



Senior Safety & Quality Improvement Program (SSQIP)  
Frequently Asked Questions (FAQs)

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# Frequently Asked Questions (FAQs)

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## SSQIP Eligibility Criteria

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### Who is eligible?

#### **1. Which long-term senior residential care home providers are eligible to apply?**

Profit and not-for-profit non-government owned-operated long-term residential care providers in BC that have publicly funded senior residents\*.

*\*Currently, Assisted Living, Home Care and Home Support are not eligible for SSQIP funding.*

#### **2. How much can our care home apply for?**

Up to \$500 per funded senior resident by long-term residential care home provider for phase one of the program\*.

Long-term senior residential care home providers can apply once and carry forward any unused amounts into another funding period to cover short or long-term expected needs or start a new application.

*\*Initial \$10 Million Grant*

#### **3. My long-term senior residential care home has private pay beds in residential care as well as Assisted Living clients. Am I still eligible to apply for funding?**

Grant recipients must confirm that the capital purchases or rentals will primarily be used for publicly funded senior residents in long term care.

### Other Sources of Funding

#### **4. Can I still apply to the program if I am eligible to receive funding from another source?**

Existing programs from Health Authorities or other funding sources are taken into consideration in the approval process for all or partial funding. You can apply, however the SSQIP Terms & Conditions are set out whereby if an existing program is in place the capital purchase may not be funded or not deemed as high priority.

#### **5. Is my long-term senior residential care home still eligible to apply if we have no co-funding?**

Yes, you are still eligible to apply.

#### **6. Can my care home apply for something we have received a quote or assessment for but not yet purchased?**

The application must be for net new purchases whereby no other warranties, programs, grants, or funding sources exist. There are no retroactive payments or reimbursements for purchases made prior to receiving grant application approval.

## Item Eligibility

**7. What if my long-term senior residential care home has a request that is not on the eligible list?**

The BC Care Providers Association (BCCPA) has conducted a province wide needs assessment and the items on the list represent many of the needs. If there is something you are not sure about, please contact the Programs Department ([see page 10](#)) for direction before starting an application.

**8. Can the funding be used to cover costs essential to the capital purchase such as maintenance or training?**

Currently, SSQIP is available for capital purchases or rental funding only.

## Application Submission Process

### Open Application Periods

**9. Is it more advantageous for my long-term senior residential care home to apply sooner rather than later?**

The program is designed so that your allocation of up to \$500 per funded senior resident is secured to September 30<sup>th</sup>, 2019.

There is no rush as funding can be spread throughout this period. You can apply when you have identified and cost out your needs. This funding is allotted to you and there will be at least two opportunities in a year to apply in the open application periods.

**10. What time during the year are you open to accepting applications?**

The first open application period ran from January 15<sup>th</sup> to February 28<sup>th</sup>, 2018. The second application period is open from August 28<sup>th</sup> to September 28<sup>th</sup>, 2018.

**11. Are there a maximum number of applications my long-term senior residential care home can submit?**

You will have an opportunity to submit a maximum of 2 applications per year and per eligible care home.

If you have already applied and some items on your application have not approved for funding, you have the option to carry forward the same application or to start a new application in a future open application period. Please note that the carry forward option is not counted as another application. Only new applications are counted as part of the 2-application limit.

### Electronic Application Form

**12. I am having issues with the online application form, who do I contact for assistance?**

Please contact the Program Department for assistance ([see page 10](#)).

**13. My organization has multiple sites that are eligible to apply. Does each site need to submit an application?**

Yes, an application must be created for each eligible site. There is an application limit of 2 applications per year set on the user account. If you are creating multiple applications for different sites under one account, please contact the Programs Department ([see page 10](#)).

**14. My long-term senior residential care home has both seniors and older adults. How do I know which residents we can include in the “up to” eligible amount calculation?**

Publicly funded residents in long-term care are to be included in the application for review.

In the online application, please add a note in the section for additional comments or upload a supporting document. Indicate the number of funded residents to be considered in the “up to” eligible amount. The more information you provide, the stronger your application will be.

## Application Review

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### Review & Adjudication Process

**15. What are considered in the application review and adjudication process?**

Applications are scored and rated according to the SSQIP Guiding Principles:

- a. Overall intended outcomes to improve senior safety and quality of life.
- b. The impact the item will have on the intended outcomes to improve senior safety and quality of life. The risk impact on employee safety due to the absence of the item is also considered.
- c. The capacity of the care home to cost share or find other sources of funding; which includes, but are not limited, to fundraising, establish maintenance plans, hold reserves or financial evidence.
- d. Identifies how the intended outcomes or impacts will be measured from the objectives identified.

**16. What other factors are taken into consideration in this first round of applications for SSQIP?**

- a. Every effort is made to fund top priority requests as outlined in the application.
- b. Strength of application in explaining how senior safety and quality of life are impacted, and where applicable impacts on employees.
- c. Critical requests such as WorkSafeBC orders, Occupational Health and Safety Regulation Code urgencies, inspections identifying hazards, letters of support, accreditation or licensing needs to back up the request as evidence makes the application stronger.
- d. When possible, bulk purchases are approved together that are for the same site or across sites to save costs on shipping, handling and discount pricing from the same vendor. This must be identified in the application or it is not taken into consideration.

## Application Approvals

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### Application Status

#### **17. How do I know if my application was approved or declined for this period?**

All applicants will receive a letter from the BCCPA Programs Department regarding the status of the application and the next steps.

