

# Frequently Asked Questions (FAQ)

## Long Term Care Home: Service Fee's



UPDATED: January 08, 2020  
DEPARTMENT: Patient Flow and Care Transitions

### The Heights at Mt. View



### 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 and pays)	FEE VARIES – EXTERNAL SERVICE				
Internet (Family organizes and pays)	FEE VARIES – EXTERNAL SERVICE				
WiFi (Public WiFi available)	Free				
Telephone (Family organizes and pays)	FEE VARIES – EXTERNAL SERVICE				
Personal Laundry)	INCLUDED				
Clothing Labelling	\$20.00				
Outings (Listed in monthly Activity calendar)	VARIES				
Parking Surface Lots	\$2.00 - for 5 hours				
Parking Pay Stations (Accept coins/credit card. No change is provided from pay stations)	\$3.00 - for 9 hours				
Bus Transport (For trips & outings)	\$5.00+				
Guest Meals (Per guest)	\$7.00 - \$10.00+				
Foot Care Service	\$50.00+				

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
Dental Hygienist (Family organizes and pays)	FEE VARIES - EXTERNAL SERVICE				
Hairdressing Service (Cost varies depending on service)	\$10.00 - \$80.00+				
Esthetics or Spa Service (Family organizes and pays)	FEE VARIES - PRIVATE CONTRACTED SERVICE				
Dietitian	INCLUDED				
Physiotherapy Service	INCLUDED				
Occupational Therapy Services	INCLUDED				
Basic Wheelchair Assessment	\$100.00				

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