

Response to Applicant - Partial Access Granted

April 23, 2024

Dear Applicant:

Re: Your request for access to information under Part II of the **Access to Information and Protection of Privacy Act, 2015** [Our File #: HCS-106-2024]

On DATE the Department of Health and Community Services received your request for access to the following records:

For the second, third, and fourth 2023-24 fiscal quarters, the number of seniors in personal care/assisted living homes in Newfoundland and Labrador who received government subsidies during these periods plus the overall level of clients (both those who are self pay and those who received subsidies) broken down by each personal care/assisted living institution (and its location) during these periods.

A decision has been made by the Department of Health and Community Services to provide access to some of the requested information.

Access to the remaining information contained within the records, has been refused in accordance with the following exception(s) to disclosure, as specified in the **Access to Information and Protection of Privacy Act, 2015 (the Act)**:

Section 6: *Notwithstanding section 5, but except as provided in sections 92 to 94, this Act and the regulations shall not apply and the Personal Health Information Act and regulations under that Act shall apply where a public body is a custodian, and the information or record that is in the custody or control of a public body that is a custodian is personal health information.*

Section 40(1): *The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.*

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

The Act requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the Act (a copy of this section has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner

P.O. Box 8700, St. John's, NL, Canada A1B 4J6

2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
commissioner@oipc.nl.ca

You may also appeal directly to the Supreme Court within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section has been enclosed for your reference).

Please be advised that this request may be published on the [Completed Access to Information Requests](#) website. Requests will be posted when possible, but no sooner than three business days after a response is sent electronically, or five business days where a response is sent by mail. Please note that requests for personal information will not be posted online. Additional details regarding the process for publishing requests online can be found [here](#).

If you have any further questions, please feel free to contact me via email at ATIPP-Health@gov.nl.ca

Sincerely,



Kimberly Ryan
Manager, Privacy and Information Security

Enclosures

Access or correction complaint

42.(1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52(1) or 53(1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21;

(b) a decision respecting an extension of time under section 23;

(c) a variation of a procedure under section 24; or

(d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45(2)

2022-23	Quarter 2	Quarter 3	Quarter 4
Individuals in PCH in receipt of subsidy	3704	3824	3910

Second Quarter 2023-24

40(1)

Section 6 - Personal Health Information, 40(1)

Note: Independent - refers to residents who do not have a care need as determined by a clinical assessment completed by clinical staff within NL Health Services. These residents are not eligible for a financial subsidy and are therefore private paying residents.

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Central										
White's Family Care Residence	Porterville	50			24					
Oram's Baywatch Manor	Glovertown South	34			28					
Robinson's Personal Care Home	Bishop's Falls	30			11					
Gander Bay Retirement Home	George's Point	40			23					
Golden Year Estates	Grand Falls - Windsor	71			44					
Golden Years Estates	Gander	76			46					
Hillcrest Manor	Musgrave Harbour	40			21					
Hollett's Retirement Home	Grand Falls - Windsor	70			56					
Islandside Manor	Leading Ticks	24			6					
Lanes Retirement Living - Botwood	Botwood	52			44					
Nightingale Manor	Gander	97			78					
Oram's Birchview Manor	Glovertown	54			42					
Oram's Emmanuel Manor	Gambo	46			36					
Otterbury Manor	Wesleyville	30			24					
Pleasantview Manor	Lewisporte	100			99					
Riverhead Manor	Fogo	17			13					
Springdale Retirement Centre	Springdale	100			97					
Green Bay Retirement Living	Springdale	72			57					
Sunset Manor	Twillingate	23			19					
White Bay Retirement Living	Baie Verte	72			67					
Kingsway Living GFW	Grand Falls - Windsor	100			77					
Kingsway Living Lewisporte	Lewisporte	100			90					
Oram's Bethesda Manor	Gander	100			95					
Twin Town Manor	Grand Falls - Windsor	78			67					
The Fountains at Hollett Park	Grand Falls - Windsor	100			59					
Oram's Bethesda II	Gander	100			99					
	Total	1676	1168	154	1322					
Eastern Urban										
Admirals Coast Retirement Centre	Kelligrews	100			98					
Aurora Estates	Long Pond	41			41					
Bayview Heights Manor	Kelligrews	20			13					
Bishop's Gardens	St. John's	93			87					
Bonaventure Retirement Home	St. John's	45			24					
Cambridge Estates	St. John's	100			94					
Cannings Personal Care Home	Long Pond	36			14					
MJ Manor	Manuels	20			11					
Cradea Manor	Mount Pearl	20			18					
Heritage Square Retirement	CBS	100			99					

