Frequently Asked Questions

What is the change that VCH is making to residential care facilities in Sechelt?

We have signed an agreement with the Trellis Group for them to build and operate a new 128-bed residential care centre in Sechelt called the Silverstone Care Centre. VCH will be purchasing 125 of those beds for our residents in the community.

The Centre will replace Totem Lodge and Shorncliffe and result in an increase of 20 residential care beds on the Sunshine Coast.

Why is this being done?

Today’s news is part of a larger initiative across VCH - known as the residential care rejuvenation strategy – a rigorous Request for Qualifications and Solutions (RFQS) process to replace several hundred beds in residential care facilities that no longer fully meet resident needs and to increase the number of beds in those communities that do not have an adequate number of beds for the population they serve. To date, VCH has signed contracts for approximately 600 new and replacement beds across all areas of the health authority and continues to negotiate additional contracts.

Within Sechelt, Totem Lodge and Shorncliffe are older facilities where washrooms, hallways and common spaces are small. At Totem Lodge, many residents are sharing rooms, sinks and toilets.

When is the new facility scheduled to open?

August 2018.

Does this mean residential care is being privatized in Sechelt?

No. Vancouver Coastal Health will be purchasing 125 beds in Silverstone, which means they will be publicly funded. This model currently exists on the Sunshine Coast; VCH has a contract agreement with Christianson Village, which is managed by the Good Samaritan Society.

Is this a P3 project?

No, it is not a Public-Private Partnership (P3). The Trellis Group will be bringing the capital investment to the Sunshine Coast to build and own Silverstone Care Centre, and Vancouver Coastal Health will purchase 125 beds for our clients. We will not be purchasing the building back from Trellis over the long term. They will continue to own and operate it and we will continue to purchase beds from them.

Will Silverstone be setting its own rates?

Like all VCH owned or purchased beds, rates for the purchased beds at Silverstone will be based on the resident’s income.

Will Silverstone get to decide who gets a bed in their facility?

Updated Aug 19, 2016
No. The VCH purchased residential care beds in Silverstone will be accessed by seniors in the same way that beds in Totem Lodge and Shorncliffe are currently.

**Will the quality of care be the same in the new facility?**

Absolutely. Our agreement with Trellis will also hold them to the same high standards of care we expect from ourselves. In addition, like any care home in BC, Silverstone must meet residential care design and provincial licensing standards.

**Did you consider renovating Shorncliffe and Totem?**

Yes but unfortunately, that was not an option for Residential Care as they are both aging and outdated facilities. Updating them to current Residential Care design standards would be prohibitively expensive and we believe it is more fiscally responsible to invest funds in modern facilities and additional beds. Also, there would be no way to renovate these facilities while still providing care and - given that many rooms are shared - the total number of beds would decrease if a renovation was possible.

**Is this a cost-saving measure?**

No, funding for additional residential care beds in Sechelt will increase by about $1.2 million per year to provide care in the new “small home” style facility and add more residential care beds for the community.

**Why is VCH not building its own, new facility?**

There are many competing demands for capital projects in healthcare and, given other, urgent VCH capital priorities, contracting with an outside service provider gave us the best opportunity to move forward with this critical need immediately. Land options for a project of this size are very limited on the Sunshine Coast and if the buildings were appropriate to renovate for residential care, the overall number of beds would decrease.

**What will happen to Totem and Shorncliffe when they close?**

The move is still a few years away and we are exploring a number of different options for the future use of the two buildings.

**Can you tell us more about the Trellis Group?**

They are a family-based BC business that is accredited with exemplary standing by Accreditation Canada. They currently provide residential care services in partnership with Interior Health and Northern Health. For more information, check out their web site: www.trellisgroup.ca/
How were they chosen?

VCH went through a two-phase Request for Qualifications and Solutions (RFQS) process. As with all public procurement processes, the rigorous process was bound by strict confidentiality and conflict of interest procedures. It was also overseen by an independent Fairness Monitor. All proposals were diligently evaluated by a team of VCH staff with extensive experience and Trellis Group emerged as the best of the proponents.

When will residents be moving?

The move is still more than two years away. Residents will move to their new home in approximately August 2018. A comprehensive transition plan, including individual care plans, will be developed for each resident. A member of the VCH transition team will be meeting personally with each resident and their family members to talk about their options and to make sure the move goes smoothly.

What will this mean to staff? Will they still have jobs?

The new facility will need skilled, experienced residential care staff to provide care and services to residents. The Trellis Group has agreed to interview all current staff interested in and apply for positions. In addition, we will be meeting with unions to discuss other options for VCH staff.

Will the new Sunshine Coast facility be unionized?

Yes, Trellis has confirmed that they will recognize the HEU and BCNU. Trellis has three other facilities located in Penticton, Prince George and Kamloops, and each of those sites are unionized with the HEU. The HEU and BCNU will need to negotiate a first collective agreement with Trellis for the new facility in the Sunshine Coast.

About Silverstone

What can you tell us about the new facility?

The Silverstone Care Centre will consist of several small “houses” within a single building, providing care for sixteen residents, complete with dining room and lounge. All rooms will be single occupancy and will have their own private washroom. There are also good sight lines which support ease of monitoring.

This model of small houses knowns as “home and neighbourhood design” is a best practice in residential care design. It enhances residents’ privacy and care, while at the same time promoting companionship. The increase in amenity space and quiet destinations combined with interesting wandering loops that avoid congestion will lead to decreased aggression among cognitively compromised residents.

Plans for this new facility also include a four-bed hospice care centre with a dedicated entrance and purpose-built space for the Adult Day Program, a quiet room, and meal service area.
Where will the new facility be located?

The facility is being built on Derby Road in Sechelt West. The area has good bus service and is easily accessible from anywhere in town.

Why was that location selected?

There were a number of requirements, including an ability to confirm that any proposed site would be able to provide for up to 128 residential care beds (i.e. it would need to be 3-4 acres in size). At the time of the bid process, the Derby Road areas was one of a very few land sites of that size available on the Sunshine Coast.

Will there be amenities, shops and services in the area for residents and their families to visit?

While the area is relatively undeveloped today, it is evolving. The location is central to both the Sechelt and West Sechelt communities and there is a Master Plan for the area that includes commercial services, such as shops, and transit stops. As the population continues to grow, this area will continue to develop and the improved building and services will benefit everyone in the Sunshine Coast.

Today, people who live in residential care have a number of complex care needs, with multiple medical and cognitive issues, such as dementia and behavioral challenges. The majority are in wheelchairs and do not often leave the facility unless they are accompanied by a family member or on a structured outing with staff.

For these reasons, it is also important that we create both home and community within the facility itself.

What kind of amenities will the facility offer?

Amenities will include secure gardens, walkways, porches and balconies. The centralized activity centre, hair salon and gift shop will create a warm, community centred environment.

What kind of care will be provided in Silverstone Care Centre?

There will be beds for residents requiring complex care and beds for special care as well as a hospice centre.

How will residents benefit from the new design?

The home and neighborhood design improves residents’ quality of life, making it easier for them to adjust to their new home, easier to navigate it, increased socialization and a stronger sense of personal belonging.

Next Steps

Updated Aug 19, 2016
What are the next steps around this project?

We will continue to work with the Trellis Group as they further develop their plan and build the new facility. We will also be meeting with unions to discuss options for staff at Shorncliffe and Totem Lodge, as well as working with residents and families to develop detailed care and transition plans to ensure a smooth transition to their new home.