



## A Service Provider's Guide to FAMILY/RESIDENT Councils

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**BC CARE PROVIDERS  
ASSOCIATION** [www.bccare.ca](http://www.bccare.ca)

Advocating service excellence for seniors



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## OVERVIEW

BC Care Providers is pleased to present you with this guide specifically developed to assist you, as service providers, to facilitate the establishment of a Resident/Family Council in your homes or support the momentum of an existing Council.

There is increasing focus on facilitating communication between service providers, residents and families. Establishing and maintaining a Council will not only meet the requirements of the BC Community Care Regulation, requiring service providers to meet with an existing Council or with Residents at least once a year, but also respond to recommendations made by the BC Ombudsperson in her report, *The Best of Care: Getting it right for Seniors in British Columbia* (part 1), issued in December 2009.

The process of developing this guide included consultation with members as well as review of current thought-leadership material developed by stakeholders in the BC health care community as well as outside of our province (e.g. Ministry of Health, BC Ombudsperson, Health Authorities, Ontario Family Councils Program etc) There is extensive information available regarding Resident/Family Councils but we hope that this concise summary, geared specifically to service providers, will assist you in your ongoing relationships with residents and families as well as providing you with ideas on enhanced quality of care.

Members shared best practices and experiences gained in the operation of their Council and these are incorporated throughout this Guide. All Residences do not operate identically however this Guide will provide some options and alternatives for members as you develop, encourage and support the Council at your own sites. We encourage members to reach out and connect with peer service providers and in an informal way to further share ideas and practices.

Our Residents are our primary focus and there is increasing emphasis on the “voice” of Residents and families in our homes. Working collaboratively with our Residents and families requires us to create tools and opportunities for effective communication e.g.

- A Log book to record communication between families and staff;
- Policies & Procedures established by the care provider e.g. who to approach on a particular topic;
- Regular Care Conferences;
- Focus groups and Resident/family surveys;
- Suggestion boxes with procedures established for communicating and responding to the suggestions;
- Resident/Family Council support.

This guide focuses on the Family /Resident Council (“Council”) and the impact that we as care providers have on their establishment and success.

Part A provides some background information on Councils including their benefits together with guidance on how we can impact the Council. Care Providers have an interdependent partnership relationship with residents and families and must work together towards a common goal of ensuring quality care.

Part B supports care providers with information to better understand Council functions.

Part C provides some sample documents from the industry which can be shared with Councils.

Part D provides reference to additional resources available on the establishment and functioning of Councils.

## PART A- – FAMILY/RESIDENT COUNCILS AND THE IMPACT SERVICE PROVIDERS HAVE ON THEM

### A – 1. WHAT IS A FAMILY/RESIDENT COUNCIL?

A Family/Resident Council is a group of people that include Residents, family members and friends of Residents living in a residential care facility. The group organize themselves to meet regularly to support each other, share information and educational resources on residential care. They also raise concerns or issues encountered in the home, work pro-actively with staff to resolve any concerns and advocate for Residents with a view to improve the overall care and quality of the Residents' experience.

### A – 2. THE ROLE OF A FAMILY/RESIDENT COUNCIL

Each Council is unique based on the diversity of the Residents and families but with the common goal to enhance the provision of services to Residents.

The role of the Council varies depending on the group of Residents and includes:

- **Educating/providing general information** to Residents, families and friends about long term care;
- **Facilitating effective two way communication** between staff and Residents/families;
- Providing an **opportunity for Residents and families to learn about** and actively participate in the planning and decision-making around care in the home;
- **Pro-active participation in raising concerns** from Residents and families **and** working towards constructive resolution of any issues;
- **Participating in fundraising** for specific needs identified by Residents and families, over and above the required services provided by the home which will further enhance the quality of life for Residents;
- **Engaging and connecting Residents and the home with the community** to promote awareness and relationship-building for a mutually rewarding experience/integration of Residents in their community;
- **Promoting a positive attitude** and ambiance within the home.

