

VICTORIA VILLAGE MANOR
FAMILY COUNCIL
TERMS OF REFERENCE

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1.Purpose and Accountability

The Victoria Village Manor (VVM) Family Council is an organized, self-led, self-determining, democratic group composed of family and friends of the residents of VVM.

The main purpose of the VVM Family Council is to improve the quality of life of our Long-Term Care residents and to give families and friends a forum for sharing their experiences, learning and exchanging information. VVM Family Council is a liaison between the residents' families or friends, and staff to facilitate communication and to work with the staff in the promotion and encouragement of programs and decisions for the ultimate benefit of the residents.

The VVM Family Council works with the residents' family members or friends and V V M to identify and resolve issues that affect residents' quality of life. VVM Family Council works with the staff liaison who is appointed by VVM at the request of Family Council to assist the Council and attend meetings on request.

The Ontario Long-Term Care Home Act 2007 (LTCHA) iv, 59-68 states the roles and responsibilities of the VVM Family Council and Victoria Village Manor ,as a Licensee,, must work within the scope of those guidelines.

2.Goals

With a general focus on improving the quality of life and assuring quality of care for all residents, and supporting each other, VVM Family Council undertakes activities to:

- Promote mutual support among Council members and other families and friends involved with the Home's residents through sharing information and experiences as well as educating Council members on issues affecting residents and families
- Facilitate communication and promote partnerships with the VVM staff and residents as well as residents' families and friends who are not involved directly on the Council.
- Advocate regarding collective concerns. Advocacy can focus on issues within the Home or occasionally broader concerns.
- Discuss group concerns and bring forward recommendations to Victoria Village Manor staff.
- Recruit new members to Family Council, in an effort to reflect the diversity of VVM'S residents.
- Establish operational goals for each year.

Under the *LTCHA*, a Family Council of a Long-Term Care Home has the following discretionary powers.

1. Providing assistance, information and advice to families and friends when new residents are admitted to the Home.
2. Providing information and advice to families and friends about their rights and obligations under the *LTCHA*.
3. Providing information and advice regarding the rights and obligations of the Home.
4. Helping to resolve disputes between the Home and residents.
5. Sponsoring and planning activities for residents.
6. Collaborating with community groups and volunteers concerning activities for residents.

7. Reviewing:
 - i) inspection reports and summaries prepared by Ministry of Health and Long-Term Care inspectors involved in the process of licensing VVM .
 - ii) the detailed allocation of funding received by the VVM under the *LTCHA* and amounts paid by residents.
 - iii) the VVM's official financial statements.
 - iv) operations of the VVM.
8. Advising the Home of any concerns or recommendations the Council has about the operation of the Home. (Within 10 days of receiving these concerns or recommendations, the Home must respond in writing to the Family Council.)
9. Reporting to a person appointed by the Minister of Health and Long-Term Care any concerns and recommendations that in the Council's opinion ought to be brought to that authority's attention.

3. Family Council Composition

(i) Right to be a member

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

Family members and persons of importance to former residents who are deceased who were active members of the Family Council may be invited to continue their participation in Family Council if it is deemed to potentially enhance the quality of life of current residents (See Appendix A).

(ii) Who may not be a member

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

1. The licensee, and anyone involved in the management of the long-term care home on behalf of the licensee.
2. An officer or director of the licensee or of a corporation that manages the long-term care home on behalf of the licensee or, in the case of a home approved under the *LTCHA*, a member of the committee of management for the home or of the board of management for the home, as the case may be.
3. A person with a controlling interest in the licensee.
4. The Administrator of VVM.
5. Any other staff member OF VVM.
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 provided under the *LTCHA*.

(iii) Membership

Membership in the VVM Family Council is on an annual basis. If a member misses more than three consecutive meetings, unless the Council is advised otherwise, the member will be deemed to have resigned.

