



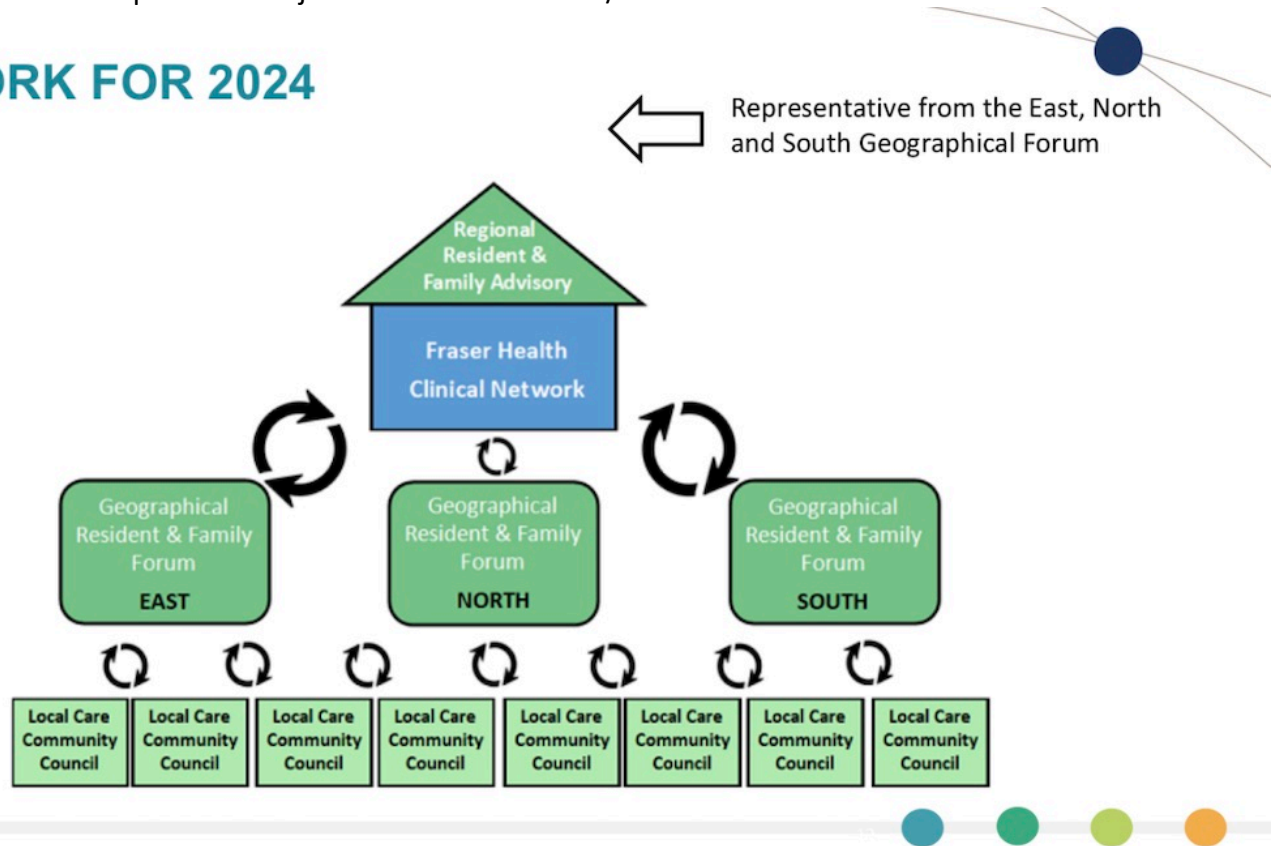
Fraser Health Regional Resident and Family Advisory Committee (RRFAC)

Better health.
Best in health care.

SUMMER/FALL UPDATE 2024

The summer months of July and August 2023 allow divisions and committees within Fraser Health to pause, spend time with family and friends, and to reflect on their activities over the previous ten months and to consider what the plans and objectives will be for 2024/2025.

FRAMEWORK FOR 2024



Here is a summary of our achievements, and some of the projects and innovations, both current and upcoming that we will have the opportunity to discuss when the Regional Resident and Family Advisory Committee reconvenes:

Wednesday, October 27, 2024, 2:00-4:00 pm

To begin, we will restate the purpose of the RRFAC and the roles and responsibilities of the Committee members.

Purpose:

To support the Fraser Health LTC/AL Strategic Plan in partnership with FH leadership and to ensure that residents and family members within LTC/AL community care have their perspectives included in the design, development,

and delivery of health services for LTC/AL.

Collaborative Roles and Responsibilities:

- Providing input on health initiatives at the regional level
- Supporting the establishment and retention of Family and Resident Councils throughout the region
- Informing Family and Resident Councils on LTC/AL initiatives, projects, and policies within the region
- Resident and family committee members will contribute their perspectives and the perspectives of others within the care communities they represent from “lived experience” in the LTC/AL sectors

Projects and Initiatives from September 2023 to June 2024

Fraser Health has led the province in establishing a structure whereby the voices of family members and residents in the individually owned and operated and affiliated care communities in the region could be heard at all levels within the Authority and ultimately represented at meetings with the Provincial Ministry of Health (MoH). To this end, the Geographical Meetings for the North, South, and East that began in June 2023 continued in September 2023, January 2024, April 2024, and June 2024. Geo- Chairs (and alternates) were selected as representatives for their regions and were tasked with developing the geo- meeting agendas with the support of Fraser Health staff. Feedback from the care communities and the Geo- Chairs brought about a change from 3 separate geo-meetings each quarter, to a combined single session known as the Geographical Resident and Family Forum and a change in time from daytime to the evening when more family members would be available to participate. The Geo-Chairs were also invited to become members of the RRFAC.

The next meeting of the Geographical Resident and Family Forum will be **Wednesday September 17, 2024, from 6:00-7:30 pm.**

Members of the RRFAC were engaged with a Provincial Focus Group on LTC Quality Framework (September 2023) and with the Dementia Strategy Working Group (June 2024). The Powerpoint summary of the LTC Quality Framework was shared with the RRFAC and during Geographical Forum meetings.

The Ministry of Health conducted Provincial Forums for Resident and Family Councils on June 18 and December 6, 2024. MoH recognizes the importance of hearing stories, successes and opportunities for improvement from Health Authorities, family members and residents and determined that the frequency of meeting should increase from one annually to at least two per year.

Susan Brown and Catherine Youngren were invited to the June meeting of the Fraser Association of Family Councils (FAFC), a Chapter of the Independent Long Term Care Association of Family Councils of British Columbia. The FAFC President, Edna Sandoval, is a guest member of the RRFAC. Catherine spoke on the Fraser Health Family Council support structure and Susan gave an in depth explanation of the Provincial LTC Quality Framework. Fraser Health and the FAFC look forward to collaborating in support of Family and Resident Councils throughout the region.

The RRFAC was asked to review the nominees and select the award recipients for the first Annual LTC Care Community Awards

RRFAC meetings were held:

- October 2023:
 - Presentation made by Edna Sandoval on the Independent Long Term Care Councils Association of British Columbia (ILTCCABC)
- February 2024:

- Vision and Focus 2024 presentation on the FH Family Council initiative
- May 2024:
 - Geographical Forum Update
 - ‘Marketing’ Family Councils as an LTC amenity
 - How to encourage families and residents to participate in Family Councils
 - Resident Hygiene before and after meals
 - Improving the Dining and Food Experience
 - Provincial Quality Framework Presentation

Kudos!

- 75 of our 82 care communities within the FH Region have either Resident Councils, Family Councils, or Family/Resident Councils. The goal is to have Councils in all our care communities by the end of 2025.
- We welcome our Geo-Chairs and Alternates, they are:
 - North—Chair, **Craig McCulloch**, craigmcculloch@me.com
 - Alternate – **Rainy Kent**, rainykent@gmail.com
 - South—Chair- **Teri Thorp**, tthorp@shaw.ca
 - Alternate – **Robyn Neff**, roadstergirl@telus.net
 - East—Chair -**Arron Dockstader**, arron.dockstader@fraserhealth.ca
 - Alternate – **Leslie Nerheim**, familiesofheritage@gmail.com

New Resident and Family Engagement Opportunities

- Fraser Health Home Health Services is requesting participation from clients, family members, and caregivers who have experience in accessing and receiving their services. For more information please email: simplifiedaccess.cmf@fraserhealthg.ca or phone 236-632-5706
- Leah Copella (PhD candidate and FH Research Assistant, is seeking/requesting research interview participation with- LTC/AL physicians, LTC/AL site leadership, frontline care providers, and resident and /or family caregivers, older people living with HIV, community organization leaders - for her study”:
“Caring for Older People Living with HIV/AIDS in Long -Term Care and Assisted Living in BC’s Fraser Health Region”

We hope you are all having a wonderful summer and we look forward to reconvening the committee in October.

Catherine Youngren—Co-chair, Family Partner
Susan Brown—Co-chair, Regional Director, Quality & Research, Home and Community Care Services