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Hillcrest Estate	Mount Pearl	77			76					
Karwood Retirement Retreat	Paradise	72			65					
Kelly's Personal Care Home	Goulds	19			6					
Kingsway Living Paradise	St. John's	100			72					
Lane's Retirement	St. John's	100			95					
Linda's Personal Care Home	Goulds	15			13					
Meadow Creek Retirement Centre	Paradise	96			84					
North Pond Home	Torbay	80			77					
Pearl House	Mount Pearl	44			35					
Ruby Manor	St. John's	57			56					
Winslow Ridge	St. John's	100			97					
Westbury Estates	St. John's	100			90					
Total		1435	979	286	1265					
Eastern Rural										
Alderwood Estates	Witless Bay	87			70					
Bacallieu Retirement Living	Old Perlican	45			21					
Bay Roberts Retirement Centre	Bay Roberts	65			36					
Beachside Manor	Placentia	73			41					
Bonavista Retirement Centre	Bonavista	82			39					
Callingwood Downs	Clarke's Beach	100			93					
Clarenville Retirement Home	Clarenville	100			87					
Cozy Quarters Personal Care Home	Clarenville	100			84					
Eason's Personal Care Home	Holyrood	20			17					
Grand Bank Retirement Centre	Grand Bank	74			50					
Tarkay Hilltop Manor	Arnold's Cove	32			22					
Lanes Retirement Living - Carbonear	Carbonear	73			70					
Lewis' Personal Care Home	Riverhead	20			4					
Marystown Retirement Centre	Marystown	94			60					
Miraquinn Hilltop Manor	Hickman's Harbour	20			18					
Shag Rock Manor	Whiteway	60			45					
Shirley's Haven	Catalina	50			26					
St. Lawrence Retirement Living	St. Lawrence	30			15					
Tobin's Guest Home	Holyrood	30			14					
Winter Holme Manor	Winterton	29			16					
Woodford's Comfort Manor	Holyrood	43			24					
Total		1227	761	91	852					
Labrador-Grenfell										
Harbourview Manor	Mary's Harbour	20			14					
Ivy Durley Place	Flower's Cove	36			33					
Roddickton House	Roddickton	22			21					
Shirley's Haven #2	St. Anthony	59			57					
Total		137	125	0	125					

40(1)

Section 6 - Personal Health Information, 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Western										
Acadian Village	Stephenville	56			55					
Lanes Retirement Living - Irishtown-Summerside	Irishtown	60			51					
Deerlake Manor	Deer Lake	83			77					
Oceanside Home Care	Cape Anguille	14			11					
Lohnes PCH	Corner Brook	51			45					
Main River Retirement Home	Pollards Point	10			8					
Mountain Hope Manor	Port Aux Basques	55			50					
Mountain View Estates	Corner Brook	98			94					
Mountain View House	Meadows	60			53					
Lanes Retirement Living - Port Saunders	Port Saunders	52			40					
Silverwood Manor	Kippens	51			51					
West Mount Estates	Corner Brook	90			88					
Xavier House Inc	Corner Brook	28			28					
	Total	708	630	21	651					
	Provincial Total	5183	3663	552	4215	185	2649	966	343	71

Third Quarter 2023-24

Note: Independent - refers to residents who do not have a care need as determined by a clinical assessment completed by clinical staff within NL Health Services. These residents are not eligible for a financial subsidy and are therefore private paying residents. 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Central										
White's Family Care Residence	Porterville	50			27					
Oram's Baywatch Manor	Glovertown South	34			29					
Robinson's Personal Care Home	Bishop's Falls	30			14					
Gander Bay Retirement Home	George's Point	40			22					
Golden Year Estates	Grand Falls - Windsor	71			43					
Golden Years Estates	Gander	76			48					
Hillcrest Manor	Musgrave Harbour	40			24					
Hollett's Retirement Home	Grand Falls - Windsor	70			58					
Islandside Manor	Leading Tickle	24			7					
Lanes Retirement Living - Botwood	Botwood	52			44					
Nightingale Manor	Gander	97			76					
Oram's Birchview Manor	Glovertown	54			42					
Oram's Emmanuel Manor	Gambo	46			38					
Otterbury Manor	Wesleyville	30			25					
Pleasantview Manor	Lewisporte	100			100					
Riverhead Manor	Fogo	17			13					
Springdale Retirement Centre	Springdale	100			91					
Green Bay Retirement Living	Springdale	72			56					
Sunset Manor	Twillingate	23			20					
White Bay Retirement Living	Baie Verte	72			63					
Kingsway Living GFW	Grand Falls - Windsor	100			86					
Kingsway Living Lewisporte	Lewisporte	100			93					
Oram's Bethesda Manor	Gander	100			88					
Twin Town Manor	Grand Falls - Windsor	78			65					
The Fountains at Hollett Park	Grand Falls - Windsor	100			59					
Oram's Bethesda II	Gander	100			97					
Total		1676	1214	114	1328					
Eastern Urban										
Admirals Coast Retirement Centre	Kelligrews	100			96					
Aurora Estates	Long Pond	41			41					
Bayview Heights Manor	Kelligrews	20			17					
Bishop's Gardens	St. John's	93			88					
Bonaventure Retirement Home	St. John's	45			18					
Cambridge Estates	St. John's	100			98					
Cannings Personal Care Home	Long Pond	36			15					
MJ Manor	Manuals	20			11					
Cradea Manor	Mount Pearl	20			16					
Heritage Square Retirement	CBS	100			99					
Hillcrest Estate	Mount Pearl	79			76					
Karwood Retirement Retreat	Paradise	72			69					

