

# The Waverley

RETIREMENT LIVING

Dear Waverley Residents and Family Members,

March 21, 2024

We are writing to provide further information regarding recent changes to the City of Winnipeg regulations and charges relating to Emergency Calls for falls / lift assist through Fire Paramedic Service.

You may have read that the City of Winnipeg had implemented a charge of \$2,731.05 per emergency call out to assist Residents who have fallen. As an Independent Living Community, we are not licensed nor is our team trained to provide lifts, or to medically assess in lifting a Resident who has fallen. Historically, we attend to a Resident who has fallen and assess if the Resident is able to stand on their own. If unable, our role is to call emergency services to safely assist the Resident and take the information the Resident is communicating to ensure there are no injuries or further treatment requirements.

The direction we have received from the City of Winnipeg – Fire Paramedic Services is that if any lift is performed in our community by the emergency response teams, this charge will apply. Any transport to hospital or medical assessment will result in additional charges. These costs are specifically being directed to Senior's living in Independent Living residences. We recognize that these costs are very high and may prevent some people from seeking the medical assistance they require.

To ensure that Residents are getting the support and care they need in a timely manner, we will implement the following process:

- If a resident falls, they will use their emergency pendant or pull cord to alert our staff.
- Our staff will respond immediately to the emergency call.
- If the Resident is not able to safely get up on their own, we will request their permission to call family to see if anyone is able to come provide support.
- If a family member is not available, we will call the non-emergency services to come and assist the Resident.
- This does mean that there could be a significant delay from the time the call is made until emergency services arrives. If non-emergency services is delayed, we will have a staff member check with the Resident every 30 minutes to ensure they are comfortable, and the Resident is not communicating any changes.
- If the Resident directs us to call Emergency Services, the Resident understands that they will likely be invoiced for \$2,731.05 by City of Winnipeg – Fire Paramedic Service.
- Note: WRHA Home Care and Private Care service providers will continue to follow their protocol for emergency or non-emergency response and our staff would not be involved.

We have engaged our legal team to attempt to educate and challenge the new charges being levied by the City of Winnipeg. This is a longer and more arduous resolution process. We encourage you to engage with your local representatives if you disagree with the stance the City of Winnipeg has taken.

As always, our priority is the Health and Safety of our Residents. Our goal is to ensure that you receive the care and support you need in a reasonable time frame to ensure good health outcomes to the best of our abilities and within our scope of service.

If you have any questions regarding this, please do not hesitate to reach out.

Warm Regards,

Shelly Resler  
Executive Director