



Independent Long-Term Care
Councils Association of BC

Spotlight On Banfield Pavilion



Vancouver Coastal
Association of Family Councils

Spotlight: Banfield Pavilion, Vancouver

May 20, 2025

1. What makes the Banfield Family Council successful?

Our Council is new -- only about a year & a half old. We have an active executive, and we work well together. We were initially mentored by Ian Johnson (of *Appreciative Inquiry*) for communication skills. We use/share available resources, and we discuss things together.

We've discovered that what is important is to be there to listen. We do a round robin at each meeting, which gives people a chance to talk about what they or their loved one is experiencing at Banfield.

Over time, we've learned that communicating with residents and staff is very important.

We give people practical information on whom to contact about various issues and how things work at Banfield – e.g. “How do you arrange for the foot nurse to come to your loved one?” or “How do you arrange dental care?”

We started an Outlier's Group for people who don't live in Vancouver, but are supporting someone in Banfield, which represents a special challenge. For example, we have a family member who lives in Edmonton, and we were able to connect them with the staff they needed to talk to about issues related to their loved one's care.

2. What tips would you give a newly formed or struggling Family Council?

Don't give up! Clarify what your points of struggle are. Ask the question, “Why are we struggling with this issue?”

Identify your allies in the long-term care home and try to form relationships with those people. Discover who you can work with.

Talk with more residents. Talk with more staff.

Talk to [Lisa Dawson](#) at VCAFC — an experienced and very knowledgeable resource.

Talk with [Ian Johnson](#)—advisor to VCAFC. Ian was not only informative, but in our meetings, we laughed quite a bit -- a positive release after feeling overwhelmed by an issue. Talking with someone



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like Ian was restorative for us. We got a clearer understanding of what constitutes respectful and supportive communications within the workplace versus a confrontational approach.

Attend the Vancouver Coastal Association of Family Councils ([VCAFC](#)) [forums](#): you'll learn so much from hearing what other family councils are doing and going through. Contact VCAFC at vcafc.regional@gmail.com.

3. State some things your Family Council does to promote your council to new and existing families.

The [Yellow Sheet](#). We have provided our Long-Term Care management print copies on neon yellow paper, with a welcome message from the Family Council and relevant contact information, which is included in their resident and family Welcome Package.

We send a regular [newsletter](#) to families. Banfield emails it to all family members.

Some of our members approach new people when they are visiting Banfield and introduce themselves and talk to them about the Family Council.

We use a Gmail account. This helps us with promotion, connection and communication with care home leaders. We also promote our connection through posters up on bulletin boards at Banfield, so people know how to contact us.

Photos:

