

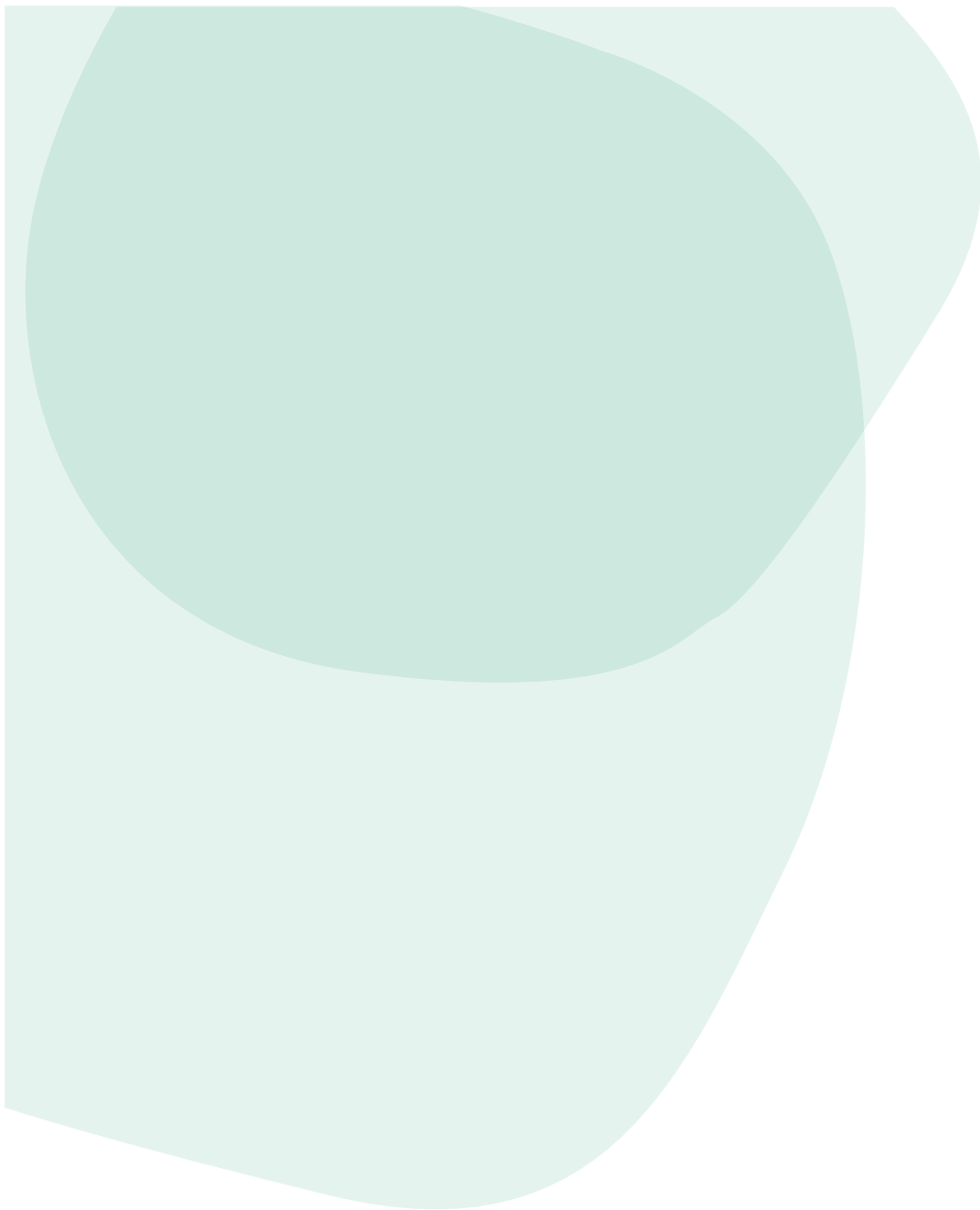


Long-Term Care Act (Wlz)
*Information on costs and
compensation*



2024

jouw leven, jouw mogelijkheden



Colophon

This is an Amarant publication. The information in this brochure follows the guidelines and policies of the government's Long-Term Care Act (Wlz). Because the government may make changes in the interim, it is not possible to derive any rights from the contents of this brochure.

The most current version of this brochure can be found at www.amarant.nl/wie-betaalt-wat.

You can always call the Client Helpdesk (088 - 611 99 55) to help you find the most current version of this brochure.

First version, January 2024



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For whom is this brochure intended?

If you live at one of Amarant's locations, the government and Amarant pay part of the costs. You pay the other costs yourself. This brochure tells you who pays what costs and why.

Who decides who pays?

The government decides who pays. The government sets this out in laws. These laws apply to minor and adult clients. The government has established these rules in the Long-Term Care Act (Wlz).

Within the Long-term Care Act (Wlz), a distinction is made between Wlz residence with treatment and Wlz residence without treatment. Not sure what applies to you? Check with your location or call the Client Helpdesk: 088- 611 99 55.

Maintenance obligation - minor clients

Parents are responsible for the care and upbringing of their children. This is embedded in law. This means you have to pay day-to-day costs and study costs until your child turns 21.

The maintenance obligation does not end if the minor child is placed under guardianship or supervision, or if the minor child moves elsewhere.

If you have difficulty meeting this obligation, there are provisions upon which you may be able to call:

- You can ask your local authorities if compensation is available from a particular scheme.
 - You can also apply for child benefit from the Social Insurance Bank under certain conditions.
- For more information, visit www.svb.nl.

Take good care of all bank statements, receipts and invoices you pay for your child. You can then prove to the local authorities and the Social Insurance Bank the amount and specific costs involved.

In this brochure, you can read which costs Amarant pays for your child and which you have to pay yourself.

