moving costs (in and out)
- Personal transportation, including to medical and dental appointments
- Ambulance charges
- Personal clothing and labeling
- Dry cleaning costs or laundering of items that need special attention
- Personal preference in care items, such as tissues, shampoo, deodorant, toothbrush, toothpaste, razors, comb/hairbrush, dentures and supplies
- Personal TV and cable charges
- Personal telephone connection and monthly charges
- Eye glasses and examinations
- Hearing aids and batteries, including replacement batteries
- Dentist visits, dental hygienist visits
- Foot care services
- Barber and hairdressing services
- Purchase or rental of specialized equipment
- Repair and maintenance of your special wheelchair and specialized equipment
- Hip protectors
- Cost of bus trips, outing and meals costs when you are away from the home
- Personal newspaper and magazine subscriptions
- You may be charged for both prescription medications and over-the-counter medications, including vitamins, herbal remedies, and some specialized medications
- Funeral and burial arrangements

2. TRANSFERS AND MOVING TO A DIFFERENT HOME

What if This is Not My Preferred Care Home?

If you were not able to move into one of your preferred care homes, you may have accepted a place in an interim care home. In that case, you are automatically kept on the waiting list for your preferred care home and with the same priority level you had when waiting in the community. How long you stay in your interim care home depends on the waiting time for your preferred care home(s). We may contact you or your Decision-Maker from time to time to see if you still want to move. We also want to be sure that if your care needs have changed, your preferred care home(s) can still accommodate you.

Remaining in an Interim Care Home

Some residents find that after settling in to their interim care home and getting to know the staff, they don't want to move again. If you would like to stay in this home, contact the Access office directly. You can then be taken off the waiting list for transfer to another care home.

Changing Your Preferences

If you are in an interim care home and you change your mind about the care homes you want to transfer to, contact the Access office to tell them about your new selections. An Access staff member will go over your options with you, confirm that your new preferences can meet your care needs, and place you on the correct waiting lists. As before, while you are in an interim care home, you will keep your original waiting list date for the added or changed preferences.

If you are already living in your preferred care home but would like to move to a different care home, you can do so. In this case you will be given a new waiting list date, effective the day you make your request. Contact the Access office to ask for a transfer. An Access staff member will review your options with you, and advise which care homes can meet your needs.



RESOURCE

Long-Term Care Access Office:

- ✓ Telephone: 250-519-5388
- ✓ Email: LTCAccess@VIHA.ca

You can find information to help you choose a new care home in the [Our Locations](#) section of the Island Health website, at www.islandhealth.ca. Once you confirm your new choice or choices with the Access office, they will place you on the waiting list with your new waiting list date.

When a bed becomes available for you in your new preferred care home, you will be contacted directly by the care home staff with the offer of care and accommodation. You will have 48 hours to accept the offer and to move into the care home. Any costs associated with this move are your responsibility.

Keeping Spouses and Partners Together

If you and your spouse or partner both need admission to Long-Term Care, we will make every effort to place you together as soon as possible. We also make it a priority to reunite spouses or partners when one is already living in Long-Term Care and the other becomes eligible for admission. You or your spouse or partner's Case Manager will let you know which care homes can meet both your needs, and will guide you through the process. Sometimes, one spouse or partner may need to move again so that a couple can be together in a care home that can accommodate both of their needs. Because care home beds are limited, it's not always possible to offer care to both spouses or partners at the same time, but your Case Manager will recommend ways to lessen the time before you can be together in a care home.



3. ADDRESSING CONCERNS AND COMPLAINTS

When you are admitted, you and your family will receive information about who is responsible for coordinating services and resident care in your home, and who you should speak to if you have questions or concerns.

We welcome feedback about your experiences with Island Health. If you have a compliment or a complaint about the service provided, we encourage you to speak with the person who provided the service or that person's Manager. It is best to talk about your concerns when they happen.

If you are uncomfortable talking to the Manager of your care home, or your concern remains unresolved we recommend that you speak to the Patient Care Quality Office (PCQO). If your concern is about a health or safety issue in a care home you can contact Community Care Facilities Licensing.

The PCQO will listen to you and formally register your concern, work with you to resolve it, and respond within 40 business days to explain their actions and decisions. Your feedback can help to improve the quality of service provided.

The Community Care Facilities Licensing program works collaboratively with care home staff to ensure the Long-Term Care Regulations are met in all licensed care homes. Licencing Officers respond to complaints and concerns regarding licensed care facilities through monitoring, inspecting and investigating.



4. RESOURCES

Important Contact Numbers

Island Health has a central office to help residents of Long-Term Care homes with all questions related to waiting lists, transfers, and calculation of the monthly charge based on income.

Your contacts for the LTC Access Office are:

- **Transfers and Waitlists – 250-519-5388 or LTCAccess@viha.ca**
- **Rate Calculations – 250-519-5388 or ResCareRates@viha.ca**

If you have a concern about health and safety or quality and care related to a Long-Term Care home that you have not been able to resolve with care home staff, the following departments and agencies are available to you:

- **Community Care Facilities Licensing –** Enquiry BC can help you in contacting a Licensing Officer.
Call **1-800-663-7867** and ask to be connected to the office nearest you.
- **Patient Care Quality Office – 1-877-977-5797 or 250-370-8323**



