



## **Terms of Reference 2022**

**F.J. Davey Home Family Council**  
**Terms of Reference 2022**

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# **F.J. Davey Home Family Council**

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### **Organization**

1. The name of the organization shall be the *F.J. Davey Home Family Council*.
2. The *F.J. Davey Home Family Council* is sanctioned under *sections 65 to 74 of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1* which can be found in the appendices.
3. The current *Logo* for the *F.J. Davey Home Family Council* was created by former *Family Council Member Susan Chow* in 2017. The *Logo* follows the *F.J. Davey Home*-themed colours and consists of a circle that included a stylized *Iris* inside the circle which also incorporates the name “*FJ Davey Home Family Council*” around the bottom of the circle and the words “*Courage, Wisdom, & Friendship*” around the top of the circle which is the meaning of the *Iris*.
4. The current *Logo & Copyright Information* can be found in the appendices section below.

### **Mission Statement**

5. The *F.J. Davey Home Family Council’s* mission is to improve the quality of life and quality of care for all residents by promoting an atmosphere of sensitive caring and support among staff, friends, caregivers and family members of the residents of the *F.J. Davey Home*.

### **Goals**

6. The goals for the *F.J. Davey Home Family Council* are to
  - a. Promote mutual caregiver support among *Family Council Members* & other families and friends involved with the residents. We promote this by often sharing information and experiences as well as educating *Council Members* on issues affecting residents and families – sometimes by engaging guest speakers.
  - b. Facilitating communication and promoting partnerships with the *F.J. Davey Home* staff and residents as well as residents’ families and friends who may not be involved directly in the *Family Council*.
  - c. Advocating collective concerns that can focus on issues within the *F.J. Davey Home* or occasionally broader concerns.
  - d. To be financially solvent to support the *Family Council* business.

### **Powers of a Family Council**

7. The *Powers of a Family Council* are outlined in *section 66 subsections (1) to (10) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1*

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### Confidentiality & Code of Conduct

8. **Confidentiality** means we do not share any information or stories with others. **Members** may talk about what they have heard or learned in the group, as long as no identifying information is shared. This includes the following:
  - a. Names of **Residents**, **Family Members** and **Members** of the **Family Council** unless specific permission has been granted.
  - b. The **F.J. Davey Home Family Council's Code of Conduct** can be found in the **Appendices** section as it will be a separate document from the **Terms of Reference**.
  - c. However, individual actions of **Family Council Members** reflect on the **Family Council** as a whole. All **Members** should ensure that their actions maintain the highest outlook for the **Council**.
  - d. All **Members** must abide by & agree to sign the **Confidentiality & Code of Conduct** agreement to ensure professionalism and to maintain a high level of standard of the **F.J. Davey Home Family Council**.

### Immunity For Council Members & Assistants

9. No action or other proceeding shall be commenced against a member of the **Family Council** or **Family Council Assistant** for anything done or omitted to be done in good faith in the capacity as a **Member** or an **Assistant** as per **section 72 of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1**.

### Membership

10. **Members** of the **Family Council** shall be a family member(s) of a resident or a person(s) of importance to a resident who is entitled to be a **Member** of the **Family Council**. As per **section 65 subsection (5) subject to subsection (6) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1**.
11. **Members** who may not be a part of the **Family Council** are subject to **section 65 subsection 6 sentences (1) to (7) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1**.
12. **Family Council Members** whose **Resident** is deceased or no longer residing at the **F.J. Davey Home** may continue their **Membership** on the **Family Council** with the unanimous consent of the **Members**.
13. The **Family Council** has the right to ask disruptive **Members** to be observers at meetings.
14. If **Members** have not attended **Meetings** for three consecutive months or more without notifying the **Family Council** they will be assumed to be inactive **Members**.

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### Voting Privileges & Results

15. ***Voting Privileges*** for ***Family Council Members*** will be limited to ***Family Council Members*** who are in attendance at the ***Council Meeting*** only.
  - a. ***Voting*** will occur via a show of hands for the ***Members*** that are present. However, if you attended the meeting but are absent for the topic in question you will still get the opportunity to ***Vote*** via an ***Online Survey*** that will only be made available to the ***Family Council Members*** who were in attendance during any part of that ***Family Council Meeting***.
  - b. ***Family Council Members*** who use the ***Survey*** option will have ***2 days*** after the ***Family Council Meeting*** to complete the ***Online Survey*** for their ***Vote*** to be recorded.
  - c. ***Results*** of both ***Voting*** options will be collected and the ***Majority Vote*** of both options will be the consensus on the ***Matter*** in question and will be recorded in the minutes.

