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## PLAYOFFS

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### RESIDENTIAL CARE

# 6 seniors' facilities labelled 'high risk'

**Facilities tagged by Interior Health over infractions reported by inspectors, non-compliance**

By ANDREA PEACOCK  
The Daily Courier

Patterns of non-compliance and critical-care infractions have resulted in six seniors' residential-care facilities in Kelowna being labelled "high risk" by Interior Health.

High-risk ratings are given after Interior Health licensing officers look at the last three years of investigation reports, the types of incidents being reported, the response to those issues by the facilities and patterns of non-compliance, said Sharlene Lively, manager of licensing for Interior Health.

Orchard Manor at Hawthorn Park, Spring Valley Care Centre, Good Samaritan Society Mountainview Village, Brookvale Care Centre, Avonlea House and Villeneuve House are all on Interior Health's radar as "high risk" facilities.

The online IH inspection reports list critical and non-critical infractions for each facility from unannounced inspections by IH licensing officers.

Since March 2015, Orchard Manor has incurred 33 non-critical infractions and 11 critical infractions over three inspections.

The latest inspection on Jan. 7 listed infractions including not demonstrating "appropriate outbreak prevention and control measures," and not having care and supervision practices that "ensure health, safety and dignity of persons in care."

Gary Buckberry, manager of Orchard Manor, said he did not think any of the issues raised in



GARY NYLANDER/The Daily Courier

Orchard Manor at Hawthorn Park is among six seniors' residential-care facilities in Kelowna that have been labelled "high risk" by Interior Health as a result of infractions and repeated non-compliance.

**We have no qualms about the level of care we provide here. Care is never an issue.**

Gary Buckberry

The inspection report affected the care and well-being of the residents.

"We have no qualms about the level of care we provide here," said Buckberry. "Care is never an issue."

Another infraction listed in the January report states that the facility is not in compliance with having "written policies and procedures in place to guide employees in all matters relating to the care and supervision of persons in care."

"That's not true," said Buckberry. "Our company has policies coming out of the yingyang.

We have policies for everything." Since the last inspection, Buckberry said he and his staff created an action plan and a checklist to resolve any issues raised, which they have submitted to the licensing office.

"As far as we're concerned, we're no longer high risk." Getting off Interior Health's "high risk" list is not as easy as that though, said Lively.

"When a facility has a high-risk rating, it's not something we can fix overnight," she said. "They can address all the concerns from the last inspection, but it doesn't counter the fact that maybe their incident reporting isn't great or they have repeated non-compliance."

Downgrading to a lower-risk rating comes over time with good performance, said Lively.

"We want our licensees to self-regulate and to self-audit and to see concerns before we arrive."

Villeneuve House, a smaller residential-care home in Kelowna with only eight residents, has incurred 27 non-critical infractions and 14 critical infractions since March 2015 over three inspections.

Owner Randy Villeneuve said his facility's high-risk rating is not an accurate representation of its level of care.

"There's no high risk to any of the clients in this house," he said. "The only thing we get bogged down with is the mountains of paperwork they give us."

Villeneuve has hired a part-time employee to work four hours a week just to deal with all of the licensing paperwork, he added.

"It's really aggravating. It's really dramatic when it's just a lot of crap paperwork," said Villeneuve. "The high-risk rating pisses me off."

Continued on page A2

### CRIME

# House fire death a homicide, say police

By Daily Courier Staff

The death of a woman found in a West Kelowna home in November has been confirmed as a homicide.

At 1:47 p.m. Nov. 4, West Kelowna RCMP and West Kelowna Fire Rescue responded to a report of a house fire on Boucherie Road. A woman's body was found inside the home.

RCMP identified the woman as 37-year-old Hazel Delgado Budiongan and said the death was considered "suspicious."

The fire, which caused only a little internal damage to the house, was also considered suspicious.

Police are not saying how Budiongan died at this time, said Sgt. Craig Andrichuk.

"In order to maintain the integrity of the criminal investigation, the cause of death will not be released publicly," Andrichuk said.

RCMP believe this to be an isolated incident, he said.

"Investigators are confident that the suspect and victim were known to each other."

The West Kelowna RCMP general investigation section and the B.C. Coroners Service continue to investigate Budiongan's death.

Anyone with information is asked to contact Andrichuk at 250-768-2880 or Crime Stoppers at 1-800-222-8477 if he or she wants to remain anonymous.

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### WISE WORDS

All you need is love. But a little chocolate now and then doesn't hurt.

— Charles M. Schulz

### WISE COUNSEL

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### GAS WATCH

Lowest price in the Kelowna area as of 5 p.m. yesterday, via gasbuddy.com.

101.9 at several stations

### SYRIAN REFUGEES

# Private sponsors confused by changes

**Applications to be capped, processing staff cut back now that Canada has achieved goal**

By The Canadian Press

OTTAWA — Hundreds of Canadians who've come together to sponsor Syrian refugees are being told it could be next year before their new charges arrive, after a series of changes to the Liberals' resettlement program. The original goal of bringing in 25,000 refugees has been met, but the next step is unclear.

Caps on applications this year, a decrease in staff handling those and the return of a controversial travel-loan program are all prompting questions about what is going on with a program that once was priority one for the Liberal government.

"I think everybody assumed that the government was really interested in doing something serious about Syrian refugees and the 25,000 was just the start of it," said former Toronto mayor John Sewell, who is part of a network of private sponsors which plans to hold an emergency meeting next week on the situation.



Sewell

"It's as though the government has just said, oh well, there's the promise, it's all over."

The changes essentially reverse much of what the previous Conservative government and then the Liberals did to respond to a surge in demand last fall for Canada to bring in more Syrians.

Staffing increases in the central processing office in Winnipeg and at missions overseas was the first step taken by the Tories and increased further when the Liberals took office, but they have now been cut back.

Prime Minister Justin Trudeau

was pressed on the issue Thursday but appeared to sidestep the cuts.

"We continue to be engaged with the issue of Syrian refugees, making it a priority to continue to show that Canada is a strong and welcoming country," he said.

In the Toronto area alone, upwards of 600 groups have spent months raising money, finding apartments and gathering supplies.

Some are being told it will be more than eight months before the family they are sponsoring arrives, while others hear that if they've not yet been matched with a family it's unlikely they'll see anyone before 2017.

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## Are Canadians turning a deaf ear to hearing loss?

Dementia linked to untreated Hearing Loss States a study by Dr Frank Lin, MD, PHD conducted at Johns Hopkins University

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