



CEO Member Report - July 2013



Daniel Fontaine - CEO

Minister Terry Lake to Speak at BCCPA Lunch Event - October 9th



The BCCPA is pleased to announce we will be co-hosting a special lunch event on October 9th featuring keynote speaker the **Hon. Terry Lake, Minister of Health**. This will be a great opportunity for our members to hear directly from the Minister regarding his vision for the future of seniors care in BC.

Seating is limited, so please mark your calendar and purchase your tickets now - as they will get

snapped up quickly!

- Date:** Wednesday, October 9, 2013
- Time:** 11:30 am – 12:00 pm - registration
12:00 pm - Lunch program begins
- Location:** Fairmont Waterfront Hotel, 900 Canada Place
- Tickets:** \$60 members - \$480 per table + GST
\$95 non-member - \$750 per table + GST
- Contact:** Maria Capostinsky
mcapostinsky@bccare.ca
604-636-4233 ext 226

Be sure to check the [“events” section](#) of our website for the latest details regarding this and other events.

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Core Review

One of new initiatives that may impact the continuing care sector is the BC government's Core Review. Minister Bill Bennett is responsible to undertaking the review which will begin in earnest this fall.

Bennett has been asked by Premier Christy Clark to draft the terms of reference which will be approved by Cabinet later this year. Once those are complete, the work of consulting with industry will begin.

in a hiring freeze now," he said. "That doesn't mean there won't be anybody laid off. There may be some reductions, but I'm convinced it won't be sweeping."

The Minister has taken the first step of requesting the private and non-profit sector to help identify areas of waste, duplication and inefficiency. He stated in a June 26th interview with the CBC's Rick Cluff:

"...I want to make use of anyone in the public, anyone in the private sector, businesses, non-profits, anyone who has an interest in helping us and identifying things that we're doing that don't look to be effective or efficient. I want, you know, people outside Victoria to be involved in this process so I think that's important."

What follows is a complete transcript of that CBC interview.

Rick Cluff: MLAs get back to work at the BC Legislature today. The summer session begins with a focus on how to keep the government's purse strings tight, as the Liberals aim to deliver a balanced budget. Bill Bennett is the Minister Responsible for the Core Review, he's also the MLA for Kootenay-East. Minister, good morning.

Bill Bennett: Good morning, Rick.

Rick Cluff: You are the Minister of Belt-tightening, correct?

Bill Bennett: [laughter] Well, I am one of the Ministers of Belt-tightening. The Finance Minister would probably take issue that I'm the Minister of Belt-tightening because he has a big role in this as well.

Rick Cluff: Minister, the last time that we had a core review in BC was back in 2001 under the Gordon Campbell government. It led to massive budget cuts, and public sector layoffs. Now, should we expect more of the same this time around?

Bill Bennett: No, I don't think that people should expect certainly not massive layoffs. We have the leanest public service in the country now in British Columbia. People in the public service in my experience do a very good job and they work hard, so we're not expecting to find, you know, hundreds and hundreds of jobs that are unnecessary. The focus here, Rick, is taxpayer focused. I'm going to be approaching this job in this way: I'm going to be saying to myself, and I'm going to be asking the other Ministers and MLAs on this Core Review Committee, to consider that the money we have in government to spend is not government's money – certainly not our money. It's tax money people send us, and I want them to think about, you know, the single mom, you know maybe earning \$35, \$40 thousand dollars a year who sends the government a few thousand dollars each year in tax money. She works really, really hard for that money. She could use that money. But she sends it to

Here is an excerpt from [Province newspaper](#) columnist Michael Smyth whereby he speculates on what might be about to transpire:

"Bennett is not a guy who's ever been afraid to challenge the powers that be, creating some apprehension about just what he has in mind.

After all, the last time the government went through this exercise was 2001, when then-premier Gordon Campbell's core review led to the infamous "Black Thursday" budget cuts and public-sector layoffs.

Bennett (no relation to the former premier of the same name) was a Liberal backbencher at the time.

"We were ruthless," he said. "Campbell came in and said, 'Cut 25 per cent out of every ministry except health and education.' I think we were even mean at times."

