

Independent Living BC
A Housing for Health Partnership

Rent Supplement Component

Request for Proposals
from
Private Sector Operators
and
Non-Profit Societies
for
Richmond

April 30, 2005

**BC Housing &
Vancouver Coastal Health**

**Request for Proposals
VCH-RS-#04**

April 30, 2005

Closing Date and Time:

Proposals must be received by **2:00 p.m.** Daylight Savings Time on
Thursday, June 9, 2005

Closing Location:

BC Housing
Attention: Co-ordinator, Program Implementation
RFP for ILBC Rent Supplements VCH-RS-#04
Suite 601 – 4555 Kingsway
Burnaby BC V5H 4V8

Contact:

Ashley Chester
Telephone number: 604-439-4190
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I. INTRODUCTION

Through the *Independent Living BC* (ILBC) program, British Columbia Housing Management Commission (“BC Housing”) and Vancouver Coastal Health Authority (“VCH”) are seeking **40** units of assisted living in Richmond, British Columbia.

The Province of BC and the five regional health authorities have developed *Independent Living BC — A Housing for Health Partnership* (the “Program”) as a strategy to improve the continuum of service options for British Columbia’s elderly and disabled citizens (the “Tenants”). Assisted living is the provision of self-contained accommodation combined with hospitality and personal care services that facilitates individuals to remain independent in their own home as long as they are able and choose to do so.

II. PROGRAM DESCRIPTION

Independent Living BC is a housing for health partnership which emphasizes the principles of individuality, choice, dignity, privacy, and independence for individuals. *Independent Living BC* assists the health authorities to provide the range of hospitality and personal care services individuals need in combination with affordable housing for low and moderate income persons. (See Appendix A. Principles of Assisted Living.)

BC Housing and VCH will enter into a multi-year agreement with the selected private sector operator(s) or non-profit society(ies) (the “Operators”) to provide subsidies which will make up the difference between what the tenants can afford and the price of accommodation and services as agreed upon by the Operator(s), BC Housing, and VCH. The Tenants will be identified by VCH.

While there are a variety of ways in which assisted living services can be delivered, the basic components of the Program must include:

- self-contained rental housing which provides the Tenants with privacy and the ability to exercise their independence as they are able;
- hospitality services including the provision of meals, housekeeping and laundry services;
- 24-hour on-call emergency response system;
- social and recreational program, and
- personal care services for the activities of daily living including dressing, bathing, assistance using the toilet, and assistance with medication as needed by the Tenant.

Accommodation and services under the Province of British Columbia’s *Independent Living BC — A Housing for Health Partnership* will be made available through both non-profit societies and the private sector. In this Request for Proposals (the “RFP”), BC Housing and VCH are requesting proposals from private sector operators and non-profit societies for the provision of assisted living accommodation and services to lower income seniors and disabled adults.

III. STATEMENT OF WORK

1. The Tenants

The Tenants for the rent supplement apartments will be seniors and disabled adults who are able to direct their own care and whose health will be better maintained by support and care within a community setting rather than within a medical facility. Tenants will need assistance in maintaining their independence but their need for medical support will be relatively predictable and therefore able to be managed in a non-medical environment.

All Tenants to be assisted through *Independent Living BC* will be identified and selected by VCH, and must meet the following criteria:

- is a beneficiary (e.g. eligible for health services in the Province of British Columbia);
- requires both hospitality and personal care services;
- is at significant risk in their current living environment;
- does not meet the criteria for admission to a residential care facility; and
- has care needs most appropriately met in assisted living.

People who are able to self direct their own care are cognitively capable of making decisions regarding their own care relevant to the specific task. They can communicate effectively, verbally or non-verbally through communication devices, so as to be understood by any authorized caregiver or spouse living with the client. They have the ability to make informed, voluntary decisions regarding care requirements and participate in the development of their care plan, or alternatively make their needs known to the person they are living with who then participates in the development of that person's care plan. They are able to use the emergency response system and take direction in an emergency situation.

