



ILTCCABC
Independent Long-Term Care Councils Association of BC
Your provincial long-term care councils' association



BACKGROUND: Family Councils 101

A Family Council is a group of family members and friends of residents in a long-term care home (LTC) that gathers for peer-to-peer support, education, and to improve the experiences of residents and all individuals in long-term care.

Since November 3, 2022, when [regulations 59-59.2](#) came into effect, residents and family councils have had greater input into their own council governance. Councils have become more self-led, better informed, and seek to deepen relationships with the care team and management for collaborative discussions.

Still, promoting family councils in long-term care is a challenge. Posters on the designated council bulletin boards, located in elevators, entrances wings, and floors, are helpful, but email distribution, with the support of care home staff, has become the mainstay of promotion. Families, too, need to know that they can send communications directly to a group of their peers. Other than handing out a personal phone number, email is a direct way to reach that group.

Using ILTCCABC's regional association resources, family councils can thrive in their efforts to attract and retain families who will participate. Though never perfect, family councils are far better positioned with direct email access.

What started as a grassroots movement to engage families in long-term care grew into an organized pilot project to create more Councils and eventually into what we have today: organized, effective Family Councils in hundreds of long-term care homes across BC, all with powers given to them by legislation, and supported by Ministry of Health.

UBC [research cited communication as one of the six main factors of effective councils](#).

COMMUNICATION IS KEY!

Having a Gmail account gives your council a way for families and others to connect with you. It also provides leaders of the council with an easy way to connect with care team management. This opens a whole range of tools that belong to the council, stay with the council, and leave a legacy of resources for other families to take over more easily. Gmail gives your council access to a suite of interconnected Google services.



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This includes **email**, storage, and various productivity tools, such as Google Calendar, Google Docs, **Google Meet**, Google Sheets, and **Google Drive**. You can also use Google Search, Google Maps, and other Google services, all synchronized with your account for a seamless experience. We highlighted three tools to get you started. Try the videos. Call us for details or support iltccabc@gmail.com

Contents

Email & Communication:	3
• Gmail:	3
• Google Workspace:	3
• Google Chat:	3
• Google Meet:	3
Productivity & Collaboration:	3
• Google Calendar:	3
• Google Docs, Sheets, Slides:	3
• Google Drive:	3
• Google Tasks:	4
Other Google Services:	4
• Google Search:	4
• Google Maps:	4
• Google Photos:	4
• Google Analytics:	4
• Google Ads:	4
Accessing and Managing Your Google Account:	4
• Google Account:	4
• Data & Privacy:	4
• Last Account Activity:	4



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Here's a breakdown of key Google tools accessible with a Gmail account:

Email & Communication:

- **Gmail:** Your primary email service, providing features like smart compose, smart reply, and summary cards.

Here is a link to learn "How to Create a Gmail Account":

<https://www.youtube.com/watch?v=OMie5xhQTjY>

- **Google Workspace:** Gmail is now integrated with Google Workspace, a suite of productivity and collaboration tools.
- **Google Chat:** A communication tool for instant messaging, integrated with Gmail.
- **Google Meet:** a video communication service developed by Google, designed for both personal and business use.

Here is a link to learn "How to set up and use Google Meet":

<https://www.youtube.com/watch?v=7KVZvUxQXMA>

Productivity & Collaboration:

- **Google Calendar:** Schedule events, appointments, and meetings, integrated with Gmail for event reminders and easy invitations.
- **Google Docs, Sheets, Slides:** Create and collaborate on documents, spreadsheets, and presentations.
- **Google Drive:** Store and share files online, accessed through Gmail.

Here is a link to learn "How to set up Google Drive":

https://www.youtube.com/watch?v=jSRSgxMTU_M



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- **Google Tasks:** Manage to-do lists and tasks, integrated with Gmail.

Other Google Services:

- **Google Search:** Access the web's information through Google Search, powered by your Google Account.
- **Google Maps:** Navigate, explore, and find locations, synced with your Google Account.
- **Google Photos:** Store and organize your photos and videos, backed up through Google Drive.
- **Google Analytics:** Analyze website traffic and user behavior.
- **Google Ads:** Manage online advertising campaigns.

Accessing and Managing Your Google Account:

- **Google Account:** Your central hub for managing all Google services, including email, data & privacy settings, and account activity.
- **Data & Privacy:** Control your data privacy settings and see a summary of data from Google services.
- **Last Account Activity:** Monitor your recent Gmail activity and authorized devices.

By using your Gmail account, you unlock a comprehensive ecosystem of Google tools that enhance productivity, communication, and access to information.

Contact your regional association for further details:

<https://iltccabc.ca/contact-us/>