

# Family Councils

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Building Bridges of Hope



**“Successful movements do not overpower, they attract.”** *Greg Satell*

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# **Land Acknowledgement and Introductions**

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# Purpose



# Family Councils – Our Road Map

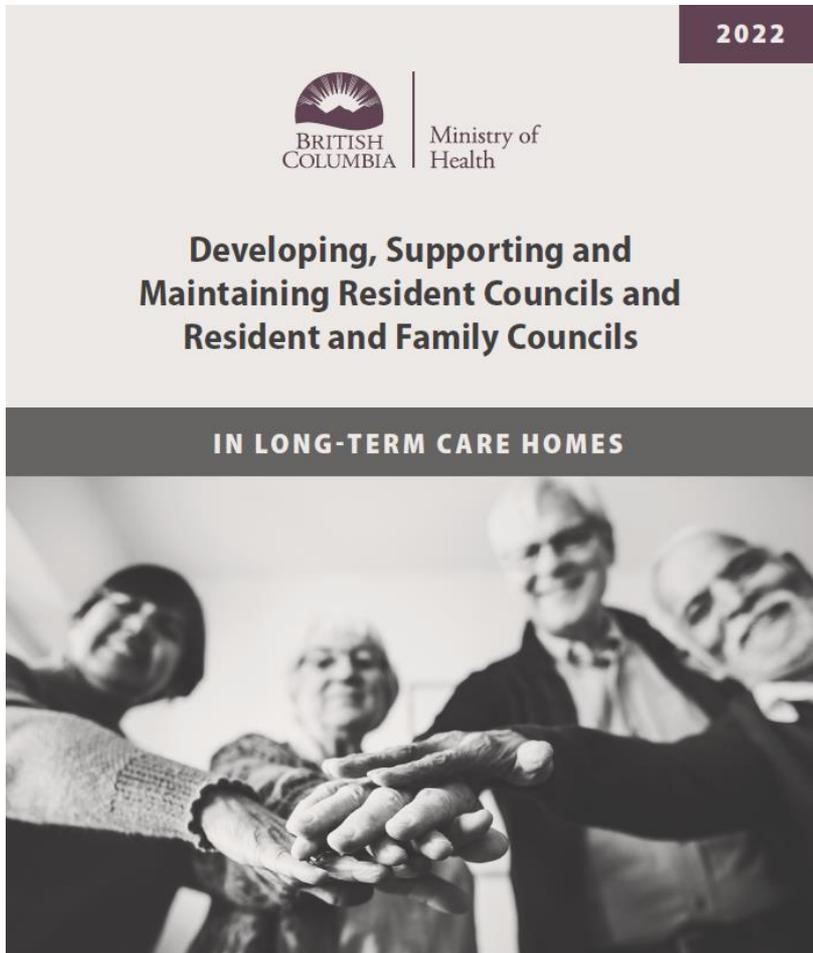
- New BC Government Regulations
- Challenges
  - For Caregivers and Care Providers
- Opportunities
  - For Caregivers and Care Providers
- Appreciative Inquiry: Where to Start?
- Cascade Method

# Family Councils – Our Road Map

**We Can Do It Ourselves!**



# BC Government: New Regulations



- Announced November 2022
- BC Government Guide
  - Ministry of Health: [MOH Guide](#)
- Family Councils being started
- MOH Grant of \$300,000 for Independent Long-Term Care Councils Association BC
- ILTCCABC supports Ministry of Health vision for deeper engagement of residents and families in long-term care
- <https://iltccabc.ca/>

# Challenges Facing Family Caregivers

- **The Knowledge Gap:** The family knows the resident's needs but is not considered part of the care team.
- **The Emotional Gap:** Families feel guilty about bringing their loved ones into care and yet they feel relieved about getting care. It's hard for families to imagine a better future coming into LTC.
- **Identity Gap:** Moving from primary caregiver to a different role; having to “give up” some of the day-to-day support and seeking the communication to bridge that gap.

# Challenges Facing Care Providers

- **Lack of a Government funding model** and a Quality-of-Life framework that supports the maintenance and growth of LTC Home Staff
- **Staff**, too, experience knowledge and emotional gaps
- **Poor Working Conditions**
  - Inadequate human resources support
  - Insufficient training of front-line staff
  - Staff overworked and stressed

## Every Voice Counts: Long-Term Care Resident and Visitor Survey Results 2023

### **#7 Recommendation to our Ministry of Health:**

*“**Work closely** with the newly established Independent Long-Term Care Councils Association of British Columbia (ILTCCABC) to raise awareness and increase the function of resident and family councils at all long-term care facilities in B.C.”*

# Define our topic! What's different?

- Traditional advocacy works well if you are dealing with the *status quo*.
- But it is missing important perspectives when systemic change is needed.

