



Learning to be a better advocate on seniors' care issues

The Seniors' Residential Care Advocacy Course is an online course offered by PovNetU and co-sponsored by the Hospital Employees Union. The course is **free** to participants. It is designed to assist community advocates and community workers, family members and care providers to learn how to solve issues regarding the quality of care in long term care facilities.

The course provides information about the standard of care that all facilities are legally obligated to provide to residents. It explores different methods of resolving problems ranging from informal discussions with staff and management to filing an official complaint. The course will help learners understand the complaint process and the subsequent investigation and possible outcomes.

The course will run from February 9 to March 22 (6 weeks). It requires approximately two to three hours of work/participation per week which participants do on their own time on a flexible schedule.

Participants will have access to a facilitator and will also be able to discuss issues online with other participants around the province.

The deadline for registrations is Monday, February 2. Successful applicants will hear from PovNetU shortly before the course starts about how to log in and other logistical issues. If the course is full, applicants will be put on a waiting list for the next course.

Please note, there is no union book-off available for participation in this course.

HOW TO REGISTER

Go to <http://office.povnetu.org> and be sure to check off the box indicating that you are an HEU member.

Povnet courses fill up quickly. Registrations are reviewed in the order they are received, so get yours in early! *For more information please contact Nicky Dunlop at* povnetu@povnet.org (don't click on the "reply" button).

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