Who can you contact with questions?

If you already live at an Amarant residence, or soon will, and you have questions about the costs of care or housing, you can call the Client Helpdesk on 088- 611 99 55 or send an email to helpdeskclient@amarant.nl.

Subjects

For each subject, the (legal) agreements and who pays what costs are listed:

- Own contribution (CAK¹)
- Administrative support in managing client funds
- Housing (residence)
- Clothing and shoes
- Medical support
- Medical devices
- Holidays and leisure time
- Transport
- Insurance
- Care and food
- Passing away

Appendix 1 briefly summarises all rates and costs by subject.

Appendix 2 shows where to go for more information on that particular subject.

This brochure contains certain abbreviations and technical terms. If you are not familiar with them, see Appendix 3 for an explanation.

1 Dutch abbreviation



Own contribution (CAK)

The government pays part of the costs of living at an Amarant residence and the care (and treatment) you receive. If you are an adult (aged 18 or older), you also pay a portion of the costs yourself. This is called your own contribution. If you are not yet 18 years old (a minor), you do not pay an own contribution. You arrange the own contribution yourself with the government. Amarant plays no role in this, but we do inform you of the amount of the own contribution and how the government calculates it.

The Central Administration Office (CAK) calculates the own contribution for all clients. The amount of the own contribution may vary. The Ministry of Health, Welfare and Sport (VWS) sets the rules for this. Based on these legal rules, the CAK calculates the amount of the own contribution and takes this amount from you. The CAK also informs you about possible changes to the own contribution.

How high is your own contribution?

The CAK calculates the amount of the own contribution based on the legal rules. The basis for this calculation is your 'aggregate income'. In addition, the CAK takes into account your assets (e.g. savings), your household and your care assessment. Information about your aggregate income and your assets is provided to the CAK by the Tax Authorities. Amarant automatically passes on information on your care assessment to the CAK when the care starts and stops.

From the first day you receive care, you pay an own contribution. The own contribution is calculated by the CAK based on the aggregate income using data from 2 years ago. So for the 2024 own contribution, the 2022 data are used. You will receive a decision from the CAK. This contains the amount of your own contribution. The CAK will also send you an invoice to pay this own contribution. So you pay the own contribution directly to the CAK.

If you have any questions about the calculation of the own contribution, please contact the CAK: www.hetcak.nl.

Administrative support in managing client funds

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Membership of Amarant Client Funds Management Foundation (SBCA)		Client	Client
2. Minor expenses advance (VKU)		Client	Client

Managing/administrating your own finances

Under the law, clients are responsible for their own money matters. If you need help with this, we offer the options below:

1. Amarant Client Funds Management Foundation (SBCA)

Amarant Client Funds Management Foundation (SBCA) helps clients, legal representatives and Amarant supervisors with money matters. They help you if you are not doing so well yourself or if you prefer to hand it over upon request. They do this for a fee. SBCA is independent and has no financial interest in managing client funds. SBCA helps you with:

Income Management:

- reviewing and monitoring client receipts and expenditures in accordance with the annual client budget;
- providing quarterly statements of budgeted receipts and expenditures, both budgeted and actual amounts;
- requesting and checking forms that affect client receipts and expenses.

Administration

- Acting as an administrator.

Additional services:

- income tax return;
- periodically sending Accounts and Statements to the Sub-District Court.

More information (including an educational film) can be found on our website www.amarant.nl/sbca.

You can contact SBCA by email at clientengelden@amarant.nl or by phone at 088 - 611 59 80 www.amarant.nl/sbca.



2. Minor expenses advance (VKU)

Amarant offers the Minor Expenses Advance (VKU) service for a fee. Amarant then pays small everyday personal expenses including a cash allowance in advance, up to a maximum of € 150.00 per month.

In addition to everyday personal expenses, such as a cash allowance, personal care products, gifts and refreshments, other expenses may be advanced. For example, group holidays as well as laundry expenses can be automatically collected from your bank account each month.

To use the VKU scheme, you need to authorise Amarant in advance. No budget is prepared nor quarterly reports sent. However, you do receive an annual statement of actual expenses.



Housing

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Rent and service charges		Amarant	Amarant
Communal spaces:			
2. Furnishing		Amarant	Amarant
2. Telephone, TV and internet subscription		Amarant	Amarant
2. Use of communal telephone		Client	Client
Your living space where you stay:			
3. Basic finishing of your own living space		Amarant	Amarant
3. Telephone, TV and internet		Client	Client
3. Telephone, TV and internet at centre location Daniël de Brouwerpark		Client	Client
3. Living space TV at centre location 't Hooze Veer (Tilburg) and De Leijakker (Rijsbergen)		Client	Client
3. Furnishing		Amarant Client	Amarant Client
4. Internal relocation		Amarant Client	Amarant Client
5. Home automation and adaptations		Amarant Client	Amarant Client
6. Maintenance		Amarant Client	Amarant Client

1. Rent and service charges

If, according to your care assessment, you are entitled to residence with care, Amarant will take care of your housing. Amarant pays the rent and service charges as well as any additional costs, such as waste removal, levies, taxes, energy and cleaning.

2. Communal spaces

If the location where you live has a communal space (living room or kitchen, for example), you may make use of it. Amarant pays for and furnishes the communal space(s). If there is a communal telephone, TV and Internet connection in this communal space, Amarant pays for the telephone, TV (basic package) and internet subscription. If you use the phone in the communal space, you pay the costs of your phone calls yourself. A supervisor at the location where you live can give you more information about this.

