

	Total Responses	% Yes	% No	Average Amount
Do you charge for incontinence supplies?	50	16%	84%	No data
Do you charge for physician prescribed dietary substitutions?	49	2%	98%	No data
Do you charge for special/extra-ordinary medical supplies?	49	37%	63%	No data
Do you have a general supply fee?	50	20%	80%	\$ 44.43
Do you charge for labeling/mending clothing?	50	42%	58%	\$ 31.08
Do you include an Administrative Fee for processing billings and bookkeeping?	50	4%	96%	\$ 12.50
Do you charge for maintenance of Trust Accounts?	50	4%	96%	\$ 10.00
Do you have rental fees for wheelchairs/walkers?	49	29%	71%	\$ 39.72
Do you charge for maintenance/repair/cleaning of personal wheelchairs/walkers?	49	12%	88%	\$ 25.00
Do you charge for wandering ID bracelet?	49	16%	84%	\$ 18.00
Do you charge for extras at cost?	48	40%	60%	No data
Do you have a general "Administrative Service Charge" that applies to all residents to cover supply, and miscellaneous costs?	50	0%	100%	No data
Do you have a general "Activity Fee" that applies to all residents to cover activity and miscellaneous costs (eg. \$20/month)?	50	28%	72%	\$ 19.43
Do you charge for mail forwarding?	49	4%	96%	No data
Do you have a charge for storing resident belongings after discharge (72 hrs) ?	50	12%	88%	\$ 35.00
Do you charge for bus outings?	50	38%	62%	\$ 3.92
Do you have an Admission/Assessment Fee for new residents?	60	5%	95%	\$ 86.00
Do you have residents provide a Damage Deposit?	50	6%	94%	\$ 583.33
Do you charge residents if they wish to change rooms?	50	8%	92%	\$ 125.00
Do you charge Room Differentials?	46	35%	65%	
Average room rate - Single				\$ 9.00
Average room rate - Double				\$ 6.20
Do you waive room differential fees for clients on OAS/GIS?	21	33%	67%	
Do you waive room differential fees for hardship cases?	20	45%	55%	

Do you provide special help or other services for which you charge?	49	24%	76%	No data
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If so please describe:

Note: The charges for extraordinary medical supplies and equipment acquisition and repairs are covered by Veterans Affairs Canada in accordance with their benefits package provided to eligible veterans. Therefore I have left them blank so that your survey results are not skewed. Also, I am not sure of the meaning of "extras at cost" so I have left it blank as well.

extra bath per week, escort service to appointments

re above answers: Incontinence supplies - only special orders are charged at cost, re extraordinary medical - special dressings are charged at cost. General supply charges apply to dental service which is voluntary for residents to join - charged at \$5.00/month.

Oral health program - Monthly retainer fee. \$10 initial fee + \$3/mo. All fees collected are re-directed to dental hygienist

Companion \$22/hr

Camping - annual cost charge is made to cover rental at campsite

Special events: Luncheons out, music/art/horticultural therapy, foot care, podiatry, and dentist

Dental Hygienist, Foot Care, exploring OT.PT services

Foot care: \$35/mth (Note - Bus at cost for Handi-dart. May introduce ticketing system for RC buses)

One-on-one if requested by client

Music Therapy-\$20/mo

Are there any other extra charges that you have in place?	39	36%	64%	
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Cable-we have a bulk service and charge residents a monthly fee

nail care, hairdressing.

Residents pay for own medications (they pay the Pharmacy directly). Residents pay for the cost of lunch during lunch outings to restaurants. Residents pay for other service fees i.e. hair dressing, foot-care nurse, etc; the residents pay into their own "comfort fund" where these costs are 'paid from' to the service providers. The comfort fund is topped up on a monthly (or as needed) basis.

Meal delivery service

cable \$33, electricity if resident has fridge in room \$3 a month, dental exam fee for UBC dentistry program (\$45 a year), resident pays for some activities such as restaurant visits at cost, or beer and wine during happy hour \$2 a drink

Extras such as specialized dressings, catheter supplies, etc. are not provided by the facility, but are purchased by the resident directly from pharmacy. Sundries are sold to the residents at cost.

