

IS VOLUNTEERING AS A CLIENT AND FAMILY ADVISOR RIGHT FOR YOU?

If you are:

- Respectful of others and their views
- Comfortable speaking in a group and working with others
- A good listener
- Able to see beyond your own experience to the big picture
- Able to work together with other families and health-care providers
- Able to maintain privacy and confidentiality

Then, being a client and family advisor may be for you!

Are you interested in working with us to improve client experiences or help make health care better?

We'd love to hear from you!

Please visit:
www.easternhealth.ca/CFCC

or email:
client.familyadvisors@easternhealth.ca



- ✓ Are you looking for a meaningful volunteer opportunity?
- ✓ Have you had experience either as a client or as a family member of a client who, during the last three years has received, or is receiving care with Eastern Health?
- ✓ Are you willing to share your experiences with us to make a positive impact in health-care delivery for other clients at Eastern Health?

If you've answered yes to **ALL** of these questions, you may consider becoming a **client and family advisor**.

For More Information

www.easternhealth.ca/CFCC

Contact

Volunteer Resources

T: (709) 777-4451

E: volunteer.resources@easternhealth.ca

Client- and Family- Centred Care Consultant

T: (709) 777-6777

E: client.familyadvisors@easternhealth.ca



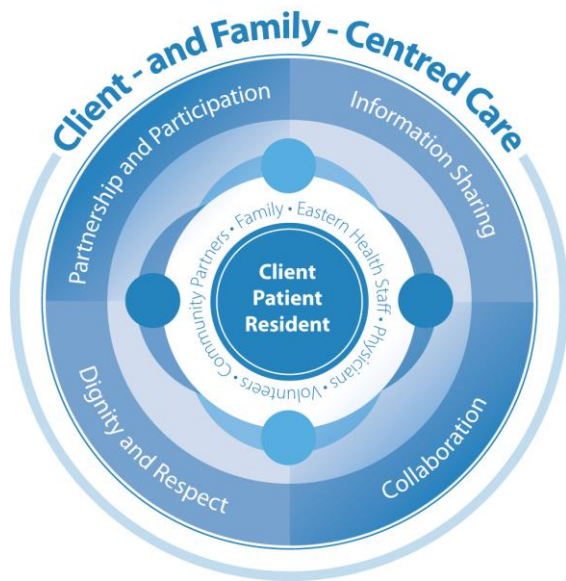
BECOMING A CLIENT, PATIENT, RESIDENT AND FAMILY ADVISOR



www.easternhealth.ca

WHAT IS CLIENT- AND FAMILY- CENTRED CARE (CFCC)?

At Eastern Health, we want you to be involved in improving the care that our patients, residents and clients receive. Client- and Family-Centred Care (CFCC) is health care that is respectful and compassionate, and places priority on client and family needs, values and beliefs.



WHAT IS A CLIENT AND FAMILY ADVISOR?

Client and family advisors are volunteers who provide a voice that represents all clients and families of clients who receive care at Eastern Health.

Advisors partner with staff and physicians to help improve the quality of care for all clients and family members.



WHO CAN BE AN ADVISOR?

You can be an advisor if you or a family member has received care/service from Eastern Health in the last three years.

You do not need any special qualifications to be an advisor.

Your experience as a client, patient, resident or family member and your willingness to work with others is most important.

We will provide you with any other training you need.

We aim to have advisors who have diverse backgrounds and who represent a broad range of genders, ages, abilities, socio-economic levels and various areas of the region.

Did you know?

In client- and family-centre care (CFCC), the word **client** also means **patients and residents**.

WHAT IS THE ROLE OF ADVISORS?

A client and family advisor is someone who:

- wants to help improve the quality of care provided by Eastern Health;
- gives advice based on their own experiences and brings the client and family perspective to the table to facilitate decision-making;
- partners with health-care providers to help improve care for others;
- volunteers their time (about one to four hours per month);
- encourages others to be involved and/or shares information from other clients and families of Eastern Health to support improvements in care;
- participates in a variety of ways to improve care, such as providing input to new policies, facility planning and client surveys; and
- improves communication between clients, families and health providers.

