

March 2019

The Honourable Adrian Dix Minister of Health
Government of British Columbia
Victoria, B.C.

Dear Minister Dix,

I had the opportunity of meeting you last Fall when I went to Victoria with a group of people to advocate for the end of contract flipping. I was so impressed and relieved when the amendment took place soon after.

At that time I also initiated with other families the Madison Family Council in Coquitlam with the hope of getting a group representing the families that would share communication with the owner and the administrator to improve the quality of life at the Residential Home and give families a voice in decisions that affect our loved ones. The push back was that they did not need us to interfere with how they ran their business.

Their attitude did not discourage us, we met at the local public library and set up an agenda and goals by using the Guidelines for the Development of Resident or Family Councils by the Ministry of Health and the Resident/Family Council or Family Support Group Guide by Island Health. We sent the owner and administrator a letter informing them of our goals and issues and invited them to participate in our meetings and their response was nil.

In January the Licensing department came to the Madison for four days, at which time they contacted me and asked how I had come about to set up the Family Council. I gave them the name of the Guidelines I had used and copies of my correspondence with the owner and administrator which were never answered. In an effort to be supportive the Agent spoke with the administrator to encourage her to support our Council, and instructed me erroneously to conduct the Family Council as a Residential Council. This in turn empowered the administrator to call a meeting to "reconstruct" our Family Council which by the way she had never acknowledged.

I in turn called Kim Slater, from Vancouver Island Association of Family Councils, whom I had been using as a mentor for the establishing of our Family Council and he in turn called and had a conversation with the Licencing Agent, who then called the administrator and cleared under duress the difference between Residential and Family Council. After seven months of ignoring the Family Council we have been allowed to hold our first meeting at the Care Home. And to be honest we do not feel secure in this new development of our relationship with the Madison after getting no acknowledgement or answers to our inquiries on two Flipping situations with contractors and a partial third Flipping just recently.

I cannot emphasize to you enough how important the regulation changes suggested by PROPOSAL FOR CHANGE is for residents and the families who are trying to advocate for them.

The language on the Family Guide put out by the Ministry is too vague and leaves too much room for owners and administrators to interpret to their convenience and does not give enough support to the families who are trying to create lines of communications to get answers and give feedback to improve the lives of the residents and create an atmosphere of win win for all parties involved. And it would also be of great help if we could get your assistance in forming a regional association where we can get support locally and from government in maneuvering the difficult situations and issues that come up.

I thank you for your time and effort toward these matters,

Respectfully,

Edna A. Sandoval

Chairperson for the Madison Family Council