

# Long-Term Care

## Resident & Family Information



**For individuals residing in contracted care homes**



October 2024  
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## Territorial Acknowledgement

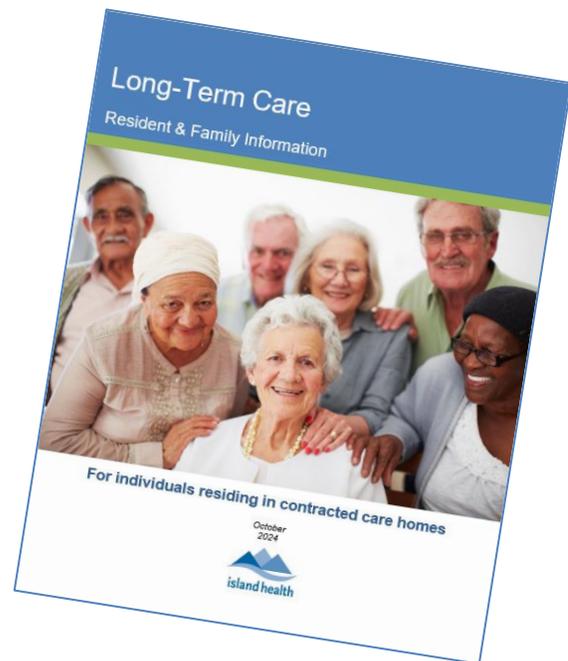
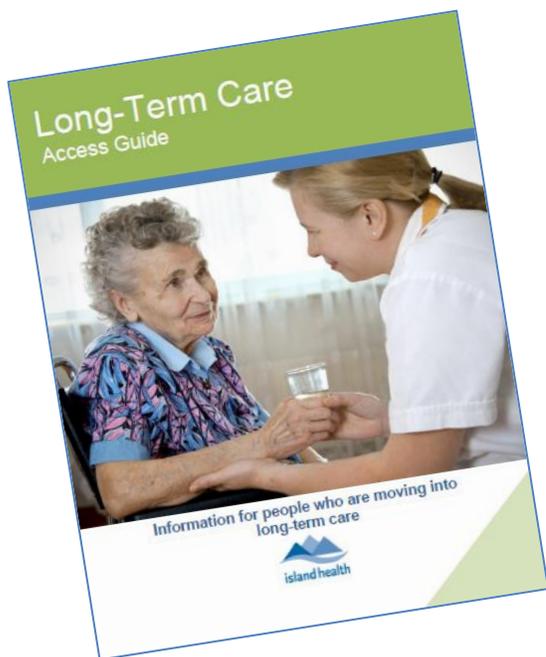
Before Canada and BC were formed, Indigenous peoples lived in balance and interconnectedness with the land and water in which the necessities of life are provided. Health disparities persist, which are due to the impacts of colonization and Indigenous-specific racism. Healthy lands, healthy people. Island Health acknowledges and recognizes these homelands and the stewardship of Indigenous peoples of this land; it is with humility we continue to work toward building our relationship.



# 1. WELCOME TO LONG-TERM CARE

This handbook provides general information for people who live in a long-term care home and those who support them. The site leaders can provide additional information specific to the site. We understand that this can be an emotional and difficult time for you and for your family and friends. We hope that the information in this booklet is helpful to you during this transition.

This booklet is the second in a two-part set that covers the process of accessing and living in an Island Health long-term care home. The first booklet, “Long-Term Care Access Guide”, provides information about the steps that you followed before your arrival. If you would like to see the Access Guide, ask for a copy or download it from the Island Health website: [www.islandhealth.ca](http://www.islandhealth.ca) in the *Home Care, Assisted Living and Long-Term Care* section under *Long-Term Care Options*.



Long-term care provides 24-hour care for people who have complex care needs. Our safe environment supports those who can no longer be cared for in their own home or in an assisted living residence. All long-term care facilities funded by Island Health offer a comparable level of services and care.

