

Independent Long-Term
Care Councils of BC
(ILTCCABC)
Presents:

Relationship Building in long-term care

Based on Deborah Bakti's [Relational Triangle](#)

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ILTCCABC Structure



Your Local long-term care home Family Council

- Regulation 59
- Relationship Building
- Resident Quality of Life

Your Regional Association of Family Councils

- Volunteers with lived experience
- Elevating voices in every health authority
- Virtual family council forums for support and education

Your Provincial Association of Family Councils

- Meets monthly – 3 representatives from each region
- Meets with our Ministry of Health quarterly
- Makes known long-term care systemic issues and our recommendations (advocacy)



On the other side is a place filled with people you have never met, routines that are not yours and a future you cannot quite picture.

This massive change carries a lot of unknown, vulnerability, fear, grief, hope, and expectations.



Resident Information Board

REHABILITATION SCHEDULE

Room	Monday	Tuesday	Wednesday	Thursday	Friday
101	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00
102	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00
103	12:00-1:00	12:00-1:00	12:00-1:00	12:00-1:00	12:00-1:00
104	1:00-2:00	1:00-2:00	1:00-2:00	1:00-2:00	1:00-2:00
105	2:00-3:00	2:00-3:00	2:00-3:00	2:00-3:00	2:00-3:00
106	3:00-4:00	3:00-4:00	3:00-4:00	3:00-4:00	3:00-4:00
107	4:00-5:00	4:00-5:00	4:00-5:00	4:00-5:00	4:00-5:00
108	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00
109	6:00-7:00	6:00-7:00	6:00-7:00	6:00-7:00	6:00-7:00
110	7:00-8:00	7:00-8:00	7:00-8:00	7:00-8:00	7:00-8:00
111	8:00-9:00	8:00-9:00	8:00-9:00	8:00-9:00	8:00-9:00
112	9:00-10:00	9:00-10:00	9:00-10:00	9:00-10:00	9:00-10:00
113	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00	10:00-11:00
114	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00	11:00-12:00
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200	1:00-2:00	1:00-2:00	1:00-2:00	1:00-2:00	1:00-2:00

Friday March 28, 2025 - 1st floor

- 10:30am - 1:1 Pet Visit w/ Mila
- 11:00am - Art Therapy w/ Calla - Fireside Lounge
- 2:30pm - Oneg Shabbat - Homeside Lounge
- 3:30pm - Shabbat Service - Synagogue
- 4:00pm - Pet Visit w/ Mila
- 4:15pm - One-to-One Visits

Friday March 28, 2025 - 2nd floor

- 10:00am - Challah Baking - Bistro
- 10:15am - Scenes from Sinai - Dining Room
- 1:15pm - One-to-One Visits
- 1:30pm - Art Therapy w/ Calla - Bistro

REHABILITATION SCHEDULE

I HAVE A STORY TO TELL

PRESENTATION: Monday, March 31st, 10:00am in the Homeside Lounge

POP-UP BOUTIQUE APRIL 4 12:00 PM TO 3:15 PM at the Louis Brier Lobby

REMINDER TO FILE YOUR INCOME TAXES

Louis Brier Residents Council Agenda - March 27, 2025

- 2:00pm - Homeside Lounge, 1st Floor

Call to Order

Approval of Minutes

Assessments

- 1. Review the minutes of the previous meeting.
- 2. Review the financial statements for the previous quarter.
- 3. Review the budget for the current quarter.
- 4. Review the minutes of the previous meeting.
- 5. Review the financial statements for the previous quarter.
- 6. Review the budget for the current quarter.

Old Business

- 1. Review the minutes of the previous meeting.
- 2. Review the financial statements for the previous quarter.
- 3. Review the budget for the current quarter.

New Business

- 1. Review the minutes of the previous meeting.
- 2. Review the financial statements for the previous quarter.
- 3. Review the budget for the current quarter.

Care home staff and residents need 'family' bonds to thrive, says study

“Care home residents receive much better care when they enjoy “family” bonds with staff—but staff must be empowered to create these bonds, new research has found.”

FAMILY COUNCIL

Family Council
Families advocating for quality of care for residents of the Louis Brier Home and Hospital.