### Committees

16. The ***F.J. Davey Home Family Council*** will consist of the following ***Committees***:
  - a. An ***Executive Committee*** shall consist of ***F.J. Davey Home Family Council Members*** only which is subject to the ***Membership Terms*** stated above.
  - b. ***Sub-Committees*** may be set up and dissolved as needed by the ***Executive Committee*** and may include but not be limited to welcoming, events, fundraising, etc.
  - c. ***Sub-Committees*** may also consist of the ***Executive Committee, Non-Elected Members*** of the ***F.J. Davey Home Family Council*** & may include outside individuals or organizations. Any ideas or thoughts these ***Committees*** gather would then be brought back to a ***Family Council Meeting*** by a ***Motion*** from that ***Committee Leader***.

### Executive Committee

17. The ***Executive Committee*** of the organization will be elected positions and may consist of but not limited to a ***Chairperson, Vice-Chairperson, Secretary, and Treasurer***. These are all ***Voluntary Positions*** and will be identified through a consensus of all ***Members*** and with the agreement of the person identified for that ***Role***.
  - a. These positions will be reviewed annually at the ***January Meeting***.
  - b. The ***Executive Committee*** may bring forth a ***Motion*** to the ***Family Council*** to either ***Initiate, Add, Merge, and or Dissolve Executive Committee Positions*** as they see fit through the needs of the ***F.J. Davey Home Family Council***.

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- c. In addition, an *Executive Committee Member* can be removed or discharged when:
  - i. There is a deliberate breach of the *Code of Conduct*.
  - ii. The *Executive Committee Member* demonstrates actions that are contrary to the effective functioning of the *F.J. Davey Home Family Council*.
  - iii. The *Executive Committee Member* fails to attend at least **50%** of *Meetings* within the previous *Twelve Months* or **3** consecutive *Meetings*.
  - iv. A *Motion* for the removal of an *Executive Committee Member* can only occur if the *Family Council* is presented with a *Motion* by a *Member* of the *Family Council* for discussion; the *Executive Committee* in question is then contacted to discuss the issue.
  - v. If no *Resolution* can be accomplished and a *Vote* is required the *Majority Consensus* determines whether the *Motion* can pass for the *Executive Committee Member* in question to be relieved of their duties.

### **Executive Committee Duties**

- 18. The *Chairperson* shall preside over all *Meetings*. In addition, the *Chairperson's Duties* will include but are not limited to:
  - a. *Voting* rights in the case of a tie.
  - b. Maintain regular communications with all levels of management at *F.J. Davey Home*.
  - c. Arrange & coordinate with the *Email/Technical Representative* for other *Meetings* as required or as necessary to fulfill the needs of the *F.J. Davey Home Family Council*.
  - d. Provide a non-partisan, confidential and safe forum for all *Family Council Members'* involvement.
- 19. The *Vice-Chairperson* will undertake all "*Chairperson*" duties in the event of his/her absence.
- 20. The *Secretary's Duties* will include but are not limited to:
  - a. Prepare agendas and notices for each meeting that is to be sent to the Chairperson for approval.
  - b. Record the minutes of the *Meeting* and once complete they shall forward the *Draft Minutes* to the *Chairperson* to be reviewed.

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- c. The *Secretary* shall include an *Attendance Report* in the *Minutes* for the *Meetings*.
  - d. The *Secretary* will also read each topic on the *Agenda* to the *Members* at the *Meeting* so the *Meeting* stays on track.
  - e. Maintain digital records of all agendas & meeting minutes for the past 5 years. The archival documents will be kept digitally with the *Secretary & Chairperson*.
  - f. In addition, there will be a paper copy of the current year's worth of agendas & minutes placed in the public binder at the *F.J. Davey Home*.
21. The *Duties* of the *Treasurer* shall include but are not limited to:
- a. Collecting monies for the *Organization*, & disbursing funds accordingly with the approval of the *F.J. Davey Home Family Council*.
  - b. Maintaining the *Financial Books* as a permanent record.

### **Vacant Positions**

22. Should a position become vacant before the annual review the *Executive Committee* shall discuss at a *Council Meeting* to either fill the position via another *Member* that is willing to take on the role or to appoint an *Interim* with their permission to preside over that position until a *Member* is found to fill that role on a longer-term basis.

### **Family Council Member Duties**

23. The duties of *Family Council Members* will be advocates supporting all residents and their families and/or friends of residents.
24. The *Family Council* shall also comply with any duties provided for in the regulations as per *section 66 subsection (2) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1*.
25. The *Executive Committee* is able to manage the affairs of the *Council Membership* as a group in the event a *Member* is unable to conduct their duties.

