



Staff Report to Council - for Direction

Title: Long Term Care Outstanding Resident Receivables

From: Edward Henley, Director of Corporate Services

Date: December 14, 2023

Staff Recommendation:

That bad debts for Brucelea Haven in the amount of \$7,209.29 be written-off as per the balance at December 1, 2023, and the cost absorbed in the 2023 yearend surplus/deficit.

Report Summary:

Annually the Treasurer brings forward a report proposing any recommended write-offs with a materiality of \$5,000 or more for review and approval at the discretion of Council. For 2023, there is only one write-off recommended for the County, specifically related to Long Term Care resident rents. Names of residents are withheld from the report to protect confidentiality.

Background:

The outstanding balance for Resident A relates to rents dating back to 2020 and 2021. Long Term Care Residents may be eligible for a rate reduction subsidized by the provincial government based on income. There is paperwork and supporting documentation that needs to be completed to calculate the amount of reduction the resident is eligible for. Resident A had a transition of benefits that required updated documentation to determine the new rate. Delays in providing the supporting documentation resulted in the home's inability to apply for a retroactive reduction for this period of time. The resident continued to pay the portion of the rent they previously paid and the write-off represents the unpaid portion of each month's rent. Upon receipt of the supporting documentation the rate reduction was fully completed and implemented January 2022 and since then the full amount has been paid every month. Resident A continues to be a resident of Brucelea Haven but the rent reduction received indicates an inability to pay this outstanding balance.

Resident	Outstanding at December 1, 2023	Allowance for Bad Debt	Write-Off	Additional Bad Debt Accrual
Resident A	\$7,209.29	\$0	\$7,209.29	\$0
Total	\$7,209.29	\$0	\$7,209.29	\$0

Financial/Staffing/Legal/IT Considerations:

The financial considerations are outlined in the report.

There are no staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

The Corporate Services Department, Finance Division, has worked with the Administration staff at Brucelea Haven to make every reasonable effort to collect the above-mentioned amounts and review the likelihood of future collections.

Link to Strategic Goals and Objectives:

Community and Partnerships - Build a strong and inclusive community

Link to Departmental Plan Goals and Objectives, if any:

None

Report Author:

Lynn Hatten, Deputy Treasurer

Departmental Approval:

Edward Henley, Director of Corporate Services

Approved for Submission:

Derrick Thomson, Chief Administrative Officer