FAMILY COUNCIL
Learn more at our Family Council portal on the Louis Brier website: <https://louisbrier.com/familycouncil>

POP-UP BOUTIQUE
APRIL 4
12:00 PM TO 3:15 PM
at the Louis Brier Lobby

FOR US
The Family Council is a group of family members and staff who work together to improve the quality of care for residents of the Louis Brier Home and Hospital.

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What should a “relationship” look like in long-term care?

....a meaningful, trust-based connection between residents, staff, and families, crucial for quality of life, focusing on empathy, consistency, and personalized care, moving beyond just tasks to foster dignity, security, and emotional well-being



What should a “relationship” look like in long-term care?

... It's about understanding individual needs and fostering genuine human connection, whether between a caregiver and resident, residents themselves, or supportive family ties, creating a more therapeutic environment.



Model of Care

- ▶ The current model of care in BC long-term care homes is institutional and dehumanizing. Activities of daily life should be responsive to resident preferences vs. focusing on facility routines and efficiency.
- ▶ This hospital-like approach could be replaced by a relational model of care. One that focuses on enabling residents to enjoy their lives (quality of life), not just surviving it. Approaches need to take into account the special needs of residents living with dementia and other chronic conditions.



What does relational behaviour mean and what does it look like?

The relational approach provides an emotionally safe way to support behaviour and development, rather than a system to manage it.

It views behaviour as a reflection of the individual's underlying needs and regulatory systems, rather than viewing behaviour as choice and intention.





**Deborah Bakti's Podcast on the
Relational Approach in Long-Term
Care: Building Trust Through
Family Councils – A Relational
Conversation with Lisa Dawson**

By [ILTCCABC](#) May 22, 2025

[LISTEN HERE](#)

1. Building Connections and Trust

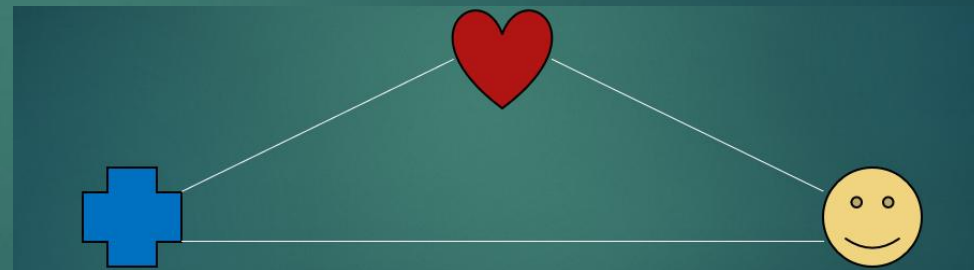
Open and trusting relationships flourish where connections between care home and families:

- are encouraged and supported to open up respectfully;
- include reaching out for new family and resident ideas and feedback;
- ensure residents and families know who to contact;
- prioritize continuous quality improvement and a support a culture of learning;
- recognize family as part of the caregiver team.

2. Family as Caregivers

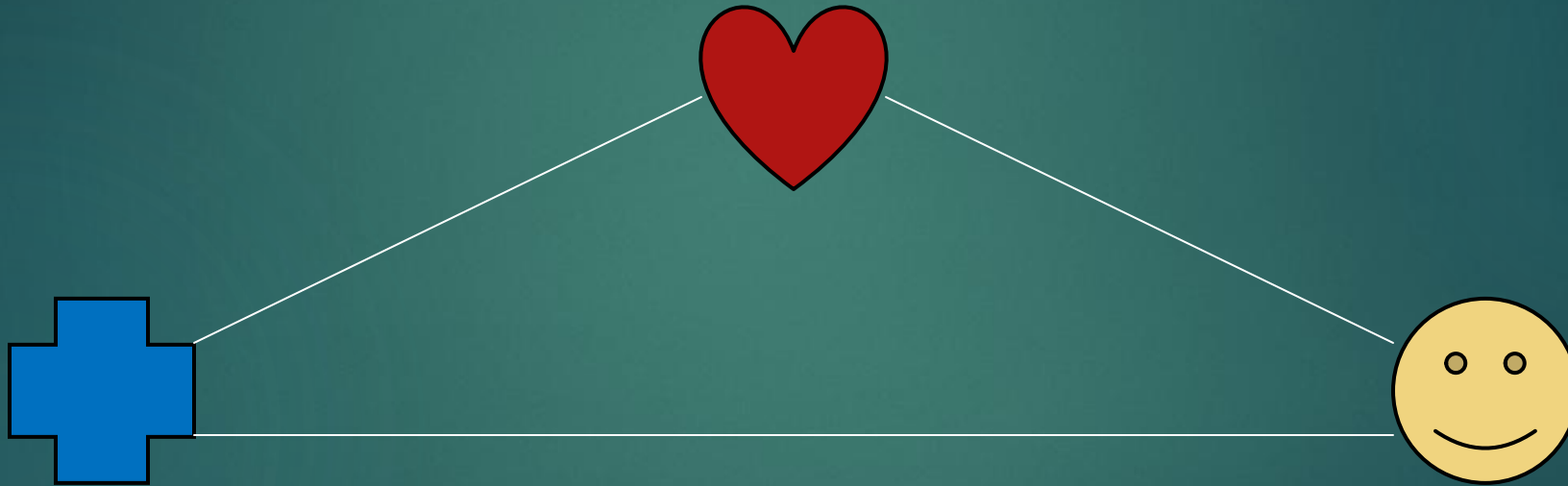
Once families are accepted as part of the care team then, navigating that role and its interdependency with staff and your loved one can take place with successful results for the sake of all residents.