3. Your living space where you stay

Amarant arranges the basic finishing of your own living space. That means the walls and floors are neatly finished. There are also fire-retardant window finishings (such as curtains). If you would like to buy other curtains yourself, Amarant's accommodation department can advise you on fire safety requirements and get you started with the right suppliers. You can put any questions to your supervisor. If you have your own kitchen and/or bathroom, Amarant provides the sanitary facilities (e.g. toilet and shower) and the kitchen unit.

Telephone, TV and internet

There is one connection point for telephone, TV and internet in your living space. You may use this connection point. You take care of the subscription yourself with a telecom provider. You also pay the one-time connection and/or administration fee from the telecom provider yourself and the subscription and usage costs for your telephone, TV and Internet connection. You buy and pay for equipment (such as a telephone, TV and computer) yourself.

If you live at centre location 't Hooze Veer (Tilburg) or De Leijakker (Rijsbergen), you can use the TV subscription. You can find the costs in Appendix 1.

If you live at centre location Daniël de Brouwerpark you can take out a subscription with Ontzorgnet yourself. You pay these costs yourself. More information can be found at amarant.ontzorg.net.

Furnishing your living space

If you are a **new client** arriving to live at an Amarant residence for the first time, you have the following choices:

- You purchase your own furnishings (furniture, lamps, etc.). You pay the costs for this yourself. This, of course, remains your property. When you move, you take your own belongings with you. When you arrive to live at an Amarant residence, you decide with Amarant whether to purchase your own furnishings.
- Amarant will take care of furnishing your living space if you cannot or do not wish to do so yourself. You will then receive a set of simple basic furnishings from us. If you move out, you cannot take these furnishings with you. They remain the property of Amarant.

Equipment such as a TV, kitchen appliances and various other items are always purchased by yourself, whether you choose to furnish the living space yourself or choose the basic Amarant furnishings.

4. Internal relocation (moving from one Amarant location to another)

If you are relocated, we always discuss in advance why you are moving. This is important because the reason you are moving determines who pays. What does Amarant pay and what do you pay yourself? We also discuss in advance how the move will be arranged.

Temporary stays (e.g. crisis and weekend care) are not considered internal relocations.

Sometimes you may wish to move yourself. Sometimes there is another reason for moving.

- Are you moving because Amarant has asked you to? For example, if your residence location is being renovated or closing? If so, the Amarant location where you live will pay the costs of moving to another location. This is arranged by a supervisor at the location where you live. Amarant will also consult with you or your legal representative. This gives you the opportunity to discuss how the move will be arranged.
- If you wish to move yourself, you pay the moving expenses. Perhaps friends or family can help you transport your belongings. We always ask that first, because then you have (almost) no costs. If you are unable to arrange help from friends or family, your supervisor will find another solution to move your belongings. This solution may cost you money.

When moving, you take your own belongings, such as furniture, with you. You can also ask Amarant to provide furniture (simple basic furnishings) for your new living space. Tip: ask family or friends if they can help you move. Perhaps they could help with packing, for example.

If you are moving to another Amarant location, please inform us as soon as possible. You should also leave your living space empty and neat, as it looked when you moved in. You can do this within one week. You can also read about these arrangements in your care and service agreement (residence conditions).

5. Home automation and adaptations

Amarant uses technical resources to support you and its staff. In doing so, we increase the quality of life and living at an Amarant residence. One such resource is home automation: smart devices that combine care and technology. This is good for your safety, your well-being and the care process.

Do you benefit from home automation? And are additional adaptations or facilities necessary or desired? If so, you (or your representative) can request a meeting with a staff member at the location where you live. Together, you make agreements about the costs. In principle, Amarant will pay the costs for facilities that are necessary. You pay for the adaptations yourself if you or your representative request them.

6. Maintenance

If you live in an Amarant residence, your home and possibly your garden will need regular maintenance. Amarant pays the costs of regular maintenance to your home and garden. If you like to help with maintaining the garden, you can. You can discuss this with the supervisor at the location where you live.

You pay for the maintenance of your own belongings. For example, fixing a cupboard. If you need help with that, a maintenance worker from Amarant Housing can assist. They can provide this service for a fee. The rates involved can be found in Appendix 1. You can also get information about this from the location where you live.

Explanation of minor clients

If you are a minor who is coming to live at an Amarant location, as far as housing is concerned, the same legislation applies as for an adult client. A few additional policy matters also apply to minor clients:

1. Amarant provides standard basic furnishings for minor clients' living spaces.
2. There may be one connection point for telephone, TV and internet in the living space. If your treatment permits it, telephone, TV and internet are connected, following the approval of your legal representative (parents/guardian). Your legal representative takes care of the subscription with a telecom provider. All fees are paid by your legal representative (parents/guardian). This includes subscription and usage fees for telephone, TV and Internet.

If a telephone, TV and internet in your room are not suitable in view of your treatment, they will not be connected.

If the costs cannot be paid by your legal representative (parents/guardian) and connecting telephone and TV is appropriate within your treatment, Amarant will pay these costs. This is not required by law, but an extra service provided by Amarant. This arrangement will be included in your treatment plan and there will be regular discussions about whether this situation still applies.

Clothing and shoes

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)		Residence without treatment (Wlz)	
1. Clothing and shoes in general			Client		Client
2. Assistance while purchasing clothing		Amarant	Client	Amarant	Client
3. Clothing brands/labels		Amarant	Client	Amarant	Client
4. Washing and drycleaning		Amarant	Client	Amarant	Client

1. Clothing and shoes in general

Clothes and shoes are your own responsibility. You are responsible for the purchase and care (washing, repairing, etc.) of your clothes and shoes. For repairs, you can go to sewing studio Stijlvol at Daniël de Brouwerpark.

2. Assistance while purchasing clothing

If you are unable to purchase clothing or shoes on your own because of your disability, we will first ask if your family or friends can help. If that is not possible, we will find another solution together. If necessary, Amarant can support you. You then pay supervision costs. We always discuss this in advance with you or your legal representative.

