ASSISTED LIVING OPERATING PROCESS
TENANT ABSENCES

Expectations for Annual Tenant Absences beyond 30 days of a Funded Assisted Living Tenant for Assisted Living Providers

Preamble:

The Provincial "***Home and Community Care Policy Manual***" outlines health authorities' responsibilities in managing timely access to publicly subsidized assisted living services. Specifically ***Chapter 5 Housing and Health Services; Section B Assisted Living Services; Subsection 2 Access to Services*** provides direction around temporary absences of tenants. It states:

A client may be temporarily absent from publicly subsidized assisted living services:

- *Due to hospitalization or admission to specialized services; or*
- *If a reasonable period of absence is in the best clinical or personal interests of the client*

The cumulative tenant absences due to hospitalization or admission to specialized services are not limited during a calendar year.

The cumulative client absences for personal reasons are limited to 30 days in a calendar year unless the health authority approves otherwise.

Health authorities may require a client absent for more than 30 days for personal reasons to pay the full unsubsidized cost, unless the health authority has approved an extended absence.

General Principles:

Tenants will be informed upon admission to an Assisted Living site of the allowable 30 day annual temporary absence for personal reasons and the possibility of the expectation to pay the full unsubsidized cost for all overnight absences beyond 30 days. Excessive unapproved tenant absences will be managed collaboratively by the AL Provider, AL Clinician and FH AL Manager.

Process:

1. Pre-Occupancy meeting:
   - AL Clinician will advise tenant of the Home & Community Care Policy regarding temporary client absences
   - AL Clinician will provide tenant a copy of the "*Fraser Health Funded Assisted Living Handbook*" and review page 20, *What if I want to go on vacation or visit family out of town*?
   - AL Provider will review specific information related to tenant absences in their site's tenancy agreement. (AL Providers are encouraged to clearly state in their tenancy

agreements the expectations of temporary absences for funded AL tenants. Tenants may be asked to initial the tenancy agreement).

2. Quarterly Site Reviews:
   - AL Site Nurse will review temporary absence expectation with tenants as applicable.
   - AL Site Nurse will document absences in SeniorCare or applicable software program and report to AL Clinician as appropriate.
   - AL Clinician will follow up with tenants/families as tenants approach the annual 30 day maximum temporary absence. AL Clinician will review the temporary absence policy with tenants/families and document in Paris.

3. Managing Temporary Absences beyond 30 days annually:
   - AL Clinician will consult FH AL Manager for approval of all temporary absence requests beyond 30 days annually. AL Clinician will complete an SBAR in Paris for FH AL Manager's review. FH AL Manager will approve or deny as appropriate. AL Clinician will advise tenant/family of outcome and document in Paris.
   - Tenants exceeding allowed temporary absences will be informed by letter from FH AL Manager of the expectation to pay for the full unsubsidized cost of each day's continued absence. Tenants/families will be informed of the cost per day. Tenants/families will be informed excessive unapproved unpaid absences may result in eviction.
   - AL Provider will invoice tenants for costs resulting from unapproved absences beyond 30 days annually
   - FH AL Program will recover these costs from the AL Provider.
   - FH AL Program and AL Provider will work collaboratively to manage any resulting tenant evictions.

References:

1. *Home and Community Care Policy Manual 2019*
2. *Fraser Health Funded Assisted Living Handbook August 2020*
3. *Fraser Health Expectation for Eviction Process of a Funded Assisted Living Tenant for Assisted Living Providers June 2015*