



Interior Health

Every person matters

Nov. 16, 2018

To: All IH Staff and Physicians
From: Anne-Marie Visockas, Vice President Health Systems Planning and Long-term Care Services

Re: Residential Services Name Change to Long-term Care Services

Interior Health, along with the other health authorities and the Ministry of Health, is committed to respecting Aboriginal people in B.C. and furthering reconciliation. In addition to ongoing initiatives around cultural humility, we are adopting a name change: Residential Services will be called Long-term Care Services, effective immediately. This change recognizes the negative connotations of the word “residential” due to the tragic history of residential schools.

This change in name is effective immediately. Long-term Care Services is now in the process of working with impacted departments to update materials such as signage, website content, forms, job descriptions, etc. Our initial focus will be on the public-facing materials and widely-used internal documents, after which we will be working to update smaller-scale documents.

While implementation will begin immediately, this is a large-scale change and it will take several months. If, after this time, you continue to see the name “Residential Care” or “Residential Services” still being used, please bring it to our attention. Email [Tracy Glaicar](#) to let us know and we will follow-up.

Other terms that are included in this province-wide name change include:

- Residential Care Facility – now Long-term Care Home
- Short-term Residential Care Services – now Time-Limited Services

There is no change to the terms Respite Care and Convalescent Care.

Residents of long-term care homes should be called “people” or “individuals” as we move away from the residential care terminology and focus on person-centred care.

If you have any questions, please contact Interior Health’s Long-term Care Name Change Working Group via [Tracy Glaicar](#).