The Tenant will be required to move out of their assisted living unit if they meet one of the following criteria:

- has care needs that are more appropriately met in residential care;
- meets the criteria for admission to a residential care facility;
- exhibits behaviours that jeopardize that Tenant's safety and well-being or the safety and well-being of others; or
- is not complying with the terms of his or her Residency Agreement.

Residency Agreement means an agreement that defines the expectations, rights and obligations of the Tenant and the Operator, including the services to be provided, the charge to the Tenant for those services and the conditions under which a Tenant will be required to move out of assisted living.

All Tenants will be assessed and selected for entrance to and exit from a rent supplement apartment by the VCH. The selected applicants will be reviewed with the Operator prior to residency.

2. Criteria

BC Housing and VCH are seeking assisted living which meets the following criteria:

- will comprise a **minimum of 10 units**, however, a proposal for **40 units** is preferred, in central, northeast or northwest areas of Richmond. Note: units are not required for the areas near the community of Steveston.
- will be made available by the Operator for a minimum of **five** years.
- will provide a home-like setting, specifically a self-contained living unit for each Tenant with a lockable door and the features necessary for independent living.
- will provide hospitality services including two meals a day, one of which is the main daily nutritious meal, housekeeping and laundry at least once a week, social and recreational opportunities, monitoring and 24-hour on-call emergency response system.
- will provide personal care services directly or in partnership with other agencies. The Operator should assume an average of 36 minutes of personal care per Tenant per day.

Proposals that are based on new construction or conversion of existing buildings will be considered if they offer units prior to December 2006, or if there are insufficient existing units offered of appropriate quality.

Proposals for new construction or renovation of existing buildings should include sufficiently detailed information to facilitate a comparative evaluation with regard to the design and construction criteria specified in Appendix B and with existing project proposals. This information should include design drawings and specifications, and a development schedule indicating when the new or renovated units will be available.

While the standard operating agreements will be five years, longer terms will be considered for new construction or renovation of existing privately owned and operated buildings. Proponents should specify their preferred operating agreement duration, up to a maximum of 10 years.

In all cases, the design and construction criteria in Appendix B will be used to evaluate the design and construction aspects of the proposals submitted.

3. Services

In an assisted living environment Tenants will receive two types of services: hospitality and personal care.

Hospitality services will include:

- meal service for two meals daily (one of which is the main daily nutritious meal, preferably restaurant style), with the ability to meet special dietary needs, as well as daily snacks;
- housekeeping and heavy laundry (linens and towels) on at least a weekly basis; periodic cleaning of carpets and drapes; wipe up after spills and accidents;
- easy, on-site access to regular social or recreational activities;
- on-site equipment for Tenants to use for personal laundry; and
- monitoring and 24-hour emergency on-call response capacity through a staff person preferably on-site.

Note: Neither “monitoring” nor “on-call emergency support” imply medical expertise. “Monitoring” requires the Operator’s staff to be sensitive, in the course of everyday interaction with the Tenants, to any signs of health concerns that should be raised with the Tenant and/or VCH staff involved with the Tenant. “On-call emergency response capacity” requires the ready availability, preferably on-site, of a person able to respond in an appropriate manner when a Tenant is experiencing difficulties.

Personal care services refer to services that assist Tenants with the activities of daily living and specific nursing and rehabilitation tasks delegated under the provincial Personal Assistance Guidelines (Ministry of Health, January, 1997, or as revised from time to time). Related skills include transferring, moving around safely, and assistance with personal hygiene, bathing, dressing, grooming, eating, and managing medications.

Tenants can access professional health care as would anyone living in the community. VCH will undertake ongoing liaison with the Operator’s Tenant Services manager, as appropriate.

The Operator will have no responsibility for the Tenant’s health or health services. Ultimately responsibility rests with the Tenant and family members, in collaboration with the VCH case manager.

4. The assistance available

The Province of BC, through BC Housing and the five health authorities have joined in partnership to make assisted living accommodation and services affordable to Tenants.

The Tenants, many of whom will have gross incomes of approximately \$1020 per month, will pay no more than 70% of their after-tax income for the accommodation and the support they need.

