


Leamington Mennonite Home

POLICY AND PROCEDURE

CATEGORY: Administration	SUBJECT: Verified Financial Complaints	SECTION: V
DATE: September 2004	Administrator's Signature: 	POLICY: 1

VERIFIED FINANCIAL COMPLAINTS

POLICY:

Every resident has the right to manage his or her own financial affairs where the resident is able to do so, and where the resident's financial affairs are managed by the Home, to receive a quarterly accounting of any transactions undertaken on his or her behalf and to be assured that the resident's property is managed solely on the resident's behalf.

PROCEDURE:

Upon admission, each resident or their representative shall identify the person responsible for managing his/her financial affairs. A copy of the Power of Attorney should be provided indicating the legal authorization of the person designated to manage any financial affairs.

A monthly statement is made available to all residents/ resident representatives in the Administration Office or can be mailed upon request. The statement identifies all charges being billed. Residents/ resident representatives can review the resident's financial file to verify any charges being billed to their account.