

**The Corporation of the
City of Timmins**



Policies and Procedures

Family Council

Golden Manor

Terms of Reference

PURPOSE

The Council's objective is to improve the quality of life and care for all residents by promoting an atmosphere of sensitivity, caring and support among the friends and family members of the residents and the staff of The Golden Manor.

GOALS

- To provide assistance, information and education to residents, family members of residents and persons of importance to residents, including when new residents are admitted to the home.
- To share ideas for the purpose of problem solving.
- To maintain two-way communication between families and the home.
- To advocate on behalf of all residents and families.
- To assist with planned activities for the Home.
- To collaborate with community groups and volunteers concerning activities for residents.
- To review relevant home protocols and policies i.e. Emergency Plans.
- To participate in relevant home committees i.e. Ethics Committee, Integrated Quality, Safety and Risk Committee, Food Council, etc.
- To review and provide input on resident satisfaction survey, survey results and survey actions. Annually.
- To review quality improvement initiatives in the home based on the home annual quality improvement plan.

MEMBERSHIP

Members of Family Council:

Shall have or have had a relative or friend as a resident of the Golden Manor.

Family Council assistant:

A staff member from the Golden Manor shall act in an advisory capacity and liaison between the council and the staff/administration of the Golden Manor.

Note: A licensee of a long-term care home shall attend a meeting of the Family Council only if invited, and shall ensure that the staff, including the Administrator, and other persons involved in the management or operation of the home attend a meeting of either Council only if invited.

ELECTED EXECUTIVES

The Family Council will have a Chairperson and Vice-Chairperson selected from the members of the council, and will be known as the officers. If the Chairperson or Vice-Chairperson can no longer perform their duties, the remaining officers shall appoint a member to serve out the remainder of the term.

Elections for the above stated officers shall be held every year at the February meeting.

Members are encouraged to volunteer on their own initiative to be considered for office.

REVIEW PROCESS

The Council will review the Terms of Reference at minimum on an annual basis.

Amendments may be made to these Terms of Reference at any regular meeting of the Council by a 2/3 vote providing the suggested changes have been read at the previous meeting.

MEETINGS

Meetings will be held on the third Thursday of every month.

Subcommittee/ad hoc committee meetings shall be held as deemed necessary by council members (i.e. fundraising committee).

CODE OF CONDUCT

Individual actions of the Family Council members reflect on the council as a whole. All members should ensure their actions maintain the high regard of the Council. Effective Family Council members:

- Show respect, sensitivity and consideration for all persons in the Golden Manor.
- Respect the privacy and confidentiality of all residents, family/friends of residents, staff and visitors of the Golden Manor.
- Avoid making judgements about any situation in the absence of all facts and information.
- Follow the chain of command when addressing concerns.
- Do not intervene in any resident's care before consulting the staff member(s) responsible for their care.

DOCUMENTS

References / Références :

Family Council Handbook, Your Guide to Starting and Maintaining a Family Council, 2016
Long Term Care Homes Act 2007 and Ontario Regulations

Relation Procedures / Rapports aux procédures :

SUMMARY INFORMATION

Terms of Reference:	Family Council of the Golden Manor
Issue Date:	February 22, 2019
Reviewed Date:	
Last Revision Date:	March 24, 2022
Next Review Date:	February 1, 2023