## Appreciative Inquiry

- Designed to facilitate systemic change

**“Successful movements do not overpower, they attract.”**  
*Greg Satell*

# The Opportunity for the Whole Long-Term Care Community!

## Family Councils

### Help Bridge the Gaps!

- Emotional:
  - Build empathy through getting to know staff
- Access to Knowledge
  - Learn to navigate the LTC Home policies and procedures
  - Discover how/when to access Health Authority
  - Learn about the illnesses which afflict our residents
- Identity
  - How to cope with Loss and Changing Roles through Other organizations FCBC, OSA, ARRC, etc.

# Quality of Life Framework

Australia

<https://www.agedcarequality.gov.au/resources/Standards-image-usage>



# Expectation Gap Map

Family Expectations	Home Reality	Possible Ways to Adjust Expectations or Reality



# The Opportunity for the Whole Long-Term Care Community!

## Family Councils

- **The Collective Voice**

- Include the Staff
- State your observations in terms of what Staff are required to do in order to move to the next level

### **Example: Activities of Daily Living**

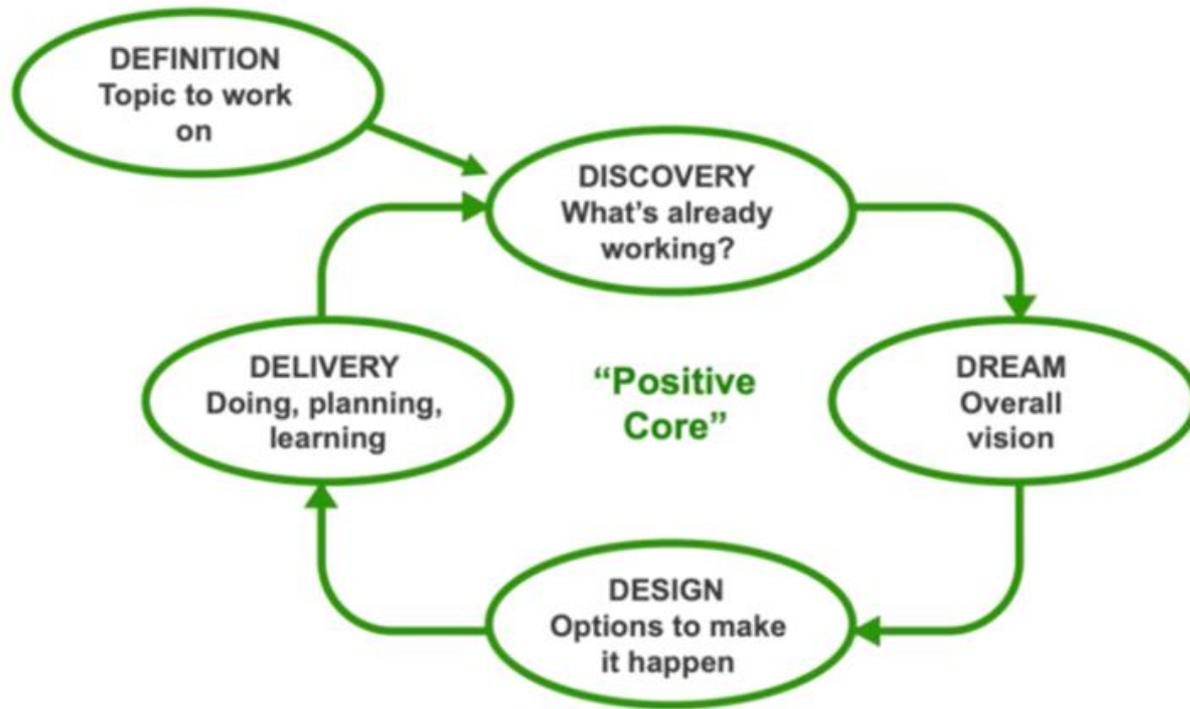
Getting it right with each care aide

What is their process?

What are their challenges?

How would they change the process?

