

SENIOR LIVING CaRES FUND Q&A

The following Q&A represents a list of questions with accompanying responses that may be used to answer queries from key audiences – employees, media, government officials etc.

ABOUT THE FUND

1. What is the Senior Living CaRES Fund?

The Senior Living CaRES Fund (the Fund) was established in May 2020 by Chartwell Retirement Residences, Revera Inc., Extencicare and Sienna Senior Living to provide financial support to those facing exceptional circumstances due to the COVID-19 pandemic. Open to all employees in the sector, and inspired by their dedication and commitment, the Fund provides financial assistance to those facing extraordinary circumstances and will build a legacy for future investment to support urgent financial needs and employee education. In 2021, the Fund welcomed Southbridge Care Homes as a Platinum sponsor and OMNI Health Care as a Gold sponsor.

2. How much do recipients of the Fund receive?

The Fund will provide one-time financial assistance up to \$10,000 to Canadian employees of senior living sector operators for emergency or unforeseen expenses resulting from the impact of COVID-19.

3. Do recipients need to pay back the amount provided?

The Fund provides grants, not loans, therefore the amount provided for one-time financial assistance does not need to be re-paid.

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4. Why did the Fund start?

The Fund was conceived by the CEOs of Chartwell Retirement Residences, Revera Inc., Extendicare and Sienna Senior Living to recognize the heroic efforts of employees during the COVID-19 pandemic crisis, with the vision to build a legacy for the future with the goal to continue to provide financial support for workers experiencing financial hardship and to support workers in the sector as they pursue relevant educational opportunities to advance their careers.

5. Where is money for the Fund coming from?

The Fund was founded in May 2020 by Chartwell Retirement Residences, Revera Inc., Extendicare and Sienna Senior Living who mobilized together to create and finance the Fund.

6. What happens to the Fund once the COVID-19 crisis has passed?

The Fund has recently secured charitable registration. As a registered charity, the Fund will continue to support those who have chosen to work in the senior living sector. As the Fund evolves, it will always be rooted in the history of COVID-19 so that Canadians will never forget the heroic contributions and the resiliency of senior living sector employees.

7. Why aren't you just paying employees more money?

The Fund is a separate initiative that ensures employees who are facing exceptional personal circumstances have an option to turn to for emergency assistance.

8. Can other senior living care operators partner with the Fund?

The Fund will continue to welcome the participation of all operators as partners. Interested operators can email info@seniorlivingcares.ca.

9. Where can senior living sector workers learn more about the Fund?

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Employees can find information online at www.seniorlivingcares.ca or by emailing info@seniorlivingcares.ca.

ABOUT ELIGIBILITY & APPLICATION

10. Who is eligible for the Fund?

All casual, part-time or full-time senior living sector workers – medical professionals, personal support workers, physiotherapists and support staff – are eligible to receive the Fund. Applicants must demonstrate that personal circumstances do not allow them to meet financial requirements on their own, that a barrier exists to the employee or their family in fulfilling financial obligations and/or the individual has exhausted other alternatives for assistance.

11. Can senior living sector workers in all provinces qualify for the Fund?

We invite all senior living sector workers across the country to submit applications.

12. What is the criteria that applicants need to meet in order to qualify for the Fund?

Applicants must meet the following criteria which provide the basis for selection:

- Be an employee (casual, part-time or full-time) of a senior living operator in Canada working in a long-term care or retirement residence for at least three months as of the application date,
- Require assistance for funding a one-time expense or financial obligation that they are unable to meet due to reasons related to the COVID-19 pandemic,
- Provide relevant documentation to support the claim (i.e. bills or invoices for the expense),

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- Applicant confirms that they understand the program is for one-time financial assistance and not income replacement or replacement for government program funding,
- Consent to contact the applicant via email and/or phone, and
- Consent to agree to employment verification with the Human Resources Department of their employment or a letter of employment.

13. Are employees who are receiving EI or the CERB still eligible to apply?

The Fund is a separate initiative and does not include the receipt of these payments in the evaluation criteria.

14. How do employees apply for the Fund?

Applications for the Fund can be completed and submitted online at seniorlivingcares.ca. Applicants must fill out the questionnaire as completely as possible and must provide supporting documentation. Once the questionnaire is complete, applicants must agree to the terms and conditions of the application.

15. How long does the application process take?

Applicants will receive a confirmation of receipt of their application. The review and verification process is expected to take several weeks. Applicants will be notified as of:

- The successful approval of the application and next steps for validation (i.e. confirmation of employer and payment details),
- Confirmation of the qualification of the application or directing the application to the next wave of consideration, and
- Rejection of the application including specific reasons or exclusions as to why the application was rejected.

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16. Can applicants who were rejected for the Fund re-apply?

Applicants are invited to re-submit their application pending additional information or details to be provided.

17. Who decides which applicants will receive the Fund?

Applications will be reviewed by an evaluation committee made up of representatives of the founding members.

18. How will applications be evaluated?

Applications will undergo a blind evaluation process – i.e. applicant names, employer name and other identifying information will be initially hidden from the review panel received via the website to ensure fairness across employers, regions etc.

19. Will preference be given to workers who are employed at some of the harder hit homes?

Each application will be evaluated based on individual need.

20. How will applicants be notified about the status of their application?

Applicants who have successfully met the criteria will be notified via email that they have moved into the next phase.

ABOUT PAYMENT

21. How soon will successful applicants receive payment?

The review and verification process is expected to take several weeks.

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22. What types of expenses can successful applicants use the Fund for?

The emergency one-time assistance may take in to account, but will not be limited to, family circumstances or unexpected and unforeseen financial distress, for example:

- Rent or mortgage for the employee's residence
- Utilities for the employee's residence
- Family care
- Equipment for mobility or accessibility
- Urgent home repairs or modifications
- Interruption of post-secondary education
- Legal services
- Moving assistance

23. Are any expenses excluded?

The Fund is not intended to be an income replacement or to replace government financial assistance programs. The grants provided by the Fund are not intended to cover medical expenses or medication expenses, insurance or benefit related requests or where benefits or government funding are available.

24. How will payments be processed?

Payment arrangements to successful applicants will be made by the board of directors of the Fund. As a registered charity, The Senior CaRES Fund is not able to send money directly to recipients to cover expenses. The Fund is required by the Canada Revenue Agency to pay bills directly to the billing company. As a result, applicants will be required to send bills to the Fund which the Fund will pay.

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25. Does the Fund compensate recipients over and above their existing salaries?

The Fund is an initiative intended to complement workers' compensation, not replace it. The Fund ensures that those facing exceptional personal financial hardship have an option to turn to for emergency assistance.

26. Does the Fund count as taxable income?

Awards do not count as taxable income.

27. How many employees have received a grant to date?

Since May 2020, the Fund has awarded more than \$2.4 million in emergency financial assistance to 761 senior living employees across the country.

ABOUT THE SENIOR LIVING SECTOR

28. Why has the senior living sector been so heavily affected by the COVID-19 pandemic?

The COVID-19 virus has had a disproportionate impact on older populations, in particular the long-term care sector.

29. Was the Fund established as a way to further compensate employees for their work?

Government compensation programs, where they exist, provide point in time compensation recognizing employees for their additional efforts in the face of COVID-19. The Fund is a separate initiative that ensures employees in our community who are facing exceptional personal circumstances have an option to turn to for emergency assistance.