

Funded Assisted Living Handbook



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Who is this handbook for?

This handbook is for people thinking about moving into funded Assisted Living settings within Fraser Health. It is also for those people who currently live in an Assisted Living community.

We hope this document will give you enough information to decide if this is the right choice for you.

What is Funded Assisted Living?

All Health Authorities in British Columbia offer a funded (or publicly funded) Assisted Living program. The Assisted Living program is a collaboration among Fraser Health, BC Housing, and private and non-profit housing providers. Access to funded Assisted Living is through Fraser Health.

Funded Assisted Living includes:

- rental accommodations (studio or one bedroom suite)
- “hospitality services”
- personal care

Hospitality services include:

- meals (2 meals are included and some sites **may** include a 3rd meal)
- weekly light cleaning
- flat linen laundry service (cleaning and changing sheets and towels)
- social/recreational activities
- 24-hour emergency response

Moving is a major life decision that requires full information before undertaking.

Our goal is to answer your questions about Fraser Health subsidized Assisted Living.

Market of Private Pay Assisted Living

Funded Assisted Living is primarily designed for seniors with low to moderate incomes who require assistance with personal care. It is a living arrangement with shared meals and social/recreational activities.

There are also **Private Pay Assisted Living** sites, where Fraser Health is not involved in determining eligibility. You can contact these sites directly and might find a place that suits your personal needs and budget.

- Online go to www.gov.bc.ca (“Find Assisted Living”)
- In the telephone book look under “Retirement Communities” and “Homes”.

Am I eligible for Funded Assisted Living?

Eligibility for funded Assisted Living is determined by a Fraser Health Home Health Clinician. He or she uses a standardized assessment form to decide if you may be eligible.

You are a candidate for Funded Assisted Living if you are:

- receiving home support services
- not able to manage in your home with home support
- able to direct your own care and make decisions about your daily activities and needs
- able to live independently but require help with day-to-day activities
- able to communicate and be understood by others
- able to behave in ways that do not jeopardize the safety or well-being of other tenants or staff
- able to take direction in an emergency and use an emergency response system

If you think that funded Assisted Living is an option for you and you already have a Home Health Clinician, contact them for more information.

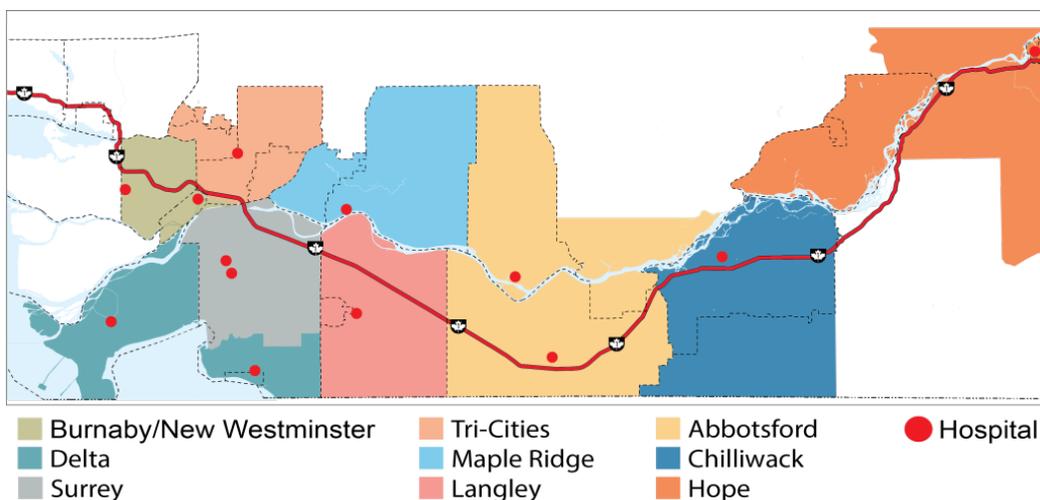
If you do not have a Home Health Clinician, you can get more information about Assisted Living by phoning the Fraser Health Home Health Service Line at:

1-855-412-2121

Fraser Health communities:

Burnaby	Maple Ridge	Abbotsford
New Westminster	Surrey	Mission
Coquitlam	Delta	Chilliwack
Port Coquitlam	Langley	Agassiz
Port Moody	White Rock	Hope

Call our Home Health Service Line for all of our Fraser Health communities.



