

GLOSSARY & RESOURCES FOR LONG- TERM CARE

A QUICK GUIDE TO SUPPORT
RESIDENT COUNCILS AND FAMILY
COUNCILS IN LONG-TERM CARE

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LONG-TERM CARE SERVICES

Making every moment matter for each person

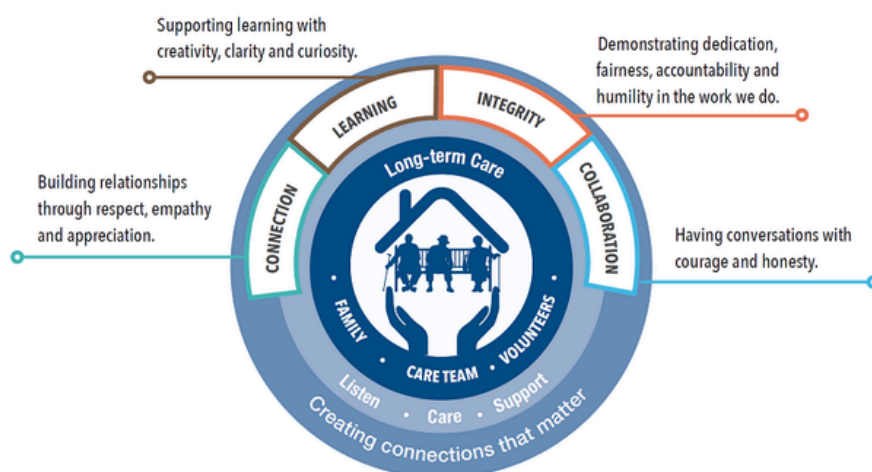
ABOUT THIS GUIDE

This guide provides an overview of Long-Term Care Services at Island Health, to support Resident Councils and Family Councils in their work.

This guide is a companion to the [Resident and Family Handbook](#) available from home managers and on the Island Health LTC website.

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Resident-centred philosophy of care

At Island Health, the Long-Term Care Program delivers 24/7 nursing care and other services in communities across Vancouver Island, offering over 5,700 publicly funded beds.

OUR VISION:

Making every moment matter for each person

OUR MISSION:

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

LONG-TERM CARE HOME OWNERS AND OPERATORS



Within the Island Health region, there are 61 long-term care homes with publicly funded beds. Daily operations are managed by a mix of providers, including Island Health and for-profit and not-for-profit organizations.

Some homes are owned and operated by Island Health

- These homes are subsidized by public funds
- The staff who work in these homes are Island Health team members

Most homes are owned and operated by private organizations

- These include for-profit and not-for-profit operators
- These homes are not directly operated by Island Health
- You may hear them referred to as “affiliate partners” or “contracted providers”

Note. There are also private-pay long-term care homes on Vancouver Island. These do not receive public funds and are not affiliated with Island Health.

LEGISLATION OVERSEEING LONG-TERM CARE OPERATORS

In British Columbia, there are two pieces of provincial legislation that govern the responsibilities of long-term care operators and set standards for the care received by residents.

To find out which act applies to your home, speak with the manager or search the BC Seniors Advocate Long-Term Care and Assisted Living Quick Facts Directory at www.seniorsadvocatebc.ca/long-term-care-directory.

Community Care and Assisted Living Act (CCALA)

This legislation applies to daycares, child/youth residential settings, and some assisted living and long-term care homes.

- In Island Health, the CCALA applies to most affiliated homes.

Hospital Act

This legislation applies to public hospitals, private hospitals and extended care facilities.

- In Island Health, the Hospital Act applies to most homes owned and operated by Island Health

CONCERNS AND COMPLAINTS

We encourage you to speak first with the home's manager, to resolve any concerns or complaints.

If more support is needed, the **Island Health Patient Care Quality Office** (PCQO) can help address issues relating to care experiences.

- PCQO can be reached at 250-370-8323 (toll-free: 1-877-977-5797), or email patientcarequalityoffice@islandhealth.ca

In addition, the Island Health **Community Care Facilities Licensing Team** inspects, licenses and monitors homes that are licensed under the CCALA.

- To contact your local licensing officer, please visit our website at www.islandhealth.ca/our-services/community-care-facilities-licensing

STAFF TITLES AND ROLES

This section provides a brief overview of some of the staff members who work in long-term care, and the different terms that may be used to refer to them.

For a detailed list of all staff who work in Island Health long-term care homes, please refer to our [Resident and Family Handbook](#) (pages 28-31). If you don't have a copy of the handbook, please speak with the manager of your home.

While attempts have been made to capture the breadth of variation in staff terminology, every home is unique. To best understand the situation at your location, please speak with the home's leader.

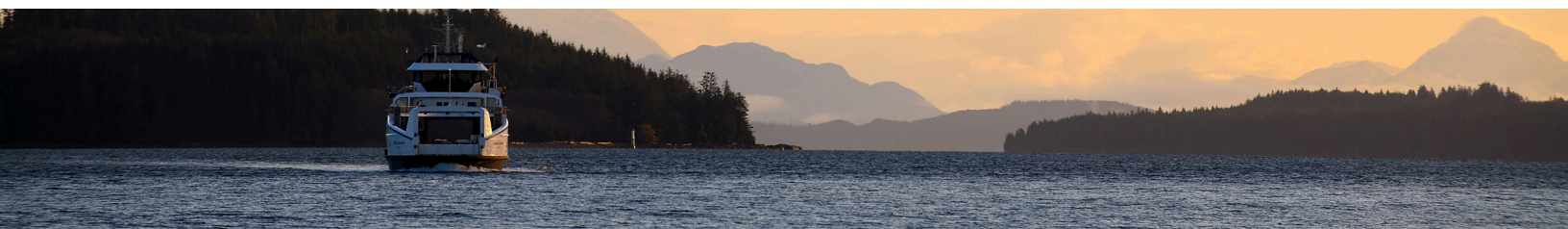
MANAGER

- The person who looks after the overall operation of the home, and is responsible for ensuring quality care and services for residents, and a safe working environment.
- In some affiliate partner homes, you may also hear this person referred to as the **Director of Care** (DoC) or the **Executive Director**.
- They can help with questions about the overall operation of the home, policies and practices, the services provided, and address any concerns.

