



Memo to All Membership/families/guardians & RHA Staff,

March 31, 2020 Updates

From: Chief Executive Officer and RHA Emergency Operations Team

Updates Changes to Individual User Fees Effective April 1, 2020:

As we all enter into the third week of managing the Covid-19 Pandemic, I am so amazed and feel blessed with the support of so many people who are a part of our RHA community! I have seen many good things of people working together to support one another, while managing their own fears and the unknowns, but still focused on trying to keep others reassured, supported and everyone safe and healthy.

As of today 20% of individuals we support in full time residential services have gone to their families home to stay safe and isolated. We appreciate the families that are able to do this support but also recognize and respect that others may not have this capacity, or for some of the individuals we support they no longer have families to provide this option.

In past weeks we have worked towards closing some homes; we are exploring live in residential care options; set up an internal courier system to deliver supplies; provided enhanced training support for staff; continuing to manage priority facility maintenance supports and researching/ordering/managing essential supplies, such as sanitization products, PPE and grocery/supplies through online ordering/delivery options all in efforts to reduce, limit or eliminate the amount of people coming and going into RHA homes.

It is recognized that fees for services RHA invoices monthly should have reductions where possible to support individuals who are currently not receiving services. As of today's date based on the facts we have to operate our programs and facilities the following reductions will be applied for individuals:

- **Day Program Fees– effective April 1, 2020 invoiced amounts for individuals not receiving day supports will be reduced from full time services - \$110/month to \$30/month or part time services- \$55/month to \$15/month.** We continue to require some of the fees to support facility maintenance, insurance, lease payments, transportation and repairs.
- **Residential Service – effective April 1, 2020 invoiced amounts for individuals who have gone to their family home to isolate will have a reduction in Room and Board Fees to \$650/month.** At this time it has been determined that we will credit from Room and Board the portion we budget for Food & Household and Transportation costs. We must continue to invoice for the: Rent/leases/condo fees, utilities, insurance and Facility Maintenance/repair portions that is budgeted from Room and Board fees.

Where we can provide savings from the Room and Board Fees we will provide directly back to individuals staying in their families home. At this time to maintain an individual's home so they can return later, RHA must continue to pay landlords rent/leases and utilities (although there are



options to defer these, it just means these outstanding payments would be added to future monthly rental and utility agreements, making bills higher later).

- **RHA Transportation Fees** – Individuals who use RHA transportation for to/from programs and not in service at this time **will not** have transportation fees for the month of April.

- **Individuals who remain in RHA Residential Services** will have no changes to their fee schedules

Thank you once again for your support and understanding.

Ann Marie LePan

Chief Executive Officer

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