

Care Aide Registry Improvements

WHEREAS the Government of British Columbia announced plans to establish the BC Care Aide Registry in January 2010;

WHEREAS the BC Care Providers Association (BCCPA) and its membership have supported the implementation of the Registry as an important tool to combat elder abuse;

WHEREAS the BCCPA is an active participant on the Registry's project advisory committee and education standards committee;

WHEREAS the Registry has been operational since June 2010;

WHEREAS the staff and leadership of the Registry have been very responsive and accessible;

WHEREAS in BCCPA's recent round of consultation with its membership, some care providers raised concerns about their experience with the process;

WHEREAS these concerns were focused on communication, duplication and the need for more clarity around the arbitration/mediation elements of the Registry;

AND WHEREAS the BCCPA remains very supportive of the Registry and the opportunity to expand its role to other elements of seniors care, including private pay market, human resource planning and criminal record checks.

IT IS HEREBY recommended that the BC Care Providers Association call upon the provincial government to make improvements to the BC Care Aide Registry as follows:

- review of Registry operations to ensure it has remained in full alignment and within the initial purpose and intention
- review of effectiveness and appropriateness of the investigation process as well as the mandate and selection process for investigators
- initiate communication program broadly to explain elements of the Registry including program objectives, processes and feedback opportunities
- initiate a consumer and family awareness campaign in partnership with BCCPA to create demand for Registry care aides and home support workers in private pay market
- take steps to include processing and approval of criminal record checks within Care Aide Registry's mandate within the next 12-18 months as a means to eliminate system duplication
- establish an accessible list of employees that have been removed from the Registry for abuse
- demonstrate priority to this initiative by providing funding for costs associated with mediation/investigation of abuse reports (estimated at \$5,000/case) instead of forcing care providers to fund costs
- clarify rules and procedures associated with protection of patient's privacy