



ACR NEWS BULLETIN

2010 - 02 - 04

Vol 3 - 1



To: Family Councils and Members of ACR

** Please help us spread the word! We encourage you to circulate this Bulletin among your networks of those interested in residential care in BC. **

Happy belated New Year - May 2010 be the year that quality care and quality of life in residential care truly comes to BC.

In this Bulletin: *(please scroll down for the details)*

Update – Ombudsperson’s Report (Part I) released: “The Best of Care: Getting It Right for Seniors in British Columbia” (December 17, 2009) - key recommendations and news on Part II.

Update - BC Bill of Rights (October 2009) – *have you seen it? Does it apply to your facility?*

Family Council News - *Family councils and the new Residential Care Regulations; FC Workshops; FC Network (Metro Vancouver); Vancouver Island Association of Family councils.*

ACR News - *ACR Health and well-being & Fundraising update; 2010 Membership renewals now due*

Saskatchewan Healthcare Report: “For Patients’ Sake – Patient First Review Report”

Knowledge is Power....

Residential Care Reports: Residential Long-Term Care in Canada – Our vision for Better Seniors’ care (CUPE); New Directions for Facility-Based Long Term Care – Policy Brief, Canadian Healthcare Association

New care(ing) resources for family members

Coming Events....

Old Parents – Busy Daughters and Sons

Part I - Aging Parents Illness: Changes in Relationships with Children

Saturday, March 6 10:00 am -4:00 pm and followup, Thursday, March 11 7:30-9:30pm
and/or

Part II - Midlife Siblings and Money Dynamics

Saturday, March 27 10:00am – 4:00pm and followup, Thursday April 15 7:30 pm- 9:30 pm

Conducted by, Clarissa P. Green (Professor Emerita, Clinical Counsellor) specializing in Middle and Older Generation

Gain new insights, understanding and practical skills to support you in your caregiving/ family relationships. These workshops are free to unpaid caregivers. Registration is required.

Sponsored by the North Shore Caregiver Support Program, Suite 201, 935 Marine Drive, North Vancouver BC V7P 1S3 Contact: Cindy Bouvet at 604-982-3320 or email nscr@nscr.bc.ca
Workshops are held at the Capilano Mall (2nd floor) 935 Marine Drive, North Vancouver

***AGM - Vancouver Island Association of Family Councils (VIAFC)**

Date: Saturday, February 20th, 2010

Time: 11:30am – 1:30 pm

Place: Phoenix Station Motor Inn

360 Duncan Street

Duncan BC

Complementary refreshments (coffee, tea). Lunch (optional) is available for purchase.

*See details on this AGM and the VIAFC below.

News details....

Update – Ombudsperson’s Report (initial) released: “The Best of Care: Getting It Right for Seniors in British Columbia” (December 17, 2009)

A December 17, 2009 News Release announced the first of two planned reports arising from the Ombudsperson’s systemic investigation into the care of seniors in British Columbia. The key recommendations of this report include:

-Creating a bill of rights for seniors in residential care and posting this documents in prominent location in every facility

-Creating a single provincial website containing comprehensive, comparable information on residential care

-Entrenching an expanded role for resident and family councils in legislation and supporting the development of regional family councils.

Both the News Release and the Report are available from the Office of the Ombudsman, www.ombudsman.bc.ca They are both an important read for anyone concerned about, living in or working in residential care in British Columbia.

The release of the second planned report is anticipated for late Spring 2010. This Part II will include Home Support, Assisted Living and Residential Care. The issues will include: access to services, quality of care, monitoring and compliance, access to information, funding and complaint processes. In addition, for residential care, facility closures and disruption will be addressed.

Reminder: The Ombudsperson's Office continues to receive concerns and complaints around seniors care in BC, online, by mail, phone or in person. Also, their representatives regularly travel throughout BC. Individuals or family councils who would like to meet with them, can contact their office for further information. Contact Info: Website: www.ombudsman.bc.ca Phone: 1-800-567-3247 Fax: (250)-387-0198; Mailing address: P.O. Box 9039, STN PROV GOVT, Victoria BC V8W 9A5

Update - BC Bill of Rights (October 2009) and Residential Care Regulations

If you're wondering where to find the new Bill of Rights, go to the Community Care and Assisted Living Act (CCALA) Schedule (pg 28) (www.bclaws.ca). ACR is disappointed in this Bill of Rights and the lack of substantive consultation around its development. Family councils are encouraged to have a look at the Bill of Rights and perhaps invite their Staff Liaison/Management representation to walk through it with them and respond to any questions. Do let us know if your care facility is indeed, posting this document in a prominent place. Please note that as the Bill of Rights is associated solely with the Community Care and Assisted Living Act, it does not apply to those residential care facilities that are licensed and operated under the Hospital Act.

