Discover Family Council Resources: ILTCCABC Website and Education Portal September 22 2026

Goals for the website resources tour:

Know where to find things
Understand what is available
Feel confident using resources
Tell us what is missing, confusing or could be better
Key message: "Tonight, we want to show you what we have — but, even more importantly, we want to hear what you need."

Discussed Topics

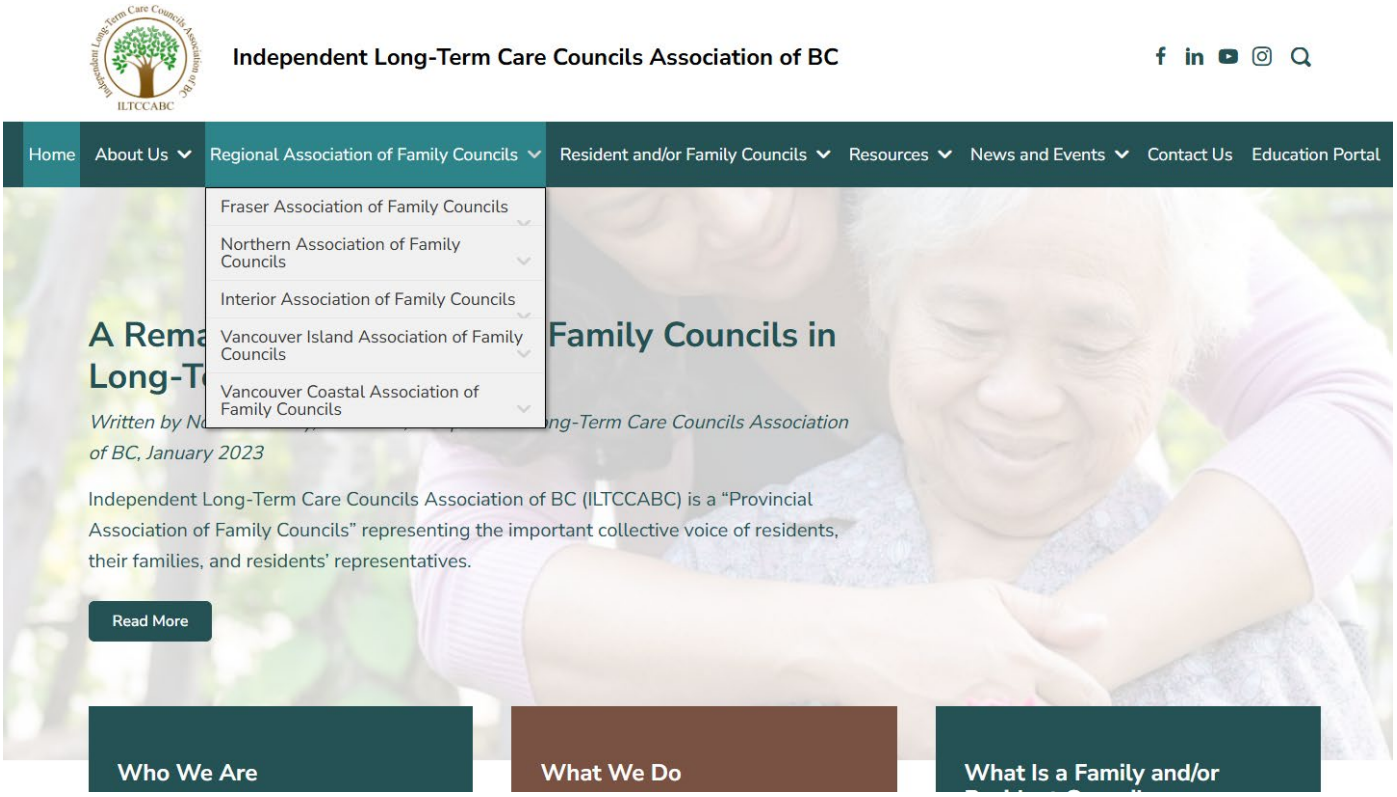
A. Five Regional Associations on the Website

Demonstration of each regional association (Fraser, Vancouver Coastal, Vancouver Island, Interior, Northern)

- Each regional association has its own section with who they are, what they do, news and events, and resources. The Interior Association has its own separate website linked to the main site and is a registered charitable organization. Vancouver Coastal has an additional advocacy page. Northern Association has its logo, regional map, terms of reference, code of conduct, pamphlet, and contact information.