In deciding whether Assisted Living is right for you, you may want to consider the following:

- Are you willing to live in a congregate setting where you will have meals with other tenants and be encouraged to participate in social/recreational activities?
- Are you able to follow the “house rules”? (i.e. no smoking in your suite)
- Are you able to or do you want to adapt to a new environment and routine?

Is Assisted Living right for me?

The decision to move to Assisted Living is often encouraged by people who know and care about you. However, it is a personal decision and it is important that you feel comfortable with your choice. If you answer ‘yes’ to most of the following questions, then funded Assisted Living may be right for you.

- Do you need help with bathing, dressing or other daily activities?
- Do you have problems with the layout of your current home? For example, with the stairs or bathroom?
- Do you have difficulties remembering to take your medications at the right time?
- Are you having difficulties preparing meals?
- Are you afraid of being alone, falling, and not being found?
- Do you sometimes feel lonely or isolated?

Ultimately, Assisted Living is all about choice and maintaining your independence.

In Assisted Living, you continue to be responsible for making decisions and organizing your day-to-day activities such as making and attending doctor’s visits, making your own breakfast, going to the store to purchase groceries and personal care items, and keeping in touch with friends and family.

What assistance is available to me?

In every funded Assisted Living site, there are personal care workers available to assist you with day-to-day activities such as bathing, dressing, and medication management as required.

As well, each site has a Licensed Practical Nurse on the site during the daytime to provide supervision and direction to the personal care workers as well as to provide nursing care. There is a personal care worker on overnight to assist with unscheduled care needs.

The amount of help you receive is authorized by your Assisted Living Clinician. If your needs change, he/she will work with you and the Assisted Living Provider to determine if you need more or less assistance.

Professional health care workers (such as Registered Nurses, Occupational Therapists, Physical Therapists, Social Workers and Nutritionists) are arranged for and provided by the local Home Health office. Referrals to professional services can be arranged by your Assisted Living Clinician or staff of the Assisted Living site. A referral can also be requested by yourself, a family member or your physician by contacting Home Health Service Line.

The Assisted Living Provider is responsible for maintaining the building and providing services such as: meals (lunch and supper), weekly cleaning and laundry of bed linens, social and recreational activities, and 24-hour emergency response, as well as assistance with personal care, as authorized by your Assisted Living Clinician.

You may hire a companion to visit and/or accompany you shopping or to activities inside or outside the Assisted Living site.

Call our Home Health Service Line to make a referral.
1-855-412-2121

What does funded Assisted Living cost?

Funded Assisted Living is an affordable option for everyone.

The cost for funded Assisted Living (rental accommodation, hospitality services, personal care, and emergency response) is equal to 70% of your most recent year's after-tax income and is paid directly to the Assisted Living Provider.

People who are in receipt of Income Assistance or Persons with Disability Pension pay a flat rate.

Couples who are living together in funded Assisted Living are charged 70% of their combined after-tax income. If your spouse moves out or you are not living together, then the rate is based on your sole after-tax income.

Items not included as part of your monthly rate may include such things as breakfast supplies, medications, incontinence products, rental suite insurance, personal toiletries, hydro, and telephone and cable/internet service. Other care (i.e. additional showers/baths) and non-care services may be available for purchase from the Assisted Living provider (i.e. personal laundry, meals for guests, extra cleaning). Ask the Assisted Living provider for a full list of items and related costs that are not part of your monthly contribution.

Assisted Living rates are reviewed and adjusted every year based on the latest tax information available on your Notice of Assessment from the Canadian Revenue Agency. You will be notified in October of any changes to your rate which will take effect January 1st of the following year.

About the monthly rate

Items not included

Setting your monthly rate

If, during the year, your expenses change or there has been a significant increase or decrease in your income, contact your Assisted Living Clinician.

It is important to note that withdrawals from a Registered Retirement Savings Plan (RRSP), Registered Income Fund (RRIF), or other investments which increase your yearly income will directly increase your Assisted Living rate.

How do I apply?

Contact our Home Health Service Line or your Home Health Clinician.

