



Seniors' Residential Care Advocacy Online Course

February 9th - March 22nd

This course is intended to provide advocates, families and care home workers, with a good understanding of the seniors' residential care complaint system in British Columbia. The course will equip participants with the knowledge and skills to assist residents, their families and workers to use the informal and formal complaint systems to address problems that may arise in seniors' residential care facilities. The course is based on the premise that there are many benefits when staff, families and advocates work together. However, it is recognized that there may be some instances where this is not possible and there will be opportunities to explore different perspectives. When you have completed this course, you will have a collection of useful resources that will help you be an effective advocate for people in seniors' residential care facilities. Topics covered include:

- Effective advocacy begins inside the facility
- Models of Care: Legislative and regulatory framework
- Critical components of quality care
- Making a formal complaint and other levels of review

As always, PovNetU courses are *free*, online and can be accessed 24 hours a day, however, our courses are best experienced when everyone engages in ongoing interactive discussions within the scheduled week.

To register go to <http://office.povnetu.org>. Registration will close February 2nd but don't wait as our courses do fill up quickly.

For more information please contact Nicky Dunlop at povnetu@povnet.org.

