



Online courses for
anti-poverty advocates



<http://povnetu.org>

What is PovNetU?

PovNetU (<http://povnetu.org>) is a collection of online courses for rural and urban anti-poverty advocates in BC and Canada.

Our courses are intended to be a useful and cost efficient way of improving the skills and knowledge of advocates and people who need to advocate for themselves.

Our courses:

- are accessible and easy to navigate
- encourage collaboration and participation
- include knowledgeable feedback from experienced facilitators
- provide up-to-date links, info and breakdowns of procedures
- offer practical experience and real-life examples



Our Courses

PovNetU is home to thirteen full courses for advocates, and is always growing. Each course is 4 to 6 weeks long, and involves a significant time commitment from learners.

- Be Your Own Advocate
- CPP Disability Benefits: Levels 1 and 2
- Dealing With Debt
- Employment Insurance: Levels 1 and 2
- Introduction to Advocacy
- Persons With Disabilities (PWD) Appeals
- Residential Tenancy Levels 1 and 2
- Seniors' Residential Care Advocacy
- Welfare Advocacy Levels 1 and 2



We also offer a self-paced mini course, *Basic Business Letter Writing*.

Our Facilitators

Our facilitators are experts in their fields. They are real and experienced advocates, many of whom volunteer their time. They provide our learners with constructive feedback and useful information every step of the way!

PovNetU facilitators...

- encourage learners to participate, challenge themselves, complete assignments and achieve their learning goals.
- take their valuable time to carefully read and respond to everything their learners are saying and doing.
- help make sure course content, links and exercises are up-to-date and useful.
- make sure their learners feel comfortable asking questions and receiving constructive feedback on their work.



Building blocks of a course

Our courses are made of up some key components that include both static course content and dynamic ways for learners to engage.



Books

Learners go through critical materials, links and procedures in a straightforward way, and work through real life examples of advocacy situations.

Personal Assignments

Learners complete private assignments and receive one-on-one feedback from their facilitators.

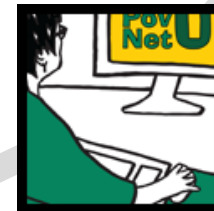


Discussion Boards

Learners engage with peers in facilitated discussion to gain a full spectrum understanding of course topics.

Quizzes

Learners complete multiple-choice, true/false and short answers quiz questions to help them self-evaluate and test their knowledge.



An Inside Look: Seniors' Residential Care Advocacy



Our Seniors Residential Care Advocacy course is aimed at long-term care workers, advocates and family council members, and is funded by the HEU.

The course begins with an important introduction...

Check out
your facilitator's
profile & create
your own!

WELCOME TO Seniors' Residential Care Advocacy

This course is intended to provide advocates with a good understanding of the seniors' residential care complaint system in British Columbia.

The course will equip advocates with the knowledge and skills to assist residents, their families and workers to use the informal and formal complaint systems to address problems that may arise in seniors' residential care facilities.

The course is based on the premise that there are many benefits when staff, families and advocates work together. However, it is recognized that there may be some instances where this is not possible and there will be opportunities to explore different perspectives.

When you have completed this course, you will have a collection of useful resources to effectively advocate for people in seniors' residential care facilities.



Give the
discussion board,
quiz and assignment
exercises a try, and
ask any questions
that come up!

Read the FAQ
for step-by-step
instructions on how to
access and interact
with your course.

What should I know about PovNetU courses?

PovNetU courses are web-based. They are sometimes called online courses. You can participate on your own time from anywhere. Online courses allow you to work, at home or from somewhere else, like the public library. Each

course will have the same chapter headings:

What you will learn
What you should know

Get a clear
picture of our
expectations and
outline your goals
for the course

Sometimes, it is not possible to resolve the problem informally by talking to the first-line staff or management at the facility. It may be that the problem is widespread and a systemic solution is needed, but always try the informal route first.

Click the Book below to learn more about advocacy within the facility.

 [Effective advocacy begins inside the facility - Book 3](#)

 [Personal Assignment - Book 3](#)

 [Discussion Board - Book 3](#)

4 Models of care: Legislative and regulatory framework

Seniors' residential care facilities are intended to provide 24 hour nursing and personal care in a supportive environment for people who have complex health needs and cannot live at home.

