

**AND HOW ARE YOU DOING?** Taking that time to be curious and caring is having positive results. We are creating new relationships in a Person & Family Centred way. At a recent retreat, our Director, Natalie McCarthy aptly described this as “we are renovating the space in our relationships”. Our stories are telling us that individual care providers are “redefining their practice” and taking time to relationally ask family members...“And how are YOU doing?”...and getting great response!

## Family Matters

“Nurses and a psychiatrist, from AHBT, were visiting my daughter every other day for 3 weeks. It was the end of the first week when one of the nurses sat me down and asked “And how are you feeling?”. That was an ‘aha’ moment for me as no health professional had ever asked me that question in the past years of our journey with our daughter’s mental illness.

It was simple and genuine and it has forever stayed etched in my mind...that was all it took...and it made me feel appreciated and supported...someone actually cared how I felt and what I might be going through—be it mentally, emotionally, and/or physically. Yes the focus should always be on the consumer, but family matters too.”

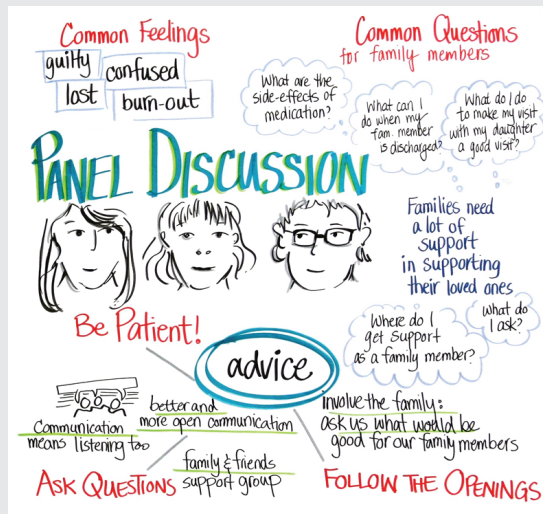
## Our Stories

Every day we are hearing amazing stories from families and individuals, regarding the changes they are experiencing. It is challenging to publish them all, so we have included two that stand out as great examples of Person & Family Centred Care. We want to thank everyone who has so kindly shared their stories with us.

### Valued Opinions

“ While on a short vacation on Vancouver Island in March, my daughter became very ill. Not knowing what to do exactly, I called her case manager at the Richmond Mental Health team. I was able to describe the problem and she was able to make plans for her to come to the emergency at the hospital as soon as possible. She tracked down the psychiatrist who would be on call and explained the situation and made sure that there would be a bed available on the PEU.

Since everyone involved had communicated, the admission went very smoothly. Over the next few weeks my daughter needed to be transferred to Bridge House and back to the PEU. On both occasions the doctors asked me what I thought of these decisions. I honestly felt that my opinions were valued.”



**And...** “Family members who are the main caregivers do get burnt out mentally, physically, and emotionally. Asking me how I was doing, was the beginning of PFCC. Simple, yet effective.”

## Our Standards

We have developed *Person & Family Centred Care Standards* and *Relationship & Service Standards*, reflecting our core concepts of dignity & respect; information sharing; participation; and collaboration.



## Our Retreat

In April the team members and leaders, active with Person & Family Centred Care, came together with family members and client advocates to explore strategies that reflect person and family centred care throughout the journey of service. Watch here for next steps!

## Our News

### ADVISORS NETWORK

The Richmond Mental Health & Substance Use Person & Family Centred Care Advisory Network has launched. An orientation was attended by nine people who are now awaiting opportunities to work with teams and leaders as advisors for Person & Family Centred Care planning and implementation. We have already had exceptional support from advisors. The Advisory Network will be meeting regularly to stay connected and learn from one another's experience.



To join please visit [www.vch.ca/ce](http://www.vch.ca/ce) and click on *Join Us* or e-mail [ce@vch.ca](mailto:ce@vch.ca) or click the link below:

[CLICK HERE](#)

### GUIDELINES COMING SOON!

The Bridge House team, with the help of one of the peer support workers, has revised their house guidelines and are available soon.

### FAMILY SUPPORT GROUP



The Family Advisory Committee has collaborated with the care team on the Mental Health Inpatient Unit to co-facilitate a Family Support Group for family members of persons in care. The group will be held monthly. Notices of details will be posted once the group dates are finalized.

### TAKE OUR SURVEY



Tell us about YOUR experience of care. We do our best to provide the highest quality of care possible and to make sure we are doing just that, we need to know what we are doing right and what we could be doing better. Ask for your print copy at any program.



An on-line or print version of either the client, family, or care provider survey is active from May 16-June 10. Help us by telling us about your experience of care. This survey is voluntary/optional and will not impact care.

Client (print/on-line): [CLICK HERE](#)

Family (print/on-line): [CLICK HERE](#)

Care Provider (on-line): [CLICK HERE](#)

