

Request for Letters of Support to Help Seniors at Comox Valley Seniors Village

Residents in Comox Valley Seniors Village long-term care need your help. After many months of intensive but futile efforts to remedy the situation at this facility, their families are requesting Island Health to take over its management to ensure that their loved ones receive the minimum standard of care required.

The failures to properly care for residents and follow Island Health outbreak management (including cleaning) requirements during a 28 day Norovirus outbreak shone a light on problems at this facility that had long gone unchecked. Our group of families and friends of the residents have since been working hard on behalf of their families. Island Health has been working to bring this facility into compliance. Despite these efforts, over several months, the facility is still not in compliance and now has conditions on its license.

The health and safety of these residents is certainly not paramount. The families have no confidence that the facility owner is committed to providing an appropriate standard of care. The number of care hours it provides is well below what Island Health pays it to do and yet there are no consequences for this owner. It keeps what it saves by operating under-staffed presumably as profit. Island Health is required to follow a time-consuming and lengthy process of administrative fairness for the benefit of the facility's owner. In the meantime, the safety and health of our loved ones is at risk. For them, there is no dignity or quality of life.

Please send your letter of support for these vulnerable seniors. You can send it in one of three ways using the forms provided in the link below:

1. BY EMAIL - Open the letter (Word version), make any changes you have, and email it,
2. BY MAIL – As per 1., but print the letter instead, sign and date it, and mail it , or
3. ONLINE FORM – Complete the online form and click on “Sign Now” to send it.

Click on this link for the letters and the online form, and for more information including four letters the families sent to Island Health, a summary of the Licensing Office conditions on the license and inspections reports, and media coverage:

<https://seniorsvoices.ca/advocacy/family-intervention-comox-valley-seniors-village/>

Send Letter to:

Kathryn MacNeil,
President and Chief Executive Officer,
Island Health
1952 Bay Street, Victoria, B.C.
V8R 1J8
Email: kathryn.macneil@viha.ca

Send Copies of Letter to:

The Honourable Adrian Dix, Minister of Health
PO BOX 9050 STN PROV GOVT, VICTORIA, BC V8W
9E2
Email: HLTH.Minister@gov.bc.ca

Cheryl Damstetter, Vice President,
Priority Populations and Initiatives, Island Health
1952 Bay Street, Victoria, B.C. V8R 1J8
Email: cheryl.damstetter@viha.ca

Seniors Voices Comox Valley is providing voluntary support and a website platform for the families.

Thank you for caring!

Families and Friends of the Residents of Comox Valley Seniors Village

July 18, 2019