

## Sent on behalf of the Fraser Health Integrated Long-Term Care and Assisted Living Services

### **\*NEW\*** Fraser Health LTC Geographical Resident and Family Forum (Council)

- The geographic councils for the North, South and East were created as a structure to elevate the voices of local care community councils across our vast geography.
- The co chairs of the geo forum also are representatives at the long-standing FH regional resident and family advisory.
- The newly named forum provides an opportunity for residents and families to share your care communities' successes and challenges in a safe and supportive environment and in turn work in partnership to inform improvements to the quality of care and life of those living in care communities across FH.
- The collective contributions will be brought forward to the FH regional resident and family council and will inform provincial forums that are chaired by the BC Ministry of Health.
- The next meeting is **September 17, 2024 at 6pm**. The meeting will be both virtual and in-person (light refreshments and fresh cookies for those attending).
- Please share the below contact information by region with your local care communities councils for more information about the Fraser Health Geographical Resident and Family forum.
  - South (Delta, White Rock, Surrey, N/S Surrey)
    - Teri Thorp (Chair) [tthorp@shaw.ca](mailto:tthorp@shaw.ca)
    - Robyn Neff (Alternate Co-Chair) [roadstergirl@telus.net](mailto:roadstergirl@telus.net)
  - East (Mission, Langley, Abbotsford, Chilliwack, Agassiz & Hope)
    - Leslie Nerheim (Chair) [familiesofheritage@gmail.com](mailto:familiesofheritage@gmail.com)
    - Arron Dockstader (Alternate Co-Chair) [arron.dockstader@fraserhealth.ca](mailto:arron.dockstader@fraserhealth.ca)
  - North (Burnaby, New Westminster, Port Moody, Coquitlam, Port Coquitlam, Pitt Meadows & Maple Ridge)
    - Craig McCulloch (Chair) [craigmcculloch@me.com](mailto:craigmcculloch@me.com)
    - Rainy Kent (Alternate Co-Chair) [rainykent@gmail.com](mailto:rainykent@gmail.com)

### **\*NEW \*** Virtual Health Preferences and Access Survey – Research study participation

- The Fraser Health Authority's Virtual Health (VH) and Long-term Care and Assisted Living (LTC/AL) Research Units, SFU, and UBC is seeking participation in an Health Research Foundation funded research study: [Virtual Health Preferences and Access Survey](#)
- This survey aims to gather insights from adults aged 19 and above residing in the Fraser Health region regarding their experiences and preferences for virtual health services. The information gathered from the survey will be used to improve and promote equitable access to virtual health care.
- Please see attached poster to access the survey in multiple languages. **The survey will be open until July 31st, 2024.**
- Kindly consider hanging the poster in your LTC/AL care community and share with your networks.
- If you have any questions or would like to discuss further, please contact Joanna Rivera at [joanna.rivera@fraserhealth.ca](mailto:joanna.rivera@fraserhealth.ca). Research & Evaluation Specialist at Virtual Health, FHA. This study has received ethics review and approval.

**\*REMINDER\* Fraser Health Unifying Clinical Information (UCI) Access for LTC/AL Affiliates**

- UCI viewer offers care providers within the Fraser Health geographic region access to patients' Clinical acute and community health information to facilitate direct patient care.
- All UCI Users are required to sign new Confidentiality Agreement each year and are reminded to access only clinical patient information as per agreement.
- If you have any questions or for on-going UCI Access challenges/Concerns - Please email: [uci.useraccess@fraserhealth.ca](mailto:uci.useraccess@fraserhealth.ca) for LTC UCI team or directly to UCI Team at [UCI@fraserhealth.ca](mailto:UCI@fraserhealth.ca)
- When contacting Service desk at 604-585 5544, identify yourself as a Contractor and complete self-verification using your answers to the Authentication questions.
- Please reach out to Stephanie Costelo at [stephaniekith.costelo@fraserhealth.ca](mailto:stephaniekith.costelo@fraserhealth.ca) for AL UCI access and concerns.