BC Housing will provide a monthly housing subsidy directly to the Operator. VCH will also provide monthly funding to the Operator, to ensure that the Tenants can afford the services they need to maintain their independence.

5. Responsibilities

VCH Responsibility

VCH is required to:

- manage access to assisted living in the area including determining if a Tenant meets the move in/move out criteria, authorizing a Tenant's entry into and exit from assisted living and determining the nature and amount of services to be provided to Tenants;
- establish a process for resolution of disputes between VCH and the Operator(s);
- ensure policies respecting the delegation of nursing and rehabilitation tasks to the Operator's staff are consistent with the provincial Personal Assistance Guidelines;
- advise clients of the home care services that will be authorized to assist the client to remain at home until they move into an assisted living residence or should the client choose not to move into an assisted living residence; and
- work with the Operator to ensure a strong linkage to home and community care services.

Operator Responsibility

The Operator is required to:

- negotiate individual Residency Agreements with each Tenant in the assisted living residence;
- be registered as an assisted living residence under the *Community Care and Assisted Living Act*; and
- have policies and processes that comply with the Office of the Assisted Living Registrar's Health and Safety Standards.

Tenant Responsibility

The Tenant is required to:

- assume and retain maximum personal responsibility for their own health and well-being, and maximum involvement in decision-making;
- direct and participate in their own care;
- pay for assessed applicable costs; and
- pay for additional support services desired by the Tenant such as having a companion attend on medical or social outings.

IV. PROPOSAL REQUIREMENTS

Number of copies, closing date and location

Four copies of proposals must be submitted, two in bound form and two in unbound form to facilitate easy reproduction. All four copies should be submitted in one package clearly addressed as follows:

BC Housing
Co-ordinator, Program Implementation
RFP for ILBC Rent Supplements VCH-RS-#04
Suite 601 - 4555 Kingsway
Burnaby BC V5H 4V8

The deadline for receipt of proposals at the above address is **2:00 p.m. Daylight Savings Time, Thursday, June 9, 2005.**

Proposals submitted by e-mail or facsimile will not be accepted.

Mandatory Information Meeting and Inquiries

All proponents intending to make a submission in response to this RFP call are required to be represented and registered at the mandatory information meeting scheduled as follows:

Thursday, May 12, 2005
2:00 p.m.
Ralph Fisher Auditorium
Richmond General Hospital
7000 Westminster Hwy, Richmond

After the information meeting, inquiries about the general RFP process and/or about ILBC should be directed by e-mail, fax or post to:

Name: Ashley Chester, Co-ordinator, Program Implementation
BC Housing
601 – 4555 Kingsway
Burnaby BC V5H 4V8
Fax: 604-439-4193
E-mail: achester@bchousing.org

All questions must be made no later than 2:00 p.m. Daylight Savings Time, Friday, June 3, 2005.

Mandatory requirements

All proposals must meet the following requirements:

- The Operator must be able to secure insurance needed to meet the terms of the VCH Assisted Living Agreement. (See Appendix F.)
- The Operator must be represented at the mandatory meeting and must register at that meeting.
- The building must meet the mandatory criteria as determined by BC Housing. (See Appendix B.)
- Proposals must be received at the location specified above and by the deadline.
- Proposals must follow the format below.
- The Operator must submit a Letter of Committal in the form outlined in Appendix C.

Format

Operators are required to provide the information requested in the divisions listed below. The format can be downloaded for direct input at www.bchousing.org/ILBC/

N.B. If the Operator has design drawings of the proposed new construction or conversion of an existing building which clearly provide answers to any of the questions below, please submit the drawings and indicate in the appropriate spaces of the questionnaire: “Information provided on drawings submitted”.

1. Letter of Committal

2. Operator - **Summary Information**
 Support Documentation

3. Proposal - **Summary Information**
 Support Documentation

4. Schedule of unit availability

5. Price - **Summary Information**
 Support Documentation

An introductory executive summary of the proposal is not requested.

Each section below sets out the basic information required in a proposal and is followed by a sub-section entitled “**Support Documentation**”. The sub-sections list information that should be submitted in the proposal if it is available.