

# Family Council Collingwood Nursing Home

## Who we are:

The Family Council of Collingwood Nursing Home is an organized, autonomous, self-led, self-determining, democratic group composed of the family members and friends of residents at the Collingwood Nursing Home.

As the family council, we determine our own processes, goals, and activities within the parameters of The Long-Term Care Homes Act. We also abide by the principles of democracy by favouring social equality and giving every member a voice in decisions (e.g. all members vote for Council leaders and on all motions.)

Members of the family council come together regularly, share a sense of purpose, and have common goals and objectives with the ultimate purpose of creating a safe, vibrant, and supportive LTC home for residents, families, and staff. The Family Council has powers to advise the home leadership of concerns and make recommendations to improve the home.

The Family Council strives for continuous improvement; we believe that different lived experiences, diverse ideas and conflicting views help us make better decisions for the community of the Collingwood Nursing Home; and we ensure any principles set out in the procedure are consistent with principles set out in the LTC Act.

## Family Council Goals

The main goals of the Family Council at the Collingwood Nursing Home are to provide support, education, problem-solving, and communication.

**Support:** Our Family Council can be a great source of mutual support to family members and offer guidance to new families during their transition to long-term care. No one knows what a family member is going through like another family member! By being involved in a Family Council, you can give and receive emotional, informational, and practical support.

**Education:** Our Family Council provides a mechanism for family members to not only learn and gain an understanding of the home and how it operates, but also to help educate family members on the regulations within the LTC Act. Our goal is to continually invite guest speakers from the community and from within the long-term care home to present information/resources on various topics (for example, how to have meaningful visits with residents who have dementia, Power of Attorney, End of Life Care).

**Problem-solving:** Also called advocacy, our Family Council advocates regarding collective concerns to improve residents' quality of life. Our council can bring concerns to the administration of the home and make suggestions for improvements.; suggestions for new programs and activities for residents; collective concerns about menus, laundry service, or

staffing levels; and ways to connect the home to the broader community (for example, working with the local transit authority to have the community bus service the long-term care home).

**Communication:** Family Councils provide an opportunity for families to be informed about what is happening in the home. We use our meetings and other communication tools to share information from the home to family members. Councils can also solicit ideas, feedback, and suggestions from members and share that with the home.

### **If a family member has a concern, should that go to the Family Council?**

It is important to be clear about what a Family Council can and cannot do. A Family Council handles group concerns, not individual concerns. Family members with specific concerns should speak to the Collingwood Nursing Home staff and administration. Every Home is required to have a process for addressing individual concerns.

### **Membership Rules**

Family members of a resident or a person of importance to a resident are entitled to be a member of the Collingwood Nursing Home Family Council and cannot be refused membership. Once a person is a member of the family council, continuing membership is permitted if the member no longer has a family member/friend who is a resident in the Home.

### **Code of Conduct**

The Code of Conduct applies to all members of the Family Council. It is to be given broad, liberal interpretation in accordance with applicable legislation and the definitions set out herein. As a living document the Code of Conduct will be brought forward for review at the end of each term of Council, when relevant legislation is amended, and at other times when appropriate to ensure that it remains current and continues to be a useful guide to members of the Family Council.

The Family Council outlines four key foundational principles - integrity, respect, accountability, and leadership and collaboration. The standards of conduct that reflect the four key foundational principles are as follows:

- Members should listen courteously and attentively to all discussions at the council/board meeting, and focus on the business at hand.
- Members must make every effort to show up to all meetings on time and well prepared to take an active role in the business at hand (if they have chosen to take an active role.)
- Members should always consider the impact that their choice of language may have on other individuals, regardless of the members' intent.
- Members must not interrupt each other during a meeting, including by talking over another person.
- Members must respect each other's privacy and not disclose any personal information or communication to those outside the Family Council without the other members' consent.

## **Guidelines for Family Council Meetings**

Agendas will be created and distributed prior to every meeting. In line with the Code of Conduct, members are asked to remain on topic as the Chair addresses each topic on the agenda in order to keep meetings timely. Full participation is encouraged as every member has a voice in decisions made by the council. An open forum will be available at the end of every meeting where members are free to share their thoughts and feelings; offer each other ongoing support and encouragement; and bring up any concerns, questions, or ideas.