### Application Moved Forward

#### **18. What could move my funding request to a future application period?**

- a. Subscribed funding for the period has been exceeded.
- b. We still require further information on the application to provide the funding and we will work closely with you to validate the necessary information. This includes, but is not limited to:
  - The number of funded residents did not match what is listed on the Health Authority publicly funded list and validation is required to determine the up to eligible limit.
  - The care home is not listed by the Health Authority as being publicly funded.
  - Validate if funding opportunities from other sources outside of SSQIP have become available.
  - The item requested is above industry standard pricing given all applicable factors.
  - The item requested is not an eligible item for SSQIP funding and further information is required or needs to be approved by the SSQIP Advisory Committee to be made eligible in the next application period.
- c. There are items in your application set for funding approval in 2019.

#### **19. If my funding application was moved to a future funding period for review, does this mean my application is rejected and I do not get funding?**

No, this means that we will be reviewing the remaining items requested in a future funding period as per the reasons listed above. The allotted “up to” \$500 per funded senior resident at the eligible site is secured until September 2019.

#### **20. What are the next steps if some or all my requests for funding were moved to the next application period?**

Your application will automatically move to the next application period. If you choose to close your application and start a new one in a future open application period, please contact the Programs Department ([see page 10](#)).

## Implementation & Funding

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### Purchases & Implementation

#### **21. Does the quantity I purchase have to match the approved quantity on the approval letter?**

We understand the industry costs and quotes are subject to change\*. The quantity of items you purchase does not have to match the approved quantity.

*\*Please refer to questions 22 – 24 below for more information on the approved funding amount.*

**22. The care home needs have changed since I have submitted my application and received the letter of approval. Can I use the approved funding amount for the purchase of other items?**

New items must be requested in a new application for review and funding approval.

If an approved item for funding is no longer needed or is no longer a priority, the grant recipient is not obligated to purchase all the items as indicated on the approval letter. If an item is not purchased, the approved funding amount for that item will be made available to the care home to request for other items in a future open application period.

**23. If the total purchase amount on the invoices and receipts are less than the total amount of funding approved for the period, can I use the remaining amount to purchase more items?**

If the total cost is less than the amount approved, cheques will be issued for the amount on the invoice and receipts. The remaining funds will be made available to the care home to request for more items in a future open application period.

*\*Please refer to questions 21 above for more information on the approved quantity.*

**24. If the total purchase amount on the invoices and receipts are greater than the total amount of funding approved for this period, can I request for more SSQIP funds to cover the costs?**

The cheques will be issued for the amount on the letter of approval. The remaining balance is considered a cost share by the care home.

**25. How long will my care home have from the date of approval to make the purchase and implement?**

Grant recipients are to provide proof of purchase such as invoices and receipts within 90 calendar days of the date of approval. Exceptions where requested will be assessed.

**26. What if I cannot provide my invoices and receipts within 90 calendar days due the nature of the project and process, or due to unexpected circumstances?**

Please contact the Programs Department ([see page 10](#)) if you cannot implement and submit the invoices and receipts within 90 calendar days prior to the deadline.

## Submitting Invoices and Receipts

### **27. I only have an invoice for my purchases. Will the invoice alone be sufficient?**

As per the SSQIP Terms and Conditions, submission of both the invoices and receipts are required as proof of purchase.

The invoice contains the following information:

- Date ordered
- Invoice number
- Items ordered
- Quantity ordered
- Total cost (including applicable taxes and shipping fees)

The receipt contains the following information:

- All the information in the corresponding invoice (see above)
- The date the invoice was paid (or the date the vendor received the payment)
- The total amount paid (or “remaining balance due: \$0.00”)

### **28. My organization has multiple-sites and the same items have been approved for each site. Can I make one bulk purchase and submit one invoice and receipt for all the sites? Or do I need to make separate payments for each site?**

One bulk purchase and payment can be made for multiple sites and the applicable invoices and receipts must be submitted for each site in the online application system (SurveyMonkey Apply). The invoices and receipts must match the approval letter per site.

### **29. After our care home is approved for funding and we have purchased and implemented the items, other than providing the invoices and receipts what else may be required?**

Although an application maybe strong in other areas, we may ask applicants to resubmit intended outcomes if this section needs more specific information.

## Funding

### **30. My organization has multiple-sites and the same items have been approved for each site. If one bulk purchase is made for multiple sites, will the cheque be issued to the organization?**

The cheques will be issued to each care home and grant recipient in accordance to the approved funding amount per care home.

### **31. I have submitted my invoices and receipts (and other applicable documents) within 90 calendar days, when should I expect to receive my reimbursement?**

Once BCCPA receives and reviews all the required documents, please allow for 30 calendar days to receive your cheque.



## Final Steps & Communication Protocols

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### Final Steps

#### **32. What else may be required if I am a grant recipient on behalf of the care home?**

Confirm with BCCPA that you have received your cheque and answer a quick program survey to provide your feedback.

Please ensure that the SSQIP communication protocols are adequately followed\*. We may also request onsite inspections which will be conducted by BCCPA, an appointed representative or a third party to follow-up with intended outcomes or to validate item purchases or rentals.

*\*Please refer to question 33 for more information regarding SSQIPs communication protocols.*

### Communication Protocols

#### **33. What are the recognition and communication protocol requirements if I am a grant recipient?**

The information regarding this funding approval cannot be released publicly prior to obtaining written approval from BCCPA. Once information can be publicly released, grant recipients are required to acknowledge the support of the BC Ministry of Health and the BCCPA in their promotional material associated with the grant.

Grant recipients are also required to recognize the BC Ministry of Health and BCCPA for providing support of the purchase to improve senior safety and quality of life wherever the opportunity for recognition is possible and participate in communications protocol where requested.

For further information, please refer to the SSQIP Terms and Conditions or speak to BCCPA staff.

## Contact Us

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If you need to contact us about SSQIP, please **email BCCPA** or contact the **Programs Department**.

**Snezana Ristovski**

Director of Programs

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