He says Core Review 2.0 will be different. Vulnerable people who rely on government services — he mentioned seniors, disabled people and single mothers — should not worry about major program cuts, he said.

"My purpose is not to go in with a big axe and start chopping," Bennett said.

But this is the same government that just brought in a \$25-a-month wheelchair "maintenance fee" in provincial nursing homes. And Bennett said his core review — which will take over a year to complete — could still result in unpopular decisions.

"You can't make an omelette without breaking a few eggs," he said.

Will the review result in downsizing of the government workforce?

"We already have the leanest public service in Canada and we're



the government because she has to and she wants to contribute. We want to make sure that every single dollar that's being spent by a ministry or crown corporation is treated respectfully considering its source.

Rick Cluff: An honourable cause, but very difficult to do. The last core review took place over a three year period. How long do you expect this one to last, since your government wanted to balance the budget by this time next year?

Bill Bennett: Well, my mandate is very clear. Premier Clark gave each Minister a letter and spelled out very specifically what our duties are. And my duty with respect to the Core Review is to be done by December of 2014. My first important date I guess is late August when I'm supposed to have and will have a complete terms of reference done, take it to Cabinet, Cabinet will have a discussion. They'll either approve it or modify it, and that's when we're actually going to get to work and start finding ways that government can do things more efficiently.

Rick Cluff: Minister, back in February, your Cabinet colleague Mike De Jong the Finance Minister, said the province was dealing with a 1.2 billion dollar deficit. At the same time though, he projects a surplus of about 197 – 200 million dollars by 2013, 14. How do you bridge that gap?

Bill Bennett: With great difficulty, Rick. It's a big challenge and I know going into the election, the opposition and members of the public were very skeptical. I think they were skeptical not only about our capacity or ability to do this, but about our sincerity. And I can tell you our sincerity is absolute. We intend to do this. One example of how we're going to do this is the Health Minister has been given marching orders to restrain the growth of health spending to a level less than at any time in our government's history. So, within the last 12 years. We've seen health spending in BC go up, certainly less than other provinces but still 6, 6 and a half, 7 years some years. We just, you know the people in the province can't afford that expansion of cost so the Health Minister is going to have to keep his costs down around 2 and half percent a year. That will help. I will probably, we'll find out, but I'll probably be charged in my Core Review process with meeting a financial target. So I'll be responsible for finding some specific savings. Other Ministers are going to be charged with finding some specific savings. We're absolutely determined to do this because we think it's important.

Rick Cluff: But Minister, let's look at one specific. You brought up health care. It's all well and good to say we want to cut the costs of health care, but nonetheless, the population of British Columbia is aging and the strain on the health care system is increasing, so how do you balance those two?

Bill Bennett: Well, it's important that we use the right language

when we talk about health care. I didn't say that we're going to cut the costs of health. I said we're going to restrain the growth in health care spending, so health care spending will continue to go up as it always has, ever since the baby boomers like myself came along, and it'll continue to increase. The challenge is just making sure it doesn't increase beyond the public's capacity to pay for it. And you know, we should be proud here frankly in British Columbia that we have some of the very best outcomes in health, but yet we're spending less per capita than many provinces. So we're doing something right and we need to build upon the successes that we've discovered over the past 12 years.

Rick Cluff: Minister, what areas specifically will you target?

Bill Bennett: We're going to look at everything, Rick. We're going to look at absolutely everything in government. We'll have an eye certainly for waste. We'll find some of that. There's always some of that in government. There's always some of that in crown corporations. We're also going to look for redundancies and duplication. We're going to look for situations where perhaps the public taxpayer is paying for something that could be more effectively delivered by the private sector. We did that in our first core review, we'll do that again. Everything is on the table. Nothing is sacred. We're going to have to look at absolutely everything that government does if we're going to accomplish what we aim to accomplish.

Rick Cluff: It's interesting the difference between the core review 2001 and this one is the last one, the 2001, followed an NDP government. How difficult is it going to be for the BC Liberals to look at what they have done themselves over the last decade to make a more lean running government?

