



What is the Program About?

Building on the success of working with the Veteran Residents' Council, Community Residents' Councils and Family & Friends Council, Perley Health would like to engage residents and families as Advisors to provide additional support on quality improvement and other important operational projects.

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

- The Best Practice Spotlight Organization Steering Committee
- The Safety Week Planning Committee

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

Who Should Consider Becoming an Advisor?

Individuals that are prepared to:

- Voice suggestions and identify potential solutions to help improve care and service
- 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 Health 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 Health

Contact Information

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Resident and Family Advisory Program

What Does “Resident and Family Advisor” Mean?

Advisors are residents and family members who want to:

- Help improve the quality of care and quality of life 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 planning and delivery process
- Help plan changes to improve the care and daily life of residents.

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 respected
- 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 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.
- Become a member of the Quality Council, an advisory committee, providing recommendations to leadership related to the ongoing implementation of continuous quality improvement at Perley Health. Resident and family candidates for this committee are determined by Perley Health leadership.
- 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 active projects. 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 Average Amount of Time and Level of Involvement ?

- Depending on the project, Advisors can expect to contribute up to 5 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. Project teams typically meet during regular business hours on site at Perley Health

What Projects Will I be Working On?

Resident and Family Advisors have been involved in:

- The Falls Prevention Quality Improvement Team
- The Delirium, Dementia and Depression Quality Improvement Team
- Development of the Pain Management Education Pamphlet