

FAMILY COUNCIL

PURPOSE:

To ensure an active, progressive, and organized Family Council Committee is in place with mechanisms that:

- a) Enrich and enhance the resident's quality of life
- b) Respond to residents and family member concerns
- c) Provide educational opportunities for family members that reflect their needs and interests.

POLICY:

The home will have a Family Council Committee that will assist in planning and will provide recommendations and feedback to improve the home in order to enhance the residents' quality of life.

Membership may include **by invitation**, as evidenced in the minutes of the Family Council: Administrator and other members of the management team.

POWERS OF FAMILY COUNCIL:

A Family Council of the home has the power to do any or all of the following:

- 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.
- Advise residents, family members of residents and persons of importance to new residents respecting their rights and obligations under the Act.
- Advise residents, family members of residents and persons of importance to residents respecting the rights and obligations of the home under the Act
- Collaborate with staff and volunteers concerning activities for residents.

PROCEDURE:

1. Meetings will be held the 2nd Monday of every month or more frequently at the call of the committee.
2. Specific roles assumed in the Family Council Committee will include a Chair and Secretary. The Chair and Secretary will be nominated and elected by the family members for a 1-year term. Elections will be held at the April meeting.
3. A family member of a resident or a person of importance to a resident is entitled to be a member of the Family Council Committee.

4. Family members of a deceased resident may continue to participate on the Family Council Committee provided they were actively involved and attended a minimum of three meetings over the twelve-month period prior to the death of the resident.
5. The following persons may NOT be members of the Family Council:
 - I. The licensee, and anyone involved in the management of the care home on behalf of the licensee,
 - II. An officer or director of the licensee or of a corporation that manages the home on behalf of the licensee or, a member of the committee of management for the home, or of the board of management for the home, as the case may be,
 - III. A person with a controlling interest,
 - IV. The Administrator,
 - V. Any other staff member,
 - VI. 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 care home matters,
6. The chair will lead Family Council Meetings.
7. Meeting dates will be communicated to family members or representatives through e-mail. Also, notices will be posted on the Resident/Family Council communication board.
8. Minutes shall be recorded, circulated to committee members and management staff. Additional copies of the minutes will be made available for interested family members or residents, as necessary. A master copy of the minutes and completed concern forms will be kept in a Family Council Binder and maintained by the primary staff contact for the Family Council. Consent must be given by the committee prior to posting in the home at **each** meeting and must be reflected in the meeting minutes.
9. An agenda will be completed by the chair or designate and will include:
 - a. Review of previous meeting minutes
 - b. Business arising
 - c. New Business
 - d. Open Discussions
 - e. Date and time of the next meeting
 - f. Adjournment

10. A Family Council “concern form” will be completed and provided to the Administrator outlining the specific concern. The form will then be given to the Administrator. The Administrator will be responsible for approving the response within 10 days of the meeting.
11. The Administrator will monitor the concerns submitted by the Family Council to ensure that any concern that is unresolved or reappears over a three-month period is brought to the homes management team and effectively addressed.