



ACR NEWS BULLETIN

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This issue has a primary focus on the Ombudsperson report: [The Best of Care: Getting it Right for Seniors in British Columbia \(Part 1 & 2\)](#), as a continuation of our April 2012 Bulletin.

In addition, this issue references: Rob Wipond's article '[Challenging institutionalized disrespect of elders](#)' that includes an interview with Kim Carter; '[Grey Area](#)', the joint CBC & 'Business in Vancouver' multi-platform series on seniors care in BC, as well as some upcoming workshops and informational events.

We are also pleased to pass along an invitation from a Family council in Armstrong BC (within the Interior Health Authority) to an information session on Friday, 18 May 2012 (see below for details) on initiatives in health care in Alberta.

Follow-up – Ombudsperson report

For those unfamiliar with the systemic investigation into seniors' care in BC, by the Office of the Ombudsperson of BC, – a brief Background follows (additional information and attachments can be found in our April 2012 News Bulletin on our website www.acrbc.ca)

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) or by contacting them at 250-356-7740.

“Challenging institutionalized disrespect of elders” (Rob Wipond, Focus Online May 2012)

Rob Wipond has once again written a great article on seniors’ care in British Columbia in Focus magazine. This article includes an interview with Kim Carter, Ombudsperson for BC, on her Report (“The Best of Care...” - see Background above). It’s a must read – that includes the back story of the report, the role of the Ombudsperson and insight on problems in seniors care in BC.

The article is accessible from: <http://www.focusonline.ca/?q=node/372>

An article Rob wrote in March 2010, ‘Seniors’ care homes – in need of care’ addressing findings of Part 1 of the Report, is also an important read.

It is accessible from: <http://www.focusonline.ca/?q+node16> which is the archive site for Focus magazine. Go to the March 2010 issue and double click – then to page 30.

We recommend that all Family councils consider sharing these articles.

Raising awareness is a key element in effecting positive change.

And, we thank Rob Wipond for his well researched and crafted articles on seniors’ care in BC that continue to shed light on some of the dark corners of health care in BC. His previous articles on a variety of topics relevant to seniors’ care (including the use of antipsychotics in care facilities) are accessible from the Focus magazine archive website and are well worth a read.

Kim Carter – Ombudsperson - term extended six years

We were very pleased to learn that Kim Carter’s term as Ombudsperson for BC, has been extended for six years. ACR joined many other seniors’ groups and associations in BC to support this extension. Kim Carter’s initiative in implementing the investigation into seniors’ care in British Columbia was unprecedented in Canada.

Below is an update on her public speaking engagements (as known). To make arrangements for a speaker from the Office of the Ombudsperson or to check on additional upcoming public speaking engagements in your geographical area, contact them directly (www.bcombudsperson.ca) or by phone at 250-356-7740

<u>Update:</u> Public Speaking Engagements – Kim Carter, Ombudsperson of BC			
Date	Host	Place	Information for further information and registration
Wednesday, May 16, 2012 (1-3pm)	Semiahmoo Senior Planning Table & Sources Community Resource Centre	Surrey	FREE – Registration Required; Call 604-542-4357 or email: nraey@sourcesbc.ca Location: Peace Portal Alliance Church, 15128 – 27B Street Surrey BC
Thursday, Sept 13, 2012	Castlegar and District Health Watch Society	Castlegar	www.castlegarhealthwatch.com

"Grey Area" - CBC Vancouver and 'Business in Vancouver' series on seniors care in BC

A multi-platform (radio, TV, internet) week-long joint CBC - 'Business in Vancouver' investigation into seniors care in BC began on May 7th. This series includes such features as 'B.C. seniors lost in care homes chaos' (Business in Vancouver 'Real Estate & Development' May 07), CBC: Overview – Seniors in BC; Families call for Seniors Advocate, Privatizing seniors care, Choosing long-term care, Finding the right fit, Overwhelmed families, Looking to the future, BC seniors population to double by 2030.

Check out the CBC website for features (including video interviews, radio podcasts, care facility reports and links to resources): www.cbc.ca/bc/features/grey-area

ACR Advocacy Update

In May 2012 we wrote the Minister of Health to lend our voice to other seniors' groups in BC in support of full implementation of recommendations in the Office of the Ombudsperson Report (The Best of care... as referenced above).

A copy of our letter will soon be available on our website. We encourage and invite Family councils and other interested groups and individuals concerned about seniors' care in BC to consider lending their voice to support full implementation of this Report, through contact with their MLA and the Minister of Health.

Upcoming Events

Armstrong BC

Friday May 18, 2012 Time: 10:00 – 12:00

Location: Pleasant Valley Health Centre 3800 Patten Drive Armstrong

Pleasant Valley Manor Family Council invites everyone interested in improving Senior's Health Care to join us to learn about the Patient and Family Engagement initiatives that are revolutionizing Alberta's Health Care.

Presentation by: Willow Brocke, Director of Patient and Family Engagement, Quality and Health Care – Alberta Health Services

Lower Mainland

North Shore Community Resources Society Caregiver Support

Upcoming workshops presented by North Shore Community Resources Society Caregiver Support:

Pathways of Caregiving: This four-week series focuses on building your skills to deal with the challenges and opportunities in caregiving. Thursday evenings, May 10 to 31, 6:30 to 8:30 pm. John Braithwaite Community Centre, 145 West 1st Street, North Vancouver. Topics covered include the experience of becoming a caregiver, how relationships change, the challenges of caregiving, enhancing ways of coping, caring for yourself, responding to losses, and seeing the positives that may come. This group is a place to openly share ideas, concerns and stories that have meaning for you. Please register at 604-982-3320, or email karyn.davies@nscr.bc.ca.

** Please find a link here to The Family Caregivers' Grapevine [May June Newsletter](#) and [Calendar](#).

All programs are for (unpaid) family or friends caring for someone with an illness or a disability. All programs are free. Information contact: Helen Wait, Program Assistant, North Shore Caregiver Support Project, Direct line: 604-982-3313; general line: 604-985-7138. www.nscr.bc.ca

The single biggest problem with communication is the illusion that it has taken place.

George Bernard Shaw

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