- All five regional associations are accessible from the central ILTCCABC website, though they vary in depth and structure based on their individual development.

Email: iltccabc@gmail.com
https://iltccabc.ca/



B. ILTCCABC Website https://iltccabc.ca/

Orientation to the new structure:

1. One provincial home

- ILTCCABC
  - About us includes reports Financials and Reports | Long-Term Care Reports for ILTCCABC

2. Five Regional Associations of Family Councils

- Fraser (FAFC)
- Interior (IAFC)*
  * Unique as IAFC has their own website

- Northern (NAFC)
- Vancouver Coastal (VCAFC)
- Vancouver Island (VIAFC)

The regional association websites have been brought into the ILTCCABC site as regional pages, creating a more connected provincial resource.

3. Resident & Family Councils

- What is a council?
- Establishing a Family Council
- Establishing a Resident Council
- Role of Regional Associations
- FAQs
- Council booklet – Ministry of Health Guidelines

4. Resources
Point out that resources are now more **centralized** and easier to access from the provincial site. The website also provides quick links to key documents and Family Council resources
Newsletters: Newsletters Archive | Email Newsletters (you should subscribe!)
Resources: LTC Family Council Resources

C. Suggested Topics for inclusion into the education Portal:

1. Legacy Family Members and Council Participation

A question was raised about eligibility for family council participation, particularly for individuals whose loved ones are no longer in care.

- Legacy family members (those whose loved ones have passed) are welcome to remain engaged in family councils. Resources on this topic are available in the Educational Portal.

Email: iltccabc@gmail.com
https://iltccabc.ca/

2. Volunteerism in Long-Term Care

A question was raised about volunteers visiting residents prompted a broader discussion on the state of volunteerism in long-term care.

- **One participant d**escribed his role as a Legion Service Officer, noting that many residents have limited family visits due to transportation barriers or caregiver incapacity, and expressed interest in connecting volunteers with care homes.
- It was Acknowledged that volunteerism in long-term care is a significant and underserved area. A province-wide framework for a volunteer program in LTC exists but cited a structural barrier: United Way and other Groups only work with community organizations, and long-term care homes fall outside that scope.
- **It was noted that** a funded volunteer program in every long-term care home, including paid background checks and one paid PT coordinator to connect with community organizations such as legions, schools, and faith-based groups should exist.
- **Example in the Chase community:** Chase has benefited from the Better at Home program coordinator and a Community Connector for three years, which has helped funnel volunteer information through the Legion and the Health Services Foundation.
- Volunteerism in long-term care is critically needed but structurally underserved. ILTCCABC does not currently have a document on volunteerism in the portal, but the topic was flagged as an important gap to address.

---

3. Family Council Engagement and Participation Strategies

A family council member from a dementia focused long-term care center raised the challenge of engaging families in council participation.

- Identified engagement and participation as the primary concern for the family council
- **Suggested strategies:**
  Varying meeting formats (in-person vs. virtual, different days and times), Promotion through bulletin boards, emails, websites, pamphlets, admission

packages, postcards, and big-screen TVs in the care home.
The importance of care home staff to refer and support the council as a community within the care home
Ask to split the cost of printing a welcome postcard to be handed out at admission or first week. Consider a :bake sale" to raise money for the other half.

- **Suggestion to** approach the Legion and local Health Services Foundations as funding sources, noting that 80% of Legion-raised funds must by law be returned to the community. Hospital foundations and auxiliaries are good sources as well.
- Engagement requires creative promotion, relationship-building with management, and leveraging community resources. Councils should not hesitate to ask care homes and community organizations for support.