Bill Bennett: Well, you're right to focus on that, Rick. I mean, there's two things there. One is that we're looking at what we have done and what we are doing, so there is a potential for an internal bias and in that regard I want to make use of anyone in the public, anyone in the private sector, businesses, non-profits, anyone who has an interest in helping us and identifying things that we're doing that don't look to be effective or efficient. I want, you know, people outside Victoria to be involved in this process so I think that's important. I do think that the other thing is that in 2001 we were elected after 10 years of NDP government and free enterprise voters certainly expected us to come in and shrink the size of government, and there was a belief at the time and I certainly shared that belief that there was a lot of waste and it turned out that there was. We're not anticipating a lot of low hanging fruit so to speak. We're anticipating that have to work pretty hard to find the savings that we need to find.

Rick Cluff: Minister, thanks for your time this morning. And we'll chat again.

Bill Bennett: Okay, Rick. Thanks.



Member Only Password Protected Materials



In the past, documents produced by the BCCPA have been distributed to all of our members without password protection. This has meant the resources used to research and write products such as the CEO Report, Care Quarterly etc...were re-distributed to non-members at no charge.

As a member-based organization, our primary goal is to ensure the funding we receive through our dues are used to support the activities of our members. **Therefore effective September 1st, 2013 all internal documents such as the CEO Report, will only be made available through our password protected "Members Only" section of the website.**

A link to these document will be sent to our full distribution list, but only members will be able to read them in their entirety.

If you are a member and have forgotten what your password is, please send an email to info@bccare.ca and write "lost password" in the subject line. Someone from BCCPA will get back to you with your new password as soon as possible.

Please note Phase II of our re-designed website will include a new upgraded "Members Only" portion of our website. It will improve functionality for our members and we'll be reporting more on that in the weeks to come. We are also targeting a September 1st launch date.



Please visit our website: www.bccare.ca



Welcome New BCCPA Members

CHCA:

Saint Elizabeth Health Services
Vancouver, BC
www.saintelizabeth.com

Residential:

Kiwanis Village
Nanaimo, BC
www.kiwanisvillage.ca

Brocklehurst Gemstone Care Centre
Kamloops, BC
www.burongroup.ca

Carlton Gardens Care Centre
Burnaby, BC
www.chartwellreit.ca

Lakeview Lodge
West Kelowna, BC
www.balticproperties.ca

Commercial:

Canadian Society of Nutrition Management
Toronto, ON
T: 1 866 355 2766
csnm@csnm.ca
www.csnm.ca

Reputations Management Corp
Vancouver, BC
Contact: Michael Davis
T: 604 689 8801
mdavis@reputations.com
www.reputations.com



Safecare BC Update

Over the last year, the Association has been consulting with the continuing care sector in preparation for the establishment of a new safety association (SafeCare BC). An application was made in 2012 and it was anticipated a decision would be made by last Spring regarding whether it would be approved.

In late June the BCCPA was advised by WorkSafeBC that our application would not be reviewed by their Senior Executive Team until at least this Fall. As a consequence, a [letter was sent](#) to Vice-President Ian Munroe expressing our deepest concerns regarding ongoing administrative delays.

The BCCPA has subsequently spoken with WorkSafeBC and agreed to participate in one final consultation session to be held on August 19th at 11 am. During this session WorkSafeBC will consult with the sector regarding any possible rate adjustments being proposed for 2014 as well as provide an update on next steps for the SafeCare BC application.

Once this final consultation is held, we remain hopeful we will receive rapid approval to move forward with the establishment of SafeCare BC.

As has [been clearly demonstrated in Alberta](#), the creation of their safety association has had a very significant impact on helping to lower Worker's Compensation premiums for the continuing care sector.



BCCPA Board Retreat

On June 6-7 the Board of Directors held a special two-day strategy meeting to discuss the future direction of the BC Care Providers Association. The meeting covered a number of topics including the development of a new *2013/14 Strategic Plan*.

The Board understands this is a time for renewal which affords us the opportunity to look ahead. A number of identified priority issues such as revamping the Care Aide Registry, funding pressures and reducing red tape were discussed.

