

## Ronayne, Bruce HLTH:EX

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**From:** Daniel Fontaine <dfontaine@bccare.ca>  
**Sent:** Thursday, August 2, 2018 4:53 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** RE: Clarification of your comments.

s.22 ..but our VP Mike Klassen confirms that he has been in touch with Bruce Ronayne and Sara Darling  
s.22 on a regular basis over the last year. He confirms contact was made both via email and over the phone. I believe other BCCPA staff also contacted your staff...but unfortunately I don't have the time to survey them at the moment to confirm.

Have a good weekend and speak with you next week.

Daniel

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**From:** Mackenzie, Isobel HLTH:EX <Isobel.Mackenzie@gov.bc.ca>  
**Sent:** Thursday, August 2, 2018 4:43 PM  
**To:** Daniel Fontaine <dfontaine@bccare.ca>  
**Subject:** RE: Clarification of your comments.

Okay on its way. Will be coming from my assistant. By the way, what number are you using to contact my office. I only ask because you commented to the CBC that your staff had reached out to my office and no one here can find an email or voice mail. Who from your office contacted who in my office and how?

Thanks  
Isobel

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**From:** Daniel Fontaine [<mailto:dfontaine@bccare.ca>]  
**Sent:** Thursday, August 2, 2018 4:40 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** RE: Clarification of your comments.

Just for clarification, was the letter you refer to from June sent hard copy? I've checked my email and don't have any record of this...and have asked staff and they don't have anything either. Can you resend?

Thanks.

Daniel

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**From:** Mackenzie, Isobel HLTH:EX <Isobel.Mackenzie@gov.bc.ca>  
**Sent:** Thursday, August 2, 2018 4:29 PM  
**To:** Daniel Fontaine <dfontaine@bccare.ca>  
**Subject:** RE: Clarification of your comments.

Thanks Daniel, I will wait to hear from you in terms of a briefing.  
Also sent you a letter regarding some clarification on the report issues in June. It would be helpful if I could receive the response by August 13<sup>th</sup>.  
Isobel

**From:** Daniel Fontaine [<mailto:dfontaine@bccare.ca>]  
**Sent:** Thursday, August 2, 2018 4:16 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** RE: Clarification of your comments.

Isobel,

Thanks for your email and request for clarification.

I am unsure why it was reported that I said there were only six hospitals, as I'm fully aware there were 24. This may, as you have said, been transposed with the six emergency visits you referenced in your report. I'll reach out to the Vancouver Sun before end of day and advise that this should be corrected in their online version.

While I appreciate your position that the report was 'effectively peer reviewed', our position remains that a proper peer review process should have been undertaken for a paper of this significance to both seniors and the contracted care providers across the province.

I have spoken to Bob Breen this afternoon and we both agree that a simultaneous briefing for both organizations regarding this paper is in order. We will try and coordinate our schedules in the coming week to provide you with some dates that are amenable to you in terms of setting up a meeting.

In closing, I confirm that I've also received a voicemail from you and now owe you a return phone call.s.22  
s.22 and as such, will reach out to speak with you then. Once again, I will use that opportunity to express my view on the need to consult with organizations like the BCCPA, whenever possible, when you are developing reports of this kind – as it will only help to better serve the seniors you are mandated to support.

Sincerely,

Daniel Fontaine  
CEO, BC Care Providers Association

**From:** Mackenzie, Isobel HLTH:EX <[Isobel.Mackenzie@gov.bc.ca](mailto:Isobel.Mackenzie@gov.bc.ca)>  
**Sent:** Thursday, August 2, 2018 7:57 AM  
**To:** Daniel Fontaine <[dfontaine@bccare.ca](mailto:dfontaine@bccare.ca)>  
**Subject:** Clarification of your comments.

Good morning Daniel,

I did send an email to you yesterday offering to provide a briefing for our report *From Residential Care to Hospital: An Emerging Pattern*. I realize you may not have had time to respond but I want to address a couple of comments you have made that are factually incorrect. I realize it is also possible that you have been misquoted, which happens to all of us.

In an article I read this morning you are quoted as saying the report only looked at 6 hospitals. I would draw your attention to page 2 of the report that highlights the data used in the report comes from 24 hospitals. These 24 hospitals serve 82% or about 22,000 of the residents in our care homes. The hospitals that were omitted were small rural hospitals who do not report to NACRS and therefore we would not have confidence in the comparability of the data. I

think perhaps you might have confused the data with my tour of 6 hospital emergency rooms where I heard comments from nurses and physicians that prompted the research to look at all hospitals to see if there was a pattern.