### **Family Council Assistant**

26. If the *Family Council* so requests, the *Licensee* shall appoint a *Family Council Assistant* who is acceptable to the *Family Council* to be the point of contact between the *Family Council* & the *Licensee* as per *section 67 subsection (1) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1*.
27. The *Family Council Assistant* appointed for this role is the *Social Worker* of the *F.J. Davey Home* and was accepted by the *Family Council*.

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28. The *Family Council Assistant's* duties will include but are not limited to & as per *section 67 subsection (2) of the Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1.*
- a. Shall take instructions from the *Family Council*, ensure confidentiality where requested and report to the *Family Council*.
  - b. Will not have voting privileges.
  - c. Will attend meetings with the *Family Council Executive Committee* and *F.J. Davey Home* staff/administration as requested.

### **Email/ Technical Representative**

29. The *Email/ Technical Representative* is a voluntary role and is responsible for but not limited to:
- a. Any communications that need to be relayed to members.
  - b. Be the main point of contact for new members.
  - c. Be responsible for setting up and hosting the *Virtual Meetings*.
  - d. Assist with any technical difficulties.
  - e. Coordinate with the *I.T. Department* at the *F.J. Davey Home* regarding the information on the *Family Council* page.
  - f. Maintain digital files with the assistance of the *Secretary* for *Minutes, Council Correspondence, Flyers, and LTC Resident Quality Public Inspection Reports* to distribute digitally to the *Members* of the *Family Council*, the *F.J. Davey Home*, and for the *Public* to view if requested.
  - g. Distribute the agendas and notices for each meeting that were created by the *Secretary*. *Notices* will be sent electronically to registered *Family Council Members* as information allows.

### **Nominations & Elections**

30. To be considered for an elected position on the *Executive Committee* you must be a *Member* of the *F.J. Davey Home Family Council* that is in accordance with the *Membership* terms above.
31. *Nominations* (including self-nominations) for all elected *Executive Committee* positions will be held annually in *November*.
32. *Elections* shall be held every year in *January* if there is any potential interest or if a position becomes available.



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33. The newly elected *Executive Committee Members* will assume duties immediately after the Elections.
34. Elections will be by secret ballot if requested by any two members.
35. Elections will be overseen by the *F.J. Davey Home Assistant* or other agreed upon, non-partisan party.
36. Any vacancy occurring during the term will be filled by the executive from a list of interested parties within 2 months of the vacancy.

### **Meetings**

37. The *F.J. Davey Home Family Council* is now hosting *Zoom Virtual Meetings* every *2nd Tuesday* of each month at *6 pm* due to the ongoing pandemic restrictions.
38. Once in-person meetings are permitted we will assess if there is a need for in-person and if so we will commence in-person meetings at the *F.J. Davey Home* with the collaborative use of *Zoom* to facilitate these meetings.
39. Subcommittee meetings shall be scheduled as deemed necessary by *Council Members*.
40. In the event of unusual circumstances or concerns arising, interim meetings can only be called, by a *Member* of the *Executive Committee*.
41. The *Executive Committee* may hold *Meetings* as required for planning purposes, to carry out the objectives of the *Family Council* and/or to meet with the *F.J. Davey Home* staff/administration.

### **Finances**

42. The *F.J. Davey Home Family Council* will keep *\$100* cash on hand and shall be kept in the possession of the *Treasurer*.
43. The *F.J. Davey Home Family Council* also has a *Community Group Bank Account* through *TD Canada Trust*. This will allow the *Family Council* to collect donations in a more modern fashion via *E-Transfers*. It will also allow the *Treasurer* to maintain the *Finacial Books* easier and the *Treasurer* is then not responsible for holding all of the funds the *Family Council* has.
  - a. The *Community Group Bank Account* allows for *30 Transactions & 30 Deposits* at a monthly fee of *\$4.95*
  - b. The only *Members* who have signing authority to make any withdraws on behalf of the *F.J. Davey Home Family Council* shall be the *Treasurer, Chairperson, & Vice-Chair* at the request of the *Treasurer* only unless one of the other *Members* is unavailable.