The revised plan will also include some exciting new initiatives to be launched over the coming year that will help us further improve the quality of care for seniors and grow the organization throughout the province.

Part of the strategy session included a review of the *Action Plan* recommendations that were forwarded to the Minister of Health in 2012 for her consideration.

The Board will be formally approving the overall strategic goals and objectives at its upcoming meeting to be held on July 11th. It will then review and approve the Strategic Plan in September. There will be a lot more to report on this in upcoming CEO Reports.

BCCPA Hosts Roundtable With Non-member Non-profits

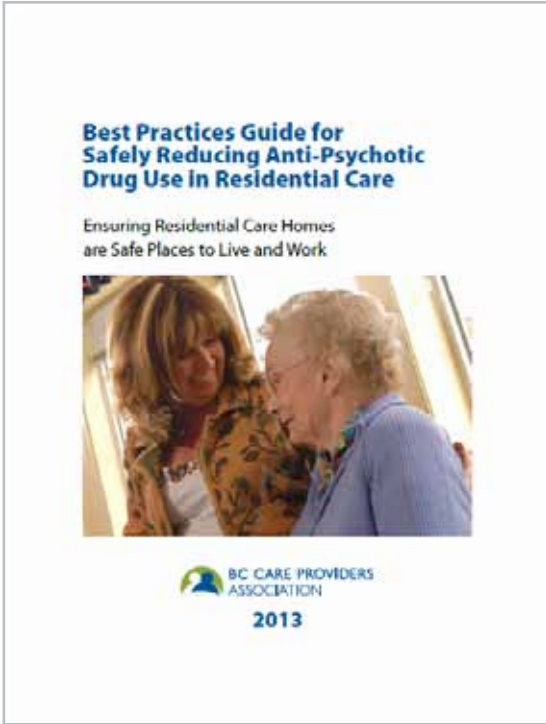
On June 21st a special roundtable was held with a number of non-member non-profit service providers. The session was generated through several inquiries about how the BCCPA could further expand its membership base into the non-profit sector. Approximately 35% of our current membership base are deemed non-profit.

A number of great ideas were generated and the two-hour session proved to be very productive. One of the main topics discussed was how the Association could become more inclusive of smaller non-profit service providers.

One issue raised was the misconception that the BCCPA is still working under the same model as the former "BC PriCare" – and thus only serves for-profit providers.

Many of the issues and ideas raised will be incorporated into future planning. If you are a non-profit and interested in becoming a member, or would like to participate in a future roundtable, please contact me directly at dfontaine@bccare.ca

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Maria Capostinsky at
604-736-4233 ext 226 or
email info@bccare.ca today.



Best Practices Guide Launch a Huge Success

On June 5th the BCCPA launched our new [Best Practices Guide for Safely Reducing Anti-Psychotic Drug Use in Residential Care](#). Subsequent to the launch, it has been downloaded well over 400 times from our website.

The Guide has also received significant media attention. You can listen to the KKNW radio clips and read the Globe and Mail story by clicking [here](#). You can also [read an opinion piece](#) written by **Heather Campbell, Director of Policy and Research**, for the **Vancouver Sun** which was published on Friday, June 28th.

Once again the Association wants to thank everyone who helped produce the guide and it's great to see it has generated so much interest. We hope to generate more of these types of tools as part of our overall 2013/14 Strategic Plan. Stay tuned!



Cecelia Parent

Website Profile Stories

We have been actively posting a number of profiles and feature stories on our newly redesigned website. We've also been tweeting them out and posting on our Facebook page. If you aren't already following us on social media, think about doing so today!

Here are just a few links if you are interested in reading more:

[Home Support Worker Bryce Walker](#)

[Resident Care Worker Cecelia Parent](#)

[Homecare Worker Michele Goodsell](#)

[Community Health Worker Roxanne Martel](#)

[Care Aide Glen Cameron](#)





Seeking Member Input for Speaker Series

As mentioned previously, the BCCPA plans to launch our new “Care to Chat” speaker series starting in November. The speaker series will cover a range of topics that will be of interest to those working in and/or interested in the continuing care sector.