You have also called for the report to be independently "peer reviewed". I am not sure what you mean by this, and perhaps I was not clear enough in the report about the methodology. This report was effectively peer reviewed. The data come from the only source for data- that reported by hospitals through NACRS and DAD and that reported by the care facilities directly through the interRAI. This is independent data. The models that were run to look for patterns and to adjust for variables through the standard statistical tool of multivariate regression analysis was conducted by two different academics at two different universities and the results concurred.

There are other areas of the report where I think a briefing on the report might be helpful and again, we would be pleased to do that.

The breadth of research on this project has taken over two years and has produced valid research results that show an area where improvement is needed. It is never pleasant to learn that we need to improve in some areas, but to assume we have no area for improvement runs contrary to the whole notion of continual quality improvement. In this area, clearly the contracted care providers have something to learn from the practices of the public facilities who are performing better.

Part of my legislated mandate is to monitor services to seniors and to report to the public. There are times when my findings will make people uncomfortable, but just because the news is not good does not mean that it should be suppressed in case it upsets people, I am sure no one really believes that.

Hope this is helpful Daniel.

Isobel

## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:21 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: Your request to Bruce

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**From:** Mike Klassen [<mailto:mklassen@bccare.ca>]  
**Sent:** Saturday, August 4, 2018 2:00 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** Automatic reply: Your request to Bruce

Thank you for your message. s.22  
urgent request, please contact Rebecca Frederick ([rebecca@bccare.ca](mailto:rebecca@bccare.ca)) or Rumana D'Souza ([rumana@bccare.ca](mailto:rumana@bccare.ca)).  
i. If this is an

## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:24 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: Letter to Daniel Fontaine  
**Attachments:** Letter to Fontaine BC Care Providers Aug\_1\_18.docx

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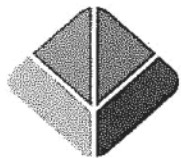
**From:** Marquis, Yvette HLTH:EX  
**Sent:** Wednesday, August 1, 2018 10:37 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** Letter to Daniel Fontaine

For review.

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Wednesday, August 1, 2018 9:56 AM  
**To:** Marquis, Yvette HLTH:EX  
**Subject:** Document1

Linda please format= insert the correct title of the report.



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 1, 2019

Ref#

Daniel Fontaine  
CEO, BC Care Providers  
4710 Kingsway  
Burnaby, BC  
V5H 4J5

Dear Daniel:

I have read the recent comments you have made regarding my recent report - *From Residential Care to Hospital: An Emerging Pattern*. It would appear from your comments that you may not fully understand the report, its methodology or the expertise of those involved in the review. I would be more than happy to arrange a briefing for you should that prove useful.

It may also be helpful to give a briefing on the legislated power and authorities granted to my office thorough statute as some of your comments also indicated that the BC Care Providers may not have a full understanding of the breadth of my office.

Please contact my office at your earliest convenience and we will be a happy to make arrangements.

Sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia

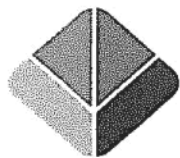
## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:25 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: Letter to Fontaine BC Care Providers Aug\_1\_18  
**Attachments:** Letter to Fontaine BC Care Providers Aug\_1\_18.docx

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Wednesday, August 1, 2018 3:34 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** Letter to Fontaine BC Care Providers Aug\_1\_18



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

Seniors Advocate Disappointed in Response from the BC Care Providers

Seniors Advocate Isobel Mackenzie released a statement today following comments made by the BC Care Providers.

On August 1<sup>st</sup> my office released a report: *From Residential Care to Hospital: An Emerging Pattern*. This report highlighted the significantly greater likelihood that residents who live in care facilities that are operated by contracted providers (versus those who live in publically operated facilities) will be hospitalized (34% more likely) and that they will die in hospital (54% more likely).

While there are many areas where the public facilities and the contracted facilities achieve very similar outcomes, this is one area where the evidence clearly shows that contracted care providers are not performing as well. While it is never welcome news to learn that you are lagging in some areas of performance, the responsible approach would be take the information as an opportunity to improve. Unfortunately, what we saw from the industry associations that represent some of the contracted care providers was a refusal to acknowledge that the contracted care sector could be..

