



Mental Health - Care & Research
Santé mentale - Soins et recherche

Family Advisory Council (FAC)

R O L E D E S C R I P T I O N

About FAC

The Royal Ottawa Health Care Group (The Royal) recognizes the important role that family members play in improving the overall mental health and recovery experience.

The Family Advisory Council (FAC) represents the voice of families who have unique experience, insights, expertise and perspectives that are invaluable to improving care.

The FAC is an opportunity for The Royal to connect with families and get your feedback on how to involve and support families in the delivery of care. Your input is vital in helping us to make changes that will improve the experience of families at The Royal.

An FAC member is someone who has experience as a family member of a patient living with mental illness and preferably received care at The Royal.

What FAC Members do:

- Tell your stories - positive and negative – as a way to better understand how the family experience can be improved
- Be willing to think beyond their own personal experiences
- Bring a positive, solution-oriented attitude to discussions
- Dedicate approximately 2-3 hours/week to council activities (flexible)
- Participate in regular council meetings, once a month, 10 times/year
- Participate in Committee Work as needed – bring an invaluable family perspective to planning and decision making
- Contribute to the creation and review of supportive family material such as forms, health information handouts and discharge instructions, ensuring tools are meaningful, and easy to understand
- Give feedback on written materials, such as policies
- Partner with various health professionals and clients on special projects that are aligned with The Royal's Strategic Plan

- Attend conferences, other educational opportunities as appropriate
- The Royal will ensure they are never out-of-pocket as a result of their time spent on council work. Parking passes will be provided where required.
- Participate in an orientation of The Royal and the FAC

At the heart of our work is the philosophy of patient and family centered care – the belief that the patient, their family, and the health-care team are partners, working together to improve the patient experience.

How to get involved

If you are interested in getting involved, please contact Jackie Desrochers (+1 (613) 722-6521 ext. 6710). You will be invited to discuss the role of FAC members and your interest.