### A – 3. WHY ENCOURAGE A FAMILY/RESIDENT COUNCIL?

It is well recognized that families and friends that stay strongly connected and continue to participate in the care for their family members living in residential care, enhance the quality of care and the overall positive experience of the Residents.

#### How can care providers benefit from a Council?

- Issues arise and if they are not addressed quickly and effectively can grow out of proportion. A Council creates a **communication channel to the collective voice of Residents, families and friends** for the care provider to deal with issues but also to gather input on new ideas/future changes contemplated in the home.
- Council members can provide a resource at the home to meet with prospective and new families and **share their personal experiences as well as share important information** to ensure a smooth transition for families. There is no better evidence than personal experiences for families when making decisions around the future home of their loved one. Using the Council to re-assure and welcome new families, creates collaboration and lightens the load for staff.
- Councils can also proactively **fundraise** to further enhance and improve the quality of life of all Residents in the home e.g. a bus.
- Councils are also a **link to the community** and can facilitate programs that benefit both the Residents and the community e.g. Elder/kindergarten buddy systems. The **reputation of the home can be greatly improved with strong community linkages.**
- Council can support the service provider in successfully advocating with Health Authorities and Ministry of Health and reflect the **benefit to care providers of a voice in the community.**



Based on a survey of members during 2011, the following factors have been identified as reasons for the success of existing Councils:

- Introducing co-chair persons to enable continuity in the Council;
- Families have taken the initiative, embraced the concepts of a Council and taken on the responsibility of the Council;
- Strong leadership and organization by Council members;
- Council providing education to families;
- Collaborative, understanding and willing partnership with service provider/team approach;
- Guest speakers;
- Families closer to management for effective problem resolution/facilitation;
- Comfort level for Residents to express opinions/suggestions/concerns/praise;
- Support level for families;
- Engaging family members for input in areas of operation e.g. food committee ;
- Communication with staff through minutes;
- Consistent follow-up on issues identified;
- Monthly meetings;
- Forum to discuss contracting out/issues/food choices;
- Active participation/engaged;
- Residents more content as have opportunities to participate.

#### A – 4. WHAT CAN I DO AS A CARE PROVIDER TO SUPPORT A FAMILY/ RESIDENT COUNCIL?

**Encouragement and enthusiasm from the care provider and management** sends the message to Residents, families and staff the importance of a Council and full support by the facility. The following actions from providers and management evidence such support:

- **Educate staff** on the concept and role of a Council at an in-service or education session - staff knowing what a Council is and being able to direct any questions appropriately to either management or a designated staff person shows support;
- **Create a Policy & Procedure document** outlining the function and role of the Council and the related corporate procedures supporting the Council;
- **Designate a staff liaison** to support the Council as they establish and operate the Council including directing them to industry resources for Family Councils – this person can also be the lead on staff training on the Council;
- **Conducting a survey** amongst Residents, families and friends to identify interest in the concept of a Council;

- **Approach specific Residents and family members** that you believe will be interested in organizing a Council – the task of establishing a Council relies on enthusiasm and buy-in from Residents and family members;
- **Hold an introductory meeting** with Residents, families and friends to discuss the concept of a Council, roles, benefits etc. – this can take place in conjunction with a regularly scheduled event to capture a larger audience;
- **Provide a venue at the home with refreshments/food;**
- **Provide administrative services** e.g. typing up, printing and distributing of meeting minutes to support the Council;
- **Reach out to the Council** through regular update meetings and responding to the meeting minutes;
- **Provide expertise and resources at meetings**, if requested, to educate families, answer specific questions;
- **Assist with sourcing of possible guest speakers** on topics of interest to the Residents, families and friends;
- **Provide parts of this BCCPA Guide to Councils** and/or other resource material e.g. sample documents for Terms of Reference etc.;
- **Facilitate conducting an annual Resident/Family survey** to evaluate the functioning and effectiveness of the Council – support the Council in any areas highlighted by the survey that need action;
- **Provide the Council with information on structure** - the structure may range from being very informal with a Chair Person and Recorder, writing up the minutes of the meeting with terms of reference guiding the operations of the Council to a more formal structure with elected officers, formal committees, establishing a quorum, term of reference etc. See Part B for information that will support you in providing guidance and Part C for sample communication documents;
- Consider **developing a Brochure** introducing the Council to new families – it will be included in the home’s welcome package and give the Resident and family the opportunity to reach out to the Council;
- If not a brochure, consider **dedicating a section to Councils in the Resident/New Family Handbook** – provide information on what a Council is, their role, benefits and contact names for Residents and families to connect with the Council;
- Consider **involving Council members in obtaining feedback** that may trigger changes resulting in improved quality of care for Residents e.g. food feedback, conducting tours of the home and relaying information on the culture of the home.

