
Operator COVID-19 Support Funding

Application guidelines for operators

March 15, 2021

Superseded

Operator COVID-19 Support Funding - Application guidelines for operators

Ministry of Health

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About the Operator COVID-19 Support Funding

Operator COVID-19 Support Funding is intended to provide support to operators of non-contracted licensed supportive living and both contracted and non-contracted home care, hospices and residential addiction and mental health treatment centres. Contracted refers to operators that hold contracts with Alberta Health Services (AHS) and non-contracted refers to operators who do not hold active contracts with AHS. This funding will help operators pay for increased staffing, additional cleaning supplies and personal protective equipment.

Applications will be assessed on a first completed application, first approved basis. Exhaustion of program funding may result in an operator's application not being approved.

Before you apply, please ensure that you have read and understood these Operator Covid-19 Support Funding Application Guidelines.

Please note that long-term care (LTC), designated supportive living (DSL), Persons with Developmental Disabilities (PDD) group homes and Senior Lodges are not eligible for this Support Funding as they are already receiving COVID-19 funding from the government of Alberta.

Grant Payment, Delivery and Operator Responsibilities

Grant Payment

Eligible operators will receive a one-time payment. Funding will be based on a per bed-day or hourly basis (home care only) for the period of March 15, 2020 to March 31, 2021. Operators who operate more than one facility or a facility and home care services can apply for funding in one application.

Type of Operator	Funding Rate
Non-Contracted Supportive Living	\$6.30 per bed-day
Contracted Home Care Providers	\$1.00 per hour
Non-Contracted Health Home Care Providers	\$0.50 per hour
Contracted Residential Hospices	\$16.09 per bed-day
Non-Contracted Residential Hospices	\$8.05 per bed-day
Contracted and non-Contracted Residential Addiction and Mental Health Treatment Facilities (Additional Costs)*	\$6.30 per bed-day
Contracted and non-Contracted Residential Addiction Treatment Facilities (Lost Revenue)	\$40 per bed-day for beds closed due to public health restrictions **

* Operators licensed under SLALA should apply under the 'non-contracted supportive living' operator type

** Contracted operators who have previously received funding for lost revenue should still submit information for all beds. A review will occur to ensure operators are not funded twice for the same lost revenue.

Delivery of Payment

The type of operator will determine delivery of payment. Please see the breakdown of how the funds will be distributed based on the type of operator:

Type of Operator	Funding Distribution
Non-Contracted Supportive Living	Operator to apply: if approved, funding will be distributed through grant agreement with the Government of Alberta
Contracted Home Care Providers	Operators do not need to apply for the program. AHS will provide funding directly to eligible operators through existing contracts.
Non-Contracted Health Home Care Providers	Operator to apply: if approved, funding will be distributed through grant agreement with the Government of Alberta.
Contracted Residential Hospices	Operators do not need to apply for the program. AHS will provide funding directly to eligible operators through existing contracts.
Non-Contracted Residential Hospices	Operator to apply: if approved, funding will be distributed through grant agreement with the Government of Alberta.
Contracted and Non-Contracted Residential Addiction and Mental Health Treatment Facilities (Additional Costs)	Operator to apply: if approved, funding will be distributed through grant agreement with the Government of Alberta
Contracted and Non-Contracted Residential Addiction Treatment Facilities (Lost Revenue)	Operator to apply: if approved, funding will be distributed through grant agreement with the Government of Alberta

All applications will be assessed according to the program eligibility criteria.

Applications will be audited by the Government of Alberta, or its authorized representative, to ensure accuracy of the information provided and integrity of the program.

Operators will be notified through the online application portal when they have been approved.

Operators that receive the Operator COVID-19 Support Funding must commit to:

- Ensuring funds go towards increased costs due to dealing with the COVID-19 pandemic, such as for increased staffing, additional cleaning supplies and personal protective equipment.
- Ensuring funds do not go towards expenses outside of dealing with the COVID-19 pandemic.

Eligibility Criteria

Eligibility Period

Operating during March 15, 2020 – March 31, 2021

Operator Eligibility

An operator must meet all the following criteria:

- Be located and validly operating in Alberta
- Be one of the following:
 - non-contracted licensed supportive living operator
 - home care provider
 - residential community hospice operator
 - residential addiction treatment facility operator
 - residential mental health treatment facility operator

Ineligible Operators

- An operator is not eligible if they do not meet the eligibility criteria.
- An operator is not eligible if they were not providing services during the eligibility period.
- Alberta Health Services, Carewest, Capital Care Inc. and Covenant Health are not eligible.
- For non-contracted licensed supportive living, an operator is not eligible if they are receiving funding for additional costs or lost revenue due to COVID-19 expenses from the Government of Alberta. As such, the following operators are not eligible:
 - exclusively LTC or DSL (does not include mental health personal care homes);
 - PDD group homes funded by the Ministry of Community and Social Services; or,
 - Seniors lodges.
- Residential addiction treatment operators who are not licensed under the *Mental Health Services Protection Act* are not eligible (with the exception of First Nation operators).

Eligible Beds and Hours

Funding will be assessed on the basis of the following beds and hours provided in the application:

- Number of beds licensed under the *Supportive Living Accommodation Licensing Act*, excluding the number of beds that are contracted by Alberta Health Services to provide facility-based continuing care services (DSL and LTC).
- Number of AHS-contracted home care service hours.
- Number of private pay (not contracted by AHS) in-home health and personal care service hours.
- Number of AHS-contracted residential community palliative and hospice beds.
- Number of non-contracted residential hospice beds.
- Number of beds in residential mental health and residential addiction facilities.
- Number of beds in residential addiction facilities that were unusable due to public health orders. Contracted operators who have previously received funding for lost revenue should still submit information for all beds. A review will occur to ensure operators are not funded twice for the same lost revenue.

