

# Frequently Asked Questions (FAQ)

## Long Term Care Home: Service Fee's



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DEPARTMENT: Patient Flow and Care Transitions

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## Additional Services and Fees

Operators may have additional fees or services available to residents through community vendors. Fees for services are subject to change and it is recommended that you speak to a community vendor and/or the care home prior to moving in to confirm costs.

Items	Fee (\$)	Per Use	One Time	Monthly	Mandatory
Cable/TV (Family organizes with Shaw or Telus and pays)	FEE VARIES – EXTERNAL SERVICE				
Internet (Family organizes with Shaw or Telus and pays)	FEE VARIES – EXTERNAL SERVICE				
WiFi	PUBLIC AVAILABLE				
Telephone (Family organizes with Shaw or Telus and pays)	FEE VARIES – EXTERNAL SERVICE				
Clothing Identification (Family has option to label or pay one time fee on admission)	\$20.00				
Outings (e.g. Legion lunches)	\$10.00 - \$20.00+				
Foot Care Services (Care Home bills Family. Family pays)	\$45.00+				
Dental Hygienist (Family billed directly)	FEE VARIES - EXTERNAL SERVICE				
Dental Services (Family organizes and pays)	FEE VARIES - EXTERNAL SERVICE				
Hairdressing Service (Cost varies depending on service)	\$15.00 - \$20.00				
Dietitian	INCLUDED				

If you have any questions that are not answered here, please ask a care provider for more information.  
For other health information, please visit [www.islandhealth.ca](http://www.islandhealth.ca)



Items	Fee (\$)	Per Use	One Time	Monthly	Mandatory
Physiotherapy Service (Family billed directly. Only the initial assessment is paid for by the care home)	FEE VARIES – EXTERNAL SERVICE				
Occupational Therapy Services (Family billed directly. Only the initial assessment is paid for by the care home)	FEE VARIES - EXTERNAL SERVICE				

Items	Fee (\$)	Resident Responsibility	Home Responsibility
Vitamins and Supplements	VARIES	Prescribed vitamins not part of the formulary	
Prescription Medications NOT covered by Pharmacare	VARIES	Medications not covered by formulary	
Incontinence garments (Other than provided brand by care home)	VARIES		