



# ACR NEWS BULLETIN

2012 – April 11

Vol 3-2

*\* Please help us spread the word! We encourage you to circulate this Bulletin among your networks of those interested in residential care in BC. \**

**The focus of this issue is the release of *The Best of Care: Getting it Right for Seniors in British Columbia (Part 2)*.**

We have, however, also included an update on ACR advocacy activity and information on various upcoming workshops and informational events that support family members and friends who provide care to those in residential care.

***The Best of Care: Getting it Right for Seniors in British Columbia (Part 2)*.**

Released on February 14, 2012, this most important report has implications for all residents of BC – those who are seniors, those who have family or friends who are seniors and those who will be seniors. The Report covers diverse matters relevant to seniors in British Columbia, including those in residential care.

***Background:***

The Ombudsperson of BC initiated a systemic investigation into seniors' care issues in 2008. "The Best of Care: Getting it Right for seniors in British Columbia (Part 1)" was issued in December 2009. The focus on Part I was residential care in BC. Part I contained 10 recommendations for action by the Government of BC. It is the key basic document to read for a systemic overview of the state of residential care in BC. (Both Part 1 and Part 2 Reports are available from the BC Ombudsperson website ( [www.bcombudsperson.ca](http://www.bcombudsperson.ca) ) or by contacting them at 250-356-7740.

## Accessing the Part 2 Report

This is a lengthy and detailed report and may at first glance seem overwhelming – but don't be put off! It is easy to read, very well organized and reference to particular areas is 'user friendly'. And, it has important information on the (often sad) realities of seniors' care in British Columbia and recommendations to effect improvements. Information that all residents of BC need to know, especially given the aging population.

As ACR's mandate is residential care, our focus is on the 'residential care' aspect of the Part 2 Report. As a start, we recommend reviewing the News Release (attached file), the Fact Sheet (also attached) and the Residential Care Backgrounder (attached file). These three concise documents provide a good overview of Part 2. (*NB. The Part 1 Report dealt solely with residential care and is well worth an initial or second look.*)

The Residential Care Backgrounder is a 'must read' as it provides a summary of residential care issues investigated, key recommendations and a 'Description of Services' associated with residential care in British Columbia – which includes information not widely known or understood.

Also, in February 2012, the Ombudsperson's Office released two additional *Investigative Reports of relevance to Residential Care* that may be of particular interest to some.

[On Short Notice: An Investigation of Vancouver Island Health Authority's Process for Closing Cowichan Lodge](#)

[Honouring Commitments: An Investigation of Fraser Health Authority's Transfer of Seniors from Temporarily Funded Residential Care Beds](#)

These two Reports can be accessed via links from the Fact Sheet or from the Ombudsperson of BC website: [www.bcombudsperson.ca](http://www.bcombudsperson.ca)

\*\*We strongly encourage all involved in residential care in British Columbia, to become acquainted with 'The Best of Care: Getting it Right for Seniors' in British Columbia systemic report documents. \*\*

Family councils may consider including a discussion on specific recommendations relevant to residential care as a continuing agenda item at their meetings. They may choose a specific recommendation for opening dialogue with their facility management and/or Health Authority to discuss implementation within a facility or Health Authority. No one approach will suit all – and each Family council can choose what works for them.

The Reports are available for download from the Ombudsperson of BC website, or you may contact the Ombudsperson's office via email or phone (contact information available at their website)

Here are the some links to the Ombudsperson's report website:

[http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors\\_Report\\_Overview.pdf](http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors_Report_Overview.pdf)

[http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors\\_Report\\_Volume\\_1.pdf](http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors_Report_Volume_1.pdf)

[http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors\\_Report\\_Volume\\_2.pdf](http://www.ombudsman.bc.ca/images/pdf/seniors/Seniors_Report_Volume_2.pdf)

## **BC Ombudsperson Public Speaking Engagements on the Report (Part 2)**

Kim Carter, Ombudsperson, will be conducting speaking engagements throughout the Province on this Report. *Upcoming speaking engagements 'open to the public' are indicated below.* For information on additional speaking engagements or to request a presentation in your community by staff of the Ombudsperson's Office, don't hesitate to contact them directly.

