



# ACR NEWS BULLETIN

2008 09 04



To: Family Councils and Members of ACR

This Bulletin includes:

**REMINDER about the ACR 2nd Annual Family Council Conference (Saturday 20 Sept 2008) - Registration date extended to 12 September!**

- **Information about the “UBC Certificate in Working with an Aging Population”**
- **From our AGM: A call for your input..... on what characteristics make a good Residential Care Aide!**
- **REMINDER about the \*New\* BC Family Council Network – has “your” Family Council signed up yet?**
- **NEW! Release of the ‘A Way Forward’ Project Report from the University of Toronto (Institute for Life Course and Aging) project on Elder Abuse**
- **NEW! Ombudsman of BC Announcement of an Investigation into Seniors’ Care in BC.**

**NOT TOO LATE!... to register for the ACR 2nd Annual Family Council Conference (Saturday, 20 Sept 2008)**

This one day conference program includes two topics of great relevance and importance to those in residential care and their family members: **Pay Less Tax! – What families need to know about disability and medical expense claims** and *An Overview of legal tools available for authorizing decision-making on behalf of another person.*

And, there will be an opportunity to meet and chat with those from other Family Councils to learn about and share Family Council ‘success stories’ **Registration (\$10.00 per person) is required by 12 September** – as we need to know the number of attendees for the lunch/refreshments. For all the details and a registration form, go to our website [www.acrbc.ca](http://www.acrbc.ca) – the extended deadline will soon be reflected on the website. The Normanna Rest Home (Burnaby BC) has kindly provided the venue for our Family Council Conference this year.

## **UBC Certificate in Working with an Aging Population**

(UBC Life & Career Centre, 800 Robson St., Vancouver BC [www.lifeandcareer.ubc.ca/aging](http://www.lifeandcareer.ubc.ca/aging) )

The courses in this Certificate Program have relevance for anyone who is aging or has contact with older adults, and is especially valuable for:

- professionals working with older adults (clients, patients, customers)
- caregivers who work with seniors
- community service providers
- family members
- students in the health discipline
- retail businesses with older adults as customers

We've heard from those who have taken the courses and all speak most highly of the knowledge, skills and insight gained.

Further information is available at [www.lifeandcareer.ubc.ca/aging](http://www.lifeandcareer.ubc.ca/aging) or by calling 604-822-0681 A *Certificate Information Session* is scheduled for Sept 4, 2008 from 4-5:30. To RSVP call the number indicated above.

### **A call for your input..... on Residential Care Aides!**

At our AGM (21 June 2008) we spent some time in dialogue with those present on the general subject of residential care. The session, kindly facilitated by Dr. JoAnn Perry, ended with her invitation for all present to send us their thoughts on the 'characteristics' that make a good Residential Care Aide. We would like to extend that invitation to you...the readers of this Bulletin. We hope to use this information for an ACR Position Paper. To participate simply send us an email ([info@acrbc.ca](mailto:info@acrbc.ca)) with your thoughts and observations on the characteristics that make a good – maybe even 'great' Residential Care Aide! Please indicate RCA in the subject line.

### **Has your Family Council signed up for the \* NEW\* BC Family Council Network yet?**

Ever wondered what other Family Councils do? What challenges they face and what successes they have had? Perhaps you wonder just how they are organized and how they got started? Perhaps you've read the **ACR Family Council Handbook** (available from [www.acrbc.ca](http://www.acrbc.ca)) and attended an **ACR Family Council Workshop** and would like to connect with some other Family Councils. Well, now there's a new way to connect with other Family Councils.

The **BC Family Council Network** will be solely internet based and will provide for Family Councils throughout BC to share their **experiences, challenges, solutions and successes with one another.**

**To join this growing Network**, you only need to subscribe and that's easy. Just send an email to [bfcng@telus.net](mailto:bfcng@telus.net) indicating 'BC Family Council Network' in the subject line and be sure to include:

- the name of your Family Council and the name, phone number and email of the Family Council Contact.
- the name and address of the residential care facility, and... *please let us know whether or not a ACR Family Council Workshop has been held at your facility.*

Upon receipt of your email, a downloadable BC Family Council Resource Manual cover sheet will be sent to you. (We recommend a three-ring binder for the informational material that will be sent.) Information and material provided by Family Councils throughout BC will be collected, vetted, formatted as necessary and shared with the network via email. Listings of Family Councils participating will also be provided and contributions acknowledged. Perhaps, Family Councils may even decide to band together and form a local or area Family Council group to discuss and address common concerns.

This compiled Resource Manual will augment the resource material provided in the ACR Family Council Handbook and on the ACR website ([www.acrbc.ca](http://www.acrbc.ca))

## **'A Way Forward' – Promoting Promising Approaches to Abuse Prevention in Institutional Settings**

This project of the "Institute for Life Course and Aging" (University of Toronto) was completed in June 2008. The project reports and the various materials created for wide distribution are now available from their website ([www.elderabuse.utoronto.ca](http://www.elderabuse.utoronto.ca)). Included on the website are some advocacy tools including epostcards; some hardcopy of the materials can be ordered.

## **BC Ombudsman launches a systemic investigation into seniors' care (residential and assisted living facilities and home care)**

A Press Release (June 26, 2008) "Ombudsman's office can help resolve long term care complaints" was followed by another on August 21, 2008, "Ombudsman launches systemic investigation into seniors' care". Check out the BC Ombudsman website information and the online questionnaire on seniors' care ([www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)).

## **Not yet a Member of ACR- Advocates for Care Reform?**

Consider joining us in working for the development of family councils in residential care facilities and advocating for improved quality of care and life for those in residential care facilities in BC. We can't do it without you!

Membership and donation forms are downloadable from the ACR website ([www.acrbc.ca](http://www.acrbc.ca)).

ACR is a non-profit society and registered charity.