The report highlighted its results were the work of a research team that included two independent academics, one from the University of British Columbia and one from the University of Waterloo, who conducted standardized statistical analysis that adjusted for variables related to the complexity of the residents and the funded hours of care among others. This ensures the standardization of comparing the populations in the public facilities with the contracted facilities.



## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:29 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: text from Bruce

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**From:** Marquis, Yvette HLTH:EX  
**Sent:** Thursday, August 2, 2018 5:29 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** text from Bruce

Bruce said there was an email from Mike Klassen that he will forward to us. But no voicemails from them and nothing from Fontaine.

## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:30 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: Data request from today's release  
**Attachments:** image001.png; image002.png

-----Original Message-----

From: Carey, Linda HLTH:EX  
Sent: Friday, August 3, 2018 8:35 AM  
To: Mackenzie, Isobel HLTH:EX  
Subject: FW: Data request from today's release

Just in case you haven't seen it - This is what was sent to Bruce.

----- Forwarded Message -----

From: "Bruce HLTH Ronayne" <[Bruce.Ronayne@gov.bc.ca](mailto:Bruce.Ronayne@gov.bc.ca)>  
To: "linda carey" s.22  
Sent: Thursday, August 2, 2018 5:21:24 PM  
Subject: Fwd: Data request from today's release

Sent from my iPhone

Begin forwarded message:

From: Mike Klassen <[mklassen@bccare.ca](mailto:mklassen@bccare.ca)<<mailto:mklassen@bccare.ca>>>  
Date: August 1, 2018 at 3:06:53 PM PDT  
To: "Ronayne, Bruce HLTH:EX" <[Bruce.Ronayne@gov.bc.ca](mailto:Bruce.Ronayne@gov.bc.ca)<<mailto:Bruce.Ronayne@gov.bc.ca>>>  
Subject: Data request from today's release

Hi Bruce,

We'd like to request the source information for today's report released by your office. It looks like no industry associations were included in any distribution, so we are trying to piece together a better understanding of what was put forward today.

Please consider this as a formal request for all data relating to the following points:

- \* 32% more likely to be sent to the emergency department
- \* 34% more likely to be hospitalized
- \* Their length of stay in hospital is 32% longer
- \* Their chance of not returning to the care home...is 47% higher
- \* 54% more likely to die in the hospital

Thank you.

Mike

--

Mike Klassen

VP, Communications & Stakeholder Relations BC Care Providers Association

1424-4710 Kingsway

Burnaby, BC, V5H4M2

w 604-736-4233 ext 231

c 604-377-5499

[www.bccare.ca](http://www.bccare.ca)<<http://www.bccare.ca/>>

@bccareproviders

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[cid:image001.jpg@01D36785.A7A44BB0]

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[/Users/Mike/Library/Containers/com.microsoft.Outlook/Data/Library/Caches/Signatures/signature\_1028251444]

## Ronayne, Bruce HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, October 2, 2018 12:35 PM  
**To:** Ronayne, Bruce HLTH:EX  
**Subject:** FW: BCCPA & OSA Briefing

**From:** Pamela Eng [<mailto:pamela@bccare.ca>]  
**Sent:** Wednesday, August 8, 2018 11:35 AM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** BCCPA & OSA Briefing

Hello Isobel,

I hope you are doing well. On behalf of Daniel Fontaine I would like to follow-up with you regarding the voice message he left you earlier today. We would be more than happy to set up a briefing meeting at the BC Care Providers Association office during the week of August 13<sup>th</sup>, 2018.

Please see below for some proposed dates and advise on your availability.