<b>Public Speaking Engagements – Kim Carter, Ombudsperson of BC</b> <b>Subject: The Best of Care: Getting it Right for Seniors' in British Columbia</b>			
<i>Date</i>	<i>Host</i>	<i>Place</i>	<i>Information link for further information on location, time, registration</i>
Thursday, April 12, 2012	Oceanside Coalition for Strong Communities	Parksville BC	<a href="http://www.oceansidecoalition.org">www.oceansidecoalition.org</a>
Tuesday, April 24, 2012	Katie Seniors Network, R.M.S.S., United Way of the Lower Mainland	Maple Ridge / Pitt Meadows	<a href="http://www.mapleridge.ca/EN/main/residents/935/74142/seniors_services.html">www.mapleridge.ca/EN/main/residents/935/74142/seniors_services.html</a>
Tuesday, May 1, 2012	Support our Seniors	Courtenay	<a href="http://www.supportourseniorscomoxvalley.com/">www.supportourseniorscomoxvalley.com/</a>
Friday, May 4, 2012	Senior Resources Society	Langley	<a href="http://www.lsr.ca/">www.lsr.ca/</a>
Thursday, Sept 13, 2012	Castlegar and District Health Watch Society	Castlegar	<a href="http://www.castlegarhealthwatch.com">www.castlegarhealthwatch.com</a>

### **ACR Advocacy Update**

In January 2012, we wrote the Minister of Health to lend our voice to other seniors' groups in BC in support of the establishment of a Seniors' Advocate for British Columbia.

In February 2012 we wrote the Minister of Health (with copies to the CEO's of all Health Authorities) to address the need to improve the provision of food and nutritional services in residential care facilities throughout the province. We noted and emphasized the significant differences between residential care facilities and acute care facilities with regard to food and nutritional services that most often seems unacknowledged.

We acknowledged the pilot project in the Vancouver Health Authority to improve food in some of their residential care facilities (October 2010) and the new Vitamin D protocol in the Fraser Health Authority (November 2011) to help prevent falls and fractures in their residential care facilities.

On this matter we also raised concerns with regard to inadequate resourcing and the need for current education for residential care staff to ensure safe 'assisted feeding' - a longstanding matter that had recently come to light with the swallowing-related death in a care facility within Vancouver Coastal Health.

ACR recommends that Speech Language Pathologists, the specialists in dysphagia (swallowing dysfunction) be included as active members of the health care team in residential care in British Columbia.

This has become more urgent as dysphagia and the need for assisted feeding becomes more prevalent. Those now entering residential care are increasingly aged and ill, often with dual diagnoses – all of which add to the complexity of their care. The skill and knowledge of Speech Language Pathologists is essential to undertake such specialized complex care assessments, monitor changes, and ensure appropriate care plans - all necessary for appropriate, good and safe care.

The advocacy letters referenced above will soon be accessible from our website: [www.acrbc.ca](http://www.acrbc.ca)

## **Upcoming Events**

### **4<sup>th</sup> Annual Free Information & Speakers Fair for Family & Friends Unpaid Caregivers**

Saturday, April 21, 2012 10:00 am to 2:00 pm  
Holiday Inn Express (Metrotown) 4405 Central Blvd Burnaby BC  
30 Exhibitors and Guest Speakers

#### Topics and Speakers:

10:25 A Will is not enough...changes to Power of Attorney Laws (GLB Law)

11:00 Caring for someone with Alzheimer's Disease (Alzheimer's Society)

11:35 No good deed goes unpunished ... the perils of Joint Tenancy  
in Estate Planning (GLB Law)

12:15: Special Guest Speaker: Clarissa Green, Registered Clinical Counsellor

#### **But I'm just trying to help!**

Why it can be difficult to give and receive help and suggestions for 'tuning up' helping-related dynamics in your family.