40(1)

Section 6 - Personal Health Information, 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Kingsway Living Paradise	St. John's	100			79					
Lane's Retirement	St. John's	100			95					
Linda's Personal Care Home	Goulds	15			13					
Meadow Creek Retirement Centre	Paradise	94			78					
North Pond Home	Torbay	80			79					
Pearl House	Mount Pearl	44			35					
Ruby Manor	St. John's	57			57					
Winslow Ridge	St. John's	100			99					
Westbury Estates	St. John's	100			97					
Total		1416	1027	249	1276					
Eastern Rural										
Alderwood Estates	Witless Bay	87			68					
Baccalieu Retirement Living	Old Perlican	30			23					
Bay Roberts Retirement Centre	Bay Roberts	65			40					
Beachside Manor	Placentia	73			41					
Bonavista Retirement Centre	Bonavista	82			42					
Callingwood Downs	Clarke's Beach	100			93					
Clarenville Retirement Home	Clarenville	100			88					
Cozy Quarters Personal Care Home	Clarenville	100			81					
Eason's Personal Care Home	Holyrood	20			18					
Grand Bank Retirement Centre	Grand Bank	74			49					
Tarkay Hilltop Manor	Arnold's Cove	32			24					
Lanes Retirement Living - Carbonear	Carbonear	73			70					
Lewis' Personal Care Home	Riverhead	20			4					
Miraquinn Hilltop Manor	Hickman's Harbour	20			17					
Shag Rock Manor	Whiteway	60			44					
Shirley's Haven	Catalina	50			25					
St. Lawrence Retirement Living	St. Lawrence	30			15					
Tobin's Guest Home	Holyrood	30			15					
Winter Holme Manor	Winterton	29			15					
Woodford's Comfort Manor	Holyrood	30			25					
Total		1105	731	66	797					
Labrador-Grenfell										
Harbournview Manor	Mary's Harbour	20			19					
Ivy Durley Place	Flower's Cove	36			35					
Roddickton House	Roddickton	22			21					
Shirley's Haven #2	St. Anthony	54			54					
Total		132	129	0	129					
Western										
Acadian Village	Stephenville	55			52					
Lanes Retirement Living - Irishtown-Summers	Irishtown	60			50					
Crosswinds Seniors Resort	Robinsons	79			36					
Deerlake Manor	Deer Lake	83			80					
Oceanside Home Care	Cape Anguille	14			12					

40(1)

Section 6 - Personal Health Information, 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Lohnes Personal Care Home	Corner Brook	50			47					
Main River Retirement Home	Pollards Point	10			6					
Mountain Hope Manor	Port Aux Basques	55			47					
Mountain View Estates	Corner Brook	100			94					
Mountain View House	Meadows	60			54					
Lanes Retirement Living - Port Saunders	Port Saunders	56			36					
Silverwood Manor	Kippens	51			49					
West Mount Estates	Corner Brook	91			90					
Xavier House Inc	Corner Brook	28			28					
Total		792	662	19	681					
Provincial Total		5121	3763	448	4211	185	2661	931	358	76

Fourth Quarter 2023-24

40(1)

Section 6 - Personal Health Information, 40(1)

Note: Independent - refers to residents who do not have a care need as determined by a clinical assessment completed by clinical staff within NL Health Services. These residents are not eligible for a financial subsidy and are therefore private paying residents.

