

## **TERMS OF REFERENCE (TOR) VALLEY MANOR FAMILY COUNCIL**

### **MISSION**

To improve the quality of life, well-being and happiness of all residents of Valley Manor. To provide respectful and caring support for families and friends of residents of Valley Manor and to provide a safe environment and knowledgeable forum for families to share communication.

### **GOALS / VISION**

The Council will:

- serve in an advisory capacity.
- make recommendations on matters that affect resident care and matters that impact residents and families.
- advocate on all the residents behalf.
- provide feedback on initiatives and programs that enhance and embrace care of residents.
- be a collaborative, positive and a strong voice to advocate for continuous improvement in the quality of life and care for residents.
- provide a forum for families and friends of residents to share experiences, concerns and to support each other, learn and exchange information.
- support and welcome new families.
- inform and educate families on the family council initiatives and importance.
- participate and provide input on development of policies, accreditation, and special programs when asked by the Administration.
- promote a positive attitude toward aging and the role of residents' families.
- the purpose of the Family Council is not to fundraise however, the Family Council may participate or initiate a fundraising event for a specific purpose.

### **MEMBERSHIP**

- Membership is open to any member of a resident's family, or to any person (friend) in a supportive relationship with a resident.
- Membership is established by attendance. Unless notice is given that a member cannot attend, a member is deemed removed from the Family Council if they do not attend 2 consecutive meetings.
- As per Section 65(6) of the Fixing Long-Term Care Act, 2021 , no staff of Valley Manor shall be members of the Family Council.

### **STRUCTURE OF FAMILY COUNCIL**

- The position of Chairperson will be filled by an elected volunteer.
- The position of Secretary shall also be filled by an elected volunteer.
- An FC Council member will no longer be considered a Family Council team member if not attendance for a period of over two months without a proper notification and/or reason for not attending.
- Any lead volunteer position can be shared amongst one or two members as needed.

- The family council will have a direct relationship with the CEO.
- Communication will be fostered and promoted through collaborative open discussions by the family council with the CEO or his/her designate of the senior management team of the manor.
- A member of the family council will attend the Valley Manor's CQI meetings. (Continuous Quality Improvement) when available.
- Enhance communication by sharing of minutes between the CQI meetings and Family Council meetings (with care not to personally identify the complainant).
- The Family Council will compliment and collaborate with VM Resident Council through the Activities Director. The Family Council will work to compliment the Resident Council.
- The Family Council wishes to be informed about any strategic planning of the Valley Manor.
- As per the Family and Long Term Care Act, Staff of the Valley Manor will not attend Family Council meetings unless invited to present as guest speakers at the request of the FC Chairperson.
- The minutes of the Family Council meetings will be available to all families of the Valley Manor. These will be posted on the Family Council bulletin board.
- The terms of Reference will be reviewed and approved by the council annually. Any amendments to the terms of reference will be discussed and approved by the Family Council.
- The final Terms of reference will be sent to the CEO and posted on the Family Council bulletin board.

Specifically, the Fixing Long-Term Care Act, 2021 lists the following Powers of a Family Council: 66. (1) A Family Council of a long-term care 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 residents respecting their rights and obligations under this Act.
- Advise residents, family members of residents and persons of importance to residents respecting the rights and obligations of the licensee under this Act and under any agreement relating to the home.
- Attempt to resolve disputes between the licensee and residents.
- Sponsor and plan activities for residents.
- Collaborate with community groups and volunteers concerning activities for residents.
- Review upon request by the Family Council (this should be requested as a FC Request not individual members request):
  - inspection reports and summaries received under section 149,
  - the detailed allocation, by the licensee, of funding under this Act and the Local Health System Integration Act, 2006 and amounts paid by residents,
  - the financial statements relating to the home filed with the Director under the regulations and with the local health integration network for the geographic area where

the home is located under the Local Health System Integration Act, 2006, and  
- the operation of the home.

- Advise the licensee of any concerns or recommendations the Council has about the operation of the home.
- Report to the Director any concerns and recommendations that in the Council's opinion ought to be brought to the Director's attention.
- Exercise any other powers provided for in the regulations. (This should just reference the latest "Fixing Long Term Care Act 2021, not all the previous versions of the act – less confusing)

## **AMENDMENT OF THE TERMS OF REFERENCE (TOR)**

Amendments may be made at any regular meeting of family council by a two-thirds vote, providing the proposed changes are in keeping with the current Long Term Care Act and the various regulations.

## **CODE OF CONDUCT**

- The Family council meetings will be conducted in a friendly safe environment where families will be encouraged to express concerns and share feelings in communication.
- Show respect, sensitivity and consideration for all persons in our Long-Term Care Home.
- Respect the privacy and confidentiality of all residents, family/friends of residents, staff and visitors of our home.
- Avoid making judgments about any situation in the absence of all facts and information.
- Council members will abide by confidentiality. Members will not share information or stories with others outside of the council itself at anytime.

## **LEADERS AND DUTIES**

### **The Chairperson shall**

- preside over all meetings. In the event of his/her absence, the Co-Chairperson shall preside. If no co-chair a volunteer member may precede
- Develop the meeting agenda
- Seek approval of previous minutes of meetings by council members
- Review and revise meeting minutes

### **The Secretary shall**

- record the minutes of each meeting and maintain the minutes as a permanent record. The minutes will be sent to the Activity Director for posting on the bulletin board.
- Distribute the minutes of the meeting to all members of council (NLT one week prior to a FC meeting)
- Support the promotion of Family Council

## **MEETINGS**

- Meetings will be held once a month for approximately one hour and are subject to change throughout the year at the discretion of the Chair and council members. Once the Terms

of Reference have been finalized, FC Board Members may decide to hold meetings every 2 months.

- A schedule of dates will be established and agreed upon.
- Any member of the council may raise an issue or propose a project.
- Members will bring to the council those issues that might be relevant to all residents and families.
- Issues specific to the council member's resident or a specific resident will not be discussed at this council.
- Meetings are not intended for lengthy complaints with no resolution. The council is intended to be a solution-oriented forum with a positive attitude.
- Guest speakers may be invited to attend Family Council meetings by the council.

29 February 2024