

LEGISLATIVE RETURN



SUBMITTED BY: Hon. Ms. McPhee, Minister of Health and Social Services

1. On May 25, 2021, Yvonne Clarke, Member for Porter Creek Centre
- asked the following question during the Oral Question Period at page(s) [page numbers] of *Hansard*
 - submitted the following written question – WQ No. 6
 - gave notice of the following motion for the production of papers – MPP No. #

RE: Whistle Bend Place

OR

2. This legislative return relates to a matter outstanding from discussion with [MLA] on [date] related to:

Bill No. #

Second Reading Third Reading

Committee of the Whole: [Vote]

Motion No. #

RE: [subject]

at page(s) [page numbers] of *Hansard*.

The response is as follows:

Please see attached.

December 2, 2021
Date


Signature

Question: (1) How many clients are currently residing in Whistle Bend Place; what types of care are being offered; what procedures are in place to involve family in care delivery decision-making; what mechanisms are in place to resolve family concerns regarding care delivery; how many spaces may be available under each type of care; and has the government commenced any planning on Phase 2 of Whistle Bend Place?

Response: A point-in-time count was done at Whistle Bend Place in September. In Whistle Bend Place, as of September 24, 2021 at 16:00 there were 104 permanent rooms occupied, and four (4) respite rooms occupied. Within the building envelope, Care and Community also operates the Wind River Hospice House, a key part of the Yukon Palliative Care program, in which there were three (3) permanent rooms occupied and two (2) Respite rooms occupied.

Continuing Care offers three different level of long-term care at Whistle Bend Place: dementia care, including a secured house, intermediate care and extended care. The Wind River House in Whistle Bend Place offers hospice care. There is also a Community Day Program offered 5 days per week at Whistle Bend Place.

Continuing Care has a range of ways families of residents can participate in care delivery decision-making. On an individual level, care conferences with the interdisciplinary team are held annually and as needed to discuss changes in health and make plans together with the resident and their families. At the care home level, there are Resident and Family Councils and suggestion boxes. Resident and Family Council meetings to support an ongoing dialogue with residents and families to share information, find out about what is working well and hear about specific changes they would like to see implemented at their home. At Whistle Bend Place, like at each long-term care homes, there is a suggestion box in the lobby with cards that anyone can fill out. At a systems level, the Family Partnership Council meets to engage the participants in specific projects and initiatives in order to obtain their input. As required, there are also family and resident engagement opportunities to participate in working groups that contribute to decisions made that affect the residents of the long-term care homes.

Family concerns regarding care delivery are often addressed in care conferences or informal discussion with the care providers. Open communication with the care team is a way to resolve concerns and prevent issues. Continuing Care also has a formal process for collecting and responding to feedback provided by clients, residents, family members of residents, legal advocates or informal supports. Feedback forms are available in each long-term care home or online. The person who completes the form may choose to remain anonymous or identify themselves and whether they would like a reply. They are asked to identify the nature of their feedback: compliment, complaint, suggestion. If the person who has feedback wishes, staff may complete the form on their behalf. Feedback forms are a way to resolve family concerns regarding care delivery and structure a conversation with the care team as there are timelines for responding to ensure concerns are heard and addressed. The process also ensures feedback is documented, tracked and analyzed. At the end of the process, a course of action is agreed upon.

At Whistle Bend Place, combined intermediate and extended care have a total of 84 beds for permanent and respite care. Dementia care has 24 beds for permanent and respite use, and hospice care has eight (8) beds for permanent and respite use.

The department is considering potential future options regarding the need for additional long term care rooms. At this time, no plans have started on construction of Phase Two of Whistle Bend Place.