# Appreciative Inquiry – Five “D”s



- Pivot away from  
**Angry, frustrated, critical attitude**
- To  
**Amiable, complimentary alliances**

# Appreciative Inquiry Questions

## 1. Definition Question

“What’s our focus?” – Sets Intention

## 2. Discovery Question

“What is working well?” – Builds on Strengths

## 3. Dream Question

“What might be?” – Inspiring Vision

## 4. Design Question

“What should be?” – Detailed description

## 5. Destiny Question

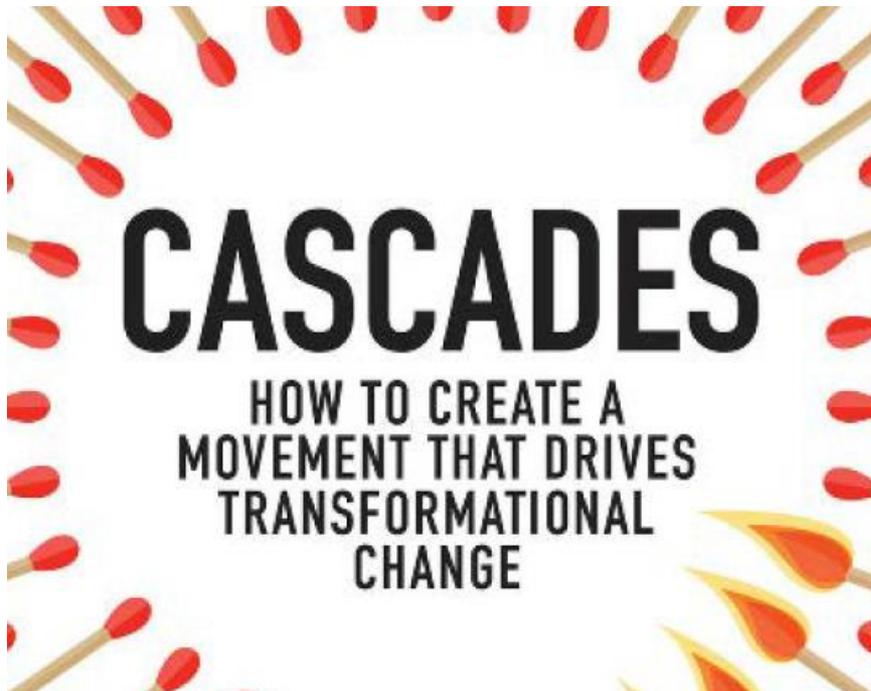
“How to empower, learn, and improvise?”

