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**From:** James Warren  
**Sent:** Sunday, August 12, 2018 10:15 AM  
**To:** Teresa Warnes  
**Subject:** FW: Seniors' Health Care Crisis - Campbell River/North Island  
**Attachments:** Seniors' Crisis. CR.Aug.04.18.doc; ATT00138.htm

CSRHD Directors site

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**From:** Charlie Cornfield [<mailto:ccornfield@shaw.ca>]  
**Sent:** Tuesday, August 07, 2018 10:54 AM  
**To:** James Warren <[jwarren@comoxvalleyrd.ca](mailto:jwarren@comoxvalleyrd.ca)>  
**Subject:** FW: Seniors' Health Care Crisis - Campbell River/North Island

James can you ensure that this letter is distributed to CSRHD directors please.

### *Charlie Cornfield*

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**From:** Lois & Ed Jarvis [<mailto:loed@telus.net>]  
**Sent:** Monday, August 06, 2018 8:31 PM  
**To:** Claire Trevena.MLA  
**Cc:** [hth.minister@gov.bc.ca](mailto:hth.minister@gov.bc.ca); Office PREM:EX OfficeofthePremier; [lisa.james@viha.ca](mailto:lisa.james@viha.ca); Seniors Advocate HLTH:EX; Christina Rozema; Andy Adams; Charlie Cornfield; Jennifer Grace; Dermot Kelly; Pauline Bernard; [anne.kang.MLA@leg.bc.ca](mailto:anne.kang.MLA@leg.bc.ca); [tim.orr@viha.ca](mailto:tim.orr@viha.ca)  
**Subject:** Seniors' Health Care Crisis - Campbell River/North Island

Honourable, Claire Trevena, Minister of Transportation & Infrastructure and MLA for the North Island  
Honourable Adrian Dix, Minister of Health for B.C.  
Honourable John Horgan, Premier of B.C.  
Kathy MacNeil, Pres. & CEO of VIHA  
Leah Hollins, Chair, VIHA Board of Directors  
Isobel McKenzie, Seniors' Advocate for B.C.  
Christina Rozema, Site Director, Campbell River Hospital  
Mayor Andy Adams, Mayor of Campbell River  
Charlie Cornfield, Chair, Comox Strathcona Regional Hospital Board  
Dr. Jennifer Grace, Executive Medical Director, Geography 1, Island Health  
Dermot Kelly, Executive Director, Integrated Health Services, Geography 1, Island Health  
Pauline Bernard, Director, Geography 1, Island Health  
Anne Kang, Parliamentary Secretary for Seniors  
Tim Orr, Director of Residential Services

August 07<sup>th</sup>, 2018

Honourable Claire Trevena  
Minister of Transportation & Infrastructure  
MLA for the North Island

**Re: Seniors' Health Care Crisis – Campbell River/North Island**

Dear Claire,

You have worked very hard with many of us to acquire a new state of the art **hospital for Campbell River**. As you know we came very close to losing our hospital which would have been disastrous for everyone needing timely access to a hospital and also for our economy. You also worked hard with us to achieve free parking at our new hospital(s). We have worked together with you for over 11 years (since Mar. 23<sup>rd</sup>, 2007) and very much appreciate all the efforts of you and Lynne.

However, we continue to see a crisis in Campbell River which just keeps getting worse. Even though you tried hard to increase the number of beds, we ended up with 95. Our hospital has been over census since the day it opened. Recently there were 169 patients in our hospital with up to 45 patients waiting for placement and nowhere to go. There are patients on stretchers in surgical day care as well as in every nook and cranny just like before in the old hospital. In 2008 ten local people were moved to Duncan and we really do not wish to see people moved from their home community. That would be a travesty to displace our people considering we are welcoming many seniors to our community from other areas which is also adding more strain on our limited resources. A transition unit would be a good idea.

We have **assisted living facilities** which are full. When a resident's health declines beyond the scope of the facility to care for them they end up in hospital, sometimes for a long time. The hospital is really not equipped to care for long term residents. The Comox Valley found relief for this situation by moving folks into St. Joe's but in Campbell River there is nothing to resolve this serious, continuing and growing problem.

Most of our **long term care facilities** seem to be doing OK in caring for our seniors. However, Discovery Harbour Seniors' Community (New Horizons with a new name) had almost an entire floor empty recently while we had 45 patients in our hospital waiting for placement. Why do they have empty beds when the situation here is dire for seniors requiring long term care? We know our government does not fund private beds but there are more than just the number of private beds empty. Is it a matter of the P3 partner not getting enough money from the government contract? Is this P3 partner still being funded by the government for those empty beds? Is it a continuing staffing problem due to Care Aides there being paid \$3.00 an hour less than elsewhere? We were told that even if the beds were filled there is insufficient staff to care for the residents in them. There is an over reliance on family members and volunteers due to lack of staff. Family members and volunteers help staff and assist other patients which is great but there should be sufficient staff to look after our seniors. We hear the staff are very hard working and wonderful but there just isn't enough of them.