## **Frequency of Family Council Meetings**

The frequency of meetings will be determined by vote and brought forward for review at the end of each term of Council.

General Family Council meetings for 2022 will be held on a monthly basis. From time to time, additional meetings may be set to address new and urgent information or needs of the residents and/or families.

Per section 67 of the LTC Act, the licensee has a duty to consult regularly with the Family Council – at least every three months. In line with this requirement, the Collingwood Nursing Home Family Council will host quarterly meetings to include the licensee and Administrator, Peter Zober.

## **Family Council Staff Assistant**

Per the LTC Act, if the Family Council so requests, the licensee shall appoint a Family Council assistant who is acceptable to that Council to assist the Family Council. 2007, c. 8, s. 61 (1).

The current Family Council has chosen Bev Cloutier, Activity Director as the Staff Assistant. Bev can be reached by phone at 705-445-3991 x 225, or by email at [bev@collingwoodnursinghome.com](mailto:bev@collingwoodnursinghome.com)

In carrying out his or her duties, a Family Council assistant shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council.

## **Annual Reviews**

### **Selecting New Council Board**

At the end of every calendar year, family council members can submit their names should they wish to be elected for a role on the board of the family council. All council members will have the opportunity to vote for their choice and board member roles will be appointed based on the outcome of the poll. A vote will also be held to appoint the Family Council Staff Assistant for the next term. Should no members come forward with a request for election, or if the council members are happy with the Staff Assistant, the current board members and Staff Assistant will retain their positions.

Current roles on the board of the Collingwood Family Council are

- President
- Chair
- Secretary
- Coordinator

### **Family Council Policies**

At the end of every calendar year, family council members will have the chance to review and update as needed all Family Council policies, including membership rules, guidelines, goals, the code of conduct, frequency of meetings, and any other relevant information pertaining to the family council.

### **Financial Statements/ Funding of the Collingwood Nursing Home**

A full review of funding and financials will be completed by the Family Council on an annual basis. Per the LTC Act, the home is required to provide the Family Council with

- the detailed allocation, by the licensee, of funding under the Act, the Local Health System Integration Act, 2006 and the Connecting Care Act, 2019 and amounts paid by residents;
- the financial statements relating to the home filed with the Director under the regulations, with the local health integration network for the geographic area where the home is located under the Local Health System Integration Act, 2006 and with the Agency, and the operation of the home.

### **Inspection Reports and Summaries**

All inspection reports and summaries must be supplied by the home to the Family Council and will be reviewed as received. In addition, at the end of every calendar year, the Family Council shall conduct a full review of all inspections reports and summaries, compliance orders, and the written plans by the home for achieving compliance that occurred during the calendar year.

## **The Long-Term Care Act and the Family Council**

### **What does the Long-Term Care Homes Act mean for Family Councils?**

Family Councils are included in the legislation governing long-term care homes in Ontario. The inclusion of Family Councils in the Long-Term Care Homes Act was a major development which recognized the important contributions Family Councils make to long-term care homes and the long-term care sector in general.

### **What can a Family Council do? What are its powers under the Act?**

The Act outlines several powers of a Family Council, such as providing 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; advising residents, family members of residents and persons of importance to residents respecting their rights and obligations under

the Act; sponsoring and planning activities for residents; advise the licensee of any concerns or recommendations the Council has about the operation of the home, and others.

### **What does the Act say about the membership of a Family Council?**

The Act also indicates who can and cannot be a member of the Council. Persons who are not eligible to be members of the Council include the licensee of the home, home management, an officer or director of the licensee or of a corporation that manages the long-term care home on behalf of the licensee, a person with a controlling interest in the licensee, the Administrator of the home, any staff member, and any person employed by or in a contractual relationship by the Ministry of Health and Long-Term Care.

As Family Councils are autonomous and self-governed, they are responsible for creating their own Terms of Reference which outlines the group's goals, structure and operating procedures, including membership. Each Council sets its own membership including who may be a member and how long people can be Council members.

### **What role does the Long-Term Care Home play?**

According to Section 65 of the Act, the licensee has a duty to cooperate with the Family Council and cannot interfere with the meetings or operations of the Council. Section 67 indicates that the licensee has a duty to consult regularly with the Family Council - at least every three months.

