



Committee Report

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| To: | Chair and Members of the Long-Term Care Committee of Management |
| Committee Date: | January 12, 2021 |
| Subject / Report No: | LTCR-CM-03-21 |
| Title: | 2020 Long Term Care Write Off of Uncollectible Accounts |
| Prepared by: | Joanna Alpajaro, Deputy Treasurer |
| Reviewed by: | Kim Wingrove, CAO |
| Lower Tier(s) Affected: | |
| Status: | |

Recommendation

1. That Report LTCR-CM-03-21 titled **2021 Long Term Care Write Off of Uncollectible Accounts** be received; and
2. That the recommended write offs in the amount of **\$8,629** 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 \$8,629 in arrears be written off in the 2020 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 2020 fiscal year, staff recommends that \$4,503 at Grey Gables and \$4,126 at Rockwood Terrace be written off, for a total of \$8,629, of which 50% or \$4,314 is eligible for Ministry reimbursement.

The following chart provides comparative information for the proposed 2020 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 |
|------|--|--|-----------------------------|
| 2020 | \$8,629 (\$4,503 at Grey Gables and \$4,126 at Rockwood Terrace) | 2 at Grey Gables, 3 at Rockwood Terrace | \$0 |
| 2019 | \$12,867 (\$7,837 at Grey Gables and \$5,030 at Lee Manor) | 3 (2 at Grey Gables and 1 at Lee Manor) | \$0 |
| 2018 | \$1,626 (Rockwood Terrace) | 1 | \$0 |
| 2017 | \$26,632 (\$11,073 Lee Manor and \$15,559 Rockwood Terrace) | 2 for Lee Manor and 4 for Rockwood Terrace | \$5,203 (Grey Gables) |
| 2016 | \$10,019 (\$6,719 Grey Gables and \$3,300 Lee Manor) | 2 for Grey Gables and 1 for Lee Manor | \$0 |

Legal and Legislated Requirements

The Ministry of Long-Term Care requires that account write-offs be completed in the calendar year that the arrears relate to.

Financial and Resource Implications

The uncollectible amount eligible for write off totals \$8,629, of which \$4,314 is eligible for Ministry reimbursement.

Relevant Consultation

- Internal – Executive Directors of Lee Manor and Rockwood Terrace; Jennifer Cornell, Director of Long-Term Care; Kevin Wepler, Director of Corporate Services
- External (list)

Appendices and Attachments

None