In British Columbia, seniors' residential care is provided in a variety of ways by a variety of organizations and entities. All facilities are governed either by the *Community Care and Assisted Living (Residential Care Regulation)* or the *Hospital Act*.

There are different complaint processes, depending upon which legislation governs the facility.

 [Understanding the two complaint systems - Book 4](#)

 [Quiz - Book 4](#)

 [Discussion Board - Book 4](#)

5 Critical components of quality care

Most complaints at seniors' residential care facilities arise out of common risk factors, where attention has been paid to staffing levels and education and continuing professional development of care staff. Sometimes, the regulations are not strictly adhered to and inspection findings are not addressed.

Knowing the hallmarks of an effective system can help an advocate identify the systemic problems experienced by residents in care.

 [Critical components of quality care - Book 5](#)

 [Personal Assignment - Book 5](#)

 [Discussion Board - Book 5](#)

6 Making a formal complaint

If informal attempts to address the problem have failed, then you can take the next step and make a formal complaint.

It is often necessary to submit more than one complaint to demonstrate there is a pattern of deficiencies.

The course is divided into several main topics.

Topics are revealed to our learners as they progress through the course materials.

Each topic builds on the last.



Home ► Courses ► Seniors' Residential Care Advocacy ► Models of care: Legislative and regulatory framework ► Models of care - Book 4

Table of contents

What you will learn

Quick tip

What you need to know

Residents' Bill of Rights

Patient Care Quality Office

Health Authority Licensing Officer

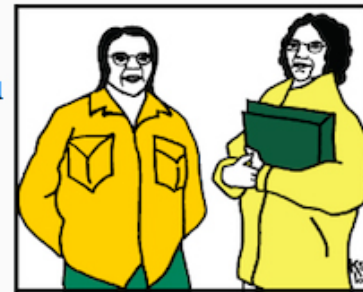
Resources

Exercise

What you will learn






















By the end of this Book you will:

- Be familiar with different types of residential care facilities;
- Know who to ask to find out what type of facility you are dealing with;
- Know the legislation that governs each type of facility;
- Be familiar with the Residents' Bill of Rights; and
- Know where to file a formal complaint about the standard of care at a facility.



Books...

Each topic has its own Book - a collection of information, resources and examples that the learner must read to move ahead in the course.

great work everyone		Rebecca
why staff work at the same place for a long time		Rebecca
I've learned so much from all of you!		Rebecca
ANOTHER POINT OF VIEW		Rebecca
It's been a pleasure.....		Rebecca
a question for all participants		Rebecca
STAFFING RATIOS - WHICH STAFF?		Rebecca
Regulations used when making a complaint - Jing's story		Rebecca
again, the importance of facilities trying to achieve continuity of care..... an interesting read		Rebecca
4 Hour Direct Care Staff Hours Source Request		Rebecca
identifying the cause of sub-standard care		Rebecca
Reviewing your discussions		Rebecca
different experiences in residential care		Rebecca
Book 5:Factors That Contribute To Quality Care		Rebecca
Book 5 Exercise 2		Rebecca
facilitation tool		Rebecca
SHORT STAFFING AND LACK OF TRAINING		Rebecca
Regional Family Councils		Rebecca
Observations on Critical Components of Quality Care		Rebecca
Critical components to quality care		Rebecca
Staffing levels-Book 5		Rebecca

Discussion Boards



Book 6: Making a formal complaint

Personal Assignment

Welcome to your **Personal Assignment for Book 6: Making a formal complaint**. Only you and your facilitator will be able to see what you type here, so don't be shy!

Here's how to get started:

- You should notice a button just below these instructions that says "Edit my submission". Click it to begin work on your Personal Assignment.
- Next, you will be brought to a page where you can type your submission.
- When you have completed your submission, make sure you press the "Save changes" button.
- **Don't forget to re-visit this page to view feedback from your facilitator(s) and to edit your Personal Assignment submission!** Just scroll down for options...



Personal Assignments

Assignments allow the learner and facilitator to work one-on-one on answering specific exercises.

ASSIGNMENT:

Carefully read the case study in the **Example chapter of this Book**. Make sure you re-read the chapter about **filing a complaint**(*links open in new window*).

The facility is a private for profit operation.