## Benefits of Long-Term Care

- A private or shared room on a safe and secure living environment
- Medication supervision and administration
- 24-hour nursing and personal care that follows an individualized care plan
- Help with activities of daily living (bathing, eating, dressing, grooming)
- Clinical support services and access to social workers, occupational therapists, physiotherapists, and recreation therapists, based on need and availability at the site
- Group exercise classes, activation, and recreational activities to promote engagement in meaningful leisure activities
- Nutritious meals, including options for special diets
- Management of residents' petty cash (Comfort Fund)
- Basic laundry services, including personal clothes
- General hygiene supplies such as soap, shampoo, and tissues
- Routine medical supplies and basic continence management products
- Basic wheelchair if needed
- Access to personal support services such as hairdressing and foot care, based on the need and availability at the site



### QUICK LINKS

- ✓ *Looking for information on Island Health Services and your health? Search the Island Health website: [www.islandhealth.ca](http://www.islandhealth.ca)*
- ✓ *Looking for information on our long-term care home locations?  
Go to [www.islandhealth.ca/our-locations/long-term-care-locations](http://www.islandhealth.ca/our-locations/long-term-care-locations)*
- ✓ *Looking for Information on such things as eligibility and costs?  
Go to [www.islandhealth.ca/learn-about-health/home-care-assisted-living-long-term-care](http://www.islandhealth.ca/learn-about-health/home-care-assisted-living-long-term-care)*

## About Island Health

**C·A·R·E** will guide everything we do:

**Courage**

To do the right thing - to change, innovate and grow.

**Aspire**

To the highest degree of quality and safety.

**Respect**

To value each individual and bring trust to every relationship.

**Empathy**

To give the kind of care we would want for our loved ones.

Long-Term Care in Island Health is guided by a collective vision, a mission statement, and the Long-Term Care Philosophy of Care.

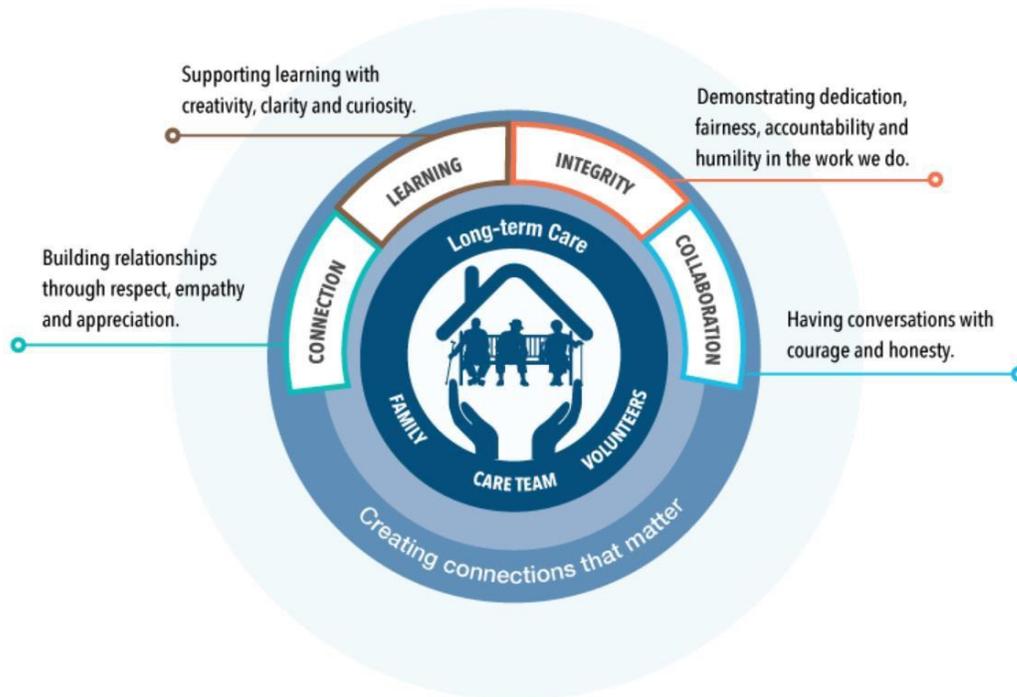
### Vision Statement

Making every moment matter for each person.