Home Health
Service Line
1-855-412-2121

Your Home Health Clinician will:

- Complete an assessment and determine if you are eligible.
- Provide you with information about Assisted Living sites, including estimated wait times, in your preferred geographic area.
- Ensure that you choose one site to be waitlisted for.
- Send a referral to the Access Department.

The Access Coordinator will:

- Confirm your eligibility and place your name on the waiting list for your preferred site as of the date your information is received by the Access Department.

It is important to note that final approval for Assisted Living does not occur until after the tour with the Assisted Living Provider.

What happens after I am placed on the waiting list for an Assisted Living site?

When your name gets to the top of the waiting list and a vacancy becomes available, you are contacted by the Manager or designate of the Assisted Living site.

A tour of the site and pre-occupancy meeting is arranged within 10 days of the contact. You are encouraged to invite a family member or support person to the tour.

This tour allows you to ask any outstanding questions that you have. It also allows the Assisted Living provider to ensure that your needs can be met at the particular site and within the suite that is vacant.

If you are eligible, a suite is offered to you. If you accept the suite, the Manager or designate proceeds to a pre-occupancy meeting. At this meeting, you sign the tenancy agreement and discuss rules of the site. Also, a personalized support plan is developed for you with your input, along with input from both the Assisted Living Clinician and Assisted Living provider. The Assisted Living Clinician confirms or re-calculates your monthly rate.

During the pre-occupancy meeting, you and the Assisted Living Manager decide on a move-in date which should be within 10 days of the meeting. You may decline the suite offer at any time in the process before the move-in.

If you decline the suite, your name is removed from the list or, if you wish to remain on the list, your name is moved to the bottom of the list. When your name gets to the top of the list again and you decline a suite the second time, your name is removed from the list.

You can reapply in the future, if you remain eligible for Assisted Living. Your waitlist date will be the date your second application is received by the Access Department.

Where are Funded Assisted Living sites located?

Fraser Health has 30 Assisted Living sites throughout the region in the following areas:

Burnaby	Nikkei Home Dania Manor Seton Villa Courtyard Terrace Swedish Canadian Liberty Place <i>(young adults)</i>	White Rock	Evergreen Heights Rosemary Heights Morgan Heights
New Westminster	Victoria Heights	Langley	Langley Senior's Village Langley Timbers
Tri-Cities	Residences at Belvedere Hawthorne Tower	Mission	The Cedars
Maple Ridge	Royal Crescent Gardens	Abbotsford	Menno Terrace East Tabor Court Hallmark on the Park
Delta	Augustine House Kin Village	Chilliwack	Waverly Senior's Village Cascade Manor Sto:lo Elders Lodge
Surrey	Gateway The Emerald at Elim Village PICS Freedom Place <i>(young adults)</i>	Agassiz	Glenwood Seniors Community
		Hope	Riverside Manor

When choosing an Assisted Living site, you may want to consider:

- What is truly important to you?
- Who or what do you want to be close to?
- Do you prefer a small or large setting?
- Do you prefer a setting that serves a specific cultural communities?

Each Assisted Living site is unique.

For an up-to-date listing and photos of existing sites, visit our website at:

www.fraserhealth.ca

What questions should I ask or consider when on a tour?

Costs and monthly charges

- How much is the damage deposit?
- What other expenses am I responsible for?
- What damages am I responsible for?
- What is included in light housekeeping?
- Do I need to supply my own cleaning equipment and supplies?

Living space and accommodations

- Can I easily move around in the suite and the building?
- Where is the outdoor designated smoking area in relation to my suite?
- What are the rules about decorating or altering my room or suite?
- Do I need rental suite insurance? If so, what type?
- May I have a pet? Can pets visit?
- May I have overnight guests?
- What kind of storage is available?
- Do I get my own parking spot? Cost?
- Is there guest parking available?

Dining and food services

- Are menus posted? Are there choices?
- Can I have a diet tailored to meet my health needs?
- What if I am ill and cannot get to the dining room?
- Can guests come to eat with me? Cost?

Location

- Do I like the neighbourhood?
- Is it near family and friends?
- Is it near services (e.g. medical, dental, pharmacy, shops, recreation and worship)?
- Is it close to transportation?

