



ST. JOSEPH'S CARE GROUP



Guide for Client & Family Partners

Supporting You in Your Role



Mission

St. Joseph's Care Group is a Catholic organization that identifies and responds to the unmet needs of the people of Northwestern Ontario, as a way of continuing the healing mission of Jesus in the tradition of The Sisters of St. Joseph of Sault Ste. Marie.

Vision

St. Joseph's Care Group is a leader in client-centred care.

Core Values

Care: St. Joseph's Care Group will provide quality care for our clients' body, mind and spirit, in a trusting environment that embraces diversity.

Compassion: St. Joseph's Care Group will demonstrate dignity and respect for those in need, accepting people as they are, to foster healing and wholeness.

Commitment: St. Joseph's Care Group is committed to our community, the people we serve, the people we employ, and our faith-based mission through a continued pursuit of excellence.





Hello Client & Family Partner:

It is my pleasure to welcome you to St. Joseph's Care Group's Client & Family Partner (CFP) Program. Thank you for volunteering your time to share your insights about your health care experiences. It is always a rewarding experience for our staff and volunteers to work alongside current and former clients and family members in order to improve care and services together.

Engaging with clients and families is part of being a leader in client-centred care. We do this because we know the value it has to enhancing care. By actively listening to the perspectives of clients and families, we can better deliver services that reflect the needs and preferences of our clients.

As a Client & Family Partner, you play a significant role in influencing important clinical and non-clinical decisions across the organization. Our work is diverse, and the unique perspectives of CFPs contribute to the development of capital projects, clinical program design, creating safe and welcoming environments, staff education, enhancing culturally appropriate care, and so much more.

As you embark on different opportunities to share your insights and recommendations as a Client & Family Partner, please reflect on the important role you play. Each story you share about your experience supports our staff and other volunteers to continuously cultivate an environment where Care, Compassion and Commitment are always felt by our clients.

Thank you for generously sharing your time and input to shape the care experience for all.

Sincerely,

Tracy Buckler
President & CEO





What is Client-Centred Care?

Client-Centred Care is a commitment to improving the client experience by providing compassionate and respectful care and service that acknowledges each client's individual needs and preferences.

Clients and families (including friends and other care partners) work with care providers to make decisions about care and have opportunities to help make improvements to programs and services.

What is Client and Family Engagement?

St. Joseph's Care Group's Model of Client-Centred Care (Appendix A) includes client and family engagement. By engaging clients and families – not only involving them in decisions about their care, but also gaining the benefit of their help and insights to better plan and deliver care – clients can achieve better outcomes.

St. Joseph's Care Group is committed to gaining input from clients and families and involving them in efforts across the organization that impact the care experience.



What is the Client & Family Partner Program?

St. Joseph's Care Group (SJCG) is committed to gaining input from clients and families and involving them in efforts that impact the care experience. By engaging with clients and families and gaining the benefit of their help and insights to better plan and deliver care, clients can achieve better outcomes.

Our Client & Family Partner (CFP) Program provides opportunities for clients and families to be involved in planning and decision-making initiatives across the organization. By engaging the perspectives of Client & Family Partners, SJCG ensures that our work reflects the needs and preferences of those we serve.

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A Client & Family Partner is someone who:

- Wants to help improve the quality of care for clients and family members;
- Shares insights and advice based on personal experience as a client or family member;
- Partners with staff to help improve the care experience; and
- Volunteers his/her time (typically 1 - 4 hours per month).

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Who can become a Client & Family Partner?

- A current or former client or family member of St. Joseph's Care Group;
- An individual interested in sharing insights about care; and
- An individual committed to improving the care experience.

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What do Client & Family Partners do and how do they help?

- Share their story about their care experiences
- Work with committees/working groups to help inform important decisions
- Support education by helping design and deliver staff education
- Help with projects that improve the quality of programs and services.

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How much time does it take to participate as a Client & Family Partner?

Client & Family Partners are involved at the level they choose. This means that the amount of time and level of involvement you contribute is up to you. Some CFPs volunteer six to eight hours a month while others volunteer one hour a month. Before committing to an opportunity, you will be provided information about the amount of time and responsibilities required in order to make your decision.



What Should I Expect as a New Client & Family Partner?

Client & Family Partners are supported to:

1. Meet with staff to discuss involvement in opportunities that suit their interests and skills;
2. Complete a volunteer application and reference check forms;
3. Participate in a volunteer orientation to learn about SJCG's programs, policies, safety information and privacy expectations; and
4. Receive position specific training, information, and guidance.

St. Joseph's Care Group is committed to working with clients and families across the region and supports those living outside of Thunder Bay to participate as Client & Family Partners.





Support from your Staff Supervisor(s)

Ongoing communication between Client & Family Partners and staff is critical to support the CFP in their role. Client & Family Partners are connected to a 'lead' (referred to as Staff Supervisor) for each opportunity they are involved in. The Staff Supervisor is your main contact and is responsible to support you in effectively contributing to your role.

If you have questions or concerns, please contact the Staff Supervisor to discuss. If you are not comfortable discussing concerns with the Staff Supervisor, feel free to contact the Coordinator of the Client & Family Partner Program.

What does Privacy and Confidentiality Mean to Client & Family Partners?