### Mission Statement

A vibrant and innovative long-term care community that nurtures and inspires hope, choice, and meaning.

## Long-Term Care Philosophy of Care



The objectives of the Island Health LTC Philosophy of Care are to unite the LTC program in a shared value system for:

- Providing resident and family-centred care and what it means to be held in trust with the responsibility of creating a safe, happy and content place for persons to live and work.
- To reflect on how we plan our days in the service of others while remaining true to our values and commitment to residents, families and the care team.

### Our Commitment to Care

In 2009 the Government of British Columbia passed the Residents' Bill of Rights to promote the rights of all adults who live in long-term care homes. (See the full text under Resources)

The Residents' Bill of Rights addresses:

- Commitment to care
- Rights to health, safety, and dignity
- Rights to participation and freedom of expression, and
- Rights to transparency and accountability

People living in long-term care homes have many of the same rights they had living in their own homes. The Residents' Bill of Rights serves as the foundation for all aspects of our care and operations. Island Health and each of our staff members are committed to protecting residents' rights. We recognize that every resident is entitled to individualized, quality, resident-centred care.

Rights go hand in hand with responsibilities and so it is the responsibility of residents, families and visitors to conduct themselves in a respectful manner at all times.

## Our Approach to Care

Our family and resident centred approach to care recognizes the feelings, wishes, life experience and physical abilities of each resident. We strive to create a home-like setting, to preserve dignity and to promote social interaction. The role of our staff is to help each resident experience comfort and contentment in their long-term care home.

We encourage residents and families to be active partners in care alongside staff. Plans of care are personalized and we make every effort to meet the goals and care needs of each resident while balancing safety for all. This includes ensuring that resident and family are kept informed and are included in discussions about care. Attendance to the care conferences to discuss health status, palliative approach to care, goals of care (MOST- Medical Orders for Scope of Treatment) is very much encouraged.

## Ensuring Quality Care

All long-term care homes in British Columbia that care for three or more vulnerable persons must be licensed under the *Community Care and Assisted Living Act (CCALA)* or the *Hospital Act* and are routinely inspected.

Homes funded by Island Health must also be accredited by a Canadian accreditation body suitable to Island Health. This would be an external organization that audits health-care organizations and provides a rating of the organization's compliance with a wide variety of standards. All homes are required to have a process to monitor the quality of their services and care, and to provide opportunities for residents and families to provide feedback and share concerns.

### QUICK LINKS

- ✓ Accreditation Canada:  
[www.accreditation.ca](http://www.accreditation.ca)
- ✓ CARF International:  
<https://carf.org/>
- ✓ CCALA:  
[www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/laws-related-to-health-in-bc/community-care-assisted-living-act](http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/laws-related-to-health-in-bc/community-care-assisted-living-act)
- ✓ Hospital Act:  
[www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96200\\_01](http://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96200_01)



## Families Matter

In Island Health, we recognize that families are a valuable resource for the health and well-being of people in our care. We also understand that the term *family* can be very broad and includes anyone in a person's circle of care who provides love and support. It may be biological like a parent or child, or chosen such as a partner, friend, or neighbour. Engaging your family (however you, the resident, defines it) is a key strategy for promoting wellness and meeting your needs.

## Consent and Confidentiality of Your Information

Confidentiality is an important part of your care. You have the right to give consent and have your confidentiality maintained independent of your family. However, we include them in your care as possible and under certain circumstances are required to override an individual's right to privacy by sharing information with the appropriate people. What and how personal information is shared is determined by organization policy and privacy legislation. We know it can be hard for families and caregivers to be excluded. Including family in care has many benefits and we encourage you to share your concerns, your progress, and your future plans with them. If you have questions, please speak with the clinical care leader or Social Worker at your LTC home.