NURSING UNIT ASSISTANT

- Sometimes also called the **unit clerk**, this person is an important point of contact for families and care partners.
- They can help book appointments, make maintenance requests, and organize comfort funds.

Care staff collaborate with each other to make sure every resident in long-term care receives the best possible care. You are also an important member of the team! We encourage residents and families to be active partners in care alongside staff.



NURSING

- Nurses provide skilled care, administer medications, perform regular physical and mental health assessments, and work with the care team to develop individualized care plans for each resident.
- They may include nurses with different credentials, such as Registered Nurses (RNs), Registered Psychiatric Nurses (RPNs), and Licensed Practical Nurses (LPNs).
- The **Clinical Nurse Leader** (CNL) is a nurse who coordinates care team activities, professional development and resource use.
 - In some affiliate partner homes, you may hear them called the **Associate Director of Care** (ADoC), **Clinical Coordinator**, or **Care Manager**.

HEALTH CARE AIDES (HCAs)

- Health care aides provide the majority of direct personal care and assistance to residents, such as help with getting dressed, bathing and hygiene, and at mealtimes. Health care aides spend a lot of time with residents and enjoy getting to know them and their life stories, sharing laughs and emotional connections and comfort.
- You may also hear HCAs referred to by other titles, such as **Health Care Workers** (HCWs), **Health Care Assistants**, **Personal Support Workers** (PSWs), or **Registered Care Aides** (RCAs).
 - These terms are all synonymous. All have received the same training to work in long-term care, and all are registered with the [BC Care Aide & Community Health Worker Registry](#).

ALLIED HEALTH

- This is an umbrella term that refers to several different professions. Many care homes have access to a different mix of allied health staff, which may include:
 - Occupational therapist (OT)
 - Physical therapist (PT)
 - Speech language pathologist (SLP)
 - Social worker (SW)
 - Dietician
 - Rehabilitation assistant
 - Respiratory therapist
 - Recreation therapist
 - Activity worker
 - Music or art therapist

MECHANISMS TO ENSURE QUALITY CARE & EXPERIENCE

The Province of British Columbia ensures quality care, experience and quality of life for LTC residents through a number of avenues.

LONG-TERM CARE RESIDENTS' BILL OF RIGHTS

- All residents have rights related to a commitment to care; health, safety and dignity; participation and freedom of expression; and transparency and accountability. These are codified in a provincial Bill of Rights.
- This Bill applies to all homes that are regulated under both the CCALA and Hospital Act. Homes are required to post the Bill of Rights in a prominent location.
- You can ask the manager of your home for a copy, or read the bill online at: www2.gov.bc.ca/assets/gov/health-safety/home-community-care/accountability/pdf/adultcare_bill_of_rights.pdf

MINISTRY OF HEALTH LTC QUALITY FRAMEWORK

- This framework sets out requirements for health authorities to monitor, measure and evaluate standardized indicators of quality care in long-term care homes.
- This can be read online at: www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/accountability/policy-and-standards

RESIDENT AND FAMILY COUNCILS

- Each home may have a Resident Council and/or a Family Council that meets regularly to “promote the collective interests of residents and discuss issues of concern.” Regulations from the BC Ministry of Health support independent council operations.
- The Council Chairs are members of a regional network that meets quarterly with Island Health LTC leadership to discuss systemic issues, share information, and learn together.

OFFICE OF THE SENIORS ADVOCATE

- The BC Seniors Advocate reports to the Minister of Health. As of 2024, the Seniors Advocate is Dan Levitt.
- The Office “monitors and analyzes seniors’ services and makes recommendations to government and service providers to address systemic issues in five areas: health care, housing, income support, community support and transportation.”
- The Office also conducts comprehensive, province-wide surveys of the people who live in LTC and their family/friends.
 - In 2023-24, over 10,000 LTC residents and 8,000 family members answered questions about their quality of care, quality of life, and quality of experience.
 - From these results, recommendations are made to government and LTC operators.



Survey results are publicly available online by searching for your home’s name in the Senior Advocate’s LTC and Assisted Living Quick Facts Directory: www.seniorsadvocatebc.ca/long-term-care-directory

ACCREDITATION CANADA

- All homes owned and operated by Island Health are required to be accredited through Accreditation Canada’s Long-Term Care Program.
- Accreditation assessments take place every four years. This assessment by a third-party organization ensures we continue to meet or exceed evolving care standards across eight dimensions of quality and safety.
- Island Health publishes accreditation reports online at: www.islandhealth.ca/about-us/accountability
- To learn more, you can visit their website at: accreditation.ca/qmentum-ltc-accreditation/
- Homes owned and operated by affiliate partners may be accredited under another program, such as the Commission on Accreditation of Rehabilitation Facilities (CARF).



QUESTIONS ABOUT THIS GUIDE?

If you have questions or comments about this guide, please bring them to the Regional Resident and Family Council Network meetings, or speak with the manager of your home.



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