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Date: August 14, 2023
To: Billing Contacts/Families of Residents at MSA Manor and Maplewood House
Subject: Upcoming Changes to Monthly Financial Statements

Good afternoon,

This is a notification of upcoming changes to the monthly financial statements, effective September 1st, 2023. Each month, you have been receiving two financial statements:

- 1) Statement of Account
- 2) Statement of Resident Trust Account

Currently, the “Statement of Account” includes monthly rental payments and other incidental charges (such as Pharmacy and Medical Supplies charges).

Effective September 1st, 2023, only monthly rental charges will be displayed on the “Statement of Account”. All other non-rental charges will be displayed on the “Statement of Resident Trust Account”.

Examples of non-rental charges include pharmacy, medical supplies, tuck shop, footcare, hairdressing, outings, clothing, and other miscellaneous expenses.

We recommend families and/or residents to provide consent for the finance department to automatically top up the Trust account when the balance falls under \$50. A recommended standard top-up amount would be \$250 (to bring the trust balance to approximately \$300).

Please note that these changes are in **presentation only**, as they will not change the amount of total funds withdrawn each month.

If you have any questions or would like to discuss consent for trust top-ups, please contact Barb at 604-870-7569, or email at bhildebrandt@maplewood.bc.ca.

Sincerely,

Barb Hildebrandt
Finance Department