

2023 Fee Reduction Program

Application deadline: January 31, 2023

PURPOSE OF THE PROGRAM

We are introducing the fee reduction program to assist licensed retirement homes facing financial difficulties which may result in an increased risk to the health and safety of residents. We will provide a 20% fee reduction for 2023 for homes that qualify. While we do not want to make this an onerous process, we do require homes to complete the application carefully so we can make informed decisions to assist homes in greatest need.

The reduction amount is \$33.60 per suite for the year, times the number of suites in the home.

WHO MAY APPLY

Any licensed retirement home facing financial challenges may apply for the reduction in annual fees. You must complete the application on page 4 and provide required documents by January 31, 2023, to be eligible. As invoices have already gone out for 2023, any home planning to apply will only have to pay 80% of their fees by January 3, 2023. If you are unsure whether you should apply, please feel free to contact us to discuss your current financial situation.

The following elements will be considered when evaluating applications:

1. Occupancy information pre-pandemic vs. current. Please provide average occupancy in 2019 and current occupancy. While there is no mandatory minimum change required for the program, a higher reduction in occupancy demonstrates greater overall financial need than a lower one. (e.g., if pre-pandemic occupancy was 88% and current occupancy is 69%, this demonstrates a higher financial need than if current occupancy is 82%). Occupancy is the number of suites from which rent is collected divided by the number of licensed suites (e.g., if a resident has left the home for two months but is still paying rent, then that suite is considered occupied).
2. Whether the quantity or quality of essentials such as food, environmental cleaning, care services or other services have been significantly altered due to financial challenges. (e.g., a thorough cleaning of the suite was provided weekly pre-pandemic. Currently, due to financial challenges, a thorough cleaning of the suite is provided monthly).
3. Whether the home is at risk of discontinuing services from critical suppliers (e.g., food, cleaning, pest control, agency staff, etc.) due to late payment of invoices as demonstrated by notice of past due invoices over the last 6 months. Invoices must include the following to be considered valid: vendor business name and HST#, vendor address and phone number, details of goods/services provided, name and address of applicant retirement home.

4. Explanation of how the reduction will be used to ensure resident protection. Demonstrate linkage to Criteria #2 above (e.g., will part or all of the fee reduction be used to restore housekeeping services for residents and ensure weekly cleaning schedules are maintained?).
5. The latest financial statements showing comparative figures for the previous year which demonstrate whether the home is in financial need (e.g., two key indicators will be that the home has operated at a significant deficit for two years and cash flow has been materially impacted for two years).

ASSESSMENT OF APPLICATION FORMS

Applications will be assessed by the Registrar based on:

- Whether all 5 elements are applicable to the home, and/or
- The magnitude of the impact of the pandemic on the 5 elements individually
- The impact the fee reduction will have on the home in reducing potential resident harm

HOW TO APPLY

To apply for the 2023 fee reduction, please email the following documents (subject title – 2023 Fee Reduction Program) to info@rhra.ca:

1. Completed Fee Reduction Application Form signed by a signing officer attesting the accuracy of the information and documents provided.
2. Latest Financial Statements with previous year comparator figures for the home. If the home is part of a chain of homes, audited statements for the consolidated entity are required. Unaudited Financial Statements must include each year's Statement of Financial Position (Balance Sheet), Statement of Operations (Income Statement), and Statement of Cash Flows.
3. Past due invoices from critical suppliers.

The Applicant must ensure that all required documents are submitted by January 31, 2023. Failure to do so may result in the application being denied. RHRA may follow up with some homes to seek clarity although in most circumstances the assessment will be made on the initial information provided.

If you have any questions when completing the form, please feel free to contact Jason Ramnanan, RHRA Complaints and Client Services Associate at Jason.Ramnanan@rhra.ca or 416-440-3592.

EVALUATION PROCESS/TIMING

RHRA will review and assess each application based on the eligibility criteria starting February 1, 2023. Applicants will be informed of the decision the first week of April 2023 or earlier if possible. All decisions related to fee reductions are final.

Fees

All retirement homes are obligated to pay fees set out in RHRA's [2023 Fee Schedule](#). These fees go toward the cost of administering the Act, including RHRA activities relating to educating the public, compliance, and enforcement of the Act.

Late Fees

- Homes that apply for a fee reduction must still pay 80% of their annual fees by January 3, 2023.
- Applicants approved for the reduction will be notified in April.
- Applicants that are found to be ineligible for the fee reduction will be required to pay the outstanding 20% by May 1, 2023. RHRA will ensure we notify homes to give homes enough time to make final payments. Otherwise, they will be charged late fees effective May 1, 2023, on outstanding amounts.

Application Form

SECTION 1 – APPLICANT INFORMATION

1. Retirement Home

Licensee Name

Licensee Address

2. License number

3. Number of Suites in the home

4. Person completing the form:

Name

Title

Email address

Phone number

5. Signing Officer at the home:

Name

Title

Email address

Phone number

SECTION 2 – ADDITIONAL INFORMATION

1. Occupancy information pre-pandemic vs. current.
 - Provide average occupancy in 2019 and occupancy as of December 31, 2022. While there is no mandatory minimum change required for the program, a higher reduction in occupancy demonstrates greater overall financial need than a lower one. (e.g., if pre-pandemic occupancy was 88% and current occupancy is 69%, this demonstrates a higher financial need than if current occupancy is 82%). Occupancy is the number of suites from which rent is collected divided by the number of licensed suites (e.g., if a resident has left the home for two months but is still paying rent, then that suite is considered occupied).

2. Quantity and Quality of Essentials:

- Explain whether the quantity or quality of essentials such as food, environmental cleaning, care services or other services have been significantly altered due to financial challenges. (e.g., a thorough cleaning of the suite was provided weekly pre-pandemic. Currently, due to financial challenges, a thorough cleaning of the suite is provided monthly).

3. Risk of discontinuation of services:

- Explain whether the home is at risk of discontinuing services from critical suppliers (e.g., food, cleaning, pest control, agency staff, etc.) due to late payment of invoices as demonstrated by notice of past due invoices over the last 6 months. Invoices must include the following to be considered valid: vendor business name and HST#, vendor address and phone number, details of goods/services provided, name and address of applicant retirement home.

4. Use of fee reduction

- Explanation of how the reduction will be used to ensure resident protection. Demonstrate linkage to Criteria #2 above. (e.g., will part or all of the fee reduction be used to restore housekeeping services for residents and ensure weekly cleaning schedules are maintained?).

5. Financial Statements

- Provide the latest financial statements showing comparative figures for the previous year to demonstrate whether the home is in financial need (e.g., two key indicators will be that the home has operated at a significant deficit for two years and cash flow has been materially impacted for two years).
- Please include the financial statements as a PDF attachment when submitting the fee reduction application form to RHRA.

SECTION 3 – ATTESTATION FOR 2023 FEE REDUCTION APPLICATION

Name of Licensee

Licence Number

Name of Retirement Home

Name and capacity of Authorized Representative (if not the Licensee)

I am the licensee named above, or a legally authorized representative of the licensee named above. I understand and acknowledge the following:

- Pursuant to s.118 of the *Retirement Homes Act, 2010* (“the Act”), no person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the RHRA in any statement or document about any matter relating to the Act or the regulations, whether made or given orally on paper or electronically. This includes the process of applying for the 2023 Fee Reduction. Providing false or misleading information could result in the application being rejected and may result in enforcement action and/or prosecution.
- In assessing fee reduction applications, we will consider the compliance history of the licensee and assess whether significant concerns about the well-being of residents in the home are identified in that review.



- Financial stability and the ability to operate a retirement home in a financially sustainable manner are important criteria for obtaining and maintaining a license to operate a retirement home. Information submitted during this application process may be used to determine whether it is necessary to conduct inspections or make additional inquiries to ensure that the applicant licensee continues to meet licensing requirements and that residents' safety and well-being are not compromised by the licensee's financial position. Information provided may also serve as the basis for RHRA to assess the competence and past conduct of the licensee.
- The RHRA will collect, use and disclose the information according to its Privacy and [Access Code](#) and the [Act](#). If you have questions relating to the collection and disclosure of information, please contact RHRA's Chief Privacy Officer, 55 York Street, Suite 700, Toronto, ON M5J 1R7 / Telephone 1-855-ASK-RHRA (1-855-275-7472).
- The decision to accept or reject applications for the 2023 Fee Reduction Program is entirely at the discretion of the RHRA based on the established criteria.
- The following items have been provided to the RHRA (check all that apply):
 - Signed Fee Reduction Application Form
 - Latest Financial Statements (audited if applicable)
 - Occupancy Data (pre and post pandemic)
 - Copies of past due invoices within the last 6 months

Optional: Other information the licensee wishes to provide

Please describe the information: _____

By signing below and submitting the 2023 Fee Reduction Application Form, I confirm on behalf of the licensee that the statements I have made and the information I have disclosed in this Attestation, the 2023 Fee Rebate Application Form, and any associated documents that I have submitted are true, complete, and correct. Should any of this information materially change prior to the RHRA's final decision to accept or reject the application, it is my responsibility to immediately notify the RHRA of those changes.

Signature of Licensee or Authorized Representative

Date