



<b>Holland Christian Homes</b>	
Subject/Name:	<b>FAITH MANOR FAMILY COUNCIL Terms of Reference</b>
Last Revision Date:	June 16, 2022

Faith Manor Family Council is an organized, self-led, self-determining, democratic group composed of family members, friends, next of kin or Power of Attorneys of our long-term care residents

The role and purpose of the Faith Manor Family Council is to provide the following:

- An organized voice in the decisions affecting the resident's rights, living conditions and lifestyle while living at Faith Manor, Holland Christian Homes.
- A respectful, caring and safe environment that provides a forum for mutual support, sharing of experiences and the seeking of solutions to common concerns, without fear of reprisal by Holland Christian Homes to participants or their family members living within the home.
- A forum to identify areas needed for improvement and to recommend strategies for advances regarding the care and services that are provided to the long-term care residents.
- A forum to share and communicate important information about what is happening in the home and any changes in policies, procedures and administration directly related to resident care.

### **Powers of Family Council**

The Family Council at Faith Manor has the power to do any or all of the following:

1. Provide assistance, information and advice to residents, family members of residents and persons of importance to residents, including when new residents are admitted to the home.
2. Advise residents, family members of residents and persons of importance to residents of their rights and obligations under the Long-Term Care Homes Act as well as those of the home
3. Attempt to resolve disputes between Holland Christian Homes and its residents.
4. Sponsor and plan activities for residents.
5. Collaborate with community groups and volunteers concerning activities for residents.

6. Review:
  - i. inspection reports and summaries received
  - ii. the detailed allocation, by Holland Christian Homes, of funding under the Long-Term Care Homes Act and the *Local Health System Integration Act, 2006* and amounts paid by residents,
  - iii. the financial statements relating to the home filed with the Director under the regulations or provided to a local health integration network, and
  - iv. the operation of the home.
7. Advise Holland Christian Homes of any concerns or recommendations the Council has about the operation of the home.
8. Report to the Director any concerns and recommendations that in the Council's opinion ought to be brought to the Director's attention.
9. Exercise any other powers provided for in the regulations.

## **PROCEDURE**

### **1. MEMBERSHIP**

The Ontario LTC Homes Act Section 59 (5) states that a family member of a resident or a person of importance to a resident is entitled to be a member of the Family Council of a long-term care home.

Faith Manor Family Council Membership is open to family members, caregivers and friends, i.e. person(s) of importance, who are in an actively supportive role and wish to participate in improving a resident's quality of life.

Should a council member no longer have a family member or significant friend in the home, they can maintain their participation. However, they can neither hold an executive office nor vote since they no longer have a direct connection to the home. They will become a Friend of the Family Council.

### **2. ROLES & RESPONSIBILITIES OF THE FAMILY COUNCIL MEMBERS**

#### **a) Executive Officers**

The Executive Officers of the Family Council are:

- Chair
- Vice Chair
- Secretary and,
- Treasurer

Subcommittees will be set up as needed by the Executive Committee. i.e Fundraising subcommittee.

As requested and by invitation of the Family Council, the following may be invited to attend the Family Council Meeting:

- A Staff Assistant (Holland Christian Homes Activities Manager); and
- The Administrator, management, and/or other staff.

***NOTE:*** Residents of the Long-Term Care Home are not part of Family Council and shall be redirected to the Residents' Council.

**b) Chairperson:**

- Chair Family Council meetings
- Ensures that a meeting agenda is established and distributed at least one week prior to meeting date.
- Ensures that agenda items are of general interest to the entire family or resident population.
- Participates actively in Family Council meetings.
- Ensures the Terms of Reference is adhered to.
- Upholds Family Council membership at meetings, redirecting residents and/or staff that attendance is by invitation only.
- Ensures that all committee members are encouraged to participate in meetings.
- Is the designated spokesperson for Family Council
- Responsible for inviting specific staff to Council Meetings
- Represents the interests and concerns of family members and residents to any person or organization with which contact, or negotiation is required.
- Responsible for signing approved minutes for insertion into meeting binder

**c) Vice-Chairperson:**

- Replaces the designated Chairperson as Chair of meetings if the designated Chairperson is unable to attend
- Participates actively in Family Council meetings
- Performs any task of the designated Chairperson upon request or absence of the Chairperson.

**d) Secretary**

- The Secretary ensures that accurate minutes of all meetings and attendance records are maintained
- Responsible for Council correspondence
- Works with HCH support staff member:
  - to create and post a poster advertising upcoming meeting dates and locations, ensuring all current members of Council receive a copy
  - To create, maintain and circulate meeting minutes.
  - To ensure minutes are posted on resident/family information boards in the Resident Home Areas

**e) Treasurer:**

- Responsible for collecting monies from fundraising
- Responsible for reporting financial statements at each Family Council meeting

- Responsible for maintaining a positive and open relationship with the Holland Christian Homes Finance Department
- Participates actively in Family Council meetings

**i) General Requirement of all members of the Family Council:**

All members ensure that the Holland Christian Homes formal Complaint Procedure is followed at all times, and will encourage all other family members and residents to comply with the same.

**3. Who May NOT be a Member**

The following persons may not be members of the Family Council:

1. The licensee (i.e. Holland Christian Homes), and anyone involved in the management of the Home
2. An officer or director of the Home
3. A person with a controlling interest in the Home
4. The Administrator or CEO
5. Any other staff member
6. A person who is employed by the Ministry or has a contractual relationship with the Minister or with the Crown regarding matters for which the Minister is responsible and who is involved as part of their responsibilities with long-term care home matters
7. Any other person provided for in the regulations.