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- c. It was agreed that any **2** of the signing authorities can make withdraws from the account.
- d. Shall any of the **Signing Authorities** resign or be removed from their position it will also terminate their signing authority effective immediately following their resignation or termination date.
- e. The **Family Council** will call for an **Emergency Meeting** if needed or discuss this at the next upcoming **Meeting** following the effective resignation or termination date to appoint a new signing authority for the **F.J. Davey Home Family Council**.
- f. In addition, any purchases that are made by the **F.J. Davey Home Family Council** would have to pass a **Resolution** before any **Financial Transactions** occur.
- g. Any donations that are received will also be acknowledged and recorded at the **Family Council Meeting** immediately following the donation date.
- h. Any purchases made from **Members** looking to seek reimbursement will have to be pre-approved prior to purchasing or the **Member** may put a motion forward to seek reimbursement at the following **Council Meeting**. If the Motion gets approved reimbursement will then proceed. Failure to get pre-approval is a risk the **Member** may take which could lead to the **Council** denying the **Motion for Reimbursement**.
- i. The **Family Council Chairperson & Treasurer** shall coordinate with **F.J. Davey Home** regarding any expenses incurred by the **Family Council Members** for **Educational Purposes**.

### **Administrative Support**

- 44. The **F.J. Davey Home** generously provides administrative support to the **Family Council** (e.g. offering meeting space, photocopying and providing refreshments as they are able).

### **Dormant or Disestablishment of Family Council**

- 45. Shall the **F.J. Davey Home Family Council** become dormant or plans to cease its organization the **Chairperson** of **F.J. Davey Home Family Council** at the time shall inform the **F.J. Dave Home Administrator** of its intentions to become dormant or disestablish.
- 46. The **F.J. Davey Home Family Council Executive Committee** at the time will then initiate the following protocols:
  - a. The **Executive Committee** at the time will ascertain all documents and any remaining **Funds** to the **F.J. Davey Home Administrator** to possess in the **Trust** of the **F.J. Davey Home Family Council** until the **Family Council** is in an active or is re-established state.

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- b. However, after 2 years if no *Council* is re-established the *F.J.Davey Home Administrator* has the authority to grant the remaining *F.J. Davey Home Family Council Funds* to the *Activities Department* for them to allocate those funds accordingly to events they see fit.
- c. A record of *Transaction* shall occur and a record of all *Events* the *Activities Department* used those *Funds* that were contributed in *Trust* of the previous *F.J. Davey Home Family Council* be warranted for *Public Record* and *Future Councils* information.

### **Amendments**

47. Amendments may be made to these *Terms of Reference* at any regular meeting of the *Council*, at any time with the consensus of the *Council Members* providing the suggested changes have been discussed and approved at a previous *Family Council Meeting*.

### **Annual Review for Terms of Reference**

48. The *Family Council* shall review & revise the *Terms of Reference* if necessary annually at the *March Council Meeting* following the *Executive Committee* transition if applicable.

### **Previous Revisions**

Nov 2013

May 2014

Nov. 2015

Dec. 2016

Nov 2017

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**Appendicies**

**Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1**

**Family Council**

65) (1) Every long-term care home may have a Family Council.

**Request for Family Council**

(2) If there is no Family Council, a family member of a resident or a person of importance to a resident may request the establishment of a Family Council for a long-term care home.

**Licensee to Assist**

(3) The licensee shall assist in the establishment of a Family Council within 30 days of receiving a request from a person mentioned in subsection (2).

**Notification of Director**

(4) When a Family Council is established, the licensee shall notify the Director or anyone else provided for in the regulations of the fact within 30 days of the establishment.

**Right to be a Member**

(5) Subject to subsection (6), 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.

**Who may not be a Member**

(6) 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 Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132 as the case may be.
3. A person with a controlling interest in the licensee.
4. The Administrator.
5. Any other staff member.
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.

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7. Any other person provided for in the regulations.

**Licensee Obligations if no Family Council**

(7) If there is no Family Council, the licensee shall

- (a) on an ongoing basis advise residents' families and persons of importance to residents of the right to establish a Family Council; and
- (b) convene semi-annual meetings to advise such persons of the right to establish a Family Council.

**Powers of Family Council**

66) (1) A Family Council of a long-term care home has the power to do any or all of the following:

- 1. Provide 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.
- 2. Advise residents, family members of residents and persons of importance to residents to respect their rights and obligations under this Act.
- 3. Advise residents, family members of residents and persons of importance to residents to respect the rights and obligations of the licensee under this Act and under any agreement relating to the home.
- 4. Attempt to resolve disputes between the licensee and residents.
- 5. Sponsor and plan activities for residents.
- 6. Collaborate with community groups and volunteers concerning activities for residents.
- 7. Review,
  - i. inspection reports and summaries received under section 152,
  - ii. a written plan for achieving compliance, prepared by the licensee, that the Director has ordered in accordance with clause 155 (1) (b) following a referral under paragraph 4 of subsection 154 (1),
  - iii. the detailed allocation, by the licensee, of funding under this Act, the Local Health System Integration Act, 2006 and the Connecting Care Act, 2019 and amounts paid by residents,