4. Overview and Examples:

If you need…	Start here
Information about starting a Family Council	Resident & Family Councils
Ideas for maintaining your council	Resources and Education Portal
Council templates	Education Portal
Help with a difficult conversation	Education Portal
Information from a past education session	Education Portal
Information about your Regional Association	Regional Association pages -see image
News and current developments	News
Upcoming learning opportunities	Events

Email: iltccabc@gmail.com
https://iltccabc.ca/



5. The ILTCCABC Education Portal

ILTCCABC Education Portal - **the "deep resource library."**

The portal is now open to everyone and includes resources supporting councils from **foundational education through start-up, maintenance and succession**. It also contains adaptable templates and resources developed through council experience and information sharing. (ILTCCABC Resources Portal)

The main portal page contains an explanation of the ways in which you can search

A few demonstrations:

1. Search for - Starting a Family Council

- Start-up templates
- Sample documents
- Processes

2. Search for - Maintaining an Effective Council

- Meeting tools
- Council practices
- **Effectiveness** resources/checklist

3. Search for - Conversations & Challenging Situations

- Conversation helpers

- Tools for approaching difficult issues

4. Search for - Education Session Resources

- Show the collection of materials from previous education sessions
- Explain that participants can return to resources after attending a session

5. Search & Categories
Demonstrate the practical ways to find resources:

- **Search**

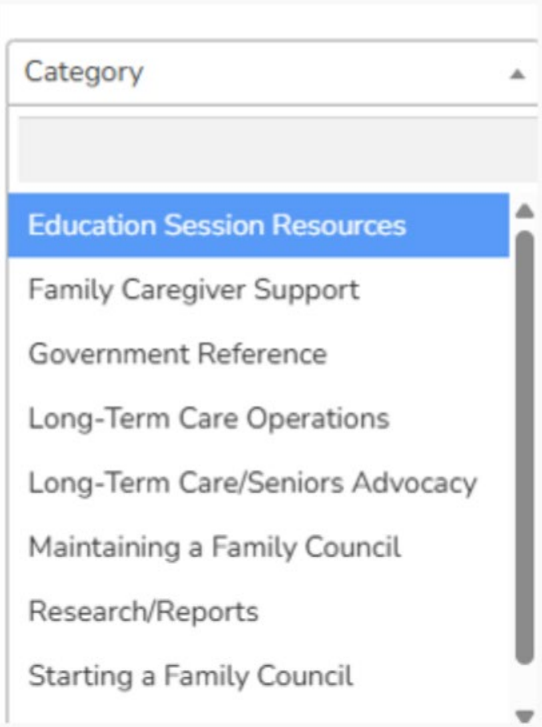
The Search line will be your most-used search tool. Simply enter the word or phrase you are seeking information about, and the search tool will find documents with the word or phrase in them.



Email: iltccabc@gmail.com
https://iltccabc.ca/

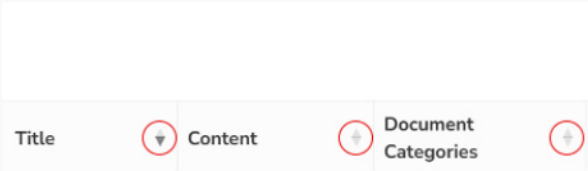
- **Categories**

There are 8 categories, with a drop-down box to sort all documents within the portal if you wish to sort by category.



- **Toggle Button**

Most columns have a toggle button to the right of each column header.



All content automatically defaults to the newest first. The toggle allows you to sort by content, alphabetically by title, or by category, depending on which column you click on the toggle.

Email: iltccabc@gmail.com
https://iltccabc.ca/

Title	Content	Categories
.Starting a Family Council A-Z – List	Starting a Family Council A-Z	Starting a Resident or Family Council
001 – Starting a New Family Council Overview	Starting a Family Council A-Z	Starting a Resident or Family Council
002 – Project Plan – Starting a Family Council	Starting a Family Council A-Z	Starting a Resident or Family Council
003 – Appendix 1 Sample Notice to families re: family information session	Starting a Family Council A-Z	Starting a Resident or Family Council

The portal specifically provides eight categories, file-type filtering and a search function.

Summary:

1. The ILTCCABC website is the **provincial home for Family Council information and resources.**

2. The Education Portal is the **deeper library of practical tools, templates and learning resources.**

3. You are helping us make both better.

We don't want to build a website based on what we think councils need. We want to build it around what councils tell us they need.

Send us your suggestions: iltccabc@gmail.com