

# Networking Plenary: Share Challenges & Successes

## Challenges

<u>CHALLENGE</u>	<u>SOLUTION</u>
Engaging families to join the Council <ul style="list-style-type: none"> <li>How to get the word out?</li> </ul>	<ul style="list-style-type: none"> <li>Work with the Home to get the information out</li> <li>Use different communication tools i.e. Bulletin Board, email</li> </ul>
Logistics: What's the best meeting time?	<ul style="list-style-type: none"> <li>Alternate meeting times from month to month e.g. January 3<sup>rd</sup> Thursday evening, February 1<sup>st</sup> Saturday afternoon</li> <li>Rural areas: try daytime meetings</li> </ul>
How to network with Other Councils, build Networks	<ul style="list-style-type: none"> <li>Reframe meetings as rewarding, important</li> <li>Hold regular meetings with guest speakers</li> <li>Rename as a "forum" vs. a meeting</li> <li>Make it fun!</li> </ul>
Having funds available for Council/Network	<ul style="list-style-type: none"> <li>Ask for people to make a small donation for the cause</li> </ul>
Communication tools	<ul style="list-style-type: none"> <li>Have a website with a webmaster</li> </ul>
Recruiting the right people	<ul style="list-style-type: none"> <li>Identify which skills you need</li> <li>Ensure that people feel heard</li> </ul>
Keeping good members	<ul style="list-style-type: none"> <li>Get people involved- ask them to do a piece of work</li> <li>Start meetings on a positive note</li> <li>Delegate tasks</li> <li>Make sure everyone is aware of processes</li> <li>Include Continued Membership in Terms of Reference to encourage people to stay on Council after their loved one dies</li> </ul>

<b><u>CHALLENGE</u></b>	<b><u>SOLUTION</u></b>
Information exchange	<ul style="list-style-type: none"> <li>• Ask LTC staff to present at meetings</li> <li>• Clarify what can be shared outside of meetings (confidentiality)</li> </ul>
Transitioning to self-led Council	<ul style="list-style-type: none"> <li>• Establish group identity</li> <li>• Set goals &amp; write Terms of Reference</li> <li>• Write own meeting minutes</li> <li>• Collaborate with staff</li> <li>• Build understanding of Long-Term Care Homes Act</li> </ul>
Build supportive relationship with Administrator	<ul style="list-style-type: none"> <li>• Invite Administrator to attend meetings</li> <li>• Keep meetings and interactions with staff positive and respectful</li> </ul>
Keeping focussed	<ul style="list-style-type: none"> <li>• Differentiate between individual and collective issues- for individual concerns direct person to appropriate Home staff member; for collective concerns, Council decides if wants to peruse as a Council concern</li> </ul>

## Successes!

<b><u>SUCCESS</u></b>	<b><u>CONTRIBUTING FACTORS</u></b>
<p>Good rapport/relationship with Administrator</p> <ul style="list-style-type: none"> <li>• Administrator paid for Council members to attend Conference</li> <li>• Council efforts recognized</li> </ul>	<ul style="list-style-type: none"> <li>• Talk regularly—not just about complaints!</li> <li>• Built relationship over time</li> <li>• Home has a 'doors open' policy</li> <li>• Administration offices are centrally located in Home</li> <li>• Emphasize on the same page</li> <li>• Photos of management in the Home- helps families identify staff</li> <li>• Determination to build relationships</li> <li>• Look for opportunities for positive change</li> </ul>
Council members attended Eden training	<ul style="list-style-type: none"> <li>• Result of building strong relationships with Home</li> </ul>
Started a Book Lending Library; some books to be read with residents, others are for families	<ul style="list-style-type: none"> <li>• Council worked as a team on project</li> </ul>
Family Council Week Event	<ul style="list-style-type: none"> <li>• Strong identity established in Home</li> </ul>
Established Terms of Reference	<ul style="list-style-type: none"> <li>• Council members collaborated on Terms of Reference</li> </ul>
Have regular guest speakers	<ul style="list-style-type: none"> <li>• Council worked as a team to identify guest speakers and topics</li> </ul>
Relationships with Residents' Council and Administration	<ul style="list-style-type: none"> <li>• Meet with Residents' Council Executive, recreation team</li> <li>• Hold shared events</li> <li>• Council is forward thinking</li> <li>• Promote mutually satisfactory changes</li> <li>• Demonstrate commitment to working together</li> <li>• Look for win-win ideas</li> <li>• Collaborate on projects, events, ideas</li> </ul>
Monthly meetings good use of time, helpful for families	<ul style="list-style-type: none"> <li>• Meetings have structure</li> <li>• Guest speakers for Council education</li> </ul>

<b><u>SUCCESS</u></b>	<b><u>CONTRIBUTING FACTORS</u></b>
Have Family Council Board Family Council has own cupboard for materials/supplies	<ul style="list-style-type: none"> <li>• Good relationship with Home</li> </ul>
Family Council Networks are strong <ul style="list-style-type: none"> <li>• Advocacy Committees are focused and productive</li> </ul>	<ul style="list-style-type: none"> <li>• Members are passionate</li> <li>• Good communication</li> <li>• Get invited to LHIN table, BSO, MOHLTC because look at complaints + SOLUTIONS</li> </ul>
Circle of Care group created for families	<ul style="list-style-type: none"> <li>• Emphasize support</li> <li>• In addition to Family Council meetings- not a replacement</li> </ul>
Successful outreach	<ul style="list-style-type: none"> <li>• Have "Permission to Contact" form in admission package</li> <li>• Hold "Meet &amp; Greet" with new family members</li> </ul>
Funds for activities	<ul style="list-style-type: none"> <li>• Home Foundation supports Council with funds</li> </ul>
Now have a Family Council! <ul style="list-style-type: none"> <li>• Positive relationships with staff</li> <li>• Strong executive team</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on educating families</li> <li>• Good communication- use email</li> <li>• Dedication</li> <li>• Focus on opportunities to learn, network, share</li> <li>• Consider succession planning and continued membership</li> </ul>