

### **About the Office of the Seniors Advocate**

The Office of the Seniors Advocate monitors and analyzes seniors services and issues in B.C., and makes recommendations to government and service providers to address systemic issues. The Office also provides information and referrals for individuals who are navigating seniors services and tracks their concerns, which helps inform future work.

The services which the Office monitors are in five key areas: health care, housing, income supports, community supports and transportation.

The Office collaborates with service providers, government and health authorities to improve effectiveness, efficiency and outcomes. A council of advisers, made up of B.C. seniors, provides the Seniors Advocate with advice and feedback from the perspective of seniors with diverse backgrounds, ages, geographical areas and cultures.

Each year, the Seniors Advocate must report to the Minister of Health on the Office's activities, and reports whenever possible on issues and matters arising from the Office's work.

Legislation outlining the mandate and duties of the Seniors Advocate was introduced in February 2013, and passed on March 14, 2013. [Click here](#) for the current version of the Seniors Advocate Act.

### **BC Seniors Advocate, Isobel Mackenzie**

Isobel Mackenzie has over 20 years' experience working with seniors in home care, licensed care, community services and volunteer services. Isobel led B.C.'s largest not-for-profit agency, serving over 6,000 seniors annually. In this work, Isobel led the implementation of a new model of dementia care that has become a national best practice, and led the first safety accreditation for homecare workers, among many other accomplishments. Isobel has been widely recognized for her work and was named B.C. CEO of the Year for the not-for-profit sector and nominated as a Provincial Health Care Hero.

Prior to her appointment as the Seniors Advocate, Isobel served on a number of national and provincial boards and commissions, including the BC Medical Services Commission, the Canadian Homecare Association, BC Care Providers, BC Care Aide and Community Health Worker Registry, and the Capital Regional District Housing Corporation. Isobel also served on the University of Victoria's Board of Governors.