Membership in the VVM Family Council may be terminated for failure to comply with the Family Council's Code of Conduct (See Appendix B)

(iv) Officers

Officer Positions

Within the VVM Family Council, elected Officer positions and role descriptions are:

Chairperson/President

Presides over Family Council meetings

This includes:

- Setting up the agenda in advance of each meeting and seeing that it is followed.
- Possessing knowledge of the Council's Terms of Reference and Code of Conduct, and seeing that they are followed.
- Ensuring a signed Code of Conduct is obtained from each member annually.
- Ensuring attendees understand the Confidentiality Statement provided on the sign-in sheet at each meeting (See Appendix C).
- Keeping control of meetings by maintaining order, discouraging repetitious discussion, and moving ahead with the business of the meeting when momentum lags.
- Maintaining impartiality. It is the Chairperson's duty to see that all sides of an issue receive a fair hearing. His/her influence should not be used to promote personal opinions but to function in the interest of the entire group.
- Acting as a liaison between Family Council and Victoria Village Manor.
- Facilitating work toward fulfillment of annual Family Council objectives.

Coordinates Council activities and programs

- Coordination is necessary if a Family Council is to function as an effective, smooth-running whole. A Chairperson will direct his/her efforts toward getting as many members as possible involved in the work of the Council and keeping in touch with members who have accepted tasks to determine if the work is being done.

Maintains communication with staff/administration

The Chairperson and other leaders should endeavour to represent the interests of all residents and should maintain open communication with VVM administration and staff in order to convey the interests of family members.

Vice-Chairperson

The traditional duty of a Vice-chairperson is to fill in for the Chairperson when necessary. Other duties may be assigned.

Secretary

The Secretary is usually responsible for taking notes at meetings, recording and maintaining a file of meeting minutes, maintaining Council correspondence, and having the Terms of Reference and Code of Conduct available for reference. The Secretary is also responsible for ensuring there is a sign-up sheet at every meeting and that all attendees sign-in. The Secretary may also conduct meetings in the absence of the Chairperson and the Vice-chairperson. In some Family Councils, the Secretary is responsible for notifying families of upcoming meetings. However, other members could be assigned this task. The Secretary may also write thank-you notes to speakers, financial supporters and others who donate their services to the Family Council.

Treasurer

The treasurer reports the financial position of Family Council to the Committee. On an annual basis (August), the financial statements will be reviewed by a Family Council member (non-Executive) agreed upon by the membership.

Officer Terms

All appointments are for a one-year term, renewable as elected. In the event that an executive of the Family Council is unable to complete their term, a member of the Family Council will be appointed on a temporary basis until such time as interim elections can be held.

4. General Meeting Information

(i) Staff Attendance

At the request of the Family Council, Victoria Village shall appoint a Family Council assistant, whose is acceptable to the Council. In this regard the Council would prefer that the Director of Resident and Family Services, be so designated to assist and facilitate the work of the Family Council. There is an expectation of Family Council that he/she will attend meetings and maintain confidentiality, as required by the Council.

A standing invitation is also extended to the VVM Administrator to attend Family Council meetings whenever he/she is able to or needs to do so.

That said, the Family Council reserves the right to meet *in camera*, without the presence of the staff.

(ii) Confidentiality/Transparency

Members are expected to be open and candid in discussing items before the Family Council. For this reason, members will agree not to disclose information or views expressed by individuals during meetings including any confidential information or documentation. Declarations of confidentiality should be announced during the meeting. Members agree to support the decisions of the Family Council and to speak with one voice outside the meetings. See Confidentiality Statement provided on sign-in sheet (Appendix C).

(iii) Process for Decision Making

Each issue on the Agenda that needs a decision to be made will be dealt with as follows..

1. A motion will be made by a Family Council member.
2. The motion must be seconded by another Family Council member.
3. Motions, so presented, will be discussed openly and with respect.
4. Members will be allowed to discuss the motion and the Chair will put the decision to the group once fully discussed.
5. As the members "own" the meeting and participation is encouraged by all members it helps to go around the table asking each his/her opinion on the topic being discussed. If decisions need to be made about the committee process (e.g. whether to end a discussion that is going on too long) the Chair will pose that question to the group so that they feel some control over the committee process.
6. With the end of discussions, a vote will be taken on the motion. The majority of the votes cast will decide the outcome of the decision.

(iv) Consensus Building

Any disagreement or dispute which may arise between the members will be resolved harmoniously, creatively and constructively through a process of consensus decision making. In the event that an agreement is not forthcoming and the members are at an impasse, the following protocol will be invoked:

- a) An impasse is defined as an unresolved or unmanageable disagreement that has discernible and measurable negative consequences for the Family Council or a project of the Family Council.
- b) Best efforts will be made to resolving the impasse in a timely manner by openly acknowledging and applying the guiding principles noted above.