## Support for the Caregiver

Caring for a family member who is experiencing emotional, mental, or physical distress can affect all those involved.

Caregivers often describe the experience as a rollercoaster ride: there are times of hopefulness and times of worry and concern. If you are a caregiver, we encourage you to let us know if you would like more information about the services available to support you.



### RESOURCE

✓ Island Health Community Virtual Care:  
[www.islandhealth.ca/our-services/community-health-services/community-virtual-care](http://www.islandhealth.ca/our-services/community-health-services/community-virtual-care)

email: [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca)



Family Caregivers  
of British Columbia

✓ Looking after a family member  
or friend?

[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)

email: [cgsupport@familycaregiversbc.ca](mailto:cgsupport@familycaregiversbc.ca)

Island Health's Regional Resident and Family Council Network is co-chaired by:

- Regional Director of Quality, Education and Research, Long-term Care and Assisted Living
- An elected representative from the chairs of Vancouver Island family councils

*Family councils contact information:*

[viafc.regional@gmail.com](mailto:viafc.regional@gmail.com) or go to [www.iltccabc.ca/about-us/family-council-structure/](http://www.iltccabc.ca/about-us/family-council-structure/)

## Strength in Diversity

Individuals living in long-term care on Vancouver Island come from many different backgrounds and life experiences. Person-centred care cannot be realized by treating everyone the same. As we learn more about various cultures and personal identities, we can create a welcoming environment and provide care that makes everyone feel valued, safe and included. This is important to us.

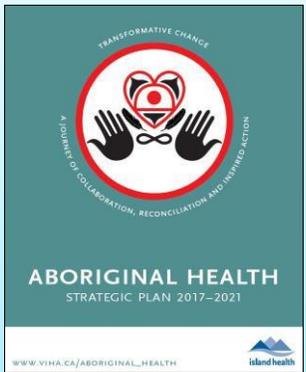
“Cultural safety can be defined as an environment that is spiritually, socially and emotionally safe, as well as physically safe for people. It is about shared respect, shared meaning, shared knowledge and experience of learning together.” ([www.intstudentsup.org/diversity/cultural\\_safety](http://www.intstudentsup.org/diversity/cultural_safety))

### Cultural safety is about...

- Feeling respected
- Feeling understood
- Feeling honoured
- Feeling cared for
- Feeling that who you are is important
- Feeling included in your own care
- Feeling safe to share

 **RESOURCE**

✓ Read more about Island Health's Indigenous Health Strategic Plan



[www.islandhealth.ca/learn-about-health/aboriginal-health](http://www.islandhealth.ca/learn-about-health/aboriginal-health)



Chemainus Health Care Centre

## 2SLGBTQIA+

Many people who identify as 2SLGBTQIA+ have experienced discrimination based on their sexual orientation and/or gender identity and expression. For some older adults this has been a lifelong experience. A number of recent reports and articles indicate that many 2SLGBTQIA+ older adults are feeling anxious about the increased vulnerability and loss of independence that can accompany aging. Many fear they will feel the need to hide their sexual orientation or modify their gender expression in some way to receive quality care in health care, home care, and long-term care settings.

We are committed to providing safe and inclusive care for 2SLGBTQIA+ individuals. This means that we actively take steps to educate our staff and make changes to our policies and programming to create a more inclusive environment. As part of our commitment to creating inclusive communities, we ask that all residents and families be respectful and kind to everyone living in or visiting one of our care homes.

Discrimination or disrespect toward others will not be tolerated.