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*“The facility has been very helpful in posting notices, printing and distributing minutes and providing us with meeting space.....A Family Council can be very proactive and helpful with communications within the facility and give a sounding board to concerns some may be reluctant to bring up.”*

*Family Member*

## PART B : BEST PRACTICES FOR COUNCILS

Care providers can support Councils by having an understanding of the following information, which they can either impart with Councils through consultation or provide to Councils directly.

### B – 1. THE INITIAL MEETING

- **Invite all Residents, families and friends** to ensure inclusivity and a positive start;
- **Ensure notice of the meeting is posted on all notice boards** in the home and sent out in the regular newsletter/mail out to families – consider dedicating a notice board to the Council;
- **Provide an agenda** to formalise the meeting and the importance of the prospective Council and commit and stick to a time line for the meeting;
- **Provide a handout that reinforces the message shared at the meeting** – people will only be able to absorb so much information and a handout helps deliver the message. Consider providing the handout as people leave to allow them to listen during the meeting but have some reminders in the handout when they go home;
- **Generate enthusiasm by ensuring people have a positive experience at the meeting** – consider providing refreshments or a meal;
- **Consider inviting a guest speaker** that will provide first-hand experience of a Council e.g. a member of an established Council from another home or a family member that has experience with another Council – the more informative and applicable the meeting, the more people will want to keep on returning and participate;
- **Invite participation and sharing of ideas from Residents, families and friends attending** – the pool of knowledge is typically large and the more participation is generated the more people will feel they are part of the Council and will want to attend in the future. Show the participants that the Council is not just another social event but rather a place for Residents, families and friends to generate information, have questions and issues dealt with and a forum for meaningful discussion, ultimately to improve the quality of life of Residents;
- **Determine the date of the next meeting** – a time and day that will suit most people.
- **Enlist volunteers to organize and run regular Council meetings** – they should be chosen by the Residents, families and friends attending and may be temporary at first until the Council is fully established;
- **Prepare a sign-in sheet** to record names and contact details of all attendees and interested parties. This will be useful in following up to get feedback of the meeting as well as identify volunteers that can be approached directly.

## B – 2. MEETING STRUCTURE

- **Consider electing co-chair persons** that will support one another in organizing meetings and Council activities and facilitate continuity of the Council when a co-chair person's family are no longer in the home;
- **Hold regular monthly meetings, except in the summer** when many people are away, on the same day and time as this helps with more regular attendance and continuity;
- **Discuss the ongoing role of staff with attendees.** Consider appointing a staff liaison that can be the direct contact to support the Council. Regular attendance of staff will be up to the Council – focus on the importance of the Council being run by Residents, families and friends for the benefit of Residents, families and friends;
- Have the **home confirm their support by providing a meeting room and refreshments/food;**
- Effective meetings will play a big part in the success of the Council – this hinges on **meetings being well-planned and well-run.** Consider a leadership role for a volunteer with experience in running meetings and possibly rotate between volunteers – this often brings different perspectives and allows more people the opportunity to participate;
- **Agendas are an effective tool to communicate the goal of the meeting** and help focus the discussion. Provide opportunity to participants to add items to the agenda at the start of the meeting and then stick to the agenda. Consider designating a volunteer to hand out the agenda and direct any late-comers;
- **Take minutes of the meetings and distribute them in a timely manner** for review before the next meeting. The minutes should detail any action items and outcomes of actions. Staff are often asked to help with typing the minutes and distributing them to Residents, families and friends – even if people can't attend they may wish to review the ongoing discussion and outcomes and in that way stay connected and informed.