3. Clothing brands/labels

If you live at an Amarant centre location ('t Hooze Veer and Daniël de Brouwerpark), we ask you to have a scan label placed in all items of clothing by the laundry at Daniël de Brouwerpark. Staff members then know which clothes belong to whom and we can prevent them from being lost or used by other clients. You pay for the labels yourself.

If you live in a neighborhood location, check with the location where you live whether it is necessary to label your clothes.

If you move to another central Amarant location, you must inform the laundry. The laundry will make sure your new address is entered into the system so that the laundry is delivered to the correct address. This applies only to centre locations 't Hooze Veer and Daniël de Brouwerpark. There is no charge for this.

4. Washing and drycleaning

You are responsible for washing your own clothes. You can use Amarant's laundry services for this purpose. You pay a contribution to the costs.

You can find the rates in Appendix 1.

You always pay for steaming your clothes yourself.

Amarant pays the costs of washing, drying, ironing and drycleaning of:

- items of clothing owned by Amarant;
- institutional linen (such as bedding and towels) owned by Amarant;
- fire-retardant window finishings (such as curtains) owned by Amarant.



Medical support

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. GP consultation		Amarant	Client
1. Dental consultation		Amarant	Client
2. Specialist dental care/orthodontist		Amarant Client	Client
3. Hospitalisation/specialists		Client	Client
4. Dietician		Amarant Client	Client
4. Occupational therapy		Amarant Client	Client
4. Speech therapy		Amarant Client	Client
4. Physiotherapy		Amarant Client	Client
5. Alternative treatment and medicines		Client	Client
6. Medical foot care		Amarant	Client
7. Medication prescribed by a physician		Amarant	Client
8. Pharmacy items		Client	Client
9. Assistance with visits to the doctor, therapist or specialist		Amarant	Amarant

Explanation for clients receiving residence with treatment

1. GP/dental consultation

If you live at an Amarant location in the neighborhood, simply visit your local GP or dentist. At the doctor and dentist's office, you must indicate upon registration that you are an Amarant resident and receive residence with treatment. The staff at your location (possibly with your legal representatives) will ensure proper registration with the GP and dentist. If necessary, you can visit this GP or dentist. The GP can claim the costs from Amarant in the usual way. The dentist can claim the costs from the health care office in the usual way.

If you live in one of Amarant's centre locations ('t Hooge Veer, Daniël de Brouwerpark or De Leijakker), use the doctor and dentist at this location.

2. Specialist dental care/orthodontist

Not all dental care costs are (fully) compensated. The law contains additional rules: for certain procedures, the dentist must seek prior approval from the health care office. This is necessary when placing braces, crowns or bridges, among other things. It is therefore best to ask the dentist about compensation and any own contribution before treatment.

3. Hospitalisation/specialists

Your health insurance will pay the costs of hospitalisation, treatment and/or examination at the hospital. If you use TV, telephone or other services in the hospital, you will be liable for their costs. You pay the own contribution for hospitalisation or treatment at a specialist yourself.

If you have a hospital appointment but can't get there unassisted, we discuss with your network (family, friends, caregivers) about who can go with you. Also if you are hospitalised, it is nice to have a trusted person with you. It should preferably be someone from your network. In the case of emergency, Amarant provides assistance. We then discuss with your network who can take over.

4. Dietician, physical therapy, occupational therapy, speech therapy (paramedical care)

The costs for paramedical care (such as dietary advice, physical therapy, occupational therapy and speech therapy) are paid by Amarant in certain cases. Your supervisor will contact Amarant's Treatment Front Office before the start of treatment. It is then clear in advance who pays the costs; yourself or Amarant. In some cases, paramedical care is not covered by Amarant. In such cases (depending on your (supplementary) health insurance), you can claim the costs from the health insurance company.

5. Alternative treatment and medicines

The costs of consultations, treatments and/or medicines that are considered alternative are not paid by Amarant. Depending on your (supplementary) health insurance, you can claim these costs from your health insurance company.

6. Medical foot care

Do you need medical foot care because of your disability, such as foot problems caused by diabetes, for example? If so, the costs of the treatment provided by a specialised pedicurist or podiatrist, for example, will be compensated if you are entitled to residence with treatment. The attending physician determines if there is a medical need for foot care and if the treatment should be carried out by a medical pedicurist or podiatrist.

7. Medication prescribed by physician

If you live at an Amarant facility and receive treatment, Amarant will pay for medications prescribed by a doctor. You are automatically registered with a pharmacist with whom Amarant has an agreement. When you register yourself at the pharmacy, you indicate that you live at an Amarant residence (a Wlz institution) and receive residence with treatment. The staff at the location where you live will help you to register with the pharmacy.

8. Pharmacy items

You pay for chemist's items not prescribed by a doctor, such as throat lozenges, yourself.

9. Assistance with visits to the doctor, therapist or specialist

If you have an appointment with a doctor or therapist and cannot (any longer) get there alone, Amarant will provide assistance. We often ask your network (family, friends, caregivers) to go with you. If no one from your network is available, an Amarant staff member will accompany you. There is no charge for this.

Explanation for clients receiving residence without treatment

If you receive residence without treatment from us, you can go to a regular (family) doctor, pharmacy, physiotherapist, dentist, etc. for regular care. Depending on your health insurance coverage, you are either liable for these costs yourself or they will be compensated by your health insurance company. For complex situations or questions, contact the supervisor at the location where you live.

Medical foot care

If you receive residence without treatment, it depends on your (supplementary) health insurance whether medical foot care (such as for diabetes) from a specialised pedicurist or podiatrist is compensated.