Electric mobility

- May I take my scooter or electric wheelchair inside the building, to the dining room or to my room?
- Where are scooters parked in relationship to my room?
- Can I easily get to my room from the scooter parking area?

Activities/recreation

- What on-site activities (including exercises), events and religious services are there?
- How often are community activities scheduled?
- Is transportation provided? Is it wheelchair accessible?
- Is there a volunteer program to support tenants?
- Are there tenant volunteer program opportunities?
- What services are available (e.g. hairdresser/barber, nails, foot care)?

Tenant rights and responsibilities

- Is there a Tenant Council with regular meetings?
- What are the suggestion, complaint or grievance procedures?
- How are family concerns addressed?

Safety and Emergency Services

- What is the site CPR policy?
- Are emergency fire plans displayed?
- What is the emergency response system? How is it answered?
- Are exterior building doors locked? When? How do guests get into the building?
- What security staff is available during evenings, weekends and holidays?

Assisted Living Moving In Checklist

Prepare to move in once a suite has been offered to you.

Before the move

- Determine your ability to manage the move process.
- Confirm day and time of move in with the Assisted Living provider.
- Give notice to your current landlord if applicable.
- Transfer or cancel telephone.
- Cancel hydro, gas, cable.
- Contact BC Housing to cancel SAFER (if receiving this).

Packing up, moving and unpacking

- Get a floor plan and measurements of your new residence and decide on furniture needs.
- Determine the personal items you will need that will make it feel like home.
- Establish a timeline for getting ready to move.
- Arrange for friends, family, volunteers, an agency or a moving company to help with packing and unpacking.
- Arrange telephone/cable/internet installation.
- Arrange rental suite insurance (highly recommended).

What are your rights?

To have choices and act on them.

To be informed and listened to.

To feel safe, secure and supported.

To feel respected and treated with dignity.

Submit your change of address:

- Doctor/dentist
- Post Office
- Bank and credit card(s)
- Canada Pension/Old Age Security 1-800-277-9914
- Canada Revenue Agency
- Magazines and newspapers, clubs and organizations
- Car insurance and driver's license
- BC Medical insurance
- Insurance and investment companies

Expected moving expenses:

- Movers
- Pet damage deposit (if applicable)
- Damage deposit
- Installation of phone/cable/internet

Examples of ongoing expenses:

- Monthly Assisted Living rate
- Hydro
- Transportation – bus, taxi, HandyDART
- Household and personal supplies (e.g. laundry soap, toilet paper, personal hygiene products)
- Breakfast supplies
- Telephone
- Cable/internet

Moving Out Checklist

If you have tried funded Assisted Living and decided that it is not for you, you are still able to receive personal care assistance at home if needed.

Before you move out:

- Contact your Assisted Living Clinician.
- Give notice – confirm with your Assisted Living provider what the notice period is.
- Determine who will help with packing and unpacking.
- Cancel your telephone service and cable if applicable.
- Provide your change of address to the Post Office, Doctor's office, Bank and Credit Card Agency, Canada Revenue Agency, Service Canada.

There may be a time when your care needs cannot be met in Assisted Living. You are required to move to an alternate care setting if you:

- Can no longer direct your own care
- Exhibit behaviours that jeopardize your safety and well-being or the safety and well-being of other tenants or staff
- Have care needs that can no longer be supported in Assisted Living

Your Assisted Living Clinician works together with you to find an appropriate alternate setting.

Your health may improve so much that you consider moving to a more independent setting.

By the same token, sometimes your health needs change and you need 24-hour professional care that is provided at long-term care sites.

How can I make Funded Assisted Living work for me?

Most Assisted Living tenants find that when the work of cooking and cleaning is done for them, they have more time and energy to create connections for new friendships and activities.

Remember to allow time to settle into your new home.

Here are a few ideas to maintain or even improve the quality of your life:

- Be honest with the staff about your personal preferences. Don't be afraid to ask for help!
- Bring the belongings that you most cherish to help make your new suite feel like home.
- Bring your hobby items so that you can continue enjoying your hobby, e.g. baking, sewing, music or painting.
- Stay in touch or reconnect with family and friends. Invite them to visit for tea or a meal, or go out to visit them.
- Maintain or re-establish your contacts with your religious or spiritual institution.
- Volunteer for, teach, or help with activities in your new home, such as exercise classes or your favourite hobby.
- Submit a suggestion of your favourite activity to the events co-ordinator.
- You will meet a variety of new acquaintances and friends- enjoy the new experiences!

