

Excellent health and care for everyone,
everywhere, every time.



October 25, 2017

Dear Piercy Respite Hotel Guest,

This letter is to let you know that the Piercy Respite Hotel has an exemption to the Community Care and Assisted Living Act, Residential Care regulation, section 59(a), 59(b)(i), and 59(b0(ii), regarding family and resident councils.

These regulations call for:

“at least an annual opportunity for persons/ parents/ representatives/ family members/ contact persons to establish councils to represent interests”, “at least an annual opportunity for councils/ groups to meet with licensee to promote collective/ individual interests”, and “at least an annual opportunity for councils/ groups to meet with licensee to involve persons in care decision making on matters affecting day-to-day living”, respectively.

We value guest and family feedback immensely and would like to hear what you have to say regarding the Piercy Respite Hotel. Due to the nature of the Piercy Respite Hotel, and the fact that guests generally do not stay longer than 35 days per calendar year, we would like to provide feedback opportunities in a more time sensitive way, rather than waiting for an annual meeting. To this end, if you would like to provide feedback regarding the Piercy Respite Hotel, please do so via the **Your Opinion Counts** feedback form that is provided in each guest’s room. Additionally, if you would like to contact the licensee directly with any concerns, please speak with our administrative staff, who will give you the licensee contact information.

Thank-you for your attention to this, and we look forward to any feedback that you may wish to offer.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lorne Charbonneau".

Lorne Charbonneau
Manager, Community Health Services

Program Name: Piercy Respite Hotel

Located at: Hillside Seniors Health Centre | Victoria, BC Canada
Mailing address: 1454 Hillside Avenue | Victoria, BC V8T 3P7 Canada

Tel: 250-370-5641 | Fax: 250-370-5632
viha.ca