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*"...we have two members of management on our committee...We see this arrangement as being most helpful in helping the committee achieve its objectives, a key one being to advocate for the care and wellbeing of the residents...."*

*Problems that could well have grown seriously out of proportion have generally been discussed at committee meetings or by email to/from management and this has certainly helped get problems worked on most expeditiously."*

*"...[Council] members and management staff on the Committee, over the years of my involvement, have proven to be committed, open minded, creative, insightful and cooperative in all the issues that have been addressed. They are dedicated to a common focus which has always been to work towards providing the very best possible environment physically and emotionally for the residents, staff and families."*

*Family members*

## B – 3. TERMS OF REFERENCE

Terms of Reference is a document created by the Council that governs the way the Council operates. Having Terms of Reference provides structure to the actions and functions of the Council and can be instrumental in avoiding any conflicts between Council members around the procedures the Council follow.

**There are a variety of topics that can be addressed in this document e.g.:**

- Name of Council;
- Philosophy of the Council;
- Purpose of the Council;
- Membership/participation eligibility;
- Committees;
- Officers and their duties;
- Election of officers;
- Meetings;
- Agenda and Minutes – critical to keep track of issues and resolution and evidence of time/effort invested by members;
- Amendments of Terms of Reference/Review dates.

**Handy tip: Address hot topics such as:**

- When members are no longer eligible to participate in the Council (e.g. once the Resident has passed that is being represented on the Council) – the general expectation would be for the family member or friend to serve out their term, if a formal council member, or simply no longer attend and participate in meetings/actions;
- Individual Resident issues e.g. changes to a care plan versus speaking for the Residents as a group. The Terms of Reference should make specific mention in its purpose/function that it advocates and speaks for the Residents as a group and cannot talk to the care provider or any authority on behalf of an individual Resident or family;
- Conflicts of interest e.g. if a family member is also on staff at the home. The Council needs to consider such a situation and can address it in the Terms of Reference. Typically, disclosure of a conflict to all parties involved can sufficiently avoid any conflict of interest or perceived bias in any decision the Council makes.

## B – 4. WAYS TO ENCOURAGE COUNCIL PARTICIPATION

The biggest challenge that a Council faces, as evidenced in surveys of members and the industry, is the ability to generate and sustain participation in the Council. There are a number of reasons for this including the natural passing on of Residents, turn-over of families new to homes, and Council meetings and actions perceived as not leading to meaningful actions/results.

The following are some suggestions that can assist your home and Council in generating ongoing participation:

- Enthusiastic membership and volunteers on the Council;
- Strong leadership in the Council reflecting good organization and taking of initiative;
- Good education of Residents, families, friends of Residents and staff;
- Interesting and relevant guest speakers that pique the interest of Council members and provide valuable information to their situations;
- Inclusiveness of the Council in terms of continued broad invitation to new families, accommodating bilingual communication etc;
- Providing a safe environment for families and friends to communicate without perceived threat of retaliation towards Residents;
- Participation of Council members in the operations of the home e.g. participating in food audits and being on the Food Committee;
- Ongoing collaboration and support from the facility and staff, acceptance and respect by the care provider and staff if the Council wishes to meet without any staff involvement.

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*“We rely on the feedback of [Council] members to advise the Administration of any ongoing issues.....our Family Council has been very successful, with the support of [the administration]. We have consistently received positive support in our initiatives and effective responses to expressed concerns.”*

*Council Members*

## PART C : TOOLS & TEMPLATES

### C – 1. SAMPLE TERMS OF REFERENCE<sup>1</sup>

<FAMILY COUNCIL NAME>

#### TERMS OF REFERENCE

##### PURPOSE

The purpose of the <Family Council Name> is to enhance the quality of life, well-being and happiness of all Residents at the Centre, by promoting caring and trust among Residents, Staff, Families and Friends of Residents.