- c) If warranted, the Family Councils of Ontario will be consulted, only after all other avenues to resolve the disagreement have been exhausted.

(v) Evaluation

In June of each year, the Family Council and its members shall evaluate the effectiveness of the Council in meeting its goals and objectives, as noted in the Terms of Reference.

Terms of Reference will be reviewed at the first meeting of each year (September), updated as deemed necessary by Family Council and approved.

(vi) Definition of Term

Family Council year start date begins with the September meeting and ends with the June meeting in the following year.

(vii) Meetings

Schedule

Meeting dates are to be established with each Family Council year. Meeting frequency may vary from what was originally established as called by the Chairperson.

Minutes

The Secretary shall record the minutes of each meeting, post them on the Family Council board **within 10 days** and send them electronically to Family Council members, where possible. Council may choose to use a Victoria Village resource person(s) to take minutes of Family Council meetings. Such determination will be made by Council at the start of each year for the following year.

Agenda

Agendas are to be specific regarding the items to be discussed. Each item on the agenda should indicate the person responsible and the time to be allotted. All submissions for the agenda must be submitted to the Chair prior to the posting of the agenda on the Family Council board, and the agenda is to be posted five days before the assigned meeting date. With permission of the Council, the Chair may add an item to the agenda. The agenda is to be sent electronically to Family Council members where possible in advance of the meeting.

(viii) Elections:

The election of the Officers of the VVM Family Council will take place each year in May.

Planning for elections will begin in February each year.

Families will receive notice of the upcoming nominations and election in March of each year. The notices shall clearly state how a family member can participate in the process. If possible, all families – not just active Council members – should be notified.

A **nominating committee** may be used to gather and present nominations to the Council. If a committee is used, Council members should be told how to present their nominations to the committee. If a committee is not used, part of a Council meeting can be set aside for receiving nominations. This should be done at least a month before elections are held.

If possible, the list of nominees should be distributed to Council members before the election, so they can consider the choices. Members are encouraged to volunteer on their own initiative to be considered for office.

Voting

Elections are held by show of hands unless a Family Council member requests a secret ballot. Every Family Council member in attendance is entitled to one vote for general meetings as well as elections. No proxy votes are allowed.

5. Dissolution of Family Council:

In the event of the dissolution of Victoria Village Family Council, any funds held by Family Council in account # xxxx xxxx-585 at the Bank of Montreal will be turned over by the Treasurer to the Director of Resident and Family Services to be placed in the Victoria Village Fundraising account # xxxx-xxx5609 for the benefit of the residents.

APPENDIX A – Useful Documents

Ministry of Health
and Long-Term Care

Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch

1075 Bay Street, 11th Floor
Toronto ON M5S 2B1
Telephone: 416 212-2362
Fax: 416 327-7603

Ministère de la Santé
et des Soins de longue durée

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité

1075, rue Bay, 11^e étage
Toronto ON M5S 2B1
Téléphone : 416 327-7461
Télécopieur : 416 327-7603



HLTC2960IT-2015-244

DATE: APR 30 2015

MEMORANDUM TO: Long-Term Care Home Licensees

FROM: Nancy Lytle
Director
Performance Improvement and Compliance Branch

RE: Clarification of Family Council Membership

The Family Councils of Ontario supports the work of long-term care (LTC) home Family Councils across the province through education, dissemination of resources, consultation and promotion. I would like to thank the Family Councils of Ontario for identifying the need for an important clarification with respect to Family Council membership.

The *Long-Term Care Homes Act, 2007* (LTCHA) sets out requirements relating to Family Councils, including requirements on who can be a member of a Family Council. Subsection 59(5) of the LTCHA sets out 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 LTC home. Subsection 59(6) sets out who may not be a member of a Family Council (e.g. the LTC home licensee).

As you may be aware, in 2011, the Ministry of Health and Long-Term Care (ministry) published *A Guide to the Long-Term Care Homes Act, 2007 and Regulation 79/10* (the Guide). The Guide provides an overview of some aspects of the *Long-Term Care Homes Act, 2007* (LTCHA) and Ontario Regulation 79/10 (Regulation).