- Tuesday, August 14<sup>th</sup> anytime between 9:00am to 5:00pm
- Wednesday, August 15<sup>th</sup> anytime between 10:00am to 5:00pm
- Thursday, August 16<sup>th</sup> anytime between 9:00am to 5:00pm

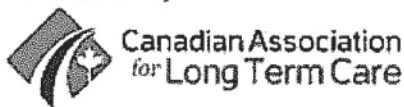
Thank you,  
Pamela Eng  
Executive Assistant & Board Secretariat, BC Care Providers Association

1424-4710 Kingsway  
Burnaby, BC, V5H4M2  
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## Marquis, Yvette HLTH:EX

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**From:** Seniors Advocate HLTH:EX  
**Sent:** Tuesday, August 7, 2018 2:59 PM  
**To:** Cook, Heather G HLTH:EX; Marquis, Yvette HLTH:EX; Carey, Linda HLTH:EX  
**Subject:** FW: BCCPA request information - From Residential Care to Hospital report released August 2018

FYI

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**From:** Ravin Johl [<mailto:ravin@bccare.ca>]  
**Sent:** Tuesday, August 7, 2018 2:21 PM  
**To:** Seniors Advocate HLTH:EX; Huber, Nora HLTH:EX; Ronayne, Bruce HLTH:EX  
**Subject:** BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Sara,

My name is Ravin Johl and I writing to you on behalf of the BC Care Providers Association (BCCPA).

I am reaching out to you in regards to the report, *From Residential Care to Hospital: An Emerging Pattern*, released August 1<sup>st</sup>.

As outlined in your report, you provide data sets, particularly numbers that go with the percentages that are mentioned. For further insight, are you able to provide an excel spreadsheet of the data please?? We have corresponded in the past regarding data released by the OSA and you were kind enough to share it with us.

Furthermore, the BCCPA would like to know whether a member of your team or whether yourself would be able to provide a potential briefing on the report or, to further discuss the data outlined. We would be available to speak with yourself or an appropriate colleague by teleconference as early as Friday or next week.

I look forward to your response to our request, and to hearing your thoughts.

Sincerely,

Ravin Johl  
Policy Analyst, BC Care Providers Association

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[@bccareproviders](https://twitter.com/bccareproviders)

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## Cowan-Douglas, Rob J HLTH:EX

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**From:** Cowan-Douglas, Rob J HLTH:EX  
**Sent:** Tuesday, August 7, 2018 2:56 PM  
**To:** 'Ravin Johl'  
**Subject:** RE: BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Ravin,

You can send inquiries like this to our [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca) email inbox, which will more effectively triage things.

Regards,

---

**Rob Cowan-Douglas | Economist**

Office: 250.952.3038 | Fax: 250.952.2970



6th Floor, 1405 Douglas Street  
PO Box 9651 STN PROV GOVT  
Victoria BC V8W 2G2

Toll Free: 1-877-952-3181

[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)

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---

**From:** Ravin Johl [<mailto:ravin@bccare.ca>]

**Sent:** Tuesday, August 7, 2018 2:55 PM

**To:** Cowan-Douglas, Rob J HLTH:EX

**Subject:** RE: BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Rob,

Thank you for your quickly reply. For future note, could you kindly tell me the appropriate person I should be contacting regarding these inquiries?? I noticed s.22 and I used to communicate with s. frequently regarding these requests.

Sincerely,

Ravin Johl  
Policy Analyst, BC Care Providers Association

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**From:** Cowan-Douglas, Rob J HLTH:EX <[Rob.CowanDouglas@gov.bc.ca](mailto:Rob.CowanDouglas@gov.bc.ca)>  
**Sent:** August 7, 2018 2:47 PM  
**To:** Ravin Johl <[ravin@bccare.ca](mailto:ravin@bccare.ca)>  
**Subject:** RE: BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Ravin,

I have forwarded your request up the ladder.

Regards,

---

**Rob Cowan-Douglas** | Economist  
Office: 250.952.3038 | Fax: 250.952.2970



OFFICE OF THE  
**SENIORS ADVOCATE**

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**From:** Ravin Johl [<mailto:ravin@bccare.ca>]  
**Sent:** Tuesday, August 7, 2018 2:28 PM  
**To:** Cowan-Douglas, Rob J HLTH:EX  
**Subject:** BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Rob,

My name is Ravin Johl and I writing to you on behalf of the BC Care Providers Association (BCCPA).

I am reaching out to you in regards to the report, *From Residential Care to Hospital: An Emerging Pattern*, released August 1<sup>st</sup>.



As outlined in your report , you provide data sets, particularly numbers that go with the percentages that are mentioned. For further insight, are you able to provide an excel spreadsheet of the data please?? We have corresponded in the past regarding data released by the OSA and you were kind enough to share it with us.

Furthermore, the BCCPA would like to know whether a member of your team or whether yourself would be able to provide a potential briefing on the report or, to further discuss the data outlined. We would be available to speak with yourself or an appropriate colleague by teleconference as early as Friday or next week.

