

Crisis Support Fund Program

Expense Reimbursement Application Instructions

CONTACTING THE RHRA

If you have questions about the Crisis Support Fund Program or how to complete your [application](#), contact the RHRA at info@rhra.ca or 1-855-ASK-RHRA (1-855-275-7472).

CRISIS SUPPORT FUND PROGRAM PURPOSE AND GOALS

The guiding purpose of the Crisis Support Fund Program is intended to support residents of retirement homes licensed under the RHRA (particularly those most vulnerable) by helping to ensure that they always have a safe place to live and continue to receive necessary care services during the COVID-19 pandemic. The goals of the program are to provide emergency/crisis financial support to licensed retirement homes at high risk of going into crisis or that have gone into a crisis because of the pandemic where that crisis has created a risk to the health and safety of residents and where resident needs cannot be met through existing funding or support mechanisms.

APPLICATION GUIDELINES

Who May Apply

Only retirement homes licensed by the RHRA are eligible for funding. Funds are provided to the retirement home, rather than to the licensee. Licensed retirement homes must meet one of the following criteria in order to be considered for funding:

1. Retirement homes considered by the RHRA to be in crisis (based on defined COVID-19 risk assessment criteria as described below) and, as such, are unable to manage operations;
2. A retirement home whose escalation to community supports prove insufficient to garner sufficient resources and therefore faces imminent possibility of closure; OR
3. Retirement homes able to demonstrate they are in financial crisis due to increased COVID-19 related interventions required, imminent possibility of closure due to cash flow challenges, AND an inability to secure further credit needed from other sources.

Expense Reimbursement

Applicants may apply for reimbursement of some of the expenses directly or indirectly related to the COVID-19 pandemic, including food, training, PPE, cleaning, outbreak management, staffing and the cost to move residents to alternate accommodations.

The following expenses will **NOT** be reimbursed by the RHRA Crisis Support Fund Program:

1. Costs that are covered by another source of funding, such as the RHRA's Emergency Fund or government supports
2. Costs that are not directly or indirectly related to the prevention and containment of the COVID-19 pandemic
3. Costs covered by the retirement home's insurance

APPROVAL PROCESS

The RHRA adheres to the following process when assessing expense reimbursement applications to the Crisis Support Fund Program:

1. Receipt of application at info@rhra.ca
2. Intake team review of application to ensure all required information and attachments have been submitted
3. Review of application
4. Decision is made at a weekly meeting as to whether:
 - a. The application should be approved as submitted
 - b. The application should be approved at a lesser amount than requested
 - c. The application should be approved at a greater amount than requested
 - d. The application should be denied
5. Decision is communicated to Finance Team
6. If the application is approved, Finance Team directly deposits approved funds in Applicant's bank account (NOTE: funds will be deposited a minimum of five business days following the approval to release the funds)
7. Applicant is notified of the decision via phone call, then email

Risk Assessment Criteria

Assuming all application requirements are met by the Applicant, the following elements will be considered in determining whether a retirement home is eligible, has an immediate need for crisis funding, and the amount of funding that will be provided, if any:

1. Whether one or more residents are at immediate risk of serious illness or death
2. Whether there is enough food for all residents
3. Whether the home has enough staff or agency external care providers to ensure that all resident needs are provided
4. Whether the home has access to a regional health centre or other health systems
5. Whether the home has sufficient personal protective equipment ("PPE") for all staff and residents
6. Whether the home has an immediate concern respecting the administration or maintenance of its IPAC program
7. Whether there is a current COVID-19 outbreak in the home, and if so, the number of residents affected by the outbreak and the health status of those residents
8. Location of the home (i.e., urban/rural, high risk area/lower risk area)
9. The number of residents to a single room
10. Whether residents are able to physically distance at all times
11. Whether residents need to be moved to another location
12. Whether healthcare workers, staff, students and volunteers are educated with respect to IPAC processes and strategies
13. The home's inspection history and whether an inspector has significant concerns about the wellbeing of residents (although RHRA Inspectors do not approve or deny applications for funding, Applicant Retirement Homes should be aware that the RHRA Inspection Team will also review the application and, on the basis of the information in the application, may deem it necessary to inspect the Applicant Retirement Home upon receipt of the application, and/or following release of funds.)

HOW TO APPLY

To apply to the Crisis Support Fund Program, email the following documents to info@rhra.ca:

1. Completed and signed [Expense Reimbursement Application form](#)
2. Multiple vendor quotes for each expense line item that exceeds \$50,000.00 (not including HST)
3. Detailed vendor invoices or receipts marked "PAID" for each expense for which you are requesting reimbursement

Invoices must be paid prior to submitting an application for reimbursement funding; if an invoice is not paid prior to submitting the application, the Applicant Retirement Home must use the [Advance Funding Application Form](#) to apply for funding instead.

NOTE: Invoices, receipts and quotes must include the following information to be considered valid:

1. Vendor business name
2. Vendor business number/HST number (All vendors must be registered businesses)
3. Vendor phone number
4. Vendor address
5. Details of goods/services provided:
 - a. Date(s) services provided or goods delivered to the retirement home
 - b. What the goods/services comprised
 - c. Location where goods were delivered or services provided
6. Name of Applicant Retirement Home
7. Address of Applicant Retirement Home

Submit your application, paid invoices/receipts and quotes (if required) to
info@rhra.ca