



March 7, 2016

Re: February 23, 2016 OSA letter on the Residential Care Quick Facts Directory

Isobel Mackenzie
Office of the Seniors Advocate
1st Floor, 1515 Blanshard Street
Victoria BC, V8W 9P4

Dear Ms. Mackenzie:

Established in 1977, the BC Care Providers Association (BCCPA) is the oldest and largest organization representing the continuing care sector in British Columbia. With over 300 members from across BC, we are the voice for over 60% of all contracted residential care beds in the province. We also represent well in excess of 90% of all the publicly funded home care providers in BC.

On behalf of the BCCPA, I would like to respond to the letter the BC Office of the Seniors Advocate (OSA) sent on February 23, 2016 regarding the draft embargoed *Residential Care Quick Facts Directory* that had been sent to care home operators in the province to review for its accuracy.

The important decision to move a person's loved one to residential care when they can no longer be cared for at home comes at a very vulnerable time in a resident's life journey. As an Association, we believe that it is vital to work collaboratively to reduce anxiety, guilt and other care-giver stressors.

It is for this reason we wish to alert you that in its current format, the *Residential Care Quick Facts Directory* will require some significant adjustments in order to be considered as a valid or reliable resource for seniors.

Although the BCCPA strongly supports greater transparency and reporting for seniors, our members have expressed concerns regarding the number of inaccuracies outlined in the report as well as the validity of using some of the indicators including, but not limited to, those in the section on care services and quality. Furthermore, the reporting of inaccurate or out-of-context data could have the unintended consequence of negatively impacting the reputation of care home operators and the regional Health Authorities that fund and oversee their operations.

As we have previously articulated to the OSA as well as the Health Authorities, for care home operators to respond to these requests for information, in many cases they have to divert valuable staff time away from the bedside. This is of particular concern when the turnaround time for a growing number of these requests is often less than a couple of weeks.

Given these and other significant concerns with the *Residential Care Quick Facts Directory*, we are requesting that the OSA delay the public release of this information until these issues have been fully addressed. Especially given that any report produced by the OSA will be regarded highly by the public.

The BCCPA and other key stakeholders should not only be given an opportunity to provide feedback on any reports from the OSA, but also that ample time is allowed for this to take place. The BCCPA is willing to meet or speak with yourself and others in the OSA to address these issues in order to help ensure the validity and accuracy of the report before any public release.

I would be pleased to arrange such a meeting between the BCCPA and the OSA at your earliest convenience. Along with addressing the issues outlined earlier, at this meeting we can also update your staff on some of the important initiatives and innovations the BCCPA is supporting in order to further improve the quality of seniors care.

A few of these initiatives include:

- The pro-active development of our **Best Practices Guide for Safely Reducing Anti-Psychotic Drug Use in Residential Care** which we released in 2014. We plan to announce in the coming weeks that our Guide will be updated to include new examples of best practices. Our plan is to distribute the new version to our members within the next year.
- **Care to Chat Speaker Series:** This speaker series has brought the sector and key stakeholders together to discuss key issues of concern. This included a special panel discussion on resident-on-resident aggression whereby the Attorney General was the keynote speaker.
- **Annual Conference:** The BCCPA holds an annual conference and invites speakers to conduct workshops on a variety of topics. Over the last several years we have held sessions raising awareness on key issues the OSA has raised such as polypharmacy.
- **Best Practices Guide: Recreational Therapy** – We initiated the development of a new *Best Practices Guide for Recreational Therapists Working in Seniors Care*. Working in partnership with Mitacs & Simon Fraser University, this guide will be complete and ready for publication later this year.
- The BCCPA pro-actively established **SafeCare BC** in 2013. Funded directly by long-term care providers through a self-imposed WorkSafeBC levy on payroll, the non-profit society is dedicated to reducing workplace injuries for workers. This includes the currently delivery and future plans to undertake hundreds of workshops across the province in the area of violence prevention. Employee training in this area can play a critical role in helping to identify trigger points that can reduce resident-on-resident aggression in a long-term care setting.

I look forward to hearing from you shortly regarding our concerns and hope we can arrange a meeting very shortly to discuss further. Thank you for your attention to this matter.

Sincerely,



Daniel Fontaine, BCCPA CEO

Cc.

Bruce Ronayne, Executive Director, Monitoring and Intake
Martyn LaFrance, Chief of Staff, Hon. Terry Lake, Minister of Health
Elaine Price, BCCPA President