



April 6, 2009

*Hlth.health@gov.bc.ca*

Hon George Abbott  
Minister of Health Services  
PO BOX 9050  
STN PROV GOVT  
Victoria BC V8W 9E2

Dear Minister,

Further to our previous discussions, please find a copy of health and safety guidelines based on workload management tools that our Association is recommending members adopt to assess new residents and make placement decisions. We have also incorporated these guidelines as an additional submission to the Ombudsman related to her current review of residential care services.

We are recommending our members adopt these guidelines to better protect the safety of residents and staff. I know this is a goal we both share.

As you know, a growing number of our members are facing the reality of having to refuse complex clients that exceed their facility's capacity to meet licensing requirements and protect the safety of staff and residents. This is a result of significant differences in funding and staffing levels.

While some members are in better circumstances than others, many are struggling to make ends meet without sacrificing quality of care. These guidelines will help our members:

- document and quantify acceptable standards of care
- evaluate the increased workload of new referrals and complex cases
- justify difficult non-placement decisions
- improve efficiency
- manage staff resources

BC care providers take their licensing requirements and service delivery responsibilities very seriously and we are regularly looking for ways to improve our practices. However, our members are not prepared to compromise safety regardless of how much pressure local health authorities place on them to accept more complex cases that they cannot adequately care for.

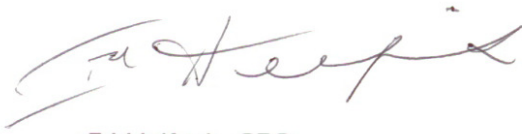
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I would be pleased to provide you and/or your officials with a fuller briefing on our plans. I would also like to invite your department to consider working with us on the implementation of the guidelines and support our plans to review results on a regular basis.

Regardless of any disagreements we may have on this issue, I want to assure you that BC Care Providers is very committed to being a constructive voice for improved seniors care in our province – as we have for the last 30 years.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Helfrich". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Ed Helfrich, CEO  
BC Care Providers Association

enclosure

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