### RESOURCES

- ✓ Who are 2SLGBTQIA+ individuals? Look for the pamphlet on the unit or ask a social worker.
- ✓ The BC LGBT End of Life Resource Inventory: [www.positivelypositive.ca/about/The\\_British\\_Columbia\\_End-of-Life\\_Resource\\_Inventory.pdf](http://www.positivelypositive.ca/about/The_British_Columbia_End-of-Life_Resource_Inventory.pdf)
- ✓ [www.sfu.ca/lgbteol](http://www.sfu.ca/lgbteol)





*The ache for home lives in all of us, the safe place where we can go as we are and not be questioned.*

*~ Maya Angelou*

## 2. MONEY MATTERS

### What Does It Cost to Live in Long-Term Care?

The cost of subsidized Long-Term Care starts at a minimum rate set by the Ministry of Health and increases according to the resident's after-tax income, to a maximum amount. The cost is up to 80% of your monthly after-tax income based on the income information you have submitted to Revenue Canada. The rate is updated annually, and details are available on the BC Ministry of Health website or from the Island Health Long-Term Care Access office.



Your taxes must be completed and submitted annually to Revenue Canada by the deadline. If not done, your rate will default to the maximum amount.

Before you move into Long-Term Care, your case manager will advise you of the rate.

You, or someone acting on your behalf, would have signed an agreement relating to your financial responsibility.

### What if My Income Was Not Properly Assessed or My Circumstances Change?

We make every effort to ensure that your income level is fairly assessed to determine a new rate. If you have questions about your Long-Term Care rate, or concerns about your ability to pay the rate, contact the Island Health Long-Term Care Access office at (250) 519-5388 or email [ResCareRates@islandhealth.ca](mailto:ResCareRates@islandhealth.ca) to discuss your options.

### How Are Payments Made?

Monthly payments can be made in different ways, depending on your care home's policies. Check with your care home about options available to you. You, or your substitute decision-maker, will receive an annual statement of all fees you have paid. This statement may be required to claim income tax credits at tax time.

Any funds remaining when your room is vacated will be returned according to Island Health policy. For more information, ask your Social Worker or designate.

## What Happens if I'm Away from the Home?

Long-Term Care charges apply during all absences, including time in hospital. The Ministry of Health limits how long a person can be away from the home and still retain their Long-Term Care home bed. Absences are allowed up to a total of 30 days per year, but time spent in hospital does not count towards this total.

## What Other Expenses Might There Be?

- Moving costs (in and out)
- Personal transportation, including to medical and dental appointments
- Ambulance charges
- Personal clothing and labeling
- Dry cleaning costs or laundering of items that need special attention
- Personal preference in care items, such as tissues, shampoo, deodorant, toothbrush, toothpaste, razors, comb/hairbrush, dentures, and preferred continence management products\*
- Personal TV and cable charges
- Personal telephone connection and monthly charges
- Eyeglasses and examinations
- Hearing aids and batteries, including replacement batteries
- Dentist visits, dental hygienist visits
- Foot care services
- Barber and hairdressing services
- Purchase or rental of specialized equipment\*
- Repair and maintenance of your special wheelchair and specialized equipment\*
- Fall prevention supports (i.e. hip protectors)
- Cost of bus trips, outing and meals costs when you are away from the home
- Personal newspaper and magazine subscriptions
- You may be charged for both prescription medications and over-the-counter medications, including vitamins, herbal remedies, and some specialized medications
- Funeral and burial arrangements

\*Connect with the site occupational therapist or site leader

## 3. TRANSFERS AND MOVING TO A DIFFERENT HOME

### What if This is Not My Preferred Care Home?

If you were not able to move into one of your preferred care homes, you may have accepted a place in an interim care home. In that case, you are automatically kept on the waiting list for your preferred care home and with the same priority level you had when waiting in the community.

How long you stay in your interim care home depends on the waiting time for your preferred care home(s). We may contact you or your substitute decision maker from time to time to see if you still want to move. We also want to be sure that if your care needs have changed, your preferred care home(s) can still accommodate you.

### Remaining in an Interim Care Home

Some residents find that after settling into their interim care home and getting to know the staff, they don't want to move again. If you would like to stay in this home, contact the Access office directly. You can then be taken off the waiting list for transfer to another care home.