Please note that beds that are eligible under more than one category can only be counted once under the entire program (e.g. a licensed supportive living bed that provides mental health services can only be counted once in either the non-contracted supportive living or mental health category).

How to Apply

All applications must be submitted through the online application portal. Operators can access the online application portal here: operator.health-critical-worker-benefit.alberta.ca

1. Create a user account

In order to access the online application portal, Operators must register for a secure login name and password. Once the account has been created, Operators can use their new credentials to log in to the online application portal.

2. Fill out and submit an application through the online application portal

Applications must be submitted through the online application portal before the application intake closure deadline (March 31, 2021). The online application will include:

- A completed Application Form with information to establish eligibility, including a declaration that the information provided to assess eligibility is true, complete and correct.
- Accurate banking information to facilitate direct deposit of funds to operator's account
- Information regarding operator eligibility (bed numbers, hours of home care services, etc.)

Application and Grant Agreement

Operators are required to submit documentation to validate their business and the eligibility criteria during the eligibility period of the program by providing:

- Alberta Corporate Access Number (ACAN).
- Legal business name and address.

Grant Agreement

- This is a legally binding agreement, which outlines the obligations of the Government of Alberta and the operator, and must be signed by an authorized signing official for the operator.
- The agreement is not in force until it has been approved and signed by the Minister of Health or the Minister's delegate, which will not occur unless the application has been approved.

Reconsideration of Applications

If an operator disagrees with Alberta Health's decision to decline the application, the operator may request a review of the application by contacting EHealth Support Services, +1(833) 611-1140. The request for a review must be submitted within 10 days of the date of the original decision. Reconsideration is only available if an operator's application has been declined or partially declined.

Audit and Compliance

Applications and corresponding grants will be carefully audited by the Government of Alberta, or their authorized representatives, upon reasonable notice to the recipient to ensure accuracy of the information provided and integrity of the program. If the Minister of Health or Minister's delegate is of the opinion that any false or misleading information has been provided or the funds are not used for the intended purpose, the Minister of Health or Minister's delegate may decline the operator's application or may require the operator to repay any grant funds received. The operator may also be ineligible from applying for future grants.

Information Collection and Program Evaluation

The Government of Alberta requires the collection of certain information from operators to administer this program and audit its outcomes. By participating in this program, operators agree to provide relevant information for the purpose of the program.

Federal reporting requirements

The province may report to the federal government on the cost of the program.

Provincial reporting requirements

The Government of Alberta is committed to maintaining an accountable, open and transparent environment to the public. In accordance with this commitment, information on awarded grants may be publicly disclosed online.

For more information, please contact the EHealth Support Services +1(833) 611-1140.

Appendix A: Definitions for the Operator COVID-19 Support Funding

In-home health and personal care services:

- **Health services:** includes registered nurse (RN), licensed practical nurse (LPN) care, allied health, and case managers in private home care agencies or private long-term care facilities. Care must be provided within the client's home (i.e. clients do not go to a clinic or community center).
- **Personal care services:** services for assisting patients with Activities of Daily Living (ADL). This includes, but may not be limited to:
 - grooming and personal hygiene;
 - bathing;
 - oral care;
 - communication impairments and related issues;
 - treatment of skin and wounds;
 - orthotic devices including but not limited to compression stockings;
 - food and fluid intake;
 - urinary function including urinary catheter care;
 - drainage systems;
 - bowel care, including ostomy care;
 - end of life care;
 - mobility/transferring;
 - mental health and wellness (including social and emotional health);
 - respiratory care;
 - vital signs;
 - medication management; and
 - authorized exercises (including range of motion).

Licensed Supportive Living: facilities that provide accommodation for four (4) or more individuals, and provide or arrange for services related to safety and security, and offer or arrange for at least one meal a day or housekeeping services. These accommodations are licensed under the Supportive Living Accommodation Licensing Act.

Persons with Developmental Disabilities group homes: accommodation where operators are contracted by Alberta's Ministry of Community and Social Services to provide overnight services to persons with developmental disabilities.

Residential Addiction Treatment Facility: residential addiction treatment services for clients seeking to address their addiction, includes detoxification. These operators are licensed under the *Mental Health Services Protection Act* (with the exception of First Nation service providers).

Residential Community Hospice: staffed 24 hours a day and is dedicated for the accommodation of patients requiring Palliative End of Life Care (diagnosed with a life-limiting illness), including palliative respite. These palliative beds are not in an acute care facility.

Residential Mental Health Treatment Facility: includes facilities in the community that provide overnight services and offer short-term mental health treatment, and transitional and permanent/long-term services to clients with varying mental health issues.

Self-employed: An individual that operates their own business and generates revenue through selling products or services instead of working for an employer that pays a salary or a wage. A self-employed individual earns income through conducting profitable operations from a trade or business they operate directly.

Seniors Lodges: lodge accommodation under the Alberta Housing Act for the use of senior citizens who are not capable of maintaining or do not desire to maintain their own home, including services that may be provided to them because of their circumstances.

Sole Proprietor: Sole proprietorship exists when an individual is the sole owner of a business and assumes all debts and obligations incurred by the enterprise. A sole proprietorship is an unincorporated business and has unlimited liability.