Assistance with visits to the doctor, therapist or specialist

If you have an appointment with a doctor or therapist and cannot (any longer) get there alone, Amarant will provide assistance. We often ask your network (family, friends, caregivers) to go with you. If no one from your network is available, an Amarant staff member will accompany you. There is no charge for this.

Medical devices

Amaranth Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Care and living devices		Amarant	Amarant
2. Mobility devices		Amarant	Amarant
3. Devices for individual use		Amarant Client	Client
3a. Orthopedic shoes/arch supports/elastic stockings		Amarant Client	Client
3b. Spectacles and hearing aids		Client	Client
3c. Dietary foods		Amarant Client	Client
3d. Incontinence materials		Amarant Client	Client

Do you need a medical device? Your personal supervisor can contact the resource team for this purpose: hulpmiddelen@amarant.nl.

1. Care and living devices

These are devices used by multiple people, such as hoists and shower chairs and devices for general daily living operations. Amarant makes sure these devices are available and also pays for them if there is a (medical) need for help.

2. Mobility devices

These are devices that allow you to get around indoors and outdoors, such as a wheelchair or mobility scooter. If you need a mobility device, a qualified and skilled paramedic, such as an occupational therapist from Amarant, will apply for this device for you at the health care office. There must also be a (medical) reason for help.

3. Devices for individual use

These are devices for individual use, such as a communication device, adapted clothing or eating and drinking equipment. A qualified and skilled paramedic, such as a speech therapist, occupational therapist or physiotherapist from Amarant, will request the appropriate device based on the need for help. So for this, too, there must also be a (medical) reason for help. It is clear in advance who pays the costs, yourself or Amarant. If you pay the costs yourself, you may be able to claim them from your (supplementary) health insurance.

3a. Orthopedic shoes/arch supports/elastic stockings

Do you need orthopedic shoes, elastic stockings and/or arch supports? If so, you may be eligible for compensation by the Wlz. To be eligible, these devices must always be requested in advance. Compensation is not possible retrospectively. Your personal supervisor can contact the resource team for this: hulpmiddelen@amarant.nl. If compensation by the Wlz is not possible, you may be able to receive (partial) compensation for the resources from your (supplementary) health insurance.

3b. Spectacles and hearing aids

You can submit the costs of spectacles and/or hearing aids to your health insurance company. Depending on your (supplementary) health insurance, the costs of the spectacles and/or hearing aids will be compensated in full, partially or not at all.

3c. Dietary foods

Residence with treatment clients

If you need a special diet based on a medical grounds, Amarant will provide meals and snacks to suit your situation. This may include a thickener, for example.

If you have dietary wishes but the diet is not medically necessary, you will pay the costs of the adapted food and drinks yourself.

Residence without treatment clients

For clients who have residence without treatment, dietary food is not paid for by Amarant. In some cases, you may be compensated by your own health insurance company. That depends on the coverage of your (supplementary) health insurance.

3d. Incontinence materials

Residence with treatment clients

Amarant pays for incontinence materials for residence with treatment clients.

Residence without treatment clients

Amarant does not pay for incontinence materials for residence without treatment clients. In some cases, you may be compensated by your own health insurance company. That depends on the coverage of your (supplementary) health insurance.

Questions?

If you have any questions about resources or funding, please send an email to hulpmiddelen@amarant.nl.

Holidays and leisure time

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Holidays		Amarant Client	Amarant Client
2. Costs of leisure activities		Client	Client
3. Assistance during leisure activities		Client	Client

1. Holidays

If Amarant organises a holiday for clients, the basic costs for food, drinks and assistance are paid by Amarant. Additional contributions are requested only for travel expenses, accommodation expenses and additional assistance expenses (on top of standard schedule, luxury/extra meals/drinks and entry fees). You will be informed in advance of the additional costs.

2. Costs of leisure activities

You pay the costs for activities in your free time yourself. For example, you pay for membership of a sports club, scouting or the costs for activities such as horseback riding and swimming. This also includes any assistance required during these activities.

3. Assistance during leisure activities

If you require assistance by an Amarant staff member during leisure activities, you pay the costs yourself. In such cases, you pay:

- the costs of assistance: these will be agreed with you in advance;
- any costs for the trip, both for yourself and your supervisor (e.g. entry tickets);
- the transport costs to and from the activity, both for yourself and the supervisor.



Transport

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Group transport daytime activities/day treatment		Amarant	Amarant
2. Sheltered Employment Act (WSW) care assessment		Client	Client
3. GP, dentist, etc.		Amarant Client	Client
4. Hospital		Client	Client
5. Shared or regional taxi		Client	Client
6. Ambulance transport		Client	Client
7. Private trip		Client	Client

1. Group transport daytime activities/day treatment

If you have a care assessment for transport (under the 'Wlz function BG group' and/or 'Wlz-function BH-group'), Amarant pays the transport costs to and from the daytime activities location at the fixed times. You can apply for the care assessment at the CIZ centre for care assessment.

More information can be found in the 'Client Transport Handbook'. You can request this handbook from Amarant's transport coordinator. You can contact Amarant's transport coordinator by phone at 088 - 611 64 00 or by email at groepsvervoer@amarant.nl.

2. Sheltered Employment Act (WSW) care assessment

If you receive residential care and have a WSW care assessment, you pay the commuting costs to work yourself. You can reclaim the expenses from your employer (for example, Diamant, BSW or WVS).

3. GP, dentist, etc.

Residence with treatment clients

Transport from an Amarant location to the doctor, dentist, therapist, etc. is paid for by Amarant. If you leave from another address to the doctor, dentist, therapist, etc., you pay the transport costs yourself.

Residence without treatment clients

Transport to the doctor, dentist, therapist, etc. is not paid for by Amarant. Transport costs may be compensated by the health insurance company.