Note: On a day to be named by proclamation of the Lieutenant Governor, subparagraph 7 iii of subsection 66 (1) of the Act is amended by striking out "the Local Health System Integration Act, 2006". (See: 2021, c. 39, Sched. 1, s. 203 (14))

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- iv. 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

Note: On a day to be named by proclamation of the Lieutenant Governor, subparagraph 7 iv of subsection 66 (1) of the Act is amended by striking out “with the local health integration network for the geographic area where the home is located under the Local Health System Integration Act, 2006”. (See: 2021, c. 39, Sched. 1, s. 203 (15))

- v. the operation of the home.
8. Advise the licensee of any concerns or recommendations the Council has about the operation of the home.
  9. Report to the Director any concerns and recommendations that in the Council’s opinion ought to be brought to the Director’s attention.
  10. Exercise any other powers provided for in the regulations.

#### **Duties**

(2) The Family Council shall comply with any duties provided for in the regulations.

#### **Duty to Respond**

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

#### **Minister to Consult**

(4) The Minister shall consult, in a manner the Minister considers appropriate, with organizations that represent the interests of Family Councils on an annual basis.  
Section Amendments with date in force (d/m/y)

#### **Family Council Assistant**

67) (1) 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.

#### **Duties**

(2) In carrying out their duties, a Family Council assistant shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council.

#### **General**

#### **Licensee to Co-Operate with and assist Councils**

68) 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

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such financial and other information and such assistance as is provided for in the regulations.

#### **Licensee Duty to Meet with Council**

69) 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.

#### **Attendance at Meetings — Licensees, Staff, Etc.**

70) 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.

#### **No Interference by Licensee**

71) 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 their 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).

#### **Immunity- Council Members & Assistants**

72) 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.

#### **Duty of Licensee to Consult Councils**

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.

#### **Regulations**

74) (1) The Lieutenant Governor in Council may make regulations for carrying out the purposes and provisions of this Part.

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### **Specific Inclusions**

- (2) Without restricting the generality of subsection (1), the Lieutenant Governor in Council may make regulations,
- (a) requiring a licensee to assist in the formation of Residents' Councils and Family Councils, and governing the assistance that the licensee is required to provide to those Councils;
  - (b) respecting and governing the duties of Residents' Councils and Family Councils;
  - (c) defining "detailed allocation" for the purpose of subparagraph 9 iii of subsection 63 (1) and subparagraph 7 iii of subsection 66 (1);
  - (d) providing for anything that under this Part may or must be provided for in regulations, or that is to be done in compliance with or in accordance with the regulations.

### **Logo & Copyright Information**

1. From: "Susan Chow"  
To: "Frances Ryan"  
Sent: Friday, 8 April 2022  
Subject: copyright Chow

The Family Council of the F J Davey Home has permission to use this logo.

This image is copyrighted © by Susan Chow. The use of this image or any part of this image is prohibited unless the prior written permission of the artist is obtained.

### **Amended Logo & Copyright Information**

2. From: "Susan Chow"  
To: "Frances Ryan"  
Sent: Wednesday, 13 July 2022  
Subject: Re: copyright Chow

Please forward my statement re: They don't need permission for each use as long as they follow the simple guidelines.

Thanks,  
Susie



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## **F.J. Davey Home Family Council Code of Conduct**



### **Code of Conduct for Members**

“This is HOME to your LOVED ONE” (And all residents here) Preamble: 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 image of the *F.J. Davey Home Family Council* should be considered in each member’s communications and actions.

### **CRITERIA FOR AN EFFECTIVE FAMILY COUNCIL MEMBER**

Show respect, sensitivity and consideration for all persons you meet in our Long Term Care Home (Residents, staff, visitors and volunteers). Respect resident privacy and confidentiality (Resident Bill of Rights).

Respect the sensitivity and confidentiality of information discussed at *Family Council* meetings. Avoid making judgements about any situation in the absence of all of the facts and information.

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 if a) there is a barrier they cannot remove or overcome and b) with their consent.

The intent of advocacy is to remove barriers that cannot be removed or overcome by the resident or their family alone.

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.

Recognize that idle, sensational or groundless talk (gossip) about any person is harmful and hurtful.

Have a clear understanding of abuse (financial, physical, emotional) and report any abuse immediately to the supervisor on duty.

Know and follow all the rules of our Long Term Care Home. Lead by example.

I \_\_\_\_\_ agree to this Code of Conduct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_