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February 26, 2010  
File: 08-87413

The Honourable Ida Chong  
Minister of Healthy Living and Sport  
PO Box 9067 Stn Prov Govt  
Victoria BC V8W 9E2

The Honourable Kevin Falcon  
Minister of Health Services  
PO Box 9050 Stn Prov Govt  
Victoria BC V8W 9E2

Dear Minister Chong and Minister Falcon:

Thank you for your letter dated January 7, 2010. I have taken some time to consider it carefully. It appears to be, in essence, an afterword or addendum to your response dated November 24, 2009 to the Ombudsperson Public Report No. 46 "*The Best of Care: Getting it Right for Seniors in British Columbia (Part 1)*".

Receiving this document after the report, which included your November 24, 2009 response, has been printed and made public, has put me in an unusual situation. Normally, I would have treated it as part of the Ministry's response and included it as part of the report. That is not now possible.

Equally, I do not, at this time, see an advantage to waiting and including it as part of the second report on seniors' care, which will be dealing with different issues.

In order to address your concerns, I am, however, prepared to post a copy of your letter as a further response on our website. This is not a step I would usually consider, but your letter indicated that you both feel strongly that people have "an ethical obligation" to come forward to Patient Care Quality Offices with complaints and that, if they do, you both "will ensure individual complainants are contacted with the results of an investigation into their complaints", as well as being informed about options for having further reviews conducted by both the health authorities and the Ministries if they are not satisfied with the initial outcome.

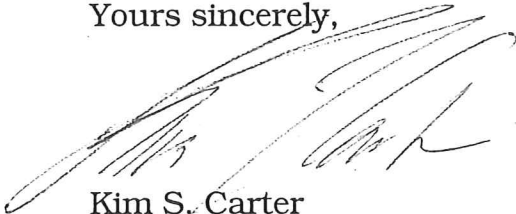
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These are strong commitments on your part that I think will be welcomed and acted upon by many family members and residents and family councils.

I believe that a posting on our website of your further response, which clearly applies to all persons who believe they have credible examples of inappropriate treatment of seniors, will also be the best mechanism for reaching individuals who raised concerns with us. Of course, in the case of specific files that we have opened we will continue to conduct confidential investigations into those complaints.

If you could have your staff forward me an electronic copy of your January 7, 2010 letter then, as I indicated, I am prepared to post it on our website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kim S. Carter', written over a light blue horizontal line.

Kim S. Carter  
Ombudsperson  
Province of British Columbia