



# Teaming Up With Unions: Partnering for Client Centred Care

Encouraging employer/employee partnership that sustains a positive work environment for the common mission of the client/resident.

- + Trends in LTC and healthcare
- + When and how to communicate, negotiate and delegate
- + Partners in care - resident, family, staff, management and union
- + The "Blame Game" - a contest where everyone is guaranteed to lose
- + Objective versus subjective measurement of client centered care - what does it really mean?
- + Learning to learn through failure - perfection is impossible

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	●	●


Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
		●	● ★		

\*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:



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