

# Frequently Asked Questions (FAQ)

## Long Term Care Home: Service Fee's



UPDATED: March 05, 2020  
 DEPARTMENT: Patient Flow and Care Transitions

### Eagle Ridge Manor

### Additional Services and Fees


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

Items	Fee (\$)	Per Use	One Time	Monthly	Mandatory
Cable/TV (Family/Resident organizes and pays)	\$35.00+				
Internet (Family/Resident organizes and pays)	FEE VARIES – EXTERNAL SERVICE				
WiFi (Public)	AVAILABLE				
Telephone (Family/Resident organizes and pays)	FEE VARIES – EXTERNAL SERVICE (SHAW COMMUNICATIONS)				
Clothing Identification	\$35.00				
Outings (Additional fee's for dinning out)	INCLUDED				
Recreational Activities	VARIES				
Adaptive Clothing & Hip Protectors (Family/Residents purchase)	VARIES				
Foot Care Service (External provider)	\$50.00+				

Fee (\$)	Per Use	One	Monthly	Mandatory
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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	Time
Dental Hygienist	FEE VARIES – EXTERNAL SERVICE
Dental Services	FEE VARIES – EXTERNAL SERVICE
Hairdressing Service *private service	\$15.00 + 
Dietitian	INCLUDED
Physiotherapy Service (basic)	INCLUDED
Occupational Therapy Services (basic) (Cost of equipment is responsibility of Resident/Family)	INCLUDED
Wheelchair and Walker Cleaning	N/A

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	