

Independent Living BC
A Housing for Health Partnership

Rent Supplement Component

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

for
Courtenay/Comox/Cumberland
Vancouver Island Health Authority

June 17, 2005

**BC Housing &
Vancouver Island Health Authority**

**Request for Proposals
VIHA-RFP-RS-03**

June 17, 2005

Closing Date and Time:

Proposals must be received by **2:00 p.m.** Daylight Savings Time
on **Thursday, July 28, 2005.**

Closing Location:

BC Housing
Attention: Co-ordinator, Program Implementation
Suite 601 – 4555 Kingsway
Burnaby BC V5H 4V8

Contact:

Ashley Chester
Telephone number: 604-439-4190
Fax number: 604-439-4726
achester@bchousing.org

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I. INTRODUCTION

Through the *Independent Living BC* (ILBC) program, British Columbia Housing Management Commission (“BC Housing”) and Vancouver Island Health Authority (“VIHA”) are seeking up to **60** units of assisted living in the Courtenay/Comox/Cumberland areas of Vancouver Island, British Columbia.

This RFP is open to both for-profit and non-profit organizations.

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 supports individuals to remain independent in their own community, 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 VIHA will enter into a multi-year agreement with the selected private sector or non-profit operator(s) (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 VIHA. The Tenants will be identified by VIHA in consultation with the Operator.

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 VIHA are requesting proposals from private sector and non-profit operators for the provision of assisted living accommodation and services to lower income seniors and disabled adults.

Assisted Living in British Columbia is regulated under the *Community Care and Assisted Living Act* and. Operators of assisted living must be registered with the Assisted Living Registrar. Interested parties should review the material on the Registrar’s website at

www.healthservices.gov.bc.ca/assisted/ to ensure that their proposal would be eligible for registration.

III. STATEMENT OF WORK

1. The Tenants

The Tenants for the rent supplement apartments will be seniors and disabled individuals 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 housing environment.

All Tenants to be assisted through *Independent Living BC* will be identified and selected by VIHA, 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; and
- has care needs most appropriately met in assisted living (e.g. medically stable and not requiring 24/7 professional care available for unpredictable medical needs).

People who are able to direct their own care are cognitively capable of making decision regarding their own care relevant to the specific task in the assisted living environment. They can communicate effectively, verbally or non-verbally through communication devices, so as to be understood by any authorized caregiver or a spouse living with them. 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 choices 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;
- is unable to direct their own care;
- exhibits behaviours that jeopardize that Tenant's safety and well-being or the safety and well-being of others; or
- is not complying with 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 VIHA. The selected applicants will be reviewed with the Operator prior to residency.

2. Criteria

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

- will comprise a minimum of **20** units and up to **60** units in Courtenay/Comox/Cumberland.
- will be made available by the Operator(s) for a minimum of **five** years.
- will provide residential 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, or arrange to have provided, one or two prescribed services as set out in the *Community Care and Assisted Living Act*. Typically these services would be assistance with personal care and medication management.
- will be registered with the Office of the Assisted Living Registrar.

Proposals that are based on new construction or conversion of existing privately owned buildings will be considered if they offer units prior to September 2006, or later 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 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 carpet and drapes; wipe up after spills and accidents;

- easy, on-site access to regular social or recreation 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 VIHA 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). These services include transferring, help with moving around safely, and assistance with personal hygiene, bathing, dressing, grooming, eating, and managing medications.

VIHA will provide/arrange the personal care services in cooperation with the Operator. Personal care services may be provided by the Operator in one of three ways: a) through Operator staff, b) by way of a contract with a service provider, or c) through a contract with VIHA to provide those services.

Services will be funded or provided by VIHA through a home support model that specifies the personal care services to be provided and the amount of time that will be funded for those services for each Tenant.

Proponents should review the health and safety standards set by Registrar of Assisted Living to ensure that their environment and their proposed service plan will meet those standards.

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

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. VIHA 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

VIHA Responsibility

VIHA 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;
- provide subsidies to bridge the gap between Tenant payments for hospitality services and the per-unit contract price;
- establish an agreement for funding and/or providing personal care services, ensuring that appropriate care standards are being met and that the policies respecting the delegation of nursing and rehabilitation tasks to the Operator's staff are consistent with the provincial Personal Assistance Guidelines;
- establish a process for resolution of disputes between VIHA and the Operator(s); 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*;
- have policies and processes that comply with the Registrar's Health and Safety Standards; and
- provide, or arrange for, the personal care and medication management services required by Tenants.

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 VIHA-RFP-RS-03
Suite 601 - 4555 Kingsway
Burnaby BC V5H 4V8

The deadline for receipt of proposals at the above address is **2:00 p.m. Pacific Daylight Savings Time, Thursday, July 28, 2005.**

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

Inquiries

Questions and inquiries should be directed to:

Name: Ashley Chester, Co-ordinator, Program Implementation
Telephone: 604-439-4190
E-mail: achester@bchousing.org

All questions must be made no later than **2:00 p.m. Pacific Daylight Savings Time, Friday, July 15, 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 VIHA Assisted Living Agreement. (See Appendix F.)
- 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 closing date and time.
- 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.