I look forward to your response to our request, and to hearing your thoughts.

Sincerely,

Ravin Johl  
Policy Analyst, BC Care Providers Association

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CALTC

## Cowan-Douglas, Rob J HLTH:EX

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**From:** Cowan-Douglas, Rob J HLTH:EX  
**Sent:** Tuesday, August 7, 2018 2:45 PM  
**To:** Mackenzie, Isobel HLTH:EX  
**Subject:** FW: BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Isobel,

For your review/response upon your return.

Rob

---

**From:** Ravin Johl [<mailto:ravin@bccare.ca>]  
**Sent:** Tuesday, August 7, 2018 2:28 PM  
**To:** Cowan-Douglas, Rob J HLTH:EX  
**Subject:** BCCPA request information - From Residential Care to Hospital report released August 2018

Hi Rob,

My name is Ravin Johl and I writing to you on behalf of the BC Care Providers Association (BCCPA).

I am reaching out to you in regards to the report, *From Residential Care to Hospital: An Emerging Pattern*, released August 1<sup>st</sup>.

As outlined in your report, you provide data sets, particularly numbers that go with the percentages that are mentioned. For further insight, are you able to provide an excel spreadsheet of the data please?? We have corresponded in the past regarding data released by the OSA and you were kind enough to share it with us.

Furthermore, the BCCPA would like to know whether a member of your team or whether yourself would be able to provide a potential briefing on the report or, to further discuss the data outlined. We would be available to speak with yourself or an appropriate colleague by teleconference as early as Friday or next week.

I look forward to your response to our request, and to hearing your thoughts.

Sincerely,

Ravin Johl  
Policy Analyst, BC Care Providers Association

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## Marquis, Yvette HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Tuesday, August 7, 2018 4:21 PM  
**To:** ravin@bccare.ca  
**Cc:** Cowan-Douglas, Rob J HLTH:EX; Cook, Heather G HLTH:EX; Marquis, Yvette HLTH:EX; 'Daniel Fontaine'  
**Subject:** Response to your email

Hello Ravin,

Thanks for your email. In terms of contacts, it is probably most expedient for you to email me directly and I can respond or direct it to the correct person. I did respond to an email about this same issue to Mike Klassen (copied to Daniel), s.22

I am not sure if you are aware, but we have posted a new detailed methodology section in Appendix A of the report and made explicit reference to it in the body of the report. I emailed Daniel about this a few days ago. Please have a read of that as it may answer some of your questions.

I would be more than happy to provide a briefing and to be as informative as possible it should include the academics who did the actual research, Dr. Jeff Poss and Dr. Kim McGrail. I am not sure of their schedules, but we can co-ordinate something.

In terms of the actual data or datasets, as I explained to Daniel, you will need to apply to CIHI for the data and submit an ethics review. We have strict protocols under which the data are provided and if we could, we would provide it, but we cannot. I think understanding the methodology should clarify matters for you.

I think a briefing by conference call may be problematic and I would propose an in person briefing. I can either attend at your offices in Burnaby or I am more than welcome to have you attend my offices in Victoria.

Thanks Ravin.

Isobel Mackenzie

## Marquis, Yvette HLTH:EX

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**From:** Mackenzie, Isobel HLTH:EX  
**Sent:** Wednesday, August 8, 2018 2:51 PM  
**To:** Marquis, Yvette HLTH:EX  
**Subject:** Re: BCCPA & OSA Briefing

I think we are going with 3:45. I checked Helijet and I think I will catch the 6:45 back. I should be able to make it if the meeting finishes at 6:00pm

On 2018-08-08, 5:48 PM, "Marquis, Yvette HLTH:EX" <[Yvette.Marquis@gov.bc.ca](mailto:Yvette.Marquis@gov.bc.ca)> wrote:

Hi Isobel,

Can I confirm a 3:30 start for this meeting in your calendar ?

Do you want to fly Harbour Air , Helijet or Airport flight?

Will you be returning the same day or should I book a hotel?

Thanks

L

-----Original Message-----

From: Mackenzie, Isobel HLTH:EX  
Sent: Wednesday, August 8, 2018 2:29 PM  
To: McGrail, Kimberlyn  
Cc: Jeff Poss; Marquis, Yvette HLTH:EX  
Subject: Re: BCCPA & OSA Briefing

So, if I read everyone's schedule correctly, we are looking at 4pm on Thursday August 16th at the Burnaby offices of BCCPA. Let me know if that works for everyone and I will let BC Care Providers know. Kim, I f you think you could make it by 3:30pm, that would be a little bit better.