**4. Family Council Elections**

Elections will occur at least every 2 years or sooner as needed. The year is defined as “fiscal year” – being January 1<sup>st</sup> to December 31<sup>st</sup>.

September                      Notice will go out to families with the monthly invoices letting them know that nominations are open to serve on the Family Council Executive.

October                              Reminder Posters of the upcoming election and nominations to be in no later than November 1st. Following their nomination, each nominee will provide a brief written statement (max 250 words) explaining why they wish to hold an executive position. The list of nominees and nominee statements will be distributed to Council members at least two weeks before the election, so members can consider the choices

November Election held. Elections will be by secret ballot (if meeting is held in person) or by zoom poll (if held virtually). The secretary or Nominating Chairperson tallies the votes.

January 1st meeting of the new Executive

If a Family Council Executive needs to be replaced because their loved one has been transferred, is deceased or cannot continue to hold the position due to personal or health reason then either a) an election will be held, or b) another member will take over the position until a permanent member can be elected, if anyone is available.

## **5. ACCOUNTABILITY**

Accountable to the Families and Residents of Holland Christian Homes as well as to the CEO and Administrator (on behalf of Holland Christian Homes).

## **6. MEETINGS**

- Meetings will be held on a day and time agreed upon by majority of committee members of every month) or by request of the Chairperson. Meeting time or date can be changed by a simple majority vote, i.e., 50% plus 1, of the members present to accommodate holidays and a summer recess.
- Meeting invites are distributed to all current members 1/wk in advance of the upcoming meeting.
- Any new family members or those who have shown interest in participating in Family Council will be identified through the staff assistant and invited to join the next upcoming meeting.

## **7. AGENDA**

- Established by the Family Council Chairperson, in consultation with the Executive.
- Contains only items that are general to all residents/families.
- Resident specific issues are not agenda items unless such issues have remained unresolved after being addressed through the Holland Christian Homes formal complaint procedure.

## **8. MEETING MINUTES**

Meeting minutes are typed by the Secretary of Family Council or by the Family Council Assistant (staff assistant).

- In order to post minutes in accordance with the Long-Term Care Homes Act, the Chairperson reviews all feedback forms and the minutes prior to the next meeting (within the 10-day response time) and agrees to them as they are, or revises them as required (signs off as approved). Copies will be made and posted.
- All meeting minutes are posted on the Resident Home Area Resident/Family boards and the Resident and Family Board located in the front of the Home. Meeting minutes will also be kept in the Business Office for MOHLTC Inspectors.

- Other Council members will receive a copy of the approved minutes at the following Family Council meeting.

## 9. DUTY TO RESPOND

Preamble: Family Council exists so that families can voice and share concerns openly. It is understood that not all issues or discussions during a Family Council meeting warrants a written response from Holland Christian Homes. When discussing concerns or issues, Family Council will determine the following:

1. Is the issue serious, does it require an immediate response? If yes, Family Council Chair or Family Council Staff Assistant sets up a meeting with the ADMINISTRATOR (or designate) to be held immediately (same and/or next business day). A *Family Council Feedback Form* is completed and presented to the ADMINISTRATOR during this meeting.
2. Does the concern or issue raised warrant a written response from Holland Christian Homes? If yes, a *Family Council Feedback Form* is completed and submitted to the ADMINISTRATOR and applicable Department Manager.
3. Is the concern or issue just discussion only, minor in nature or not applicable to the Council as a whole, but more related to an individual resident/family? The issue does not require an immediate written response from Holland Christian Homes but is an issue which Family Council would like more information about? If yes, Family Council Chair or Staff Assistant invites the applicable Manager to attend the next Family Council meeting to address the concern or may choose to complete a *Family Council Feedback Form*.

Family Council Feedback Form: The Family Council Chair or Family Council Staff Assistant will advise Holland Christian Homes, in writing, on a "*Family Council Feedback Form*", any concern or recommendation raised during the Family Council meetings in which the Council requests immediate action or a formal written response from Holland Christian Homes (as per #1 and #2 above).

## 10. Annual Review of Terms of Reference

This Term of Reference is reviewed by the members of the Family Council annually at its first meeting of each year.

The effectiveness of Family Council is evaluated annually as part of the Holland Christian Homes CQI / Program Evaluation process.

This Appendix is not part of the Terms of Reference:

## **Membership Resources Appendix**

Management Contact Information

<https://www.hch.ca/about-us/management-team/>

Faith Manor LTC Inspection Reports

<http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2942>

Ontario Long-Term-care Act – Resident Bill of Rights – Section 3

<https://www.ontario.ca/laws/statute/07108#BK5>

Ontario Long-Term-Care Homes Act – Family Councils – Section 59

<https://www.ontario.ca/laws/statute/07108#BK75>

Family Councils Ontario (FCO)

<http://fco.ngo/>

ACR Family Council Handbook

<https://www.simcoe.ca/LongTermCare/Documents/Family%20Council%20Handbook.pdf>

RNAO LTC Support: Connecting Families

<https://www.facebook.com/groups/1041669579549676>

Restoring Trust: COVID-19 and the Future of Long-Term Care

[https://rsc-src.ca/sites/default/files/LTC%20PB%20%2B%20ES\\_EN.pdf](https://rsc-src.ca/sites/default/files/LTC%20PB%20%2B%20ES_EN.pdf)