**Resource:** [How to Apply the Appreciative Inquiry Process \(Incl. 5 Tips\)](#)

# Appreciative Advocacy

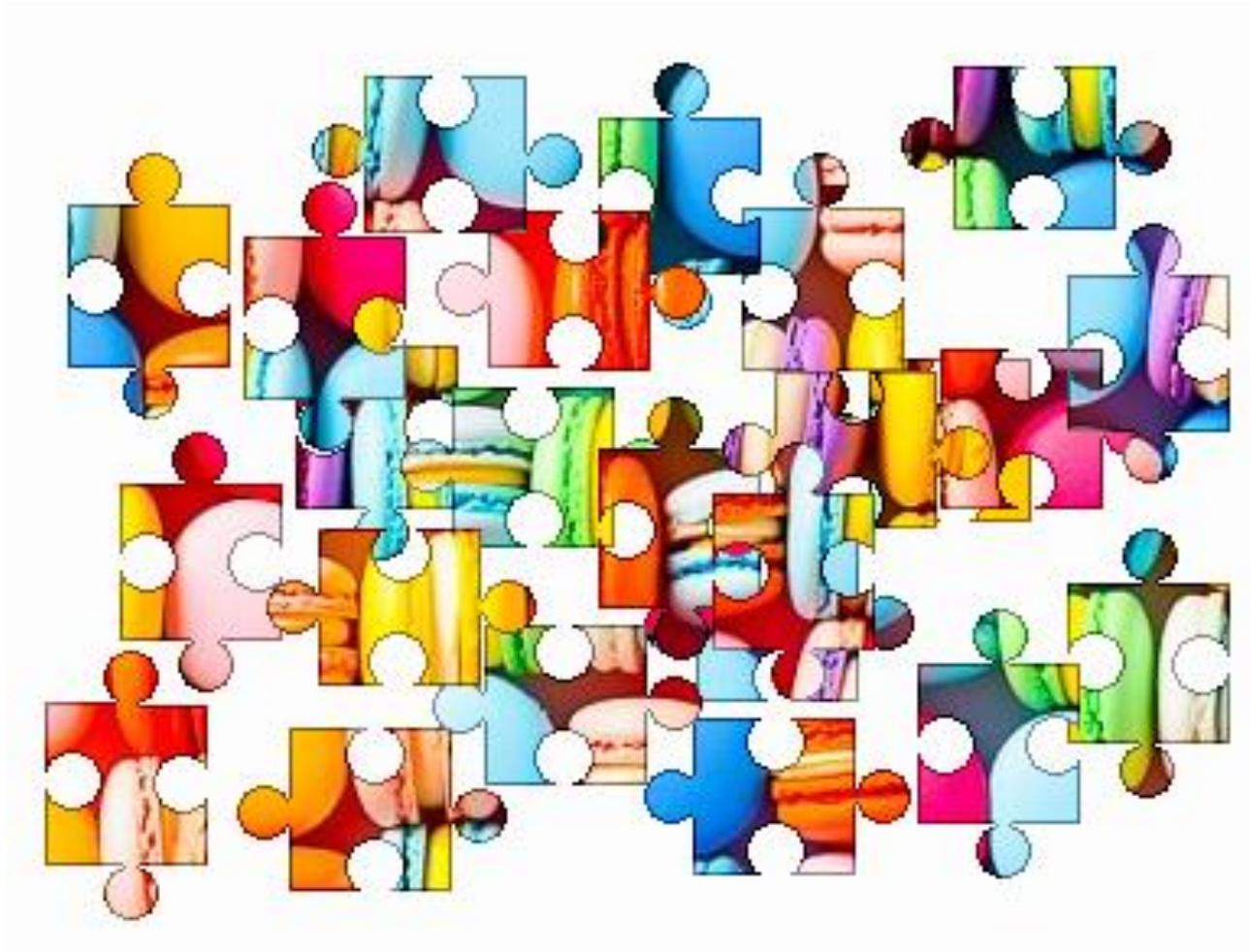
## The Cascade Method

Chosen Because it Delivers Systemic Change



- 1. IDENTIFY A KEYSTONE CHANGE
- 2. MAKE A PLAN
- 3. BUILD A NETWORK OF SMALL GROUPS
- 4. INDOCTRINATE GENOMES OF VALUES
- 5. CREATE PLATFORMS FOR PARTICIPATION, MOBILIZATION, AND CONNECTION
- 6. SURVIVE VICTORY

# Placing the Pieces



# Perspectives?

Who can you see?

Can you see  
new perspectives?



***“You can’t overpower, you must attract.” – Greg Satell***

# Do you get the picture now?



# Our Mission



To promote Independent Councils in long-term care homes across BC, to support our member Regional Associations of Family Councils and to advance the collective voice directly to the Ministry of Health ensuring residents, their families and representatives have a voice in decisions that affect their lives and help shape BC's Long-Term Care System.

[www.iltccabc.ca](http://www.iltccabc.ca)

# Resources

Ministry of Health Guide for Long-Term Care Councils: Developing, Supporting and Maintaining Resident and Family Councils

[https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/resident\\_and\\_family\\_councils\\_booklet.pdf](https://www2.gov.bc.ca/assets/gov/health/accessing-health-care/finding-assisted-living-residential-care-facilities/resident_and_family_councils_booklet.pdf)

Appreciative Inquiry Summary

<https://docs.google.com/document/d/1rjGfkUot9mm5VBSrBh7Pp0-jqHOzkJYz/edit?usp=sharing&rtpof=true&sd=true>

Appreciative Inquiry – book by David Cooperrider

<https://drive.google.com/file/d/1sGBoIPzcDdQzpE9F5deFIP0DIABiThJp/view?usp=sharing>

# Resources

Cascades by Greg Satell – Summary of The Six Principles

[https://drive.google.com/file/d/1k0v9x3wMR1qblZegbLQOyXc\\_PFpeLfOc/view?usp=sharing](https://drive.google.com/file/d/1k0v9x3wMR1qblZegbLQOyXc_PFpeLfOc/view?usp=sharing)

Cascades by Greg Satell – video

<https://youtu.be/Bk3UMckzHHo?si=YICckqiQfWQ8hEYB>