At this time, I would like to provide clarification regarding the Guide's section on membership in LTC home Family Councils. This clarification has no change or impact on the provisions relating to Family Councils in the LTCHA (sections 59-68). The Key Considerations section on page 4-3 of the Guide states the following:

"To be a member of a Family Council, a person must be a family member of a resident or a person of importance to a resident. A person can no longer be a member of the Family Council after the death or transfer of the resident, unless the person is a person of importance to another resident in the Home. A "person of importance" may include a friend or a significant other." (Emphasis added)

.../2

Long-Term Care Home Licensees

Each Family Council is unique and may determine its own role and the responsibilities of its members consistent with the requirements in the LTCHA. The ministry would like to clarify that Family Councils can individually determine the appropriateness of the continued membership and participation of Family Council members after the death or transfer of a resident, as long as there is no conflict with the requirements in the LTCHA. For example, an individual Family Council could determine that the Family Member of a deceased resident can continue to be a member, even if the family member does not have a relationship with another resident in the home.

For further information regarding Family Councils, including membership, developing terms of reference and other resources, please visit the Family Councils of Ontario website at: www.familycouncilmembers.net.

The ministry is not providing a formal update to the online version the Guide at this time. The Guide should be read in conjunction with the LTCHA and the Regulation and, in the case of any conflict, the provisions of the LTCHA and the Regulation prevail and are authoritative. The LTCHA and Regulation can be viewed on the e-Laws website at: www.e-laws.gov.on.ca. The Guide is available at: www.health.gov.on.ca/en/public/programs/ltc/docs/ltcha_guide_phase1.pdf.

The ministry asks all LTC home licensees to share this communication with their Family Council. If you have any questions, please contact Rob Francis, Manager, Aging and Long-Term Care, Implementation Branch at Robert.Francis@ontario.ca or 416 212-7137.


Nancy Lytle

- c: Ms. Nancy Naylor, Assistant Deputy Minister, Health System Accountability and Performance Division, MOHLTC
Ms. Lorraine Purdon, Director, Planning and Partnerships, Family Councils' Program
Ms. Candace Chartier, Chief Executive Officer, Ontario Long Term Care Association
Ms. Donna Rubin, Chief Executive Officer, Ontario Association of Non-Profit Homes and Services for Seniors

APPENDIX B – Code of Conduct

Victoria Village Manor Family Council Code of Conduct

Dedicated to Creating a Loving Home for Each Resident

The individual actions of Family Council members reflect on the Family Council as a whole, therefore the actions of all members should ensure that the Family Council maintains its high regard. The reputation and the image of the Family Council should be considered in each member's communications and actions.

- Show respect, sensitivity and consideration for all persons you meet in Victoria Village Manor – residents, volunteers, staff, contractors and all others supporting the residents.
- Respect resident privacy and confidentiality in accordance with their Bill of Rights.
- Respect the sensitivity and confidentiality of information discussed at Family Council meetings.
- Recognize that all persons are unique individuals and be sensitive to this.
- Respect that each resident and family member has the opportunity to advocate on their own behalf. Family Council members should only advocate on the behalf of a resident and or their family members with their consent or if there is a barrier the resident cannot remove or overcome.
- The intent of advocacy is to remove barriers that cannot be removed or overcome by the resident or the family alone.
- Follow the chain of command within Victoria Village when addressing concerns.
- Do not intervene in any resident's care before consulting the staff responsible for their care.
- Recognize that idle, sensational or groundless talk about any person may be harmful and hurtful.
- Have a clear understanding of abuse – financial, physical and emotional, and report any abuse immediately to the appropriate individual to ensure it is acted upon.
- Know and follow the rules of Victoria Village Manor.
- As a member of the Victoria Village Family Council, lead by example.

Name

Signature

Date

APPENDIX C - Meeting Sign-In Sheet

VICTORIA VILLAGE MANOR

MEETING SIGN-IN SHEET	
Family Council Meeting	Meeting Date:
Secretary:	Place/Room: Gathering Room

In signing this document I will honour the Confidentiality & Code of Conduct of the "Terms of Reference" of Victoria Village Manor Home.

Resident Name	Family Member Name	Staff Member Name	New Member? (Y/N)	Phone*	Email* (if different from last meeting)	May this information be shared?*

***Please indicate if you agree to have your contact information shared with the Family Councils' Program and other members of the Victoria Village Manor Family Council. The information will be used for Family Council purposes only (i.e. for communication, record keeping and statistical purposes) and will not be sold or shared outside of the Victoria Village Manor Family Council and the Family Councils' Program.*

**Optional due to privacy laws*