



TERMS OF REFERENCE

“The Family Council is our families’ voice when it comes to improving the quality of life at Vision.”

The Family Council is an organized, self-led, self-determining, democratic group composed of family and persons of importance to the Vision residents. A staff member, appointed by the Home, assists the Council and attends meetings on request. The Council is dedicated to improving the quality of life of all residents through support, education and communication and acts as liaison between families, staff and management to promote the health, welfare and happiness of all residents.

PHILOSOPHY

We believe in, and agree to provide, respectful and caring support for families of residents of Vision and to provide a safe environment and knowledgeable forum for families.

Throughout this document the word family/families will be used to describe any person involved in a supportive relationship with a resident of Vision.

PURPOSE

- To work to improve quality of life of all residents
- To act as advocates to assure quality of care of all residents. A Family Council handles group concerns, not individual concerns. Family members with specific concerns should speak to staff and administration.
- To provide support for families of residents
- To provide a forum for discussion and decision-making regarding concerns and complaints and take action as necessary, maintaining confidentiality at all times
- To make recommendations to Administration on matters concerning the well-being of all residents
- To provide educational opportunities for families to enhance the understanding of the experience of residents in care
- To participate and provide input on development of policies, accreditation, and special programs when asked by Administration
- To act as a source of information and referral for families
- To promote a positive attitude toward aging and the role of residents’ families.

MEMBERSHIP

- Membership is open to all family members, and residents’ person of importance who wish to participate in the decision making process on matters affecting the daily lives of

residents. The family council will liaise with the administration of Vision who will act as a resource at the request of the family council.

- Eligibility for membership requires that a person be actively involved in a supportive role of a resident of Vision.

ELECTION OF OFFICERS

- Election of the (chair/president) and (vice chair/president) will take place on a biennial basis in May. If a situation arises where one of the officers resigns or can no longer fill his/her position an interim officer will be appointed for the balance of the term of office.
- Each member will be entitled to one (1) vote for the purpose of decision-making.
- The following officers will be elected for a two-year term, which begins on September 1:
 - ♣ Chair
 - ♣ Vice chair
 - ♣ Secretary
 - ♣ Treasurer (if required)
- Council Executive Position Responsibilities are outlined in Addendum 1
- To facilitate in-person meetings, it would be desirable that persons filling Executive Positions be local
- The Secretary and Treasurer positions may be combined if VFC finds it beneficial.

MEETINGS

Meetings will be held on the 3rd Wednesday of September, November, January, March and May. Subcommittee meetings shall be held as deemed necessary by council members.

QUORUM

Quorum will consist of five members eligible to vote, representing a minimum of four residents. One vote per family.

MINUTES AND AGENDA

Minutes, along with the agenda for the next meeting, will be distributed to all family council members. They will also be available in the lobby.

PROCESS

Issues and concerns of family members may be presented to the Family Council. A motion will be required and must receive a simple majority vote of those in attendance in order to be forwarded to Vision Administration. It will be the role of the Chairperson to present all issues and concerns approved by Family Council to the Administration.

SUPPORT AND LIAISON

The Staff Assistant will provide support and liaison to family council. They may attend and participate in meetings of Council, but do not vote.

AMENDMENTS

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.

MEMBERS RESPONSIBILITIES AND CODE OF ETHICS

- A member shall consider the best interests of all attendees;
- A member shall be guided by the Family Council and Vision's mission statements;
- A member shall maintain the highest standards of integrity;
- A member shall recognize and respect the personal integrity of each member of the Vision Family Council;
- A member shall promote high standards of ethical practice within the home;
- A member shall declare any conflict of interest;
- A member shall act within the limits of the roles and responsibilities of the Family Council, as identified by the MOLTCH Act
- A member shall become familiar with the Vision Family Council's policies and operating practices and act in accordance with them;
- A member shall become familiar with and act in accordance to VFC Terms of Reference;
- A member shall respect the confidential nature of Vision business and respect limitations this may place on the operation of the Vision Family Council;
- A member shall not disclose confidential information or personal details;
- A member shall treat all other members with respect and allow for any opinions to be shared without interruption;
- A member shall maintain a positive and productive environment making space for and valuing the contributions of all individuals;
- A member shall acknowledge democratic principles and accept the consensus of Vision Family Council;
- A member shall limit discussions at VFC meetings to matters of concern to the Resident community as a whole;
- A member shall use established communications channels when questions or concerns arise;
- A member shall not accept any payment or benefit financially through Vision Family Council involvement

ADDENDUM #1

Council Executive Position Responsibilities and Accountabilities

For the purposes of fulfilling these duties and cohesiveness of the Executive, it is recommended that all Executive members live locally.

Chairperson

The Chairperson shall be responsible for the overall management of the Council in accordance with the Terms of Reference and current government policies and procedures. The specific duties of the Chair include:

- Prepares, for review by the Vice Chair and Staff Liaison, the agenda for the Council meetings;
- Calls the Council meetings;
- Ensures that the Terms of Reference of the Council are maintained and up to date;
- Reviews the agenda for the Council meetings;
- Presides over the Council meetings, in person or virtual;
- Ensures that the minutes of Council meetings are recorded and maintained;
- Participates in information training programs;
- Communicates regularly with Vision Administration regarding all issues pertaining to the Council and the Vision resident community;
- Ensures that there is regular communication with Families/Friends/Caregiver community;
- Facilitates the resolution of conflict;
- Attend regular Council meetings;
- Attends other meetings related to Long-term Care and those at the request of Vision
- Observes the Council's Code of Ethics and By-laws.

Vice-Chairperson

The responsibilities of the Vice-Chairperson include:

- Presides over meetings, in person or virtual, of the Council in the absence of the Chair;
- Communicates regularly with the Chair;
- Supports the Chair;
- Attends regular Council meetings;
- Observes the Council's Code of Ethics and By-laws.

Secretary

The Secretary shall:

- Maintain a full and accurate summary of all Council meetings;
- Provide draft minutes of the meetings for Chairperson to review;

- Ensure that draft minutes are reviewed by the Chair and Vice Chair and Staff Liaison before they are distributed;
- Declare, record, and note votes in the minutes, especially where pertaining to financial matters;
- Copy and distribute, electronically or on paper, any draft minutes pending approval at the beginning of the next Council meeting for immediate approval;
- Attend regular Council meetings;
- Observe the Council's Code of Ethics and By-laws.
- If required, the Staff Liaison or a staff person designated by the home may provide secretarial services.

Treasurer

The Treasurer's duties are under development.

Staff Liaison

In relation to the Council, the Staff Liaison's duties are as follows:

- Distributes to each member of the Council any material identified by VFC and/or and post the same in a location accessible by Families/Friends/Caregivers attending Vision Nursing and Rest Home;
- Provides support and liaison to VFC;
- Does not hold a vote
- Helps VFC manage communications through the Home, its website, emails, and other communication networks
- Acts as a resource to the Council on relevant laws, regulations, and any LTC policies and procedures;
- Considers the recommendations of the Council and reports back to the Council on decisions taken;
- Educates Council on Vision terminology and initiatives with respect to Equity, Diversity, and Inclusion;
- If desired, participates on the committees established by the Council;
- Attends regular Council meetings;
- Observes the Council's Code of Ethics.