



To: Administrators, Directors, Managers, of Residential Care Facilities in British Columbia

Re: Family Council Update Information

We need your help. We're excited about our funding from the United Way of the Lower Mainland (UWLM) that has allowed us to undertake a number of projects including our Fall/Winter 2010 Newsletter "Caring" that is devoted to Family councils, and our Third Family Council Conference that will be held on October 23, 2010 in Vancouver. Our special guest speaker is Carly Hyman, Manager of Systemic Investigation of the Office of the Ombudsperson for BC. Information is available from our website: www.acrbc.ca For these projects we need current family council data.

It's been a few years now since we've updated our listing of 'known' family councils in residential care facilities in BC. This information is posted on our website and often accessed by family and friends of those about to enter residential care.

Recent changes in the *Residential Care Regulations*, the *Bill of Rights* and the December 2009 Ombudsperson's Report *The Best of Care: Getting it Right for Seniors in British Columbia (Part 1)* have served to highlight the role and importance of Family councils in residential care. Our Fall/Winter 2010 Newsletter 'Caring' is devoted to family councils and includes articles on family councils from the perspective of a family member and an administrator of a residential care facility.

You can help us out by taking a few minutes, at your earliest convenience, to provide us with the following information. You can send it to us – via email or surface mail*, or, perhaps leave us a voicemail (640-732-7734) with the information, whichever method works best for you. Thank you kindly for your assistance.

Residential Care Facility: _____ **Health Authority** _____

Address: _____

Email: _____

Do you have an active Family council in your facility? Yes No

Has ACR conducted a Family Council workshop for you? Yes No

Have you used our Family Council Handbook? Yes No

May we have the name of the staff contact person for your Family council ?

Name: _____

Position: _____

Phone and Email: _____

Would your facility be interested in a Family Council Workshop? Yes No

**For further information contact us at: ACR, 3348 West Broadway, Vancouver BC V6R 2B2
Email: info@acrbc.ca Phone/Fax: 604-732-7734 Website: www.acrbc.ca**