##### FUNCTIONS

- To act as an advocate for the Residents.
- To identify key and rising issues and advise Administration of them as well as possible changes Council would like enacted.
- To provide support for Families & Friends of Residents by providing a comfortable, confidential and secure forum for discussion.
- To promote communication between Families, Staff & Administration.
- To arrange educational opportunities for Families & Friends of Residents.
- To participate and provide input to the development of policies, accreditation and special programs in <Facility Name>, at the invitation of Administration.

##### MEMBERSHIP

Membership is open to all Family members, Friends and Representatives of Residents of <Facility Name> who wish to participate in decisions affecting the daily lives of Residents.

Family Council will request Administration to appoint a Staff member to serve as Liaison between Administration and Council. This person will attend a portion of each Family Council meeting for updates and communication with Council, but would not remain in attendance for the entire meeting. This person would not have a vote at Council.

Family & Friends of a deceased Resident of <Facility Name> are welcome to continue their involvement with Family Council, but would no longer be eligible to vote.

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<sup>1</sup> Courtesy of Burquitlam Care Centre

**ELECTION OF OFFICERS**

All members are eligible for election. Positions to be elected are:

- Chair
- Vice Chair
- Secretary

If one of the elected officers can no longer fill the position, an Interim Officer will be elected for the remaining term of office. <Facility Name> Staff & Contractors with family living in <Facility Name> are ineligible to be Officers on Family Council.

**MEETINGS**

Meetings will be held on the last Wednesday of each month at either 7 p.m. or 3 p.m. Additional meetings will be called by the Chair as required. Meetings can be changed or cancelled by the Chair with appropriate notice to members.

**AGENDA & MINUTES**

An Agenda will be prepared for each meeting. Minutes will be taken to record the proceedings of each meeting. Minutes will be distributed to Council members, the Staff Liaison and to the Administrator. The Secretary will be responsible for these functions.

**AMENDMENTS TO THE TERMS OF REFERENCE**

The Terms of Reference will be reviewed annually by Family Council. Amendments can be made, but are subject to final approval by the Administrator of <Facility Name>.

Initial Date of Terms of Reference: <XXXXXXXXXXXXXXXXXX>

Date of Latest Revision: <XXXXXXXXXXXXXXXXXX>

## C – 2. SAMPLE HANDBOOK AND TOUR CARD

Council could provide Tour Cards with contact details of the Council. Some choose to develop their own Handbook while others develop brochures to include in a welcome package to new Residents and their families. Other providers choose to include the information in a section of their Resident Handbook.

On the next page is an extract from the first 3 pages of a Council Handbook, courtesy of the Simon Fraser Lodge Family Council, which they call “In our experience”. The Handbook was compiled in collaboration between the care provider, staff and Family Council. In addition, they have put together a brochure with a collection of the “stories” of some of the Residents and the experiences they have had at the home.

They also include Tour Card with contact details of Council members. These are distributed upon admission or could even go to prospective Residents and families. The new Resident and family can decide whether they would like to contact the Council for a tour and introduction.



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*“My husband and I feel a Family Council is of great importance because we need to be a voice for our loved ones who cannot or will not speak for themselves in the proper care that they need to live comfortably without losing their dignity. If management attends the meetings, questions can be directed to them and, hopefully, resolved in the short term.*

*We feel a Family Council is an essential function of a Seniors’ facility and feel strongly that it should be mandatory and would highly recommend the formation of one in every facility. ”*

*Family Members*

## IN OUR EXPERIENCE

### The Family Voice at Simon Fraser Lodge



2410 Laurier Crescent, Prince George BC V2M 2B3  
Main Switchboard: 250 563 3413

#### Contents

What the Family Council Does  
Care Facilities in Northern BC  
Who Lives at the Lodge?  
Definitions of Care Levels  
Resident Care Plans  
Required Policy and Procedures  
Seniors Agencies in Prince George  
Organization and Responsibilities at Simon Fraser Lodge  
Information on Meals, Diet and Supplements  
Simon Fraser Lodge Philosophy and Commitments  
Where You Can Get Answers  
Pastoral Care Information  
Activities Information  
Committees