- The Relational Triangle by [Deborah Bakti](#)
 - a. Awareness
 - b. Acknowledgement
 - c. Adapt
 - d. Accept
 - e. Allow
 - f. Accountable
 - g. Appreciate

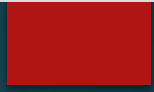


3. Relational Triangle

The interdependency of expectations, understanding and trust. They all impact and influence each other.



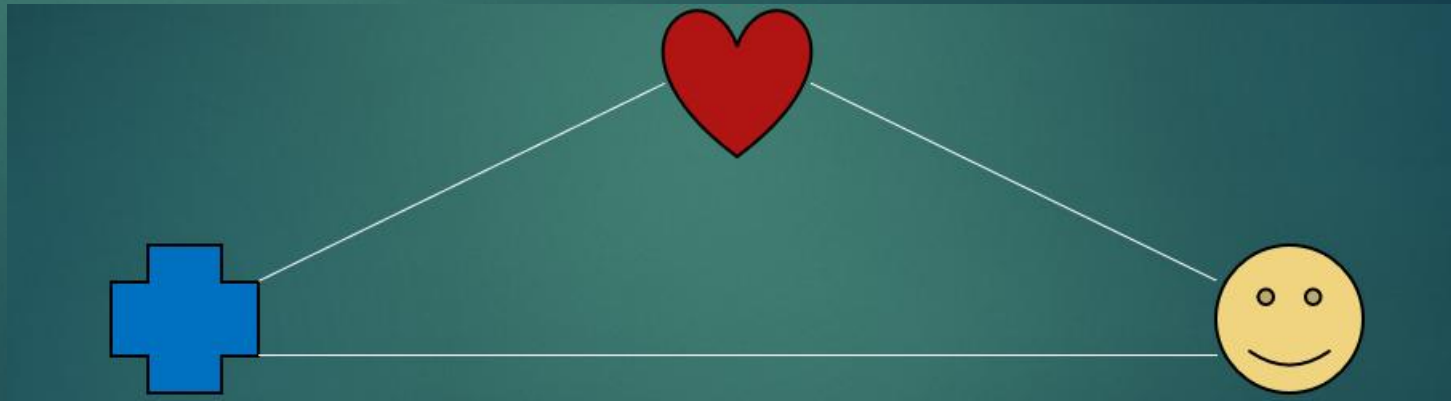
In order to impact and influence each other positively, a great deal of self awareness is required between staff / administration and family. Though this communication is directed to families, the same principles can be used for all staff.



