

If you have any questions regarding the financial arrangements between you and the care home, the costs involved in your stay and details about the extra services and fees that apply, please contact the finance office, located in Hamburg Haus, every business day (Monday to Friday), between 2pm and 4pm.

GET INVOLVED



Safety

We encourage you to assist us in maintaining a safe neighborhood by reporting any hazards or issues requiring maintenance or repair, either in the common areas or in your room to the Nurse in charge.

Safety boxes

Residents can have a safe space to lock up their valuables. Depending on the room, it could be a built-in lockbox, a locking drawer on a side table or a separate safety box. If you require one, please contact the Nurse in charge.

Problem resolution

Please contact the Nurse in charge if you have any concerns. If the Nurse is unable to satisfactorily resolve an issue, please contact the Director of Care or the Chief Executive Officer for further assistance.

The German-Canadian Care Home



Resident's Costs & Extra Optional Services

Rev. January 2022

The Care Home: Costs Explained

How is the user fee worked out?

The client rate is determined by the Ministry of Health annually, and is based on the resident's income.

How will I know what rate I should pay?

When you move into a care home you will be informed by the Ministry of Health or the care home what your monthly user fee is.

Will my user fee increase?

It might, depending on your income. Every December you will receive a letter from the Ministry of Health confirming your monthly rate for next year, based on your annual income.

How will I pay my user fee?

You can pay every first day of the month by cheque or through a pre-authorized payment from your bank account.

Fees for extra or additional optional services and care

Additional fees may apply if you choose to use additional services.

Other additional care and services and associated fees are not regulated, and are agreed between the resident and the service provider. On the next page you could find the services available at the German-Canadian Care Home.

How do I pay for extra services?

For the convenience of residents, the payments of the extra optional services are paid through the resident's trust account.

How will I replenish my Resident Trust Account?

Personal needs funds, up to a maximum balance of \$500, may be deposited in the account in cash or by cheque.



Definitions

User Fee/ Client Rate

A basic monthly charge (the "user fee") is used to contribute towards your day-to-day living costs such as accommodation, meals, cleaning, laundry, care services. Every resident of the home pays this fee.

Resident Trust Account

An account opened with the care home under the resident's name for payment of personal expenses and services, not included in the user fee.

Extra or Additional Optional Services

available to the residents of

the German-Canadian Care Home:



DENTAL AND DENTAL HYGIENE SERVICES

In-house dental services are provided by Dr. Nathan Nathoo in our dental office, situated on the first floor of the building, in Dresden Haus.



MESSAGE THERAPIST SERVICES

Provided by our registered massage therapist Andrew in the comfort of the resident's room.



OPTOMETRY SERVICES

Services available as required by the specialists of the Mobile Eyes Optometry.



HAIR DRESSER

A complete range of hair care services are offered by our experienced hair dresser Tina in the salon, in Dresden Haus. Appointments can be made with the nurse.



PODIATRIST OR FOOT CARE NURSE SERVICES

Foot care services provided in the comfort of the resident's room, on rotational basis, by our visiting podiatrist Dr. Anthony Yung and Evelyn, a registered nurse specializing in basic and advanced foot care.



AUDIOLOGY SERVICES

Absolute Hearing Services organize a monthly hearing service clinic in the care home providing hearing screening, hearing aids consultations and maintenance by appointment made with the nurse.