

# PROVIDENCE MANOR

## Family Council

**Phone: 613-549-4164 EXT 3575 Email : [dowdlel@providencecare.ca](mailto:dowdlel@providencecare.ca)**



## **FAMILIES SUPPORTING FAMILIES**

### **Why do we have Family Council?**

*Family Councils give families and their loved ones in Long Term Care (LTC) homes a **crucial voice** on matters affecting the quality of care and they help ensure a high standard of care.*

*Family Councils are established under the legislation governing Long Term Care (Bill 140, 2007)*

*They have the powers to:(1) provide advice, assistance and information, (2) raise any concerns and recommendations about the operation of the home, (3) attempt to resolve disputes and (4) provide advice respecting rights and obligations under the Act.*

The families of Providence Manor's residents established the Family Council in October 2004.

# Who is on the Family Council?

You are considered to be a member of Family Council if you are:

**“A family member of a resident or a person of importance to a resident “**

## We are: “Families Supporting Families”

**What our members have said:**

**“I felt so alone in dealing with my mother’s care issues. Family Council provided me with comfort and information.”**

**“LTC was a new experience for me and my family. I didn’t know what to expect. Family Council members provided a wealth of resources”**

**“I learned about the rights of residents”**

**“Family Council has been successful in advocating for change and improvements.”**

**“ Learned that Family Councils have a voice at the local and provincial level ”**

**“ I feel in the loop...not isolated”**

## Family Council Can Help.

**We will:**

- ✓ **Listen to your concerns**
- ✓ **Help you get answers and the best care for your loved one**
- ✓ **Inform you of your rights and obligations**
- ✓ **Provide advice and information**
- ✓ **Advocate for changes and improvements**
- ✓ **Support you through new or difficult times**

### **Our Mission**

The Family Council of Providence Manor is dedicated to enhance the care and lives of residents. We interact on their behalf through communication, education, advocacy and participation in decision-making processes.

## **Our Purpose**

As a catalyst for positive action we will:

- Encourage families to become members
- Work with families during the admission process
- Facilitate and support families as needed
- Advocate on behalf of all residents; including those unable to voice their concerns and needs, and those without family
- Provide a forum for information and education
- Identify and address concerns or issues and advocate timely constructive resolutions
- Network with other Family Councils, organizations, and governments both locally and provincially
- Interact with the Board of Directors and other committees of Providence Care

## **Officers of Family Council include:**

Chair, Secretary, Communications Liaison, Members and Administrative/Management Liaison

**FAMILY MEMBERS Are Invited To:**

***Join US at our monthly meetings-the second Monday of the month-1pm-Board Room, level 2***

***Call US directly for more information and leave a message in our confidential voice mailbox at Providence Manor.***

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***Email us: [dowdlel@providencecare.ca](mailto:dowdlel@providencecare.ca)***

***Complete a Contact Information Form. We will let you know about new developments and events and get your input about important issues. Ask for the form from the Receptionist.***