### Changing Your Preferences

If you are in an interim care home and you change your mind about the care homes you want to transfer to, contact the Access office to tell them about your new selections. An Access office staff member will go over your options with you, confirm that your new preferences can meet your care needs, and place you on the correct waiting lists. As before, while you are in an interim care home, you will keep your original waiting list date for the added or changed preferences.



#### RESOURCE

- ✓ Long-Term Care Access Office:  
Telephone: 250-519-5388  
email: [LTCAccess@islandhealth.ca](mailto:LTCAccess@islandhealth.ca)

If you are already living in your preferred care home but would like to move to a different care home, you can do so. In this case you will be given a new waiting list date, effective the day you make your request. Contact the Access office to ask for a transfer. A staff member will review your options with you and advise which care homes can meet your needs.

You can find information to help you choose a new care home in the Island Health website: [www.islandhealth.ca/our-locations/long-term-care-locations](http://www.islandhealth.ca/our-locations/long-term-care-locations). Once you confirm your new choice or choices with the Access office, they will place you on the waiting list with your new waiting list date.

When a bed becomes available for you in your new preferred care home, you will be contacted with the offer of care and accommodation.

**You will have 48 hours to accept the offer and to move into the care home. Any costs associated with this move are your responsibility.**

## Keeping Spouses and Partners Together

If you and your spouse or partner both need admission to Long-Term Care, we will make every effort to place you together as soon as possible. We also make it a priority to reunite spouses or partners when one is already living in Long-Term Care and the other becomes eligible for admission. You or your spouse or partner's Case Manager will let you know which care homes can meet both your needs and will guide you through the process. Sometimes, one spouse or partner may need to move again so that a couple can be together in a care home that can accommodate both of their needs. Because care home beds are limited, it's not always possible to offer care to both spouses or partners at the same time, but your Case Manager will recommend ways to lessen the time before you can be together in a care home.



## 4. ADDRESSING CONCERNS AND COMPLAINTS

When you are admitted, you and your family will receive information about who is responsible for coordinating services and resident care in your home, and who you should speak to if you have questions or concerns.

We welcome feedback about your experiences with Long-Term Care. If you have a compliment or a complaint about the care and service provided, we encourage you to speak with the person directly or with the site Manager. It is best to talk about your concerns when they happen.

If you are uncomfortable talking to the Manager of your care home, or your concern remains unresolved we recommend that you speak to the Patient Care Quality Office (PCQO). If your concern is about a health or safety issue in a care home, you can contact Community Care Facilities Licensing.

The PCQO will listen to you and formally register your concern, work with you to resolve it, and respond within 40 business days to explain their actions and decisions. Your feedback can help to improve the quality of service provided.

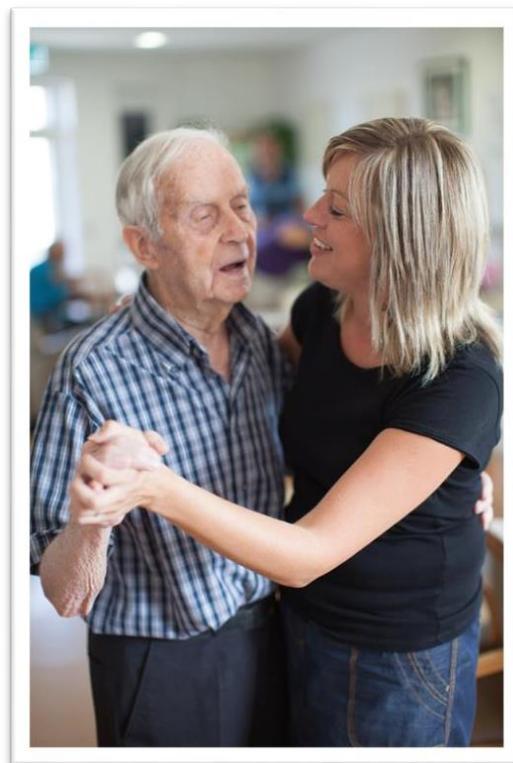
If you have a concern about health and safety or quality and care related to a Long-Term Care home that you have not been able to resolve with care home staff, the following departments and agencies are available to you:



### RESOURCE

- ✓ Patient Care Quality Office (PCQO)  
1-877-977-5797 or 250-370-8323  
[www.islandhealth.ca/patients-visitors/patient-care-quality-office](http://www.islandhealth.ca/patients-visitors/patient-care-quality-office)

[www.islandhealth.ca/our-services/community-care-facilities-licensing/residential-care-licensing](http://www.islandhealth.ca/our-services/community-care-facilities-licensing/residential-care-licensing)



## 5. RESOURCES

### Important Contact Numbers

Island Health has a central office to help residents of Long-Term Care homes with all questions related to waiting lists, transfers, and calculation of the monthly charge based on income.

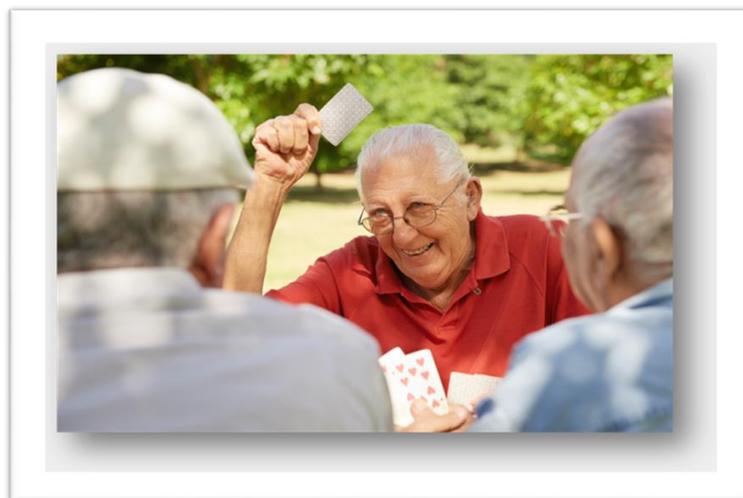
Your contacts for the LTC Access Office are:

- **Transfers and Waitlists** – 250-519-5388 or [LTCAccess@islandhealth.ca](mailto:LTCAccess@islandhealth.ca)
- **Rate Calculations** – 250-519-5388 or [ResCareRates@islandhealth.ca](mailto:ResCareRates@islandhealth.ca)

The Community Care Facilities Licensing program works collaboratively with care home staff to ensure the Long-Term Care Regulations are met in all licensed care homes. Licensing Officers respond to complaints and concerns regarding licensed care facilities through monitoring, inspecting, and investigating.

- **Community Care Facilities Licensing** – Enquiry BC can help you in contacting a Licensing Officer. Call 1-800-663-7867 and ask to be connected to the office nearest you.

[www.islandhealth.ca/our-services/community-care-facilities-licensing](http://www.islandhealth.ca/our-services/community-care-facilities-licensing)



## Residents' Bill of Rights



# RESIDENTS' BILL OF RIGHTS

### Commitment to care

1. An adult person in care has the right to a care plan developed:
  - (a) specifically for him or her, and
  - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### Rights to health, safety and dignity

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) to be protected from abuse and neglect;
  - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) to receive visitors and to communicate with visitors in private;
  - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

### Rights to participation and freedom of expression

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
  - (a) to participate in the development and implementation of his or her care plan;
  - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
  - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
  - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - (e) to be informed as to how to make a complaint to an authority outside the facility;
  - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

### Rights to transparency and accountability

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
  - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;
  - (d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;
  - (e) to have his or her family or representative informed of the matters described in this clause.

### Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:
  - (a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;
  - (b) the need to protect and promote the health or safety of the person in care or another person in care, and
  - (c) the rights of other persons in care.

These rights are posted pursuant to section 7 (1)(c.1)(ii) of the *Community Care and Assisted Living Act*



**Important things to remember....**