4. Hospital

Transport to the hospital is not paid for by Amarant. Transport costs may be compensated by the health insurance company.

5. Shared or regional taxi

The shared or regional taxi is meant for rides in your spare time. For example, to your family, the shopping centre or the train or bus station. You need a pass to use the shared or regional taxi. You can apply for this at your local authorities' WMO counter. You pay the costs of the shared or regional taxi yourself.

Please note that the shared or regional taxi is not intended for commuting (transport to daytime activities) and is therefore not compensated by Amarant.

6. Ambulance transport

Your health insurance pays the costs for ambulance transportation. You pay the own contribution for the ambulance transportation yourself.

7. Private trip

If you are going on a trip privately, you arrange your own transport. You also pay the transport costs yourself.



Insurance

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Health insurance		Client	Client
2. Third-party liability insurance		Amarant Client	Amarant Client
3. Funeral insurance		Client	Client
4. Personal property (household contents) insurance		Amarant Client	Amarant Client
5. Electric wheelchair insurance		Amarant	Amarant
6. Damage		Amarant Client	Amarant Client
7. Excess Third-party liability and Household contents insurance		Amarant Client	Amarant Client

1. Health insurance

Everyone in the Netherlands is required to have basic health insurance. For medical expenses not covered by the basic insurance, you have the option to purchase supplementary insurance.

We are frequently asked if supplementary insurance is necessary. We cannot answer this question for you. It depends on your personal situation. However, we are happy to give you information about the care we provide.

2. Third-party liability insurance

Amarant takes out third-party liability insurance (WA insurance) as standard for all clients who live at an Amarant location. This provides coverage for injuries/damages to third parties other than Amarant, employees and/or fellow clients. Amarant pays the costs of this insurance. This is not required by law, but an extra service provided by Amarant.

If injury/damage is caused by you to Amarant, employees and/or fellow clients, you can take out your own third-party liability insurance. This insurance then replaces the standard WA insurance from Amarant and you pay the costs of this yourself.

Compensation is based on day-to-day value.

3. Funeral insurance

You can take out your own funeral insurance. You can choose where to take out this insurance policy. You pay the costs of this insurance yourself.

4. Personal property (household contents) insurance

All clients who live at an Amarant location are insured as standard for personal property and household contents up to the amount of € 8,000. Amarant pays the costs of this insurance. This is not required by law, but an extra service provided by Amarant.

If your belongings have a demonstrably higher value than € 8,000 and you would like to increase the coverage, you can take out your own household contents insurance. This policy replaces the standard household contents insurance. You then pay the costs of the insurance yourself.

Compensation is based on day-to-day value.

5. Electric wheelchair insurance

Electric wheelchairs must be insured separately. Amarant will pay these costs for you. A staff member from Amarant's occupational therapy department informs Amarant's insurance department that you need electric wheelchair insurance.

6. Damage

If you intentionally damage Amarant property, an employee's property or the property of another Amarant resident, you pay the repair or replacement costs. For each situation, we consider whether the damage was inflicted intentionally, whether you could do anything about it and/or whether the damage was caused (in part) by your disability. It is then determined who pays the costs.

7. Excess Third-party liability and Household contents insurance

For all clients who are residents at Amarant locations and whose accommodation is paid for by Amarant (based on a Sheltered Employment Act care assessment), any excess relating to damage is paid by Amarant as an additional service. This applies only to insurance policies taken out through Amarant. If you take out your own household contents or third-party liability insurance, you pay the excess yourself.



Care and food

Amarant Client	Paid for by Amarant Paid for by client	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Cleaning		Amarant	Amarant
2. Cleaning supplies		Amarant	Amarant
3. Care products (needed for care)		Amarant	Amarant
4. Personal care			
4a. Foot care (not medical foot care)		Amarant Client	Amarant Client
4b. Care products		Client	Client
4c. Hairdresser		Client	Client
5. Food		Amarant Client	Amarant Client

1. Cleaning

Amarant takes care of cleaning your living space (apartment or room) and pays the costs for this. Amarant also pays the costs for cleaning the communal areas.

If you live at an Amarant location in the neighborhood and want to clean yourself, you can. You can make your own arrangements for cleaning with the staff at your location. If learning to keep your living space clean is part of your support or treatment, you clean your own living space yourself. Your supervisor will give you tips on how best to do this. Agreements about this are recorded in the personal plan.

2. Cleaning supplies

Amarant pays for all the products needed to clean your living space. If you would like to buy these products yourself, you can. You can make your own arrangements with the staff at your location. You will receive compensation for this. You can find the amount of this compensation in Appendix 1. Laundry detergent and fabric softener are not included in the cleaning supplies compensation. You pay the costs for washing yourself (see section on clothing and shoes).

3. Care products (needed for care)

Amarant pays for all the products needed for your care. This includes, for example, gloves and wet washcloths.

4. Personal care

4a. Foot care

If you are unable or no longer able to take care of your feet yourself and you do not need medical foot care, your location will make sure your feet receive the necessary foot care. It will be decided at your location whether a supervisor or a pedicurist will provide this. This is part of Amarant's healthcare service and we pay the costs.

Your supervisor may choose to have a pedicurist provide the necessary care for your feet. We will decide in advance with the pedicurist which treatments are necessary and for which Amarant pays the costs.

You pay the following costs yourself:

- nail varnishing or foot massage.
- if a supervisor can take care of your feet, but you choose a pedicurist instead.

This will always be discussed with you or your legal representative in advance.

4b. Care products

You buy and pay for personal care products yourself. This includes toothpaste, shower foam, toothbrush, perfume, deodorant, sanitary pads and shaving cream.

4c. Hairdresser

You pay the hairdresser costs yourself.