The Act says that every home may have a Family Council and that a family member or person of importance to a resident may request that a Family Council be established. The licensee must assist in the establishment of a Family Council within 30 days of receiving a request from a family member or person of importance to a resident.

Many Family Councils have positive and productive relationships with the staff and administration of the home. Many staff members and administrators go above and beyond what is prescribed in the Act. The relationship between the Council and home staff and administration is important to a successful Family Council as it helps to ensure good communication and successful activities and initiatives of the Council.

### **Does the Home have a duty to respond to Family Council Recommendations?**

If the Family Council has advised the licensee of concerns or recommendations under either paragraph 8 or 9 of subsection (1) of the LTC Act, the licensee shall, within 10 days of receiving the advice, respond to the Family Council in writing.

### **Family Council 'General' Regulations under the LTC Act**

Per the Act, the Licensee is to co-operate with and assist Councils. A licensee shall co-operate with the Residents' Council, the Family Council, the Residents' Council assistant and the Family Council assistant and shall provide them with such financial and other information and such assistance as is provided for in the regulations. 2007, c. 8, s. 62.

**Licensee duty to meet with Council**

If invited by the Residents' Council or the Family Council, the licensee shall meet with that Council or, if the licensee is a corporation, ensure that representatives of the licensee meet with that Council. 2007, c. 8, s. 63.

73) A licensee has a duty to consult regularly with the Residents' Council, and with the Family Council, if any, and in any case shall consult with them at least every three months.

**Attendance at meetings – licensees, staff, etc.**

A licensee of a long-term care home shall attend a meeting of the Residents' Council or 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. 2007, c. 8, s. 64.

**No interference by licensee**

A licensee of a long-term care home, (a) shall not interfere with the meetings or operation of the Residents' Council or the Family Council; (b) shall not prevent a member of the Residents' Council or Family Council from entering the long-term care home to attend a meeting of the Council or to perform any functions as a member of the Council and shall not otherwise hinder, obstruct or interfere with such a member carrying out those functions; (c) shall not prevent a Residents' Council assistant or a Family Council assistant from entering the long-term care home to carry out his or her duties or otherwise hinder, obstruct or interfere with such an assistant carrying out those duties; and (d) shall ensure that no staff member, including the Administrator or other person involved in the management or operation of the home, does anything that the licensee is forbidden to do under clauses (a) to (c). 2007, c. 8, s. 65.

**Immunity – Council members, assistants**

No action or other proceeding shall be commenced against a member of a Residents' Council or Family Council or a Residents' Council assistant or Family Council assistant for anything done or omitted to be done in good faith in the capacity as a member or an assistant. 2007, c. 8, s. 66.

## Contacts and Information

### Current Board Members of the Collingwood Nursing Home Family Council

President – Yvonne Hobbs, 705-888-7222, Yvonne.hobbs@outlook.com

Chair – Leanne Duke, 705-446-6925, leanneduke2022@gmail.com

Secretary – Angela Marritt, 416-457-2719, amarritt3785@rogers.com

Coordinator - TBD

### Collingwood Nursing Home Staff Contact List

Peter Zober, President & Administrator: 705-445-3991 x 223  
peter@collingwoodnursinghome.com

Wendy Curran, Director of Care: 705-445-3991 x 227  
wend@collingwoodnursinghome.com

Debi Hughson, Assistant Director of Care, 705-445-3991 x 222  
debi@collingwoodnursinghome.com

Barb Hicks, Business Office Manager, 705-445-3991 x 224  
barb@collingwoodnursinghome.com

Bev Cloutier, Activity Director, 705-445-3991 x 225  
bev@collingwoodnursinghome.com

Michelle Fagan, Ward Clerk, 705-445-3991 x 228  
michelle@collingwoodnursinghome.com

Jonathan de Witte, Nurse Practitioner, 705-445-3991 x 231  
jondwitte@gmail.com

Isha Khadka, Dietary Manager, Food Service Supervisor 705-445-3991 x 226  
isha.khadka@compass-canada.com

Jamie Hyndman, Maintenance Supervisor, 705-445-3991 x 300  
jamie@collingwoodnursinghome.com

Should a family or council member have a concern but they are not sure whom they should contact, please contact our staff Assistant, Bev Cloutier, for guidance.