a. Self awareness and the Relational Triangle

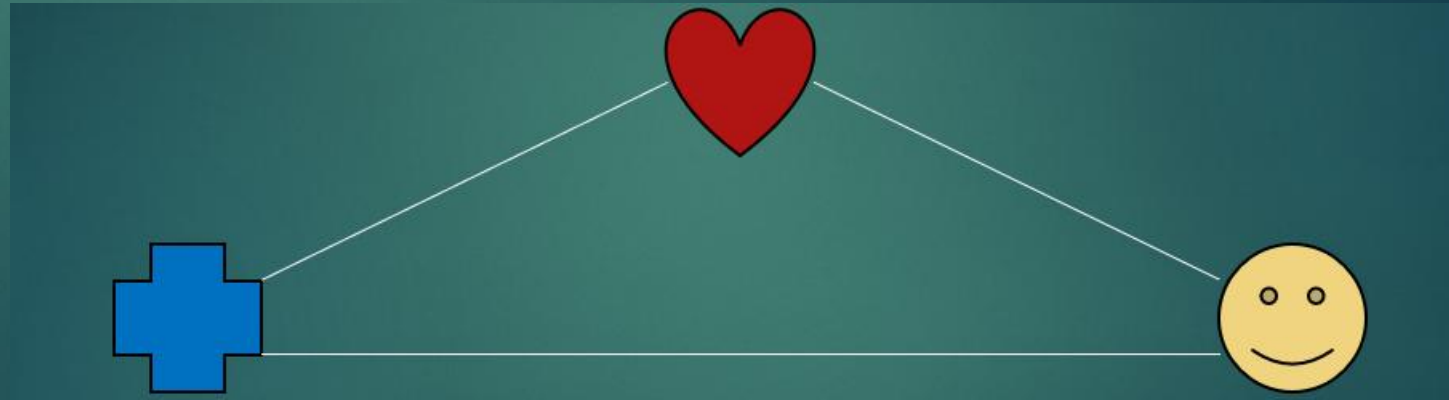
Prepare for encounters so the response can be met with better emotional intelligence.

Self-awareness is a practice. For many, an overlooked or an uncomfortable but necessary practice



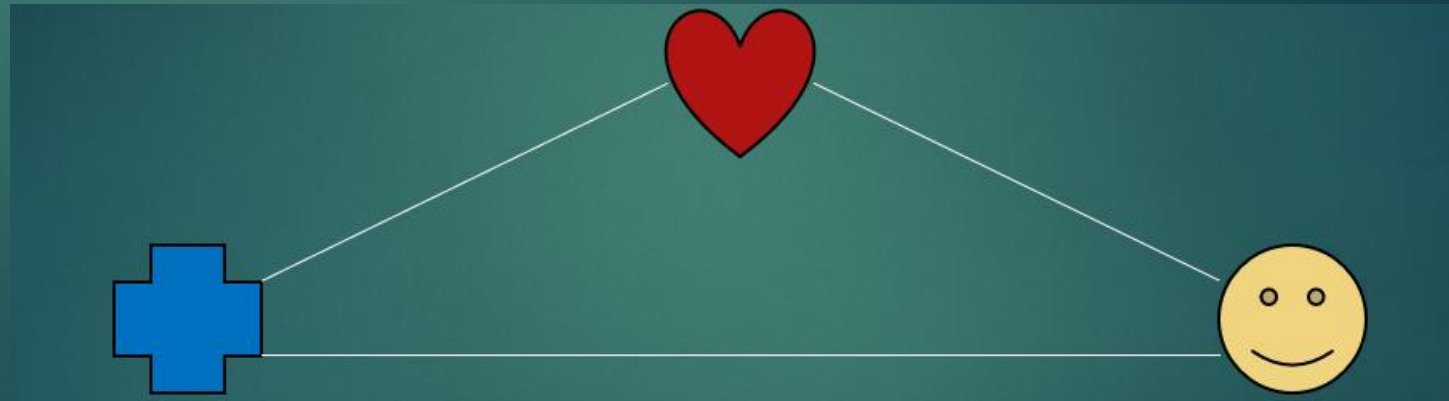
b. Acknowledgement and the Relational Triangle

