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Interior Health appoints administrator at The Florentine in Merritt

MERRITT – An administrator has been appointed by Interior Health’s Board of Directors to manage the day-to-day long-term care operations of The Florentine.

This appointment is full-time and effective immediately for a period of four months subject to adjustments if conditions warrant.

The board’s decision was based on a recommendation from Interior Health (IH) Medical Health Officer Dr. Carol Fenton.

“I strongly support the decision by the Interior Health Board of Directors to appoint an administrator,” said Health Minister Adrian Dix. “We have and will continue to put the care and safety of seniors first before any other consideration, which is what is happening here.”

After regular inspections by Interior Health’s Licensing and Quality department, Dr. Fenton determined the operator of the long-term care facility was unable to meet the legislated standards of care for residents.

“This decision is based on ensuring seniors who live in long-term care receive the high quality, safe and dignified care they need,” said Interior Health board chair Dr. Doug Cochrane. “Interior Health’s board of directors has full confidence in the decision presented by staff and it is our top priority to ensure The Florentine is brought into legislative compliance.”

The medical health officer’s recommendation was informed by the findings of a diligent and thorough process conducted by Interior Health’s Licensing Officer’s and Quality Review Team, which found the operator was not meeting expectations defined in the provincial *Community Care and Assisted Living Act*.

The Florentine has ongoing challenges with its site leadership, care planning, staff education and training, and reporting.

“Recommending the appointment of an administrator is an option reserved as a last resort solution to ensure people get the standard of care they need,” said Interior Health chief medical health officer, Dr. Albert de Villiers. “I am confident that with the appointment of Matt Renfrew as administrator, Interior Health will be able to stabilize The Florentine’s operations and set it down a path towards improved conditions for its residents, staff and leadership alike.”

The administrator will be responsible for the operation and management of the care home, supporting critical functions including:

- Care planning and delivery
- Site management
- Staff recruitment, orientation and education

- Developing and implementing policies and procedures
- Overall compliance with the legislated standards of care

The administrator will report to the IH board chair.

Matt Renfrew is an experienced health-care leader with expertise in long-term care. He has managed at the Overlander long term care home in Kamloops since 2013 and is currently Interior Health's interim director of clinical operations for Community Seniors Care.

The Florentine is a privately owned, long-term care home with 20 independently funded beds. The assisted living section of the site falls under the jurisdiction of the Assisted Living Registrar and is not subject to the administration process being applied to the long-term care section of this care home.

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