

Carewest is committed to engaging its staff, residents and their families to share information, identify opportunities for improvement and make collaborative decisions in order to improve the quality of life for all of our residents.

One of the ways this engagement takes place at our sites is through meetings such as Resident Forums, Family Forums, Resident and Family Activity Forums or Resident and Family Councils. A version of the Resident / Family Forums occur at all of our long-term care sites currently.

The Forums are chaired by site management and serve the purpose of providing an opportunity to discuss resident activities, identify quality-improvement opportunities and provide an update on important information regarding the facility in general. These Forums are also an opportunity for residents and families to give staff and management general feedback.

A Resident Family Council may be established at any time by residents and/or families as a self-governing council within a long-term care program. Councils provide an opportunity for residents and families to partner with site management to discuss measures that will enhance quality of life at the care centre. This can also be an opportunity for staff, residents and families to work through concerns, resolve issues and work together to find solutions. Carewest will support residents and families to create such councils using available resources.

Information for residents/families:

Please contact site administration to find out when the Resident/Family Forum takes place at your site.

If you are interested in forming a Resident Family Council at your site please, ask site administration and review the link below to find out how you form a council.

Resources:

- [*Resident and Family Council Toolkit – Creating Effective Councils in Continuing Care*](#)
- [*Resident and Family Councils Act*](#)