



My Notes

Use this space to jot down questions, contact numbers, and the names of the staff you meet.



Detailed descriptions of these and other staff can be found in the *Island Health Long-Term Care Resident & Family Handbook*.

Island Health
Long-Term Care

Making Every Moment Matter for Each Person



Updated: June 2025



Meet the Team

Learn more about the roles of our **Manager, Nurses, Health Care Aides** and other staff in Long-Term Care.

Manager / Director of Care (DoC)

- I can answer questions about the overall operation of the home, our policies and practices, the services we provide, and help to address any concerns.

Nursing Unit Assistant / Unit Clerk

- I can help set up appointments, direct your questions to the right person, and pass along maintenance requests. I can usually be found at the front reception desk.

Nurses

- Please ask us if you have questions about residents' health, medications, or changes in behaviour or well-being.
- Our team 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), also known as the Associate Director of Care (ADoC), is a go-to contact for families and care partners.

Social Worker

- Please ask me any questions about counselling and emotional support, accessing community services, or financial and healthcare decision-making.

Activities and Recreation

- Please speak with us about the upcoming activities calendar, and share your thoughts on how we can help nurture the interests, strengths and social needs of all residents.

Health Care Aides (HCAs)

- Please ask us about day-to-day routines, interactions, social connections, emotional health, and overall well-being. We spend a lot of time with residents and enjoy getting to know them and their life stories.
- You might also hear us referred to as Health Care Workers (HCWs) or Registered Care Aides (RCAs). These names are synonymous. We are all registered with the BC Care Aide & Community Health Worker Registry.

Therapy Staff

- At each home, the therapy staff team may include different professions, such as:
 - Occupational therapist (OT)
 - Physical therapist (PT)
 - Speech language pathologist (SLP)
 - Respiratory therapist
 - Music or art therapist
 - Rehabilitation assistants
- Please ask us about your loved one's mobility, exercise, skin care, and daily functioning.

You are also an important member of the team! We encourage residents and families to be active partners in care alongside staff.

Dietician and Food Services

- We are available to discuss food likes and dislikes, allergies, and special dietary or cultural requirements.

Pharmacist

- I can answer any questions you may have about prescribed medications.
- For safety, all prescription and non-prescription medications are kept at the nursing station and administered by a nurse.

Nurses and HCAs usually work the following shift times:

- Days: 7:00am - 3:00pm
- Evenings: 3:00pm - 11:00pm
- Nights: 11:00pm - 7:00am

Doctor or Nurse Practitioner (NP)

- This may be your previous family doctor or NP, or one who visits this home.
- Doctors and NPs work closely with the care team and prescribe medications. They can answer questions about health, symptoms, and medications.

Housekeeping & Laundry

- We can help with any questions about cleaning routines and schedules. If you notice any misplaced or mislabeled clothing, please speak with us.