



ILTCCABC

Independent Long-Term Care Councils Association of BC

Your provincial long-term care councils' association



This diagram (below) helps to illustrate the [effectiveness of councils](#) visually. The relationship between staff, residents and family and their communication plays heavily into the effectiveness of the councils themselves.

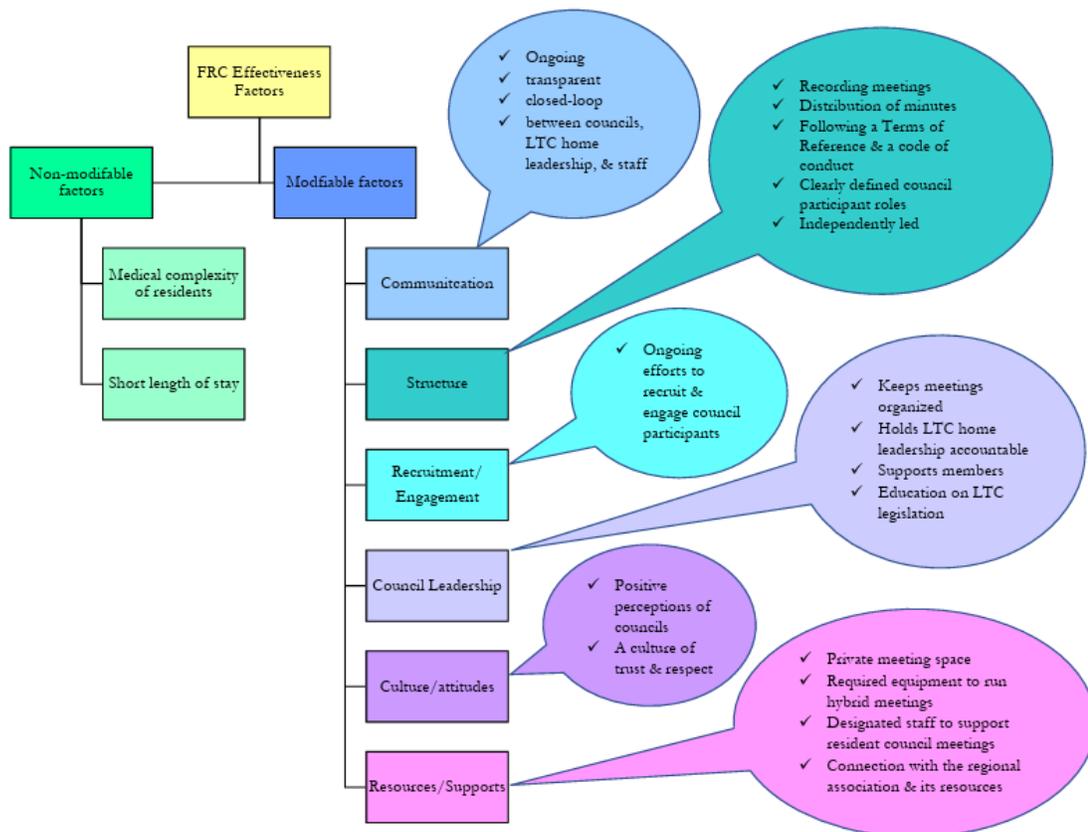


Figure 1. A visual depiction of key study findings on non-modifiable and modifiable factors of family and resident councils effectiveness (FRC)

Both the Residents' Council and Family Council play an integral role in promoting a resident-centred culture within a home and enhancing the resident and family experience.

Residents are the experts on what it is like to live in long-term care. It is their home, and residents provide insights based on their lived experiences.



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Family members support resident communication and contribute valuable outside experience and perspectives based on their own skills and expertise.

Successful collaboration between the groups involves clear and respectful communication, the establishment of boundaries and a commitment to maintaining confidentiality. Effective partnerships between the Councils can be formed when time and effort are directed towards a shared goal, whether it be planning an event or joining forces for a quality improvement initiative.

Key Aspects of Residents' and Family Councils

- **Membership:** Residents' Councils are exclusively for residents unless invited, and Family Councils are for their families and people important to them unless invited.
- **Independence:** Both Councils are independent groups, not controlled by the long-term care home. While they are offered specific supports, they are self-directed in nature.
- **Purpose:** They serve as peer-support and advisory bodies, offering a forum for open discussion and feedback to improve the long-term care home experience.
- **Collaboration:** While maintaining separate spaces for meetings, the Councils can collaborate with each other and with the home's management on various initiatives.
- **Support, Not Control:** The long-term care home is legislated to support the Councils' establishment and operation, but it does not direct their activities or decision making.