



The iLe
Royal

Family Advisory Council Conseil consultatif des familles

Accomplishments

We are leaders in ensuring client and family centred care

- Two members won *Inspiration Awards for Community Leadership in Mental Health*
- Contributed to repurposing the hospital entrance to make it more welcoming for clients and families, the development of the Women's Centre, the Clozapine Clinic, the Urgent Care Clinic, as well as to the fitting up of a forensics bed in the Youth Program
- Currently working on a Family and Client Resource Centre renewal initiative to provide greater access to recovery and wellness supports and resources
- Advocated for a new staff position dedicated to Family Support and Engagement
- Contributed to the development and adoption of the *Client and Family Centred Care Framework* and are now supporting its implementation
- Co-led the winning proposal for a *2020 Canadian Institutes for Health Research Strategic Patient-Oriented Research* grant to build a framework for supporting meaningful family caregiver engagement in mental health care and research

We've shaped policies, guidelines and tools

- Members of The Royal's integrated strategic planning team
- Helped plan and implement the last three Accreditation rounds - which led to exemplary standing
- Engage in hospital policy review, contributing to: Welcoming Visitors at the Royal Policy; Patient Incident Reporting and Response Policy; Recording and Management of Client and Family Feedback Policy; and Prevention and Management of Violence in the Workplace Policy.
- Helped develop the *Social Work Practice Guidelines for Working with Families around Confidentiality and Consent*
- Co-designed the *Patient Discharge Planning Checklist*
- Enable clients and families to raise issues by supporting the development and launch of the new *Ontario Perception of Care Family Caregiver* evaluation tool

We've supported family and staff education

- Support the Caregiver Corners program with information kits at welcome stations throughout at The Royal
 - Plan and host an annual Family Matters public information event as part of "Conversations at The Royal"
 - Present the family perspective to new staff at the Corporate Welcome and to hospital staff disciplines
 - Create training videos for staff on how to navigate different family scenarios
 - Develop critical information for families: mental health resource list in Ottawa; Emergency Department "Go Bag" wallet card; FAQs on topics like medical assistance in dying etc.
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