Recognize and acknowledge the emotional impact
on yourself



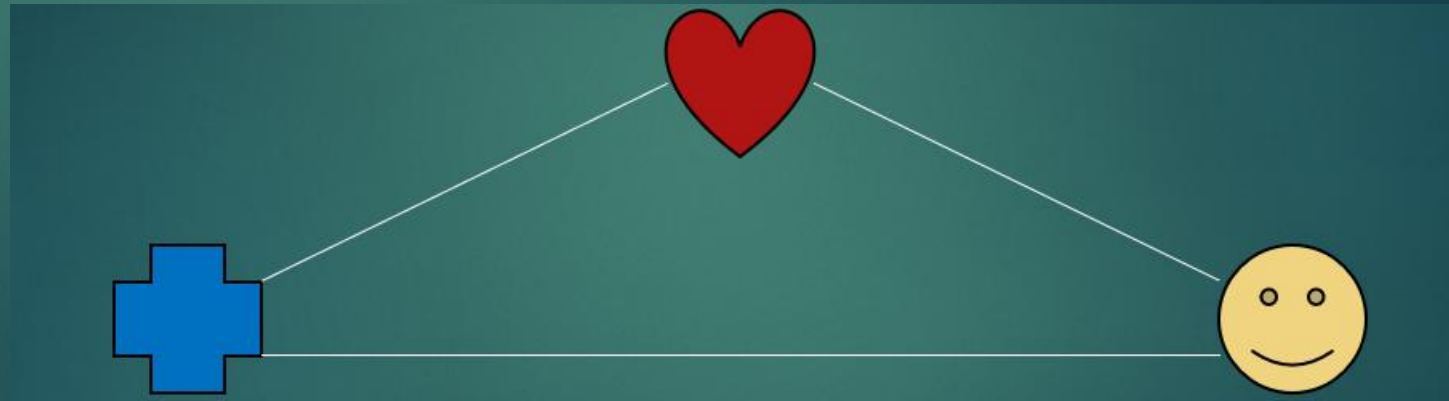
c. Adapting and the Relational Triangle

“We cannot direct the wind, but we can adjust the sails.”
– Dolly Parton.



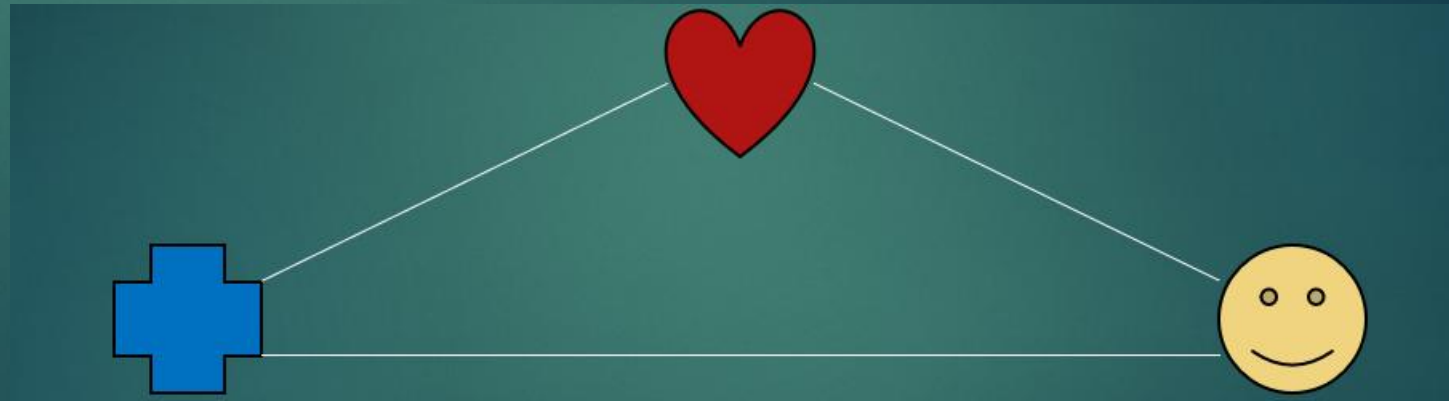
d. Accepting and the Relational Triangle

Should, could and would: these seemingly innocent words are pervasive in our thoughts and conversations. While it is natural to reflect on how a certain situation might be different in hindsight, getting stuck on these thoughts can negatively impact our mental health.



