



Timeline: B.C.'s staffing crisis in residential care

2002

- B.C. government passes Bill 29, clearing way for widespread contracting out in health care. Combined with subsequent legislation, regulations and policy, this move results in extensive contracting out and privatization in B.C.'s residential care system.
- Going forward, most funding for new residential care beds are in the for-profit sector.

2008

- B.C.'s Auditor General report – *B.C.'s Home and Community Care Services* – concludes the Ministry of Health has not adequately fulfilled its stewardship role in relation to the province's home and community care system, and calls for action on staffing levels.
- In response to massive complaints about the state of seniors' care, B.C.'s Ombudsperson Kim Carter, launches the first-ever systemic investigation into seniors' care, which becomes the largest investigation ever undertaken by the office.

2009-2012

- Ombudsperson issues two reports containing 176 recommendations. She targets the impact of "large scale staff replacement" on seniors in care and in addition, recommends the establishment of provincial standards of care, that are monitored and enforceable.

2014

- Following a strong lobby by seniors' organizations, health unions and community groups, B.C. establishes the Office of the Seniors Advocate.

2016

- In March, the Seniors Advocate releases *British Columbia Residential Care Quick Facts Directory*, which shows that more than 80 per cent of B.C.'s residential care facilities are not funded to meet the government's own minimum staffing guidelines.
- Health Minister Terry Lake orders a government review of staffing levels to be carried out by Parliamentary Secretary to the Minister of Health for Seniors, Dr. Darryl Plecas.
- In July, HEU provides Dr. Plecas with an extensive submission outlining the union's solutions for improved residential care.
- In October, HEU launches a high profile public advertising campaign promoting improved staffing levels, more funding accountability and measures to address contracting out.

2017

- In January, the Seniors Advocate releases *British Columbia Residential Care Quick Facts Directory*, which shows that the staffing crisis is deepening, with more than 90 per cent of residential care facilities not funded to meet the government's own staffing guidelines.
- Minister of Health announces plans for improved staffing on March 9.

March 9, 2017