What are my responsibilities when I move in to Assisted Living?

Three of your most important responsibilities when you move into Assisted Living are to:

1. Do as much for yourself for as long as you are able;
2. Stay involved with your family and friends;
3. Get involved with your new community.

Other responsibilities are to:

- Manage and maintain your own health and well-being.
- Participate in decisions about your care.
- Make your own appointments for medical and dental care.
- Manage your medications as long as you are able.
- Participate in the meal program.
- Accept personal care assistance that you have identified as beneficial in consultation with the Assisted Living Clinician and the staff of the AL site.
- Meet with your Assisted Living Clinician as needed and requested to ensure your needs are being safely met.
- Notify the staff if you are planning to be away for longer than one day.
- Abide by your tenancy agreement and the rules of the Assisted Living site.
- File an income tax return each year (you will be required to pay the maximum rate for your AL site if you do not file a tax return).

- Pay your monthly tenant rent on time. Failure to pay may result in eviction.
- Move to other accommodations if your care needs cannot be managed safely in AL or if you are no longer eligible for AL for any other reason.

Frequently asked questions

How long will I wait for a suite?

Your Home Health Clinician will provide you with information about the different Assisted Living sites, including an approximate estimate of wait times. You will then choose one site that you are interested in. This is a decision that you will make based on such things as location, wait time, proximity to family, friends, or services.

Once you are on the waiting list for an Assisted Living site, the time it takes to move into your new home will vary based on the availability of a suite. The Assisted Living Site Manager or designate will contact you when a suite becomes available so that you can tour the site. You may bring a family member or friend with you. Final approval does not occur until after your tour with the Assisted Living Site Manager or designate.

What happens if I turn down a suite that is offered to me because I have decided I am not ready for Assisted Living yet?

By putting your name on the site list, you are indicating that you would like to move to the Assisted Living site.

If a suite becomes available in the site you have chosen and you choose not to accept it at this time, you can choose to remain on the list but will be moved to the bottom of the list. If you refuse a suite a second time your name will be removed from the list.

If you no longer feel that Assisted Living is for you, your name will be removed from the list. You may re-apply at a later date if your situation changes and your wait list date for Assisted Living will be the date you re-apply.

What happens if I go to hospital when I am in Assisted Living?

You must continue to pay your usual monthly rent while in hospital.

What happens if I don't need Assisted Living Services and I just need the housing?

Assisted Living is for people who need personal care assistance as well as the hospitality services such as meals and social/recreational programming.

If you don't require care services or choose not to accept these services then you may be required to move out of your funded unit. Your Clinician will review your options with you.

Can I be evicted from my suite?

Upon move in you will sign a tenancy agreement with the Assisted Living Provider.

As with any tenancy agreement, you can be evicted for contravention of the tenancy agreement or the site rules.

The most common reasons for eviction include not paying the monthly rent, smoking in the suite and behaviours that impact the safety or well-being of other tenants or staff.

All sites have a written eviction policy and process.

When do I use my emergency response system?

Your system should be used when you have an emergency, for example - if you fall, cannot get out of bed or are unwell or need immediate support or care.

What happens if my spouse was the person eligible for funded Assisted Living, and he or she is no longer able to live in the setting?

If you are not eligible for Assisted Living, you may be required to move out of your funded Assisted Living home within 6 months of your spouse leaving. Your Assisted Living Clinician will assess your needs and work with you to understand your options.

If you are eligible for Assisted Living, your Assisted Living Clinician will re-calculate your new monthly rate based on your after tax-income alone.

What happens if my needs change?

If your needs change, your Clinician will meet with you and determine if changes in support and/or equipment adaptations are necessary and available within the limits of Assisted Living. They may also refer you to another professional health care worker to provide assistance or treatment.

If it is determined that your needs can no longer be met in an Assisted Living setting and you need to move to long-term care, your Assisted Living Clinician will assist you through the process of identifying the appropriate setting to meet your needs and the transition to this new environment.