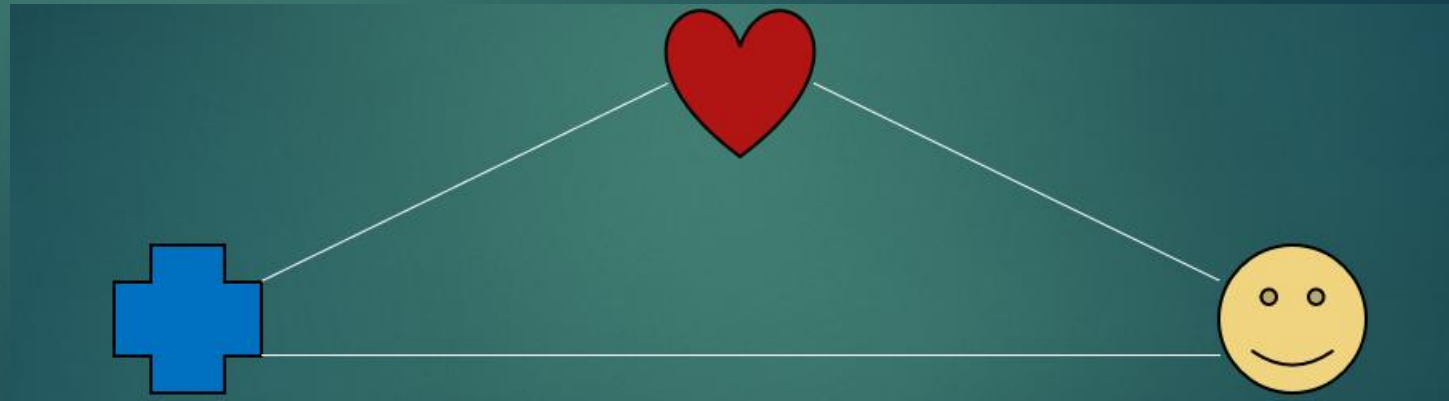
e. Allow and the Relational Triangle

This is the stage where you can see possibilities and opportunities to contribute.



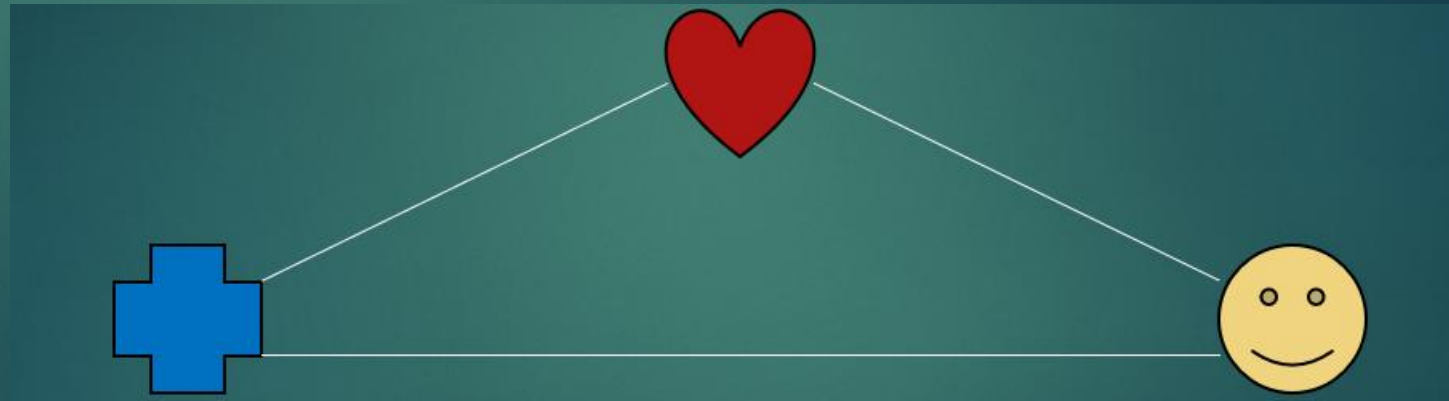
f. Accountable and the Relational Triangle

Personal accountability is both a mindset and a choice, not a skill set. The individuals who had a highly accountable mindset shared four factors: commitment, resilience, ownership and continuous learning



g. Appreciate and the Relational Triangle

“Feeling grateful or appreciative of someone or something in your life actually attracts more of the things that you appreciate and value into your life.” – Dr. Northrup Christiane



What is next?

- Families support your Family Council
– attend meetings, volunteer on executive
- Establish a Family Council if there is not one
- Transition your Staff Led Family Group to establish a self-led Family Council.
- Learn more about Family Council advocacy at the health authority level and at the provincial level. Contact your regional association of family councils: [ILTCCABC: Independent Long-Term Care Councils of BC](#)





Thank you!

Question Period

ILTCCABC Contact:

Email: iltccabc@gmail.com

Website and Social Media:

<https://iltccabc.ca/>

Contact us:

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