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Central										
White's Family Care Residence	Porterville	50			26					
Oram's Baywatch Manor	Glovertown South	34			28					
Robinson's Personal Care Home	Bishop's Falls	30			13					
Gander Bay Retirement Home	George's Point	40			24					
Golden Year Estates	Grand Falls - Windsor	71			42					
Golden Years Estates	Gander	76			44					
Hillcrest Manor	Musgrave Harbour	40			25					
Hollett's Retirement Home	Grand Falls - Windsor	70			57					
Islandside Manor	Leading Tickles	24			6					
Lanes Retirement Living - Botwood	Botwood	52			44					
Nightingale Manor	Gander	97			78					
Oram's Birchview Manor	Glovertown	54			41					
Oram's Emmanuel Manor	Gambo	46			41					
Otterbury Manor	Wesleyville	30			24					
Pleasantview Manor	Lewisporte	100			97					
Riverhead Manor	Fogo	19			16					
Springdale Retirement Centre	Springdale	100			97					
Green Bay Retirement Living	Springdale	72			56					
Sunset Manor	Twillingate	23			20					
White Bay Retirement Living	Baie Verte	72			67					
Kingsway Living GFW	Grand Falls - Windsor	100			85					
Kingsway Living Lewisporte	Lewisporte	100			92					
Oram's Bethesda Manor	Gander	100			94					
Twin Town Manor	Grand Falls - Windsor	78			63					
The Fountains at Hollett Park	Grand Falls - Windsor	100			62					
Oram's Bethesda II	Gander	100			100					
Total		1678	1222	120	1342					
Eastern Urban										
Admirals Coast Retirement Centre	Kelligrews	100			99					
Aurora Estates	Long Pond	41			40					
Bayview Heights Manor	Kelligrews	20			16					
Bishop's Gardens	St. John's	93			93					
Bonaventure Retirement Home	St. John's	0			0					
Cannings Personal Care Home	Long Pond	36			17					
Cambridge Estates	St. John's	100			98					
MJ Manor	Manuals	20			15					
Cradea Manor	Mount Pearl	20			17					
Heritage Square Retirement	CBS	100			100					
Hillcrest Estate	Mount Pearl	79			75					
Karwood Retirement Retreat	Paradise	72			70					
Kelly's Personal Care Home	Goulds	19			6					
Kingsway Living Paradise	St. John's	100			88					
Lane's Residence	St. John's	100			100					

40(1)

Section 6 - Personal Health Information, 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Linda's Personal Care Home	Goulds	15			13					
Meadow Creek Retirement Centre	Paradise	94			72					
North Pond Home	Torbay	80			76					
Pearl House	Mount Pearl	44			34					
Ruby Manor	St. John's	57			56					
Winslow Ridge	St. John's	100			100					
Westbury Estates	St. John's	100			96					
Total		1390	1082	199	1281					
Eastern Rural										
Alderwood Estates	Witless Bay	87			66					
Baccalieu Retirement Living	Old Perican	30			19					
Bay Roberts Retirement Centre	Bay Roberts	65			41					
Beachside Manor	Placentia	73			42					
Bonavista Retirement Centre	Bonavista	82			42					
Callingwood Downs	Clarke's Beach	100			93					
Clarenville Retirement Home	Clarenville	100			92					
Cozy Quarters Personal Care Home	Clarenville	100			79					
Eason's Personal Care Home	Holyrood	20			18					
Grand Bank Retirement Centre	Grand Bank	74			47					
Tarkay Hilltop Manor	Arnold's Cove	32			29					
Marystown Retirement Centre	Marystown	94			65					
Miraquinn Hilltop Manor	Hickman's Harbour	20			19					
Shag Rock Manor	Whiteway	60			47					
Shirley's Haven	Catalina	50			27					
St. Lawrence Retirement Living	St. Lawrence	30			15					
Tobin's Guest Home	Holyrood	30			16					
Winter Holme Manor	Winterton	29			14					
Woodford's Comfort Manor	Holyrood	30			27					
Total		1106	743	55	798					
Labrador-Grenfell										
Harbourview Manor	Mary's Harbour	20			20					
Hart Haven	Sheshatshiu	12			4					
Ivy Durley Place	Flower's Cove	36			35					
Roddickton House	Roddickton	22			21					
Shirley's Haven #2	St. Anthony	54			54					
Total		144	134	0	134					
Western										
Acadian Village	Stephenville	56			53					
Lanes Retirement Living - Irishtown-Summerside	Irishtown	60			50					
Crosswinds Seniors Resort	Robinsons	79			42					
Deer Lake Manor	Deer Lake	85			79					
Oceanside Home Care	Cape Anguille	14			11					
Lohnes Personal Care Home	Corner Brook	50			48					
Mountain Hope Manor	Port Aux Basques	55			47					
Mountain View Estates	Corner Brook	100			97					
Mountain View House	Meadows	60			51					
Lanes Retirement Living - Port Saunders	Port Saunders	54			38					

40(1)

Section 6 - Personal Health Information, 40(1)

Home	Location	Full Occupancy	# Subsidized Residents	# Private Pay Residents	Total # Residents	Independent	Level I	Level II	Enhanced Care	Level III
Silverwood Manor	Kippens	51			49					
West Mount Estates	Corner Brook	90			86					
Xavier House Inc	Corner Brook	31			29					
Total		785	660	20	680					
Provincial Total		5103	3841	394	4235	193	2651	940	368	83