If you are a member and have a possible topic idea for a panel discussion that you’d like us to pursue, please submit your suggestion to hcampbell@bccare.ca.

New 2013/14 Executive Team for BCCPA Selected

Congratulations to Elaine Price (Eden Care) who was elected as Vice-President for the BCCPA in June. She is joined on the executive by **Dave Cheperdak** (Pres), **Andre Van Ryk** (Treasurer) and **Mary McDougall** (Past-President).

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BCCPA Expands Reach With Stakeholders



Earlier this year the **CD Howe Institute** invited the BCCPA to sit on its [Health Policy Council](#). In May I attended my first meeting in Toronto with key academics, business and thought-leaders from across Canada.

The C.D. Howe Institute’s Healthcare Policy Initiative is a four-year program to produce research, analysis and events to raise the level of debate around Canadian healthcare and to help motivate policy improvements. The program will address critical issues such as: international lessons on financing and incentives; defining the services provided under public plans; incentives and funding arrangements for hospitals and healthcare providers; federal and provincial policy on pharmaceuticals; options for primary-care reform; access and quality of care. As with all the Institute’s work, the program aims to provide research that is rigorous, evidence-based, and peer-reviewed, recommendations that are relevant, constructive, and timely, and communications that are clear, authoritative and practical.

In July, we also learned that **Heather Campbell**, Director of Policy and Research, has been accepted to sit on the executive for the **Canadian Bar Association’s** (BC Branch) Elder Law Section. The executive addresses legal issues of seniors such as medical and housing matters, elder abuse, mental capacity and consent, and guardianship.

BC Care Aide Registry

The BCCPA met with Bruce Bell from the BC Care Aide Registry in late June. We discussed some of the ongoing challenges facing the Registry as it follows up from the recently released Murtagh Report.

The Association remains actively engaged in wanting to reform the Registry to ensure it is working for those in care – as well as individuals working within the sector. To that end, we will continue to convey our member’s concerns regarding some of the key issues we identified [earlier in correspondence](#) sent to the Registry.

We are also sitting on the Registry’s Health Care Assistant (HCA) Education Standards Advisory Committee, where we are representing our members’ interests regarding the implementation of the new HCA program recognition process.



Savvy Storytelling – Seniors and the Media

How are seniors—and senior’s care issues—portrayed in the media? Savvy seniors storytellers can help guide the way the media reports stories and even help create the stories the media cover. Learn how to engage in the opportunities and challenges in media coverage of the continuing care sector.

Reputations Managing Partner, Michael Davis, an award winning reputation management specialist, will examine these topics and news stories of the day as part of our exclusive new feature to be posted on the BCCPA website and accessible to members only. Check out our website and social media channels in the coming weeks to find out more details.



Social Media – Quick Stats

- Since we re-launched our website in early May, we have written 58 new posts on a range of topics. We’ve had over **11,000** page views, **4,700+** unique visitors (3,600+ first time visitors and 1,100 returning visitors)
- Our [LinkedIn group](#) was established in May and we already have **62** new members
- Over **150** separate tweets have been sent out on a variety of topics since May 1st from our [@BCCareProviders](#) account
- Since launching our new [YouTube channel](#) in May, we’ve had over **600** unique views of the videos we’ve developed.

View From Victoria



The BC Legislature is now back in session effective June 27th. Minister of Finance Michael de Jong has re-introduced Budget 2013 for debate. The session is anticipated to last about six weeks with the sole focus being the passing of the budget bill.

The **Hon. Terry Lake** has taken over from **Margaret MacDiarmid** as the new health minister. He is also responsible for the seniors’ portfolio. MLA **Linda Larson** will be working with Lake as the new Parliamentary Secretary responsible for seniors.

The BC Liberal government has also re-constituted the Standing Committee on Health. According to a tweet sent out by Vancouver Sun political columnist, it will “further study the impact of an aging population on the sustainability of the system.” We will keep you posted as there are new developments.

What follows is a brief analysis provided to the BC Care Providers by Fleishman-Hillard regarding the Victoria scene:

“Minister of Finance Hon. Mike de Jong introduced a Budget with updated fiscal numbers. The previous budget announced in February had not been passed before the legislature was dissolved for the 2013 provincial election.