Staff at New Horizons, we are told, are not encouraged to speak out so whistleblowers should be protected. One Care Aide last year had private clients in New Horizons and she did speak out about her concerns to protect the residents. She was banned from the building and vilified. Also in New Horizons there is currently no family council, as in the past, the New Horizons family council's

concerns were not adequately addressed and they were not permitted to meet in the facility. People should be able to discuss problems and seek solutions without being reprimanded or afraid of retaliation on their loved ones.

Minister Dix said there would be unannounced inspections of the facilities. Is that happening? Is there any provision in place to take any kind of action if compliance is not found? Are there time limits imposed to be in compliance? Are these facilities regulated with specific standards of care and is regulation enforced? Regulation on employee wages would be beneficial so that places like New Horizons are not continually losing staff when they find a better paying position and there would be less time spent training continual new inexperienced staff. Constant change in employees of P3 partners, flipping contracts, wholesale terminations of staff, cancelling of union contracts, lack of adequate staffing etc., all have a very negative effect on the well being of the residents. We have no choice here where we end up in residential care as our people are placed wherever there is room which is usually New Horizons. We wrote many letters previously about problems there but it all fell on deaf ears as the responses to our letters were all the same saying they were in compliance when we knew they were not.

**Home support** really needs more funding and more staff. We do need at least another publicly run long term care facility (not a P3) with 50 beds for our seniors. As well if Home Support was substantially increased it would help people stay in their homes longer. Home Support used to provide more services than they do now but unfortunately cutbacks in funding reduced their capabilities. Berwick has also impacted our hospital and other health care resources. The residents can purchase some care services there in 15 minute increments, however, many of the residents are obtaining public home support as it is much cheaper. The benefits of Home Support are great. Dorothy M. was becoming exceedingly frail, spent 3 weeks in hospital. She was on the verge of having to go into care and leave her home. She did previously have someone come in for 2 hours, 3 times a week to drive her to appointments and help her. Upon discharge from hospital Home Support was also arranged 4 times a day for 20 minutes each. The recent change is very significant as Home Support is ensuring she takes her medication and ensures she eats. Dorothy is also deriving pleasure in being able to talk to someone 4 times a day. Her mental and physical health has vastly improved in a short time and she is no longer facing internment in a care home at this time. The change in her is dramatic so Home Support could certainly make a difference in the lives of many others too.

There needs to be good communication with Doctors and Staff between residents and their families throughout their journey to our hospital and throughout wherever their journey takes them. A continuous plan to ensure the residents are well cared for is essential. That is something that we see lacking. Perhaps giving young people the opportunity to volunteer as the “Candy Strippers” used to might be beneficial and the volunteers could earn credits in return.

The crisis facing our public health care in Campbell River is very significant. We are asking for immediate resources to fix this crisis which is quickly burgeoning further out of control.

Thank you for your attention to these issues. We have a wonderful community but it is beyond belief to see how badly our seniors are being treated in their final years when they deserve the best we can do to care for them with dignity, respect and compassion. The VIHA Mission Statement is “Excellent health care for everyone, everywhere and every time”. P3s have proven to be very unsatisfactory as our

seniors are being used as money making commodities with the focus on profit, not the care they deserve.

We look forward to your response.

Respectfully,

Rich Hagensen, Joanne Banks, Ed Jarvis, Lois Jarvis, Citizens for Quality Health Care  
[loed@telus.net](mailto:loed@telus.net)

Geri Arkell, RN  
ACP Facilitator

- c.c. Hon. Adrix Dix, Minister of Health B.C.
- c.c. Hon. John Horgan, Premier of B.C.
- c.c. Kathy MacNeil, President & CEO Island Health
- c.c. Leah Hollins, Chair, Island Health Board
- c.c. Isobel McKenzie, Seniors' Advocate for B.C.
- c.c. Christina Rozema, Site Director, Campbell River Hospital
- c.c. Mayor Andy Adams, Campbell River Mayor
- c.c. Charlie Cornfield, Chair, Comox Strathcona Regional Hospital Board
- c.c. Dr. Jennifer Grace, Executive Medical Director, Geography 1, Island Health
- c.c. Dermot Kelly, Executive Director, Integrated Health Services, Geography 1, Island Health
- c.c. Pauline Bernard, Director, Geography 1
- c.c. Anne Kang, Parliamentary Secretary for Seniors
- c.c. Tim Orr, Director of Residential Care Services