5. Food

If you have a 'residence' care assessment, Amarant provides daily meals at the location where you live: breakfast, lunch, dinner, sufficient drinks and healthy snacks, such as fruit, according to the care in kind scheme. We agree with you what snacks you will receive at the location where you live. If you want to eat or drink extra or special things, you pay for those yourself. A treat when it's your birthday, for example. If you choose to go home at weekends, for example, or to family/relatives, you will not receive compensation for food from Amarant.

If you cook for yourself at the location where you live and do your own shopping for this, you will receive a fixed allowance per day for your food, drinks and snacks. An allowance for breakfast, lunch and snacks only is also possible. Arrange this with the supervisor at your location. You can find the amounts of these allowances in Appendix 1.

Daytime activities

Do you take part in daytime activities and it is not possible to provide your own lunch, you will usually receive a lunch from Amarant. We will discuss this with the daytime activities location.



Passing away

Amarant Relatives	Paid for by Amarant Paid for by relatives	Residence with treatment (Wlz)	Residence without treatment (Wlz)
1. Final care after passing away		Amarant Relatives	Amarant Relatives
2. Funeral service		Relatives	Relatives

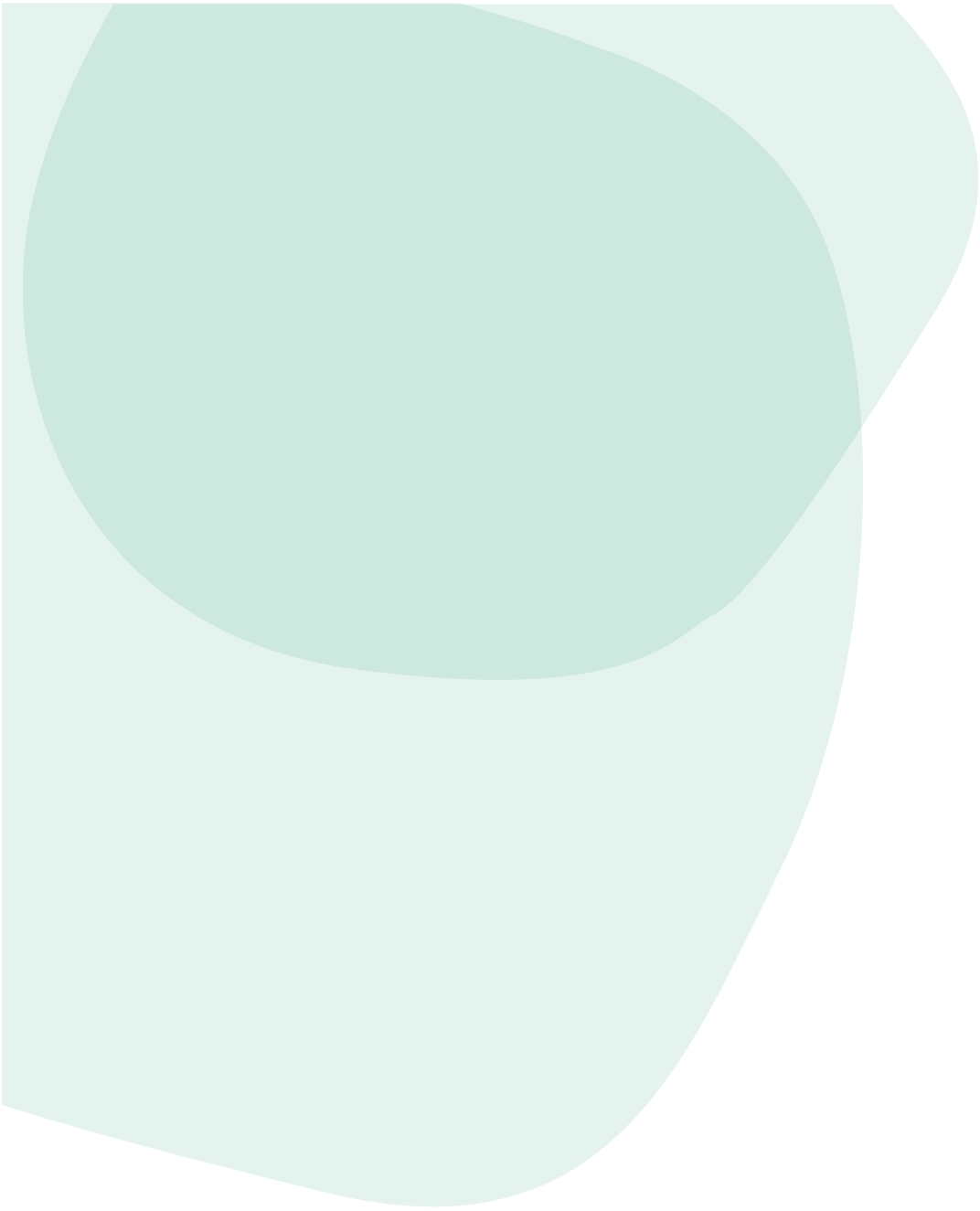
1. Final care after passing away

After a client passes away, Amarant arranges for a doctor to come and perform an autopsy. Amarant also provides temporary refrigeration of the body and preparation for transport, if needed. Amarant pays the costs for this. The costs of embalming and laying out the body is paid for by the relatives or funeral insurance.

2. Funeral service

If there is a funeral service, the relatives pay the costs. A spiritual counsellor from Amarant can arrange the funeral. The costs for this are paid by the relatives.







