



Need for Practicing Gentle Advocacy



With **compromise**
everyone feels heard and
solutions are reached



Guiding Principles that Distinguish Gentle Advocacy From Other Forms of Advocacy

- **Respect & Inclusion** – Acknowledging all voices involved
- **Compassion & Fairness** – Advocating with empathy and integrity
- **Collaboration & Mediation** – Working together for win-win solutions
- **Human Rights & Protocol** – Recognizing legal and ethical frameworks
- **Outcome-Oriented** – Striving for the best possible resolution

How We Advocate for our Loved ones in LTC

Click on this link to go directly to article

Get to Know Your Care Team

Care Aides, Nurses

Housekeeping,
Maintenance,
Dietitian

Recreation
Reception

Director of Care

Finance Dept

Is there a Problem

Identify the problem.

Timing is Important

Make notes in
chronological order

Whose involved

How's it affecting
your loved one.

How can you help



Who's the Best Person to Help

Can a care aide give you a quick answer?

Post a note on the wall where easily visible

Start with the Nurse or
Consider the Dietitian,
Housekeeping, Maintenance Mgr.

Follow the homes protocol Read
the Family & Resident Handbook

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No Resolution?

Speak to the
Director Of Care

Ask for a specific
meeting time.

Practice How you will present

Review Your Notes
Remove emotions, blame
or accusations
Be calm and reasonable
Be concise
Be aware of time
Give them time to process
Ask questions.
How can we resolve this?
What are the barriers?
How can I help?
Stay focused.

Check with the Family
Council in your home they
can help direct you
or

Call your regional associaiton
of family councils - they may be
able to support or refer you to
others who can support you.

Breathe deep and stay rooted
in knowing there are solutions.

Contact your provincial or regional association of family councils

Provincial Association of Family Councils

Independent Long-Term Care Councils Association of BC (ILTCCABC)

iltccabc@gmail.com

ILTCCABC's member Regional Associations of Family Councils:

Fraser Association of Family Councils

fafc.regional@gmail.com

Interior Association of Family Councils

interiorfamilycouncils@gmail.com

Northern Association of Family Councils

nafc.regional@gmail.com

Vancouver Coastal Association of Family Councils

vcafc.regional@gmail.com

Vancouver Island Association of Family Councils

viafc.regional@gmail.com