You cannot remain in Assisted Living if:

- You are unable to make decisions on your own behalf.
- You have behaviours that are a danger to yourself or impact the safety and well-being of other tenants or staff.
- You require more care than can be provided in Assisted Living.

Your options are to move to a funded long-term care bed or move to a private pay care bed or move to the community to live with a family member with funded or private supports.

What if I feel I need additional personal care?

Speak with your Assisted Living Clinician. Additional care based on your care needs may be approved.

You may purchase companion services if you choose.

Can I still attend my Fraser Health Day Program?

Assisted Living sites have recreational and social/recreational activities included in their programs so these would replace your participation in a Fraser Health day program.

What if I want to go on vacation or visit family out of town?

You may be absent for personal reasons for up to 30 days in a calendar year.

As with any rental apartment, you will be required to pay your Assisted Living monthly rent while you are away.

If you want to be away more than 30 days, you need to get prior approval from the Assisted Living Clinician; otherwise you may be charged the full unfunded cost of your suite. Review your tenancy agreement for other information related to absences.

What if I have a complaint or I have a problem with the Assisted Living provider?

If you have a concern about your Assisted Living residence, you are encouraged to meet directly with the Assisted Living provider.

If your complaint is not resolved or you feel uncomfortable approaching the Assisted Living provider directly, you can contact:

- Your Assisted Living Clinician
or
- Fraser Health Patient Care Quality Office
11762 Laity Street
Maple Ridge, V2X 5A3
Toll Free: 1-877-880-8823
Email: pcqoffice@fraserhealth.ca

If the issue is related to health and safety, you may also contact the:

Office of the Assisted Living Registrar of British Columbia

Victoria, B.C:

Toll Free: 1-866-714-3378

Fax: 1 250-952-1119

Email: info@alregistrar.bc.ca

Other Relevant Information and Resources

General health questions

Provincial Seniors' Phone Line Toll Free 1-877-952-3181

Nurses address specific concerns

Nursing Services at HealthLinkBC 8-1-1
www.HealthLinkBC.ca/Nursing-Services

Health information for seniors, caregivers

Canadian Health Network – Seniors Health Centre
www.canadianhealthcarenetwork.ca

Information on diet and nutrition

Dietitian Services at HealthLink BC 8-1-1
www.HealthLinkBC.ca/Dietitian-Services

Information on prescription coverage

Pharmacare Vancouver: 604-683-7151
 (including Fair Pharmacare Plan) Toll Free 1-800-663-7100

Information about finances

**Pension, Old Age Security
 Guaranteed Income Supplement** Toll Free 1-800-277-9914
www.hrdc-drhc.gc.ca

Assisted Living standards and regulations

Office of the Assisted Living Registry Toll Free 1-866-714-3378
www2.gov.bc.ca/gov/content/health/assisted-living-in-bc

Other housing options for seniors

Seniors Services Society 604-520-6621
www.seniorservicesociety.ca

Information on veteran benefits

Veterans Affairs Canada Toll free 1-866-522-2122 (English)
 1-866-522-2022 (French)

If experiencing a mental health crisis

Fraser Health Crisis Line 604 951-8855
 For those who live east of Abbotsford Toll Free 1 877 820-7444

My Assisted Living Information

Name _____ Phone _____
Address _____

For questions about the building, food, activities
Assisted Living Site Manager _____
Phone _____

When needing changes in care hours or when there is a change in care needs
Fraser Health Assisted Living Clinician: _____
Phone _____

Doctor _____ Phone _____
Pharmacy _____ Phone _____
Home Health Nurse _____ Phone _____
Occupational Therapist _____ Phone _____
Physiotherapist _____ Phone _____
Dietitian/Nutritionist _____ Phone _____
HandyDART _____ Phone _____

Other important numbers:

Acknowledgements

This document was originally developed by the Vancouver Island Health Authority (VIHA) for their Supportive Living tenants and adapted for Vancouver Coastal Health Assisted Living. Appreciation and thanks to VIHA and VCH for their permission to adapt the information for use within Fraser Health.

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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To order: patienteduc.fraserhealth.ca