On 2018-08-08, 4:33 PM, "McGrail, Kimberlyn" <[kim.mcgrail@ubc.ca](mailto:kim.mcgrail@ubc.ca)> wrote:

Wednesday is pretty unlikely for me. s.22 so could make late afternoon work.

Kim

Sent from my iPad

> On Aug 8, 2018, at 1:19 PM, Mackenzie, Isobel HLTH:EX <[Isobel.Mackenzie@gov.bc.ca](mailto:Isobel.Mackenzie@gov.bc.ca)> wrote:

>

> OK. Do you have a preference between Wednesday or Thursday? Kim, not sure what your schedule is. The BCCPA offices are in Burnaby at Metrotown. I will likely fly over and catch the skytrain. I will work up a bit of a powerpoint.

>

> On 2018-08-08, 3:58 PM, "Jeff Poss" <[jwposs@uwaterloo.ca](mailto:jwposs@uwaterloo.ca)> wrote:

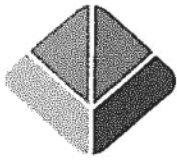
>

> I will make every effort to attend, either of those days. s.22

s.22

- Jeff

>  
> -----Original Message-----  
> From: Mackenzie, Isobel HLTH:EX [mailto:Isobel.Mackenzie@gov.bc.ca]  
> Sent: August-08-18 12:41 PM  
> To: Jeff Poss; kim.mcgrail@ubc.ca  
> Subject: Fwd: BCCPA & OSA Briefing  
>  
> My schedule allows for Wednesday or Thursday of next week, what is the respective schedule for both of you.  
>  
> Sent from my iPad  
>  
> Begin forwarded message:  
>  
> From: Pamela Eng <pamela@bccare.ca<mailto:pamela@bccare.ca>>  
> Date: August 8, 2018 at 2:34:37 PM EDT  
> To: "Isobel.Mackenzie@gov.bc.ca<mailto:Isobel.Mackenzie@gov.bc.ca>"  
<Isobel.Mackenzie@gov.bc.ca<mailto:Isobel.Mackenzie@gov.bc.ca>>  
> Subject: BCCPA & OSA Briefing  
>  
> Hello Isobel,  
>  
> I hope you are doing well. On behalf of Daniel Fontaine I would like to follow-up with you regarding the voice message he left you earlier today. We would be more than happy to set up a briefing meeting at the BC Care Providers Association office during the week of August 13th, 2018.  
>  
> Please see below for some proposed dates and advise on your availability.  
>  
> \* Tuesday, August 14th anytime between 9:00am to 5:00pm  
> \* Wednesday, August 15th anytime between 10:00am to 5:00pm  
> \* Thursday, August 16th anytime between 9:00am to 5:00pm  
>  
> Thank you,  
> Pamela Eng  
> Executive Assistant & Board Secretariat, BC Care Providers Association  
>  
> 1424-4710 Kingsway  
> Burnaby, BC, V5H4M2  
> 604-736-4233 ext 246  
> [www.bccare.ca](http://www.bccare.ca)<<http://www.bccare.ca/>>  
> @bccareproviders  
>  
> "Strengthening Seniors Care...Together"  
> [cid:image001.jpg@01D36773.7D4A07E0]  
>  
> Proud Member of  
> [cid:image001.png@01D3D891.7AB29DA0]  
>  
>  
>  
>



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 1, 2018

Ref# 314971

Daniel Fontaine  
CEO, BC Care Providers  
4710 Kingsway  
Burnaby, BC  
V5H 4J5

Dear Daniel:

I have read the comments you have made regarding my recent report, *From Residential Care to Hospital: An Emerging Pattern*. It would appear from your comments that you may not fully understand the report, its methodology or the expertise of those involved in the review. I would be more than happy to arrange a briefing for you should that prove useful.

It may also be helpful to give a briefing on the legislated power and authorities granted to my office through statute as some of your comments also indicated that the BC Care Providers may not have a full understanding of the breadth of my office.

Please contact my office at your earliest convenience and we will be a happy to make arrangements.

Sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia