

## What Projects Will I be Working On?

Resident and Family Advisor have previously worked on.

- Falls Prevention Quality Improvement
- Pain Management Education Pamphlet
- Best Practice Spotlight Organization Steering Committee
- Safety Week Planning Committee

If you would like information on current and planned projects, please contact using the information at the bottom of this page.

## Who Should Be Interested in Becoming an Advisor?

You are prepared to:

- Voice suggestions and identify potential solutions to help improve care
- Talk about personal experiences as a family member or resident (this can be extended to the experiences of others)
- Be open to work on a variety of issues
- Show an understanding of Perley Rideau values
- Bring a positive attitude to discussions, listen and respect different opinions
- Keep any shared information private and confidential
- Have a recent care experience with the Perley Rideau

## Contact Information

**Lacey Sheng**  
Performance Improvement Consultant

advise@prvhc.com  
613-526-7170 ext. 2205

[www.PerleyRideau.ca](http://www.PerleyRideau.ca)



## What is the Program About?

Building on the success of working with the Veteran Residents' Council, Community Residents' Councils and Family & Friends Council, the Perley and Rideau Veterans' Health Centre is engaging residents and families as Advisors to provide additional support on quality and safety improvement projects.

The Program brings the experiences of residents, families, and staff together to make a positive contribution to the planning, delivery, and monitoring person- and family-centred care.

## What Does “Resident and Family Advisor” Mean?

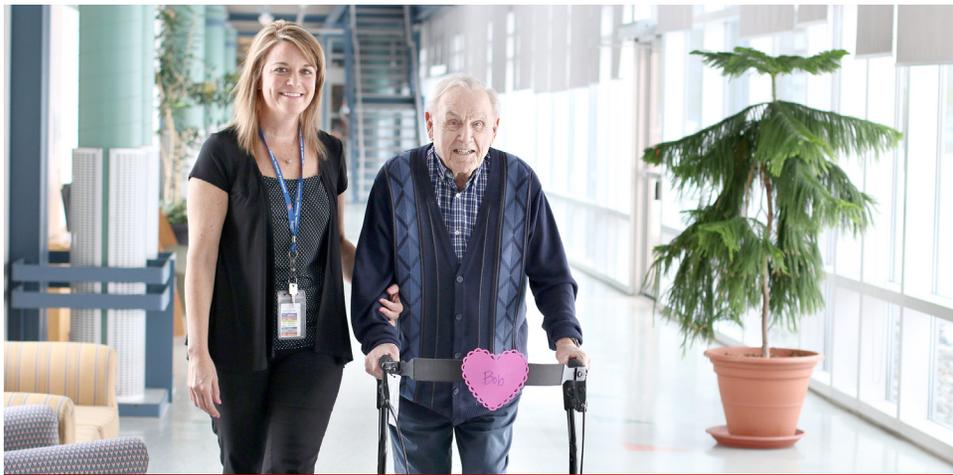
Advisors are residents and family members who want to:

- Help improve the quality of care for residents and the caregiver experience of family members
- Ensure that the personal experiences of the family member and resident are included in the care process
- Help plan changes to improve the care of residents, overall

## How Does this Support Person- and Family- Centred Care?

As an Advisor, you will find yourself working with others who want to make a difference in long-term care to ensure:

- Resident and family perspectives and choices are treated with **respect and dignity**
- Residents and families are encouraged and supported to **participate** in care and decision-making at the level they choose
- Residents and families receive timely, complete and accurate **information** to actively participate in care and decision-making
- Residents, families and staff **collaborate** in policy and program development, implementation and evaluation



## What Contribution Will You Be Making?

You may contribute in one or more of the following ways:

- **Attend council meetings.** You can participate either as an active council member or serve as an executive member. If you would like more information please contact using the information at the bottom of the last page.
  - If you are a veteran long-term care resident, please attend the Veteran Residents' Council meetings.
  - If you are a community long-term care resident, please attend the Community Residents' Council meeting.
  - If you are a family member or a friend of a resident, please attend the Family and Friends Council meetings.
- **Participate on projects that interest you and fit your preferred level of involvement, either short or long term.** We want to find a match between your interests/expertise and the program's work plan. You will receive briefings and background materials to equip you to be a contributing member of a project team.
- **Share your care experience.** Advisors can help by talking about their health care experiences with the care team, staff, and other families and residents.
- **Participate in discussion groups.** Advisors can relate their experience as a family member or resident and describe what opportunities exist for improvement.
- **Review existing, or help create new, education or information materials.** Advisors help make these materials easier to understand and use by family members and residents.

## What is the Expected Average Amount of Time and Level of Involvement ?

- Depending on the project, Advisors can expect to contribute up to 10 hours a month.
- By signing up as a Resident or Family Advisor, you are indicating that you would like to be matched with a project team.
- You are not committing to anything until you meet with the Team Leads and decide to join. The team usually meets regularly during working time on site at the Perley Rideau (validated tickets are available for your parking and we are more than happy to provide any other assistance that you may need).