The Budget released today was similar to the Budget tabled in February, however, reflects some moderate changes in economic and revenue forecasts. The Economic Forecast Council has revised its projection for provincial real GDP growth in 2013 to 1.6 per cent, down from 2.1 per cent in January.

Further fuelling the lower economic projection are decreases in retail sales, job growth and housing starts. The employment growth rate was predicted to be 1.1 per cent and is now at 0.7 per cent. This equates to a difference of 9,000 fewer jobs than the previous forecast. Retail sales growth was predicted to be 3.5 per cent, but is now at 1.8 per cent. Further, housing starts were predicted to be 24,679, but are now at 23,800. A small increase was forecasted in resource revenues, with the government signalling an increase in the price of natural gas.

In order to maintain a balanced Budget, the government will continue its expenditure management controls: an additional \$130 million in cuts to provincial spending over the next three years are being instituted; and, a core review of all government spending is targeting an additional \$50 million in spending reductions and efficiencies. The Budget, however, does maintain new investments in early childhood development and registered education savings plans (RESPs) for children born after 2007.



Policy on Chargeable Extras

As many of our members are aware, there has been a significant amount of media attention paid to the issue of the Health Authorities charging residents a rental fee for wheelchairs. The BCCPA did conduct an interview on the **Bill Good Show** on CKNW radio regarding this issue. You can [click here](#) to listen.

We have been advised the Health Authorities are currently reviewing their policies to ensure that “clients moving into publicly subsidized residential care, regardless of whether HA owned and operated, will receive consistency in what is included in their client rate, and what is a chargeable extra, including what they are personally responsible for.”

The Association will be consulted as part of this policy review in order to ensure the views of our members are taken into account. We have been advised that the work from this policy review will be incorporated into the standardized contract template work, which is being undertaken in response to Consumer Protection BC’s determination that the *Business Practices and Consumer Protection Act* applies to all service providers of community care facilities and assisted living residences. Specifically, Consumer Protection BC has determined that contracts of this nature are “future performance contracts” and therefore, must include the legislated list of required information, such as an itemized purchase price for the goods and services that will be supplied under the contract.

CEO Calendar of Events

BCCPA Board meetings scheduled for July 11th and September 19th.

I will be visiting the Nanaimo, Parksville and Courtenay areas on July 12-13 as part of a regular outreach to existing and future members. The short tour will involve a number of site visits as well as a meeting with Parksville MLA **Michele Stilwell**.

Both Vice-President **Elaine Price** and I will be attending the annual **CALTC** meeting in taking place in southern Ontario August 25-28th.

The **BC Seniors Living Association** has invited me to attend their annual convention taking place in Whistler from September 29th – October 1st.

The **South Fraser Administrators Group** has invited me to speak at their upcoming meeting on September 18th.

The **Vancouver Coastal Administrators Association** has invited me to speak at the upcoming meeting on October 3rd.

If you would like me to attend one of your functions or speak to your organization, simply send me an email with the details dfontaine@bccare.ca

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Policy and Research Scan



National

Elections Canada is seeking input on issues **electors in long term care** may encounter when registering and voting at the polls. Feedback

will help shape Elections Canada policy in a way that benefits seniors in long term care homes who may have trouble proving their identities or addresses at the polls. Completed [Discussion Guides](#) can be sent by email to Elections Canada at: Rohan.Kembhavi@elections.ca.

British Columbia

The BC Patient Safety & Quality Council has launched its new initiative that aims to reduce the use of anti-psychotic medications in residential care. The goal of CLeAR – a **Call for Less Antipsychotics in Residential Care** – is to reduce anti-psychotic drug use by 50% across BC by December 31, 2014. To learn more about how you can join the province-wide initiative, click [here](#).

The **Provincial Violence Prevention Curriculum** is now available on the HEABC [website](#). Created by the Provincial Violence Prevention Steering Committee, the curriculum was developed to fill a need for effective, recommended and provincially-recognized violence prevention training for all BC health care workers across a range of care settings. The curriculum, which includes eight e-learning modules, provides employees with education and tools to prevent, defuse and/or deal with potentially violent situations to reduce the risk of injury and also to ensure that employees feel safe in their workplaces.

