

Accessing Publicly Subsidized Residential Care in Vancouver Coastal Health



Determining whether a loved one requires and is eligible for residential care can be an emotional and difficult time for the individual, their family and friends. Vancouver Coastal Health (VCH) hopes the following information will help explain access to publicly-subsidized residential care.

What is a Residential Care Facility and what will the facility provide?

A residential care facility provides for the needs of people who can no longer care for themselves. Residential care facilities provide the following services:

- Access to 24 hour professional nursing supervision
- A safe and secure living environment
- Recreational and social activity programs
- Personal care (e.g. bathing, dressing and managing medications)

These facilities are designed to care for clients with complex care needs, physical and/or mental health conditions who cannot live safely and independently at home.

Am I eligible for publicly subsidized residential care?

Once you, your family, and the health professionals involved in your care have decided you are unable to continue living independently and you agree to apply for residential care, VCH staff will do a comprehensive assessment of your care needs and determine your eligibility for care in a publicly subsidized residential care facility.

To be eligible, you need to:

- Meet citizenship and provincial residency requirements
- Be 19 years of age or over
- Have been assessed as needing professional nursing supervision
- Agree to the assessment process and sign a release of financial information
- Accept the first appropriate bed that becomes available in a VCH residential care facility

Other factors that are considered:

- Your health status and care needs
- Family caregiver's ability to provide care and support in the home
- Use of community resources

What is the access process for publicly subsidized residential care?

British Columbia has a standardized approach for access to residential care through the 'first appropriate bed'. This means clients waiting for residential care are expected to take the first bed that becomes available that meets their care needs.

Your care team takes the following factors into consideration when trying to find an appropriate place for you in residential care:

- How urgently you require care
- Your individual care needs
- Your preferred location
- Availability of spaces in residential care facilities.

What is Home First?

Home, with appropriate supports, is the best place for the recuperation from illness or to manage chronic conditions once you no longer require hospital care. When it is appropriate, clients awaiting the first appropriate bed in residential care will be discharged Home First, with a plan for using supports in the home. The plan will be created by your health care team and will be discussed with you prior to leaving the hospital. A Home Health Clinician will visit you in your home to see how you are recovering and adjusting after your hospital stay.

If after returning home you change your mind about moving to residential care, the Clinician will assist you to adjust your support services to meet VCH guidelines and, to explore alternate ways to meet any unmet needs.

Can I choose where I want to live?

VCH residential care facilities are a regional resource and access is managed according to geographic area. Once you agree to accept the first appropriate bed that becomes available, you will be asked to specify your preferred facility. VCH makes every effort to accommodate your request but cannot guarantee that you will be able to move to your preferred residential care facility right away.

Below is a list of the different geographic areas for residential care placement and the communities they serve:

- Richmond
- Vancouver
- North Shore (from Deep Cove to Lion's Bay & Bowen Island)
- Sea to Sky Corridor (from Porteau Cove to D'Arcy)
- Sunshine Coast (from Port Mellon to Egmont)
- Powell River (from Saltery Bay to Lund)
- Bella Bella
- Bella Coola

VCH's goal is to try to keep people in their community. However, there may be times where VCH experiences limited residential care resources in a particular geographic area. If you are hospitalized when this happens, you may be asked to accept a bed in another geographic area, as you will be unable to continue to wait in hospital. Your care team will work closely with you and your family to find the best solution. VCH is committed to helping you move to your preferred community as quickly as possible.

What will happen when a space in residential care becomes available?

If you are in hospital, convalescent care, or at home in the community, you will be notified that a residential care bed has become available. Under normal circumstances, you will move into the residential facility within 48 hours after notification. Spaces in publicly subsidized residential care are in high demand, so it is important to move into the facility without any delay.

What happens if I don't want to move to the residential facility that was offered to me?

If the first bed offered is not accepted, you are no longer considered eligible for residential care.

Clients in hospital who do not accept the first appropriate bed will be discharged and must make alternate arrangements. A **Discharge Planner** or **Community Case Manager/Liaison** will support you in arranging other care options.

Clients remaining in hospital after refusing an appropriate bed are responsible for the cost of remaining in acute or convalescent care.

Clients waiting at home who do not accept the first appropriate bed will be removed from the publicly subsidized residential care facility waitlist. It is possible to reapply for residential care at a later date if circumstances change.

What happens if I move into a residential care facility that is not my first choice?

Often the first appropriate bed that becomes available is not in the facility that is your first choice. If this happens, you can request a transfer to your preferred location.

Since your needs may change while you are waiting to transfer, your care team will always verify that your preferred facility can provide the level of care you need. If your care needs have changed, your care team will help to find a residential care facility that can meet your needs.

Transfer requests are processed in the order they are received and wait times are dependent on the length of the transfer waitlist for your preferred facility. When an appropriate vacancy comes up at your preferred facility, you can accept the transfer or you may decide that you want to stay where you are.

What do I have to pay?

Before you move to residential care:

Sometimes it takes a while to find an appropriate place in residential care. If you remain in hospital or convalescent care longer than 30 days after being determined eligible for residential care, you will be charged the “short stay” residential care user fee as directed by the Ministry of Health. (Note this rate may change with each calendar year).

After you move to residential care:

Residents pay a monthly fee for accommodation and hospitality services (food, laundry, housekeeping, etc.). Residential care fees are standardized throughout British Columbia and may be up to 80% of the resident’s after tax income, and for this reason, it is important to have filed a current tax return.

A financial assessment is part of the overall assessment carried out by the Discharge Planner/Case Manager Liaison in the hospital or Home and Community Care Case Manager in the community. You will be asked to sign a consent form for release of information from Canada Revenue Agency so that the VCH can set the annual rate for your stay. Rate changes typically occur once per year and are based on your income. If taxes are not filed, you will be charged the highest rate. You will be notified of rate changes as they occur.

Residential care facilities may also charge fees for certain day-to-day costs and each facility will provide information about any additional costs.

VCH Introduction to Residential Care Guide

Making the move to residential care can be a challenging transition for clients, their families and other support people.

Since you may have other questions about residential care, Vancouver Coastal Health has also developed an Introduction to Residential Care manual to help, support and guide individuals through this process. Your social worker, case manager/liaison or discharge planner can help you get this manual.

For Further Information about Residential Care Access in Vancouver Coastal Health

1. Contact the following –
 - a. **In the community:** your **Home Health Office**

COMMUNITY	PHONE NUMBER
Bella Bella	250-957-2308
Bella Coola	250-799-5339
Gibsons	604-741-0726
North Vancouver	604-983-6700
Pemberton	604-815-6859
Powell River	604-485-3310
Richmond	604-278-3361
Sechelt	604-741-0726
Squamish	604-815-6859
Vancouver	604-263-7377
West Vancouver	604-983-6700
Whistler	604-815-6859

- b. **In the hospital:** the **Discharge Planner** or **Community Case Manager/Liaison**

2. Visit www.vch.ca and follow the Residential Care links to the illustrated Facilities Directory

For any further questions, please contact:

VCH and PHC gratefully acknowledge Fraser Health Authority for their permission to adapt their brochure for use by VCH and PHC.

For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. **GT.640.A33**

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