Protecting the privacy of personal information is an important expectation for all staff and volunteers.

All Client & Family Partners sign a Confidentiality Statement during general volunteer orientation. While you volunteer as a Client & Family Partner, you may encounter information or circumstances that are confidential or private to individual people or to the health care organization. We ask that you respect privacy and expect that others respect your privacy as well.



Preparing for Meetings

If you are part of a committee, working group or council, the following tips may be helpful as you prepare for meetings:

- For an initial meeting, decide with the Staff Supervisor how you will be introduced to the group. You may want him/her to introduce you or you may decide to share information about yourself. The Sharing Your Story Worksheet (Appendix B) is a tool that may help guide the information you want to share.
- Consider the things that you want to bring to the meeting, including:
 1. Paper copies of any documents you were sent before the meeting, such as the agenda or items for discussion. You may want to keep all documents in a folder or binder.
 2. Note-taking materials such as a pen and notebook or paper.
- To be an active member of a meeting, you can:
 1. Review the meeting package in advance.
 2. Get involved by participating at the level you feel comfortable. Recognize that your opinion is valued.
 3. For each agenda item, ask yourself:
 - How can my experiences contribute to the discussion?
 - What could be some possible client and/or family concerns?
 - What relevant information can I bring to this discussion?





Guidelines on Working Together

St. Joseph's Care Group's Principles of Conduct guides caring interactions between staff, clients, families and visitors. Below are some guidelines to help support good working relationships:

- Be respectful and open to each person's ideas and opinions.
- Listen to learn and understand. One person speaks at a time without interruption.
- Please turn off cell phones and electronic devices.
- Participate! Share your ideas and experiences; however, you can pass if you do not wish to contribute to any particular conversation.
- We will do our best to avoid using acronyms and abbreviations, or define them if they can't be avoided. Don't hesitate to ask for clarity if you don't understand information being presented.
- Be respectful of confidentiality and always keep private any personal information shared in the room.
- Respect start and end times. We will always try to start and end promptly. Do your part to respect times, session activities, breaks, etc.
- Take care of yourself. Do what you personally need to stay focused and involved: stand and stretch, use washrooms, etc.
- Humour is welcome. Remember to enjoy yourself.
- Let us know what we can do to make your experience most satisfying!



Benefits of Being Client & Family Partner

Client & Family Partners enjoy the benefits of being a SJCG volunteer, including receiving:

- Education opportunities;
- Invitations to appreciation events;
- Recognition awards;
- Volunteer newsletters; and
- Parking passes.

Tracking Your Volunteer Hours

Recording the hours that you volunteer is important for both our volunteers and the organization. By keeping track of your volunteer hours, St. Joseph's Care Group can recognize the excellent work contributed by our volunteers.

To record your hours, please either log your hours at one of the computers in our volunteer lounges or submit the number of hours you worked and the committee/project program to Volunteer Services (volunteers@tbh.net).

If at any time you want assistance to record your hours, please contact your Staff Supervisor.



Reimbursement for Client & Family Partners

If you require a bus pass or reimbursement for a taxi to travel to/from any site, please discuss this with your Staff Supervisor. If you require a parking pass at St. Joseph's Hospital, show your volunteer pass to the staff at Central Registration and they will provide you with a pass.

What Happens when the Project/Committee I am Involved with Ends?

Many Client & Family Partners stay involved after a project/committee has been completed - and we hope you do! As a Client & Family Partner, you will be kept informed about upcoming opportunities to be involved in different areas across the organization and you can choose which ones you want to be involved in.

If you feel that you are not participating in opportunities that are of interest to you, or want to explore other ways to be involved, contact the Coordinator of the Client & Family Partner Program. Feedback about the Client & Family Partner experience is helpful to continuously enhance the CFP Program.

What if I Want to Stop Volunteering as a Client & Family Partner?

You can choose to stop volunteering as a Client & Family Partner at anytime. Please tell your Staff Supervisor that you will no longer be involved. You will be given opportunity to share your insights about your involvement.

Questions?

To learn more about the Client & Family Partner Program, please contact:

807-346-5238 or engagement@tbh.net or visit www.sjcg.net

Appendix A: Model of Client-Centred Care

Client-centred care is a commitment to improving the client experience by providing compassionate and respectful care and service that acknowledges each client's individual needs and preferences. Clients and families (including friends and other caregivers) work with care providers to make decisions about care and have opportunities to help make improvements to programs and services. Client-centred care is visible through the following elements:



Appendix B: Sharing Your Story Worksheet

A Guide for Client & Family Partners

When working with St. Joseph's Care Group, there may be times when you want to share a bit about your healthcare experience. If you do, this guide may be helpful to plan what you want to share. Feel free to answer the questions in the space below or use the questions to guide how you write out your story. Remember to share only what you feel comfortable with.

Key points about your health care experience that you can consider sharing:

How did you/your family know that you were in need of care?

What or who encouraged you to access care? Was it easy for you to get the care you needed?

What went well during your health care experience? What things did people say or do that were helpful?

What did not go well during your health care experience? What things did people say or do that were not helpful?

What improvements would you suggest to make the best care experience possible? What would you rather have happened?



ST. JOSEPH'S CARE GROUP

For more information, call (807) 768-4455
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WWW.SJCG.NET

*Care
Compassion
Commitment*