Appendices

Appendix 1	Overview of costs and rates
Appendix 2	Contact information
Appendix 3	Abbreviations and explanation of words

Appendix 1

Overview of costs and rates

What	Explanation	Costs
SBCA	More information about the SBCA's rates can be obtained at clientengelden@amarant.nl .	
VKU	Minor expenses advance.	€ 95.55 per year
Housing	Television in living space at centre location 't Hooge Veer and De Leijakker.	€ 58.40 per six month period
	Maintenance Company hourly rate (excluding material costs, including VAT).	€ 51.35 per hour
Laundry costs ^{2 3}	Underwear and outerwear washed by Amarant.	€ 38.05 per month
	Underwear washed by Amarant.	€ 18.25 per month
	Self-washing of underwear and outerwear using Amarant machines.	€ 14.35 per month
Holidays/leisure time	Costs of assistance.	€ 48.00 per hour
Travel costs	Compensation for transport to doctor or dentist for residence with treatment clients.	€ 0.21 per kilometre ⁴
Cleaning supplies	Compensation when you buy your own cleaning supplies.	€ 12.60 per month
Care and food	Compensation when you buy all your own food.	€ 8.65 per day
	Or if you choose to buy certain parts yourself:	
	Compensation for breakfast (if you buy your own).	€ 1.55 per day
	Compensation for lunch (if you buy your own).	€ 1.55 per day
	Compensation for drinks and snacks (if you buy your own).	€ 1.25 per day

² It is possible for you to pay the laundry costs automatically. To do so, please contact Amarant's accounts receivable department by phone at 088 - 611 00 00.

³ The invoice may differ from the monthly amount. Amarant charges only the actual laundry costs incurred per day. For example: if you use the laundry service from the 15th of the month, you pay half the monthly fee.

⁴ This is a provisional rate.

What	Explanation	Costs
Clothing and shoes	Clothing labels centre location.	€ 0.40 per label
Passing away	Provision of church service and/or funeral by Amarant spiritual counsellor.	Upon request from Amarant's spiritual counsellor



Appendix 2

Contact details

Subject	Explanation	Details
Brochure 'Who Pays What?'	For general questions and queries regarding the contents of this brochure.	wiebetaaltwat@amarant.nl 088 - 611 99 55
Own contribution	For questions about collection, calculation of own contribution, etc., please contact the Central Administration Office (CAK).	www.hetcak.nl 0800 - 0087
Managing finances	For questions about Amarant Client Funds Management Foundation, or if you are an SBCA member, please contact Amarant Client Funds Management Foundation. More information (including an informative video) about SBCA can be found on our website. Questions about the minor expenses advance (VKU) service may be directed to Amarant's Client Funds Management Foundation.	clientengelden@amarant.nl 088 - 611 59 80 www.amarant.nl/sbca
Housing	Questions about the furnishing of your own living space can be put to the staff at your location. If you wish to use Amarant's Maintenance Service, please contact the service directly. Questions about phone, TV and internet connection and costs at the Daniël de Brouwerpark location can be directed to Ontzorgnet.	helpdesk services@amarant.nl 088 - 611 00 00 amarant.ontzorg.net
Clothing and shoes	You can have clothes labelled at sewing studio Stijlvol at Daniël de Brouwerpark.	naaiatelier@amarant.nl 088 - 611 53 06
Medical support	Questions about medical care can be directed to staff at the location where you live. You can also direct questions about medical care to Amarant's Treatment Front Office.	frontofficebehandeling@amarant.nl 088 - 611 22 29
Medical devices	Questions about a medical device can be directed to the medical devices team.	hulpmiddelen@amarant.nl

Subject	Explanation	Details
Holidays/leisure time	Questions about options and advice about assistance during your holiday and/or social activities can be directed to staff at the location where you live.	
Transport	Questions about transport to daytime activities can be directed to the transport coordinator. The Transport handbook can be obtained from the transport coordinator.	groepsvervoer@amarant.nl 088 - 611 64 00
Third-party liability and household contents insurance	Questions about Amarant's third-party liability insurance and household contents insurance can be directed to Amarant's insurance department.	verzekeringen@amarant.nl 088 - 611 00 00
Care and food	Questions about compensation for food and cleaning supplies can be directed to staff at the location where you live.	
Passing away	Questions about support from a spiritual counsellor can be directed to staff at the location where you live.	geestelijkeverzorging@amarant.nl

Appendix 3

Abbreviations and explanation of words

Abbreviations⁵

Wlz	Long-term Care Act
CAK	Central Administration Office
SBCA	Amarant Client Funds Management Foundation
VKU	Minor expenses advance
Wmo	Social Support Act
CIZ	Centre for care assessment
WSW	Sheltered Employment Act
VWS	Public Health, Welfare and Sport
ADL	General Daily Living Operations

⁵ The abbreviations are in Dutch, the explanation is in English



Explanation of words

Care assessment	A decision stating your care needs and to what care you are entitled.
Care package (ZZP)	A ZZP is a care package decision for (long-term) residential care. A ZZP describes the support or care needed by someone who cannot live independently.
Collective income	The total amount of gross income from work and home, income from substantial interest and your taxable income from assets and savings.
CAK decision	A letter detailing the amount of your own contribution.
Home automation	All technical devices that (can) contribute to a better quality of living and life.
Wlz function BG group	Group supervision (daytime activities).
Wlz function BH group	Treatment group.
Multi-year client	Client is aged 18 or older.
Minor client	Client is under 18 years of age.
Care and service agreement	A care and service agreement is a list of agreements between you and Amarant. These agreements can be about living or working, but also about what care you receive. By writing down the agreements, you know exactly to which agreements Amarant must keep. And to what agreements you must keep.

*More
information?*

Contact us by phone at 088 - 611 99 55
or by email at helpdeskclient@amarant.nl
www.amarant.nl/wie-betaalt-wat



Amarant
P.O. Box 715
5000 AS Tilburg

You can find more information at
www.amarant.nl