Residence council @ \$2/month

OT, PT, podiatry/footcare are all services that we currently contract out and are user pay with the exception of OT for 4 hours per week for the home. We are planning to have a wheelchair cleaning fee as well as rental fees for equipment.

\$2/month is charged to cover the costs of administering a Resident Council which is a not-for-profit that acts on behalf of residents and can accept community donations

Cable \$35/mth; Guest meals \$7 lunch and \$9 dinner; \$5/drink liquor charge, Telephone \$29.95 plus 6c/min; Telephone lease \$30/mth; Guest suite rental \$65 in AL building; Pendants deposit \$50; Pendants replacement \$150.

meals @ \$5.00 per guest unless they assist with feeding

Annual Rent Statements \$25.00/NSF charges \$25.00/Cable Hookup \$12.50

Cablevision \$22/month - Bar drinks (based on consumption) \$3 each - Saska Pole installation / maintenance \$70 one-time charge / per pole (> than 3 poles, same cost)

personal sundries and individual items

Recommendations/suggestions:

As late cometh to VIHA we were aware other facilities were charging for various items, but was uncertain of the legalities involved so, refrained from charging for anything pending eventual clarification.

Have government fund us all equally so we don't have chargeable extras.

Cost to dispose of resident's belongings (clothes, furniture) not taken by the family on resident's discharge. Item 3 -- we charge for non-routine dressings and the cost is dependent on the specific resident need.

Needs to be consistent across funded/private because when you charge you seem like you're gouging and it shouldn't be a 2 tiered system (even though it tends to be). Locally, IHA has just put out a brochure that families need to supply residents own w/c's, walkers, special mattresses, adaptive clothing, special cutlery, poles, hip protectors, bed alarms, splints, cushions etc. This has helped us out with the "consistency" piece. They are also clear that families need to maintain the equipment although sometimes our Rehab team helps with this.

Much work has been done on chargeable extras yet Fraser Health (and perhaps other regions) continues to insist that facilities not charge for all of the extra services that they provide even though they surpass the intent and spirit of the Long Term Care Program. It is important that the Province actually complete their work on chargeable extras so that providers can legitimately charge fees for enhanced services. The Centre is also being required to provide our Physicians with a service fee of \$1.00 per resident per day in order to maintain physician services for our residents. This additional unfunded cost should not be borne by the care provider since provision of medical care is not our direct responsibility under the Long Term Care program. In our case, the unfunded cost equals \$110,000 annually and if we refused to pay the fee it would place a huge burden on the acute care system. This concerning trend seems to be expanding across the region(s) and it must be addressed - Is it within our right to charge the individual residents for this service?

Any equipment/supplies including w/c, walker, specialty chair, catheter & supplies, wound dressing & equipment to change wound dressing, incontinent supplies, therapies such as music, art, physio, bus trip fee, pharmacy costs and supplies .Any damage incurred above the normal use of a room or furniture should be covered by a damage deposit unless it is excessive damage such as breaking windows or furniture in anger.

Pharmacy is not allowed to bill Pharmacare for glucose strips - they bill the facility. We do not repair personal walkers/wheelchairs

Glucose monitoring strips, dressing supplies, and incontinence products have significant impacts on costs and resident needs in this area are increasing with the acuity levels.

I would like to have a room restoration fee when residents move out. This would cover over the above damages to the room caused by wheelchairs, pictures, etc.

Would like to see a standardized policy indicating approved chargeable extras that would be the same in all facilities when specific services are Home recovers about \$20,000 per year from billable extras. For incontinent supplies we charge for "pull-ups" and "flexi-fits" per our cost and approximate monthly usage. Room moves that may be requested are subject to our operating requirements and needs (no cost if our choice).

1) Routine and Non Routine dressings needs to be specified. 2) Policies written need to be clear and not open to interpretation.

Admin fees for paperwork in all categories, rehab in house services that are an unfunded extra expense

We are not charging for any extras, although we would appreciate extra funding for our special needs clients.