#### Enclosed for your information:

Letter from Family Council  
Northern Health Patient Care Quality Brochure  
Facilities Maps  
Sample of Living Care Plan  
Personal Items Checklist  
Contact Information  
Residents Stories

#### What our residents and families have to say about Simon Fraser Lodge:



"Simon Fraser Lodge provides exceptional resident care and service. The kind and compassionate staff are never too busy to offer a kind word to my mum and give her all the attention she needs. They never hesitate to go that extra mile for my mum to ensure she's well cared for."  
P. Michelle Cadogan daughter of Mary Jo Hague - Oak Wing

"I have learned... That the best classroom in the world is at the feet of an elderly person!"  
Cecelia Parent - Recreation Coordinator, YMCA/ Simon Fraser Lodge

"... while it is true that it is generally a difficult transition into a nursing home, feelings on both the part of the resident and the family are often more ambivalent and can even be positive - for instance, there may also be a sense of relief that our loved ones will be taken care of, perhaps even some hope that they will be able to live out their lives in a caring and comfortable environment"  
- Leslie Walsh



#### An Open Letter from the Simon Fraser Lodge Family Council

Welcome to Simon Fraser Lodge, Prince George. The Family Council appreciates that this is often a difficult time for families as a loved one enters another phase of life and care.

The Family Council of Simon Fraser Lodge would like to assist you with this transitional period. We are all volunteers who have been in similar situations and appreciate how helpful it is to have someone to talk to during this life's change. We would be happy to answer any questions, advocate or liaise with the staff at Simon Fraser Lodge as well as other agencies.

As well, we encourage people to become involved with our organization. That involvement can bring you another step closer to understanding the facility and the network of support that is available to individuals.

Please feel free to contact the undersigned anytime. We, too, will be in touch with you and will offer assistance with this transition into Simon Fraser Lodge.

Sincerely,

P. Michelle Cadogan 250 355 0321 or Barbara Scott  
Co-Chairpersons and Facility Orientation Specialists  
250-355-0321 or [khsenell@sfml.ca](mailto:khsenell@sfml.ca) (Barb)  
250 964 2726 or [theacadem@sfml.ca](mailto:theacadem@sfml.ca) (Michelle)

### C – 3. POLICIES & PROCEDURES

The following example, courtesy of Baltic Properties Group, provides direction to staff and establishes operational policy and procedure around Family Councils for the organisation.

<b>Volunteer Services Policy &amp; Procedure</b>	<b>Family Council</b>
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**POLICY:** The family members of the Residents of Baltic Properties Group have the need and right to have their opinions and concerns formally heard and acknowledged. The Family Council provides the necessary mechanism for family members to voice their suggestions and concerns to effect positive change for the quality of life of the residents.


**PROCEDURE:** The Recreation Therapist/Manager and General Manager assumes the responsibility for the organization, scheduling and facilitation of the Family Council meetings.

**ROLE OF THE FAMILY COUNCIL:**

1. To serve as an avenue for communication between family members, residents, the staff and administration.
2. To facilitate an understanding of each of the Departments as they relate to the resident’s care and service needs.
3. To present ideas, suggestions, and concerns and to work cooperatively towards a solution where possible.
4. To provide an opportunity to learn reasons for proposed changes in policy and procedures and promote feedback concerning potential changes.

**COUNCIL STRUCTURE AND OPERATION**

1. The Council in an open meeting and shall consist of family member representatives for residents from throughout the facility.
2. The Director of Care will organize and attend all meetings of the Council and is responsible for development of the meeting agenda.
3. Residents are welcome to attend all meetings.
4. Minutes of the meeting will be recorded and posted for general viewing on the Recreation bulletin boards.