## **North Shore Community Resources Society Caregiver Support Programs**

*All programs are for (unpaid) family or friends caring for someone with an illness or a disability. All programs are free.*

### **1. For Family Caregivers workshop: An Unexpected Journey—The Opportunities and Effects of Change:**

Explore the following questions: What is on my mind? What are the effects of being in crisis? How am I influenced by others? How do I express emotions? How can I maintain a balance?

Presented by Jan McQuarrie a registered nurse, massage practitioner, trainer in human communication and thinking patterns, and a laughter yoga teacher. **Tuesday, April 17, 2012, 6:30 to 8:30 pm at Silver Harbour**, 144 East 22nd St, North Vancouver. To register call 604-982-3320 or email [karyn.davies@nscr.bc.ca](mailto:karyn.davies@nscr.bc.ca).

### **2. The Heart and Soul of Caregiving: the Challenges and Joys**

On **Saturday, May 5, from 10:00am to 2:00pm** North Shore Community Resource Society, Family Caregiver Support will celebrate BC Family Caregiver Week by hosting a free workshop for caregivers and health care providers. It will be held at the Seymour Golf and Country Club, 3723 Mount Seymour Parkway. Learn how the heart and soul of caregiving is nourished by reclaiming joy and preserving well-being for both caregivers and their care partners. Presenter Wendy Lustbader is a therapist, teacher and author of a several books in the field of caregiving and aging. She is a popular speaker at conferences, using storytelling and humour to animate complex subjects. A light lunch will be served. Music by the North Shore Celtic Ensemble.

To register or for more information, contact **Helen at 604-982-3313** or [helen.wait@nscr.bc.ca](mailto:helen.wait@nscr.bc.ca). Here is a [LINK to the Poster](#) and a [LINK to the Press Release](#) for your further information about this event.

## Caregiver Support Program – Vancouver Coastal Health

The two workshops following take place at Britannia Community Centre, Family Activity Centre, 1661 Napier St., Vancouver. Hosted by the Vancouver Coastal Health Caregiver Support Program (<http://caregivers.vch.ca>) \*\* Pre-registration is required – call Britannia Community Centre at 604-718-5800 or online at: [www.britanniacentre.org](http://www.britanniacentre.org) \*\*

### **1. Do you care for a relative or friend with dementia?**

\*This workshop will help you:

- understand Alzheimer's disease and other dementias
- learn tips for effective communication with a person with dementia
- problem solve challenging behaviours

When: Tuesday, April 17, 2012

Time: 6:30 – 8:30 pm Presenter: Kara Hay, Support and Education Coordinator, Alzheimer Society

### **2. Care for Yourself: Healthy Boundaries for Family Caregivers**

*This workshop is for individuals providing unpaid care/support to an adult who is aging, ill or living with a disability.*

This workshop will help you:

- learn why boundaries are important
- gain a better understanding about the interplay between boundaries and feelings of resentment, anger and guilt
- learn steps to setting health boundaries

When: Saturday, April 21, 2012 Time: 10:00 am - 11:30 am Facilitator: Sarah Galuska, Coordinator, Vancouver Coastal Health Caregiver Support Program

***"We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, over time, add up to big differences that we often cannot foresee."***  
***William George Jordan***

**Disclaimer** This bulletin contains material that is meant to be informative, thought-provoking and promote dialogue. This material is for information only and should not be construed as an endorsement of the views expressed; products or services mentioned and should not replace consultation with the appropriate qualified professionals. Individuals who require medical, legal or other expert advice should consult with the appropriate qualified professional. ACR does not endorse any specific approach to care. The views and opinions expressed are not necessarily those held by the ACR Board of Directors and staff.

**ACR website:** [www.acrbc.ca](http://www.acrbc.ca)