ACR's feedback on the Residential Care Regulations submitted to the Ministry of Healthy Living and Sport is now available from our website (www.acrbc.ca 'Feedback on the New Residential Care Regulations'). We did receive a response from the Minister of Healthy Living and Sport, however, our concerns and observations remain. (Again, these Regulations are pursuant to the Continuing Care and Assisted Living Act, and hence, do not apply to those facilities that are licensed and operated under the Hospital Act.) The Residential Care Regulations are accessible from: <http://www.hls.gov.bc.ca/ccf/>

Family Council News

Family Councils and the new Residential Care Regulations:

A reminder that Section 59 Family and Resident Councils, of these Regulations provides for the establishment of Family councils in BC residential care facilities that are licensed and operated under the Community Care and Assisted Living Act. Although we are pleased that there is some provision and support for Family Councils, ACR is disappointed that British Columbia regulations are not as strong and comprehensive as legislation presently under

consultation for Ontario, and that there is no provision in BC legislation for Family councils in residential care facilities that are licensed and operated under the Hospital Act.

We are pleased that notwithstanding the lack of legislation supporting Family Councils that fall under the Hospital Act, that many of those residential care facilities choose to support the presence of Family Councils. We appreciate their stance and note that Accreditation Canada also supports the presence of Family Councils in residential care facilities that seek Accreditation. A copy of the BC Residential Care Regulations can be accessed through the Community Care Licensing Branch of the Ministry of Health: <http://www.hls.gov.bc.ca/ccf/>

Does your Family Council have a website?

The Peace Arch Hospital Family Council has contacted us with information about their new website (www.pahfamilycouncil.ca). They are most interested in the possibility of family councils throughout BC linked via their websites. Each FC website would include links to the websites of other BC Family councils. This connection has the potential to facilitate sharing of information on activities, resources, advocacy concerns, solutions and initiatives. So... if your Family Council has a website, the Chair of the Peach Arch Hospital Family Council would be pleased to hear from you and include your Family Council's website link on their site. Contact Roger Turner at harmonyhealthcare@telus.net for more information.

And, please don't forget to let ACR know about your Family Council. We have on our 'to do' list the updating of our own website listings of current Family councils in residential care facilities in BC. – send all details (name of family council, facility name, address, phone/fax numbers, names of contact persons and their contact information and FC website information. You can send us this information by email (info@acrbc.ca) or regular mail (ACR, 3348 West Broadway, and Vancouver BC V6R 2B2). Your help is greatly appreciated. Thank you!

FC Network (Metro-Vancouver) – update

Some time ago we canvassed for those Family Councils in the metro Vancouver area that might be interested in banding together to form a 'Network'. The Chair of the Little Mountain Care facility had kindly offered to provide leadership with the assistance of ACR. There have been some initial meetings of representatives from a few Family councils, however participant illness and some challenges with finding an appropriate location have hindered progress. It's presently proposed to wait for Spring (after the Olympics) to resume this initiative. In the meantime, any Family council wishing to participate can let us know and we'll make sure your information is passed along; email us at info@acrbc.ca and please put *Metro Vancouver FC Network* in the subject line.

Vancouver Island Association of Family Councils

The Vancouver Island Association of Family Councils (VIAFC) is a group of committed volunteers, who believe that the ongoing involvement of family and friends results in

enhanced care and improved quality of life for residents of Vancouver Island residential care facilities, living with chronic or progressive conditions, primarily due to the aging process.

Formerly known as the Regional Family Advisory Council, the VIAFC has reinvented itself with a stronger Vancouver Island focus and mandate. Their new Terms of Reference will be ratified at their AGM, to be held in Duncan on Saturday, February 20, 2010; 11:30 to 1:30 (see Coming Events above).

If you live on Vancouver Island, participate in a Family Council of a residential care facility or have a family member or friend in residential care on Vancouver Island and might be interested in forming a Family council, the Vancouver Island Association of Family Councils may be of interest to you – and you are invited to attend the AGM to learn more.

For further information, contact Lyne England, Chair, VIAFC at 250-658-8593 (home); 250-658-1644 (fax) or email: jolyn@telus.net. Please indicate VIAFC in the subject line.

ACR News: Funding Update, 2010 Memberships now due, Family Council Workshops

[ACR health and well-being - Funding Update](#)

In our last ACR Bulletin we addressed the precarious future of ACR as a result of the loss of funding sources. We were pleased and heartened to have some response to our situation through some donations and memberships (individual and family council) and are pleased to acknowledge and welcome two new Family Councils as ACR members: Beacon Hill Villa (Victoria) and Inglewood Lodge (North Vancouver). Our funding challenges remain significant and we continue to actively seek solutions; we welcome suggestions, ideas and volunteers with fund development expertise.

We were saddened to learn that our sister organization, the Caregivers Association of BC (CABC) has formally dissolved as a result of their loss of funding. Over many years, the CABC has been a strong voice and support for Family Caregivers in BC; their annual conferences were excellent and well attended. They will be missed.

