

March 30, 2020

Summary of Medical Health Officer's recommendation to extend the administrator at Comox Valley Seniors Village

On September 30, 2019 Island Health's Board of Directors appointed an administrator to oversee the day-to-day operations at Comox Valley Seniors Village (CVSV) long-term care home. The six-month appointment required Board review prior to March 31, 2020.

On March 27, 2020, the Board extended the administrator's appointment for at least four months. The Board's decision was informed by a recommendation from the North Island Medical Health Officer (MHO).

The Medical Health Officer's recommendation stated, in part:

- The leadership and skills of the administrator led to substantial and encouraging progress towards meeting expected care standards, as defined by the *Community Care and Assisted Living Act*.
- The MHO reviewed reports from both the administrator and Island Health's Community Care Facilities Licensing program.
- The MHO's opinion was that continued administrative support was needed to ensure fundamental systems and operations at CVSV continue to stabilize.
- The MHO recommended the administrator's appointment be extended for at least an additional four months, to at least July 31, 2020.
- The MHO's rationale for the recommendation focused on two main areas: sustainable systems and staffing.
- The MHO stated the Licensee has not yet properly developed consistent and formalized processes for new employee orientation, staff education, and timely communication of organizational policies and procedures.
- The MHO stated the administrator has been able to increase staffing levels to meet operational requirements since being appointed and new scheduling hours are in effect. However, the MHO felt continued oversight of scheduling and staffing implementation is needed to allow time for the new models to demonstrate long-term stability.

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