



Ministry Guidelines Education for Sherbrooke and Central Haven Staff

Module 3:

Resident Charges (Section 6)

Resident Income (Section 7)

Administration (Section 8)



Resident Charges

Section 6

Ministry Guideline – Section 6

Resident Charges

- Section 6 of the Program Guidelines for Special-care Homes provides direction to administrators and managers on how residents are charged for various types of care.
- Residents have a right to understand what they will be charged, and how those charges are determined, as well as what financial assistance programs they may be eligible for.
- Care staff should have an understanding of what long-term care fees cover – this allows staff to support residents in understanding what those fees entitle them to.

Ministry Guideline – Section 6

Resident Charges (cont'd)

- Some of the costs of care in SCHs are paid by the Government of Saskatchewan and some are paid for by the resident of the SCH. The amount the resident pays depends on the annual income of the resident. The cost of long term care is heavily subsidized by the provincial government to ensure care is accessible to everyone, regardless of income level.
- The amount a resident pays is based on annual income plus any earned interest. Personal assets such as land, houses and savings are not taken into account in setting the charge. The ministry of Health uses the formulas in The Special-care Homes Rates Regulations to calculate the charge.

Ministry Guideline – Section 6

Resident Charges (cont'd)

- Inquiries or questions about the income-tested resident charge should be directed to the Ministry of Health – Drug Plan and Extended Benefits Income Assessment Unit.
- Section 6 provides detailed direction on charges for all types of care discussed in Module 2 (from Section 5 of the Guidelines).
- Regional Health Authorities are responsible to establish a procedure to collect monthly resident charges and other charges for residents receiving long-term care. This includes collecting charges that are in arrears.

Ministry Guideline – Section 6

Resident Charges (cont'd)

- Residents are charged a standardized monthly fee for supplies, which includes personal hygiene products (see supply chart listing in the program guidelines Section 6).
- At the beginning of a temporary stay in a SCH, it is important to be sure the resident understands the plan for their care. The resident or their representative/responsible person needs to understand: the type of stay – respite, convalescence, rehab, or palliative; the length of stay; the plan for when their stay is finished; the charge for the stay.
- Occasionally a resident refuses to leave a temporary care bed at the end of their stay. When that happens, the SCH has the option to charge the resident the full cost of care until they leave the temporary care bed. This procedure is outlined in Section 6 of the Program Guidelines.

What does Ministry Guideline Section 6 look like at Sherbrooke and Central Haven?

- The Ministry of Health determines what each elder's monthly fee will be.
- Our Moving-In Agreement and Long-term Care Financial Agreement which are signed by new elders or their responsible person outline the potential and/or additional costs to the elder.
- Specific agreements are signed for people supported through respite stays and participation in our Community Day Program. Charges for these services are provincially consistent charges set by the Ministry of Health.



Resident Income

Section 7

Ministry Guideline – Section 7

Resident Income

- Administrators and managers of SCHs are responsible to make sure all residents know about all financial assistance programs they may be eligible for. Section 7 of the Program Guidelines for Special-care Homes provides information about the various programs that are available to help residents.
- If a resident cannot pay the resident fees for long-term care, there may be other benefit programs that seniors may qualify for such as Old Age Security (OAS), Guaranteed Income Supplement (GIS), Seniors Income Plan (SIP), Canada Pension Plan (CPP), Veteran's Affairs Canada, Saskatchewan Assistance Plan, Supplementary Health Services, Seniors Drug Plan, and Saskatchewan Aids for Independent living (SAIL).

Ministry Guideline – Section 7

Resident Income (cont'd)

- Residents who are experiencing difficulty in covering the cost of health care services may be eligible for Supplementary Health Services coverage.
- The SAIL program promotes independence for people with physical disabilities and some chronic conditions. Benefits include: home oxygen; therapeutic nutritional products; and mobility devices.
- In special circumstances, a third party agency may be obligated to provide for the full cost of care of a resident.

What does Ministry Guideline Section 7 look like at Sherbrooke and Central Haven?

- When a new elder moves in, we will offer support by providing the elder or their representative with contact information for various financial/benefit programs that may be of benefit to him/her.
- Our business office team and our Quality of Life Manager become key contacts in these circumstances.



Administration

Section 8

Ministry Guideline – Section 8

Administration

- Section 8 of the Program Guidelines for Special-care Homes provides information on specific responsibilities for Administrators and Managers of SCHs including: Power of Attorney; Research and Education; Managing resident's belongings, petty cash, and safekeeping valuables; Trusteeship.
- Administrators, managers and care staff of a SCH cannot act as a power of attorney for any resident of a SCH unless appointed by the court.
- Participating in medical research or in training health care workers has benefits for SCHs and the system as a whole. The requirements for administrators in these circumstances are detailed in Section 8.

Ministry Guideline – Section 8 Administration (cont'd)

- Administration has a responsibility to care for and manage a resident's personal belongings. The Ministry directs SCHs to complete and update regularly a list of the resident's personal items.
- Section 8 outlines in detail the requirements when a SCH agrees to take care of a resident's petty cash/comfort funds and/or valuables, including liability insurance, security and documentation. Administrators and managers of SCHs who take on this responsibility must be knowledgeable about these requirements.

Ministry Guideline – Section 8 Administration (cont'd)

- Section 8 will help Administrators of SCHs to act as a trustee. A SCH Administrator becomes a trustee when they agree to receive money on behalf of a resident for the monthly fee, other charges and day-to-day expenses. This arrangement does not give the SCH access to the resident's bank account or property. The SCH must keep track of how funds are spent. The authority ceases when the resident dies.

What does Ministry Guideline Section 8 look like at Sherbrooke and Central Haven?

- **Research**: We have an ethics committee that guides our decisions about participating in research studies/projects.
- **Education**: On-going staff education is key to fulfilling our Mission, Vision, Values and to creating a human habitat as per the Eden Philosophy where elders grow and thrive every day of their lives. We believe that when each person in an organization has an opportunity to grow, the whole organization grows.

What does Ministry Guideline Section 8 look like at Sherbrooke and Central Haven? (cont'd)

- **Personal belongings:** We do not itemize a list of all of the elder's personal belongings, nor do we track this. As elders live their lives within their home here, this list becomes fluid as their personal space continues to grow and change with them. We believe that tracking the personal belongings of elders is a practice based on the institutional model of care, which we have worked to abandon at Sherbrooke and Central Haven. We do the very best that we can to protect the personal belongings of our elders, but we also inform them when they move in of the potential risks of bringing valuables with them.



End Module Three

Please complete Module Three quiz.