[2010 Membership renewals now due](#)

At the January 2010 board meeting, after much discussion, it was decided, that the ACR annual membership will continue to be \$30.00. In addition, we have instituted a charge for our Family Council workshops of \$10/attendee that will include a one year introductory membership in ACR. Family Council Handbooks will be available at workshops at a rate of two for \$25.00; typically facilities/family councils request at least two copies. The FC Handbooks remain downloadable from our website. These charges will help cover some of the costs of our operation and materials.

To become a member, renew your membership or make a donation go to our website: www.acrbc.ca and the 'Get Involved' link.

Saskatchewan Healthcare Report: "For Patients' Sake – Patient First Review Report

A Globe and Mail article "Here's a radical health care idea : Put the patient first" announced a new state-of-the-system report out of Saskatchewan, and suggested that it be mandatory reading for politicians and health officials alike (by Andre Picard, October 22, 2009). The report is available at www.health.gov.sk.ca/patient-first-review

Knowledge is power...

Reports, Policy Briefs on Residential Care

These two (recent) reports are both well worth the read by all concerned with residential care in Canada, now and in the future. They provide relevant background and important information and insight on many of the key issues around residential care and may serve to foster dialogue at a family council meeting.

***New Directions for Facility-Based Long Term Care – Policy Brief*, Canadian Healthcare Association (2009)**

This brief is published by the Canadian Healthcare Association, a federation of provincial and territorial hospital and health organizations across Canada, founded in 1931. Through its members, CHA represents a broad continuum of care including acute care, home and community care, long term care, public health, mental health, palliative care, addiction services, children, youth and family services and housing services. CHA is a leader in developing, and advocating for, health policy solutions that meet the needs of Canadians.

This Brief (full report and summary) is downloadable from www.cha.ca

Residential Long-Term Care in Canada – Our vision for Better Seniors' care (CUPE)

This full research report and a shorter summary (October 2009) can be downloaded from www.cupe.ca/long-term-care-tour

New care(ing) resources for family members of those in hospital/residential care

Ever wonder how to figure out the sometimes mysterious and confusing world of health care, hospitals and residential care? Having a loved one in hospital or in residential care can be a daunting experience. We've learned of two new books that may help – check your local library.

[The Essential Hospital Handbook – How to be an effective partner in a loved one's care.](#) Author: [Patrick Conlon \(Yale University Press\)](#) Reviewed in the Vancouver Sun (Karen Gram; Sept 5, 2009) Based upon the experience of having a loved one in acute care, the Sun review suggests it has valuable information and insight for any 'hospital' experience and includes several glossaries.

[Nursing Homes and Assisted Living, the family's guide to making decisions and getting good care.](#) Reviewed in the Vancouver Sun (Karen Gram; January 9, 2010). This new book is an update of author, Peter Silin's earlier book. Peter Silin is a social worker with many years experience with geriatric care. The Vancouver Sun article is a good read and includes some of Peter's insight and suggestions on the 'getting good care'. The full article can be accessed via this link for Peter Silin's company, Diamond Geriatrics: www.diamondgeriatrics.com

BC Seniors Advocacy Network (BC SAN) - a source for advocacy assistance.

Those seeking "individual" advocacy assistance can now contact BC SAN to be connected to a trained Advocate. For information or to request an Advocate, contact Jemma Templeton at 604-684-8171 (ext 232) or by email at jtempleton@411seniors.bc.ca

If you contact BC SAN, let them know that you heard about them through ACR!

Help Wanted - Family Council Workshops

We are looking for some volunteers to conduct our Family Council Workshops. If you have experience with a Family Council, or with residential care as a health care provider, are interested in spreading the word about Family Councils, and comfortable speaking to groups, this may be a good fit for you. We need a few good people throughout the Province, who share our passion for Family Councils. Our model promotes a collaborative relationship among families, facility management and staff, with the goal of improved quality of life and care in residential care facilities in BC. If this volunteer opportunity interests you, please contact us at info@acrbc.ca.

And... lastly, once again a reminder that it's membership renewal time! Have you an ACR membership? Does your Family Council have an ACR membership? Have you renewed your ACR membership?

Please 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 just can't do it without you!

Membership and donation forms are downloadable from the ACR website (www.acrbc.ca), 'Get Involved' link. ACR is a non-profit society and registered charity.

*There are many wonderful things that will never be done if
you don't do them. - Charles D. Gill*

Disclaimer This bulletin contains material that is meant to be informative, thought-provoking and promote dialogue. This material is for information only and should not be construed as an endorsement of the views expressed; products or services mentioned and should not replace consultation with the appropriate qualified professionals. Individuals who require medical, legal or other expert advice should consult with the appropriate qualified professional. ACR does not endorse any specific approach to care. The views and opinions expressed are not necessarily those held by the ACR Board of Directors and staff.