

Licensing Officers share a common goal with licensed care providers, families and agencies to ensure quality care for vulnerable individuals in our communities. As such, it is important that we work in partnership to promote the health, safety and well-being of adults and children in licensed care facilities.

Licensing Officers across BC are guided by the principles of fairness, as described in 'The Guide to Community Care Licensing in BC'. These principles inform the work of community care facility licensing programs and staff, and include the following,

Communication

- Public information is easily available and understandable.
- All people are treated with respect and courtesy, and communicated with in a way that they can understand.

Decision-making

- How decisions will be made is clear from the beginning.
- Those affected by a decision should be informed and consulted in a meaningful way and have their point of view heard and considered.
- Decisions should be made within a timely manner, using a fair and consistent process, be based on relevant facts, and be made without bias.
- People should understand who will make the decision, how the decision will be made and, after the decision is made, why that decision was made.
- Everyone involved should be made aware of the complaint procedure, which is clearly defined and protects against retribution.

Interior Health and the Community Care Licensing program are invested in quality service provision. We are open to feedback from our clients about their experiences with our staff, whether positive or negative, at any time. As a first step in dispute resolution, we believe that conflicts are best addressed and resolved at the time and place that they occur and, wherever possible, directly with your Licensing Officer. Licensees and managers are encouraged to first attempt to resolve concerns by working with their Licensing Officer to find a quick and effective resolution which, in turn, helps maintain positive relationships.

If your complaint remains unresolved after discussing the issue with your Licensing Officer, we encourage you to contact the Licensing Officer's Team Leader. Please contact Licensing Direct at 1-877-980-5118 and ask to be directed to a Team Leader. If you are not satisfied with our response to your concerns, you may contact Sharlene Lively, the Manager of Licensing at 250-378-3200 extension 50728 or by email at sharlene.lively@interiorhealth.ca.