



Committee Report

To:	Chair and Members of the Long-Term Care Committee of Management
Committee Date:	March 14, 2023
Subject / Report No:	LTCR-CM-05-23
Title:	2022 Long Term Care Write Off of Uncollectible Accounts
Prepared by:	Markus Hawco, Manager Finance, Long Term Care
Reviewed by:	Mary Lou Spicer- Director of Finance
Lower Tier(s) Affected:	
Status:	

Recommendation

1. That report LTCR-CM-05-23 titled **2022 Long Term Care Write Off of Uncollectible Accounts** be received; and
2. That the recommended write offs in the amount of **\$49,007** as outlined in the report be approved.

Executive Summary

All available measures are used to collect monies due to the care community on a timely basis. Accounts in arrears are reviewed and supports implemented to ensure that payment is forthcoming.

Balances owing from residents with no repayment activity are written off at year-end for accounting purposes and staff continue to work on collections. Staff recommends that \$49,007 in arrears be written off in the 2022 fiscal year.

Background and Discussion

Staff in the Long-Term Care department reviews accounts receivable balances monthly and attempt to work with residents to minimize account arrears.

The Ministry of Long-Term Care requires that write offs be made in the year the arrears relate to and the Ministry will cover 50% of the arrears relating to basic accommodation. Unpaid balances relating to preferred accommodation and ancillary services such as cable, telephone, hair care etc. are not eligible for Ministry reimbursement.

For the 2022 fiscal year, staff recommends that \$32,435 at Grey Gables, \$3,450 at Rockwood Terrace and \$13,122 at Lee Manor be written off, for a total of \$49,007 of which 50% or \$24,504 is eligible for Ministry reimbursement.

The following chart provides comparative information for the proposed 2022 write off and the previous four years.

Summary of Long-Term Care Accounts Receivable Write off and Bad Debt Recovery

Year	Amount of Write Off	Number of Accounts Written Off	Amount of Bad Debt Recovery
2022	\$49,007 Grey Gables-\$32,435 Lee Manor - \$13,122 Rockwood Terrace- \$3,450	Grey Gables - 4 Lee Manor - 7 Rockwood Terrace - 1	\$686
2021	\$28,701 Grey Gables-\$17,397 Lee Manor - \$6,411 Rockwood Terrace- \$4,893	Grey Gables - 3 Lee Manor - 1 Rockwood Terrace - 5	\$0
2020	\$8,629 Grey Gables- \$4,503 Rockwood Terrace - \$4,126	Grey Gables - 2 Rockwood Terrace - 3	\$0
2019	\$12,867 Grey Gables - \$7,837 Lee Manor - \$5,030	Grey Gables - 2 Lee Manor - 1	\$0
2018	\$1,626 Rockwood Terrace	Rockwood Terrace - 1	\$0
2017	\$26,632 Lee Manor - \$11,073 Rockwood Terrace - \$15,559	Lee Manor – 2 Rockwood Terrace - 4	\$5,203 Grey Gables
2016	\$10,019 Grey Gables - \$6,719 Lee Manor - \$3,300	Grey Gables - 2 Lee Manor - 1	\$0

Public Guardian Trustee (PGT) Delays

A growing trend across the homes is the number of residents requiring public guardian trustee (PGT) designation; this is due to needing assistance with financial oversight/budgeting. PGT will assess the request and once approved take over the residents' financial payments. This process takes on average four months until a request is taken under guardianship and results in larger outstanding balances that get paid at an allotment decided by the PGT. Pending the resident's financial situation, the accumulated outstanding balance can take months to years for full balance repayment. The Long Term Care office staff work diligently with the PGT to arrange payment plans that would pay outstanding debts in a reasonable timeframe however this is beyond our ability to control.

Legal and Legislated Requirements

None.

Financial and Resource Implications

The uncollectible amount eligible for write off totals \$49,007, of which \$24,504 is eligible for Ministry reimbursement. The Ministry of Long-Term Care requires that account write-offs be completed in the calendar year that the arrears relate to.

Relevant Consultation

- Internal – Executive Directors of Lee Manor and Rockwood Terrace; Jennifer Cornell, Director of Long-Term Care; Mary Lou Spicer, Director of Finance
- External (list)

Appendices and Attachments

None