In June 2013, **BC's Information and Privacy Commissioner** released her [investigation report](#) that examined three breaches of personal health data. Ministry of Health employees were able to download large amounts of personal health data onto **unencrypted flash drives** and share it with unauthorized persons, undetected. The report recommends that employees should not use portable storage devices, such as laptops, flash drives and CD-ROMS, except as a last resort, and even then, such devices should be encrypted. The report notes, however, that encryption is not the complete solution. "Public bodies and private sector organizations need to explore alternative secure methods of remote access to personally identifiable information, and resort only to encrypted portable devices when all other, more secure, options are not available."

On June 18, 2013, **BC Ombudsperson Kim Carter** released her 2012/13 annual report, which includes updates on actions by government regarding the 176 recommendations made

in her systemic report on seniors care: *The Best of Care, Getting it Right for Seniors in British Columbia*. The report also provides updates on the investigation into VIHA's process for closing Cowichan Lodge, a seniors' residential care home in Duncan, and the process for appointing the Public Guardian and Trustee to manage the financial affairs of incapable adults, who in some cases may be a long term care resident. To view our summary of the Ombudsperson's annual report, please visit our website. You will need your password.

Alberta

Starting January 2014, Alberta occupational health and safety officers will be allowed to issue **tickets for violations**. Tickets can be handed on-the-spot to workers and employers, with fines up to \$500. The draft [list of ticketable offences](#) is very specific; however, very few pertain directly to the continuing care sector (Alberta Continuing Care Association, June 2013).

Alberta Health Services [reversed its decision](#) to cancel **home care contracts** with three providers, and it also withdrew its **100 km first available bed policy**.

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Ontario

Ontario is increasing the number of LTC inspectors to perform **unannounced comprehensive Resident Quality Inspections**. The inspections are conducted by a team of inspectors over a number of days and can trigger a number of additional inspection protocols. The inspections use independently validated, consistent methodology and involve questions to residents, families and staff to help to identify areas of concern. All 633 LTC homes in the province will receive a new inspection by the end of 2014, and annually thereafter.

Reports of Interest

- [An uncertain age: Reimagining long term care in the 21st century](#) (KPMG)
- [Canadians Still Waiting Too Long for Health Care: Report Card on Wait Times in Canada](#) (Wait Time Alliance)
- [Rethinking Pharmacare in Canada](#) (C.D. Howe Institute)
- [Improving quality in Canada’s nursing homes requires “more staff, more training”](#) (Healthy Debate)
- [The Fiscal, Social and Economic Dividends of Feeling Better and Living Longer](#) (University of Calgary, The School of Public Policy)

News Articles of Interest

- [Long-term health care: A look inside the often-baffling system](#) (The Toronto Star)
- [When doctors hide pills in a patients’ food, is it a breach of trust or a ‘practical way’ to ensure they take their medicine?](#) (National Post)
- [Assisted living home worker fired after being shot on the job](#) (KOMO News, Washington)
- [Generation Where? Vancouver’s coming crunch in senior housing](#) (The Globe and Mail)

Province-wide Satisfaction Surveys



We have been advised that the Integrated Primary and Community Care Council has approved the undertaking of a resident and family satisfactory survey for the long term care sector within the next two fiscal years. The Ministry of Health will be bringing together a consultation group to help

identify a common survey tool. The BCCPA has been invited to express our interest in participating in the consultation group. If you are a BCCPA member with comments or suggestions regarding the province-wide satisfaction survey, please contact hcampbell@bccare.ca.



2014 Annual Conference Planning Set to Begin

It’s hard to believe, but planning for the 2014 Annual Conference set for May 25-27, 2014 in Whistler is about to begin. The first phase will be the establishment of a conference planning committee which is tentatively scheduled to hold its first meeting in September.

If you are a member of the Association and would like to volunteer to support the committee, please contact us at mcapostinsky@bccare.ca. It would be great to hear from you!