Prepare some notes to help you do the following:

- Explain Jing's problem (point form is okay).
- Explain how it is impacting Jing.
- If other residents have told you similar stories, then explain that there are other incidents and complainants.
- What facts would be important to include in the complaint?
- Describe how you would like to see the problem resolved.

Submission* ?

The image shows a text editor toolbar with various icons for text formatting (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, undo, redo) and a text area below it. The toolbar also includes a font size dropdown set to '1 (8 pt)' and a language dropdown set to 'Lang'.

Quizzes

Our quizzes provide immediate feedback and are a helpful tool for self-evaluation.

Correct! Great job.

The members are appointed by the Minister of Health Services and are accountable

The BC Ombudsperson will take a complaint even if you haven't been through the formal complaint process.

Answer:

☐ True x

☒ False ✓

Correct! Great job.

The Ombudsperson will only take a complaint if all appeal processes have been exhausted.

The BC Ombudsperson investigates whether the public agency acted fairly and reasonably.

Answer:

☒ True ✓

☐ False x

Correct! Great job.

The Ombudsperson determines whether the agency's actions were fair and reasonable and public agency's actions and decisions were consistent with relevant legislation, policies and

The Community Care and Assisted Living Appeal Board will hear an appeal from an resident's advocate about should be granted to a licensed facility.

Answer:

☒ True ✓

☐ False x

Correct! Great job.

The Appeal Board hears a variety of appeals regarding licensing matters, including exemption should be granted.



Wrapping up



Learners can keep their collected links from the course by printing the Resources Toolkit.

A circular inset showing a screenshot of the 'Evaluation for Seniors' Residential Care Advocacy' form. The form has five numbered questions, each with a text input field: 1. 'What part of this course did you like the most?' 2. 'Has any part of this course changed the way you will approach, for example.' 3. 'If you could change a part of this course, what would it be and why?' 4. 'Please refer to the goals you set at the beginning of the course.' 5. 'On a scale of 1 to 5, with 1 being highly relevant to your advocacy needs, how relevant is the course content to your advocacy needs?' Below question 5 are two radio button options: '1 (very relevant)' and '2'. The form is titled 'Evaluation for Seniors' Residential Care Advocacy'.

Learners can give PovNetU their anonymous feedback and suggestions for the course.

Learners get a Certificate of Completion when they finish the course.

Feedback From SRCA Learners

Check out some of the valuable feedback we receive from our learners letting us know we are on the right track.

“ My approach to **evaluating facilities** for myself and families is now more clear. Understanding home, acute, assisted and complex care makes me **confident**.

The exercises really drove home the objectives... The course gave me a firm understanding on **how the system works**. ”

“ I have a better sense of the different stages in **resolving a dispute**, ranging from informal discussions to a formal complaint. I have also **adopted a more analytical approach** for deciding what information a complaint should include. ”

“ I really got a lot out of hearing all the **real life stories** from those who are experiencing residential facilities, either as family or staff. I also appreciated the time spent on the **legislative framework**. You have to know where facility administrators derive their authority and where you stand as an advocate before you can advocate **effectively**. ”

“ I truly appreciated the **scenarios** provided, it felt like I was **speaking directly with people**. ”

“ I feel **better equipped** and have **greater understanding** from a residential care employees point of view. ”

“ The instructors are great – they understand quickly what we are trying to say. ”

“ Now I can cite exactly which regulation I feel is not being followed. ”

“ This course has taken a lot of the mystery out how to contact the appropriate authorities to make a difference. ”

“ The amount of information
is in such simple easy
components – the discussion
boards, the resources, the
feedback...

Reviewing the course now,
each week looks so simple,
yet by the end of the course
the amount of information
compiled is amazing!

”

Our Supporters

PovNetU is supported by several wonderful organizations:

- BC Government and Service Employees Union (BC GEU)
- BC Teachers' Federation (BCTF)
- Community Legal Assistance Society (CLAS)
- Community Unemployed Help Centre (CUHC)
- Hospital Employees' Union (HEU)
- First United
- Ksan House Society
- The Law Foundation of British Columbia
- Legal Services Society (LSS)
- Professional Employees Association
- BC Notaries
- Tenant Resource and Advisory Centre

Thanks to our supporters!



Learn More

<http://povnetu.org>

Contact

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