

Wondering

what Inglewood's

**Family/Community
Advisory Board**
is all about?

We are
you!



Inglewood Care Centre

Thanks for your interest!

What is a Family/Community Advisory Board?

We are a volunteer group of family and community members just like you. Almost all of us have a family member living at Inglewood Care Centre.

Our main focus is to act as an advocate for all residents—especially those residents who have no one to speak on their behalf.

We meet monthly (with the summer off), along with two members of staff, to ensure that Inglewood really is a home that enriches the lives of our Elders. Inglewood's Family/Community Advisory Board was established in 1994.

How does the Board assist residents and families?

1. We welcome and support families

- Various members attend Inglewood's Welcoming Committee meetings.
- Members are available for support of family members after a new resident arrives.

2. We advocate on behalf of residents

- We work with staff to address specific concerns.
- We offer to bring forward concerns to management if families prefer to remain anonymous.
- Members actively monitor changes in the four areas of Inglewood: the Lodge, Manor, Upper Terrace and Lower Terrace.
- We continue to educate ourselves regarding residents' rights.

3. We serve in an advisory capacity

- We meet monthly with a management team that is open to feedback.
- One member sits on the Eden Alternative committee.
- Some of our members sit on a Community Advisory Committee for UBC's Centre for Research on Personhood in Dementia.

4. We sponsor activities and projects

- Members have been instrumental in creating the Friendship Garden and improving six bathing rooms.
- Members work with recreation staff to develop new programs.

5. We educate

- Members arrange information nights to educate families about aspects of life in long-term care.
- We visit other Lower Mainland long-term care facilities with a reputation for excellence in care, to see if Inglewood might implement their good ideas.

Who makes up the Board?

Under our constitution, the Board normally has

- 11 members representing families and the community,
- Inglewood's Administrator, and
- one other staff member.

Our 11 members represent Inglewood's four areas: the Lodge, Manor, Upper Terrace and Lower Terrace.

The Board's makeup—combining family and management—works well, ensuring:

- a good forum for discussion and action on items brought to the Board's attention that affect the well-being of residents,

- a chance for families to obtain information and explanations directly from management and staff who genuinely welcome our ideas, suggestions and questions, and
- an opportunity for management to explain changes in the facility.

Benefits of Membership

“Since joining the Board, I feel I have a much better understanding of ‘behind the scenes’ in Inglewood—from staff issues and government funding to future improvement plans and Inglewood’s new Eden approach to care.”

Board member

Membership on the Board is not onerous. Quite the opposite!

- Most of us find being on the Board a great opportunity to get to know the owners, managers and staff—and to better understand the workings of Inglewood from ‘behind the scenes.’
- We are actively helping to create a caring ‘home’ for all of our family members.
- We are educating ourselves about many aspects of long-term care.
- We are assisting Inglewood in its commitment to create a home that enhances the lives of our Elders, based on the Eden Alternative—an approach dedicated to eliminating the three plagues of loneliness, helplessness and boredom that account for the bulk of suffering in any human community.

What do we ask from Board members?

“All we ask of Board members is a genuine interest in improving the quality of life for those men and women—our family members—who call Inglewood ‘home’.”

- Show up for the 10 light supper meetings each year, at which fresh and energetic ideas are always welcome!
- Lend a hand at Educational Evenings held throughout the year (promoting and hosting, not presenting).
- Commit to a two-year term (if you can), with the option of renewing your involvement.

Interested in joining? Or attending a meeting to find out?

The Board is always keen to learn of potential Board members to replace some of our longer-serving members.

If you would like to attend a Board meeting—without necessarily making a commitment—please leave your name and contact details at the Reception area in the Lodge. Our current Chair of the Board will contact you.

And we're always interested in your ideas and questions! 🍃