<b>Policy Reference: RT-007 Family Council</b>		<b>Page 22</b>
<b>Approved By:</b> VP Operations	<b>Effective Date:</b> February 2009  <b>Review:</b>	 <b>BALTIC PROPERTIES GROUP</b>



## Sample Evaluation Questionnaire

Courtesy of Ontario Family Council's Program, the following questionnaire can help evaluate the effectiveness of both the Council and the care provider/staff:

QUESTION	Yes	No
<b>How is your Council organized?</b>		
Does your Council meet regularly?		
Does your Council meet monthly?		
Does your Council have officers/lead volunteers who are family or friends of Residents?		
Does your Council have written Terms of Reference?		
Do meetings have a planned agenda and do all meeting participants know what is on the agenda?		
Are minutes (or notes) kept of meetings and retained for future reference?		
Do you post minutes or new of Council meetings in the Home or publish them in a newsletter?		
<b>HOW DO FAMILIES AND FRIENDS OF RESIDENTS PARTICIPATE IN THE COUNCIL?</b>		
Are most families and friends aware of the Council and its purpose?		
Are Council meetings planned and led by families and friends and not by staff?		
Is your Council financially independent of the Home?		
Is information about your Council readily available to families who are new to the Home?		
Is there a core group of families and friends who attend most meetings and seem interested?		
Do you think that most Council members feel they can speak honestly at meetings without fear?		
Does the Council have the opportunity to meet without staff or administration present unless requested?		
Are Council projects and tasks somewhat divided evenly among Council members?		

<b>HOW DO LONG-TERM CARE HOME STAFF PARTICIPATE IN THE COUNCIL?</b>		
Do you think most of the Home's staff are aware of the existence and purpose of the Council?		
Is information about the Council included in staff orientation, in-service training or staff meetings?		
Has a specific staff person been chosen to work with the Council?		
If the staff person working with the Council were to change, would the Council continue to function at its present level?		
<b>HOW DOES THE ADMINISTRATION PARTICIPATE IN THE COUNCIL?</b>		
Do you think the administration is supportive of the Council?		
Is there a regular means by which administration keeps informed of Council meetings and activities?		
Does administration keep the Council informed of the Home's news and changes in policies and regulations?		
Does administration seek the Council's opinion on policies, procedures and other issues?		
Do you feel that administration hears the Council's concerns and recommendations and gives them serious consideration?		
<b>HOW DOES YOUR COUNCIL BECOME CONSTRUCTIVELY INVOLVED?</b>		
Is the Council involved in welcoming or orientation of new families or Residents?		
Is the Council informed about the duties, functions and responsibilities of the various departments of the Home?		
Does the Council provide opportunities for members to gain needed information on the Long-Term Care system?		
Has your Council been involved in sponsoring a special event or activity for families and/or Residents?		



## **PART D – RESOURCES AND REFERENCE INFORMATION**

The following resources provide information on Family Councils and have been organized as described:

### **DEFINITIONS, ROLES AND EXPECTATIONS OF FAMILY COUNCILS NOW AND IN THE FUTURE**

- BC Ministry of Health - SeniorsBC: Family & Resident Councils  
<http://www.gov.bc.ca/seniors/healthcare/community/council/>
- Public Report to the BC Legislature by the BC Ombudsperson, December 2009
- The Best of Care: Getting it right for seniors in British Columbia (Part 1)  
[http://www.ombudsman.bc.ca/images/resources/reports/Public\\_Reports/Public\\_Report\\_No\\_46.pdf](http://www.ombudsman.bc.ca/images/resources/reports/Public_Reports/Public_Report_No_46.pdf)

### **SUPPORT FOR FAMILY COUNCILS – FROM GETTING ESTABLISHED TO GUIDANCE ON ADVOCACY**

- Advocates for Care Reform, Family Council Handbook  
[www.acrbc.ca](http://www.acrbc.ca)
- Ontario Family Councils Program  
<http://www.familycouncilmembers.net/>

### **EXAMPLES OF FAMILY COUNCILS AND THE ELECTRONIC COMMUNICATION TOOLS EMPLOYED**

- Fairhaven, Ontario  
<http://fairhavenltc.com/index.php/councils/family-council/>
- Woodland Villa, Ontario  
[http://www.wvfamilycouncil.org/Woodland\\_Villa/About\\_Us.html](http://www.wvfamilycouncil.org/Woodland_Villa/About_Us.html)