

# Family Information Session

## Starting a Family Council

### Menno Place



RESOLUTIONS  
*activities* exchange *networking*  
quality of life QUALITY OF CARE

**FAMILY COUNCIL**

engagement *sharing* **SUPPORT**  
*improvements*



Designed by FAFC especially for Menno Place  
March 20 2025

Email: [fafc.regional@gmail.com](mailto:fafc.regional@gmail.com) Website:  
<https://vancouvercoastalfamilycouncils.ca/>

Zoom meeting

# Fraser Association of Family Councils (FAFC)

## What is FAFC?

- Represents member Councils from long term care homes throughout FAFC.

## What is the purpose of FAFC?

- Short answer: Networking, Knowledge-Sharing, Education and Advocacy

## What specific work does FAFC do?

- Provide guidance, education, and support to our member family councils just as individual family councils do in their own care homes AND we elevate these conversations to our govt LTC representatives.

## Our organization and How to Reach us:

ILTCCABC Provincial Website: <https://iltccabc.ca/>

FAFC Email: [FAFC.regional@gmail.com](mailto:FAFC.regional@gmail.com)

FAFC Website: <https://fraserfamilycouncils.ca/>





**FAMILY COUNCIL** is a group of families, friends and/or resident representatives, who meet regularly to enhance the quality of life of residents in long-term care. Councils do this by sharing their insights, experiences, observations and brainstorming solutions about the collective needs and interests of residents.



[Family Councils](#) regularly collaborate with their care home leadership regarding decision-making that affects residents and their families.

## ***What is a family and/or resident council?***

Ideally, family and/or resident councils are:

- Self-led.
- Exist to promote the interest of residents.
- Democratic.

## ***What is a Family and/or Resident Council Not?***

Family and/or resident councils are not:

- Run or managed by the care home.
- A decision-making body.
- Akin to a town hall or meeting with the CEO.

# WHAT DO FAMILY COUNCILS DO?



**Encourage and offer direction** for one another; reducing sense of isolation, helplessness, frustration;

**Deepen relationships** between resident, family, and Staff by fostering mutual understanding and collaborative conversation;

**Problem Solve:** Identify issues and celebrate successes; advocate for continuous improvement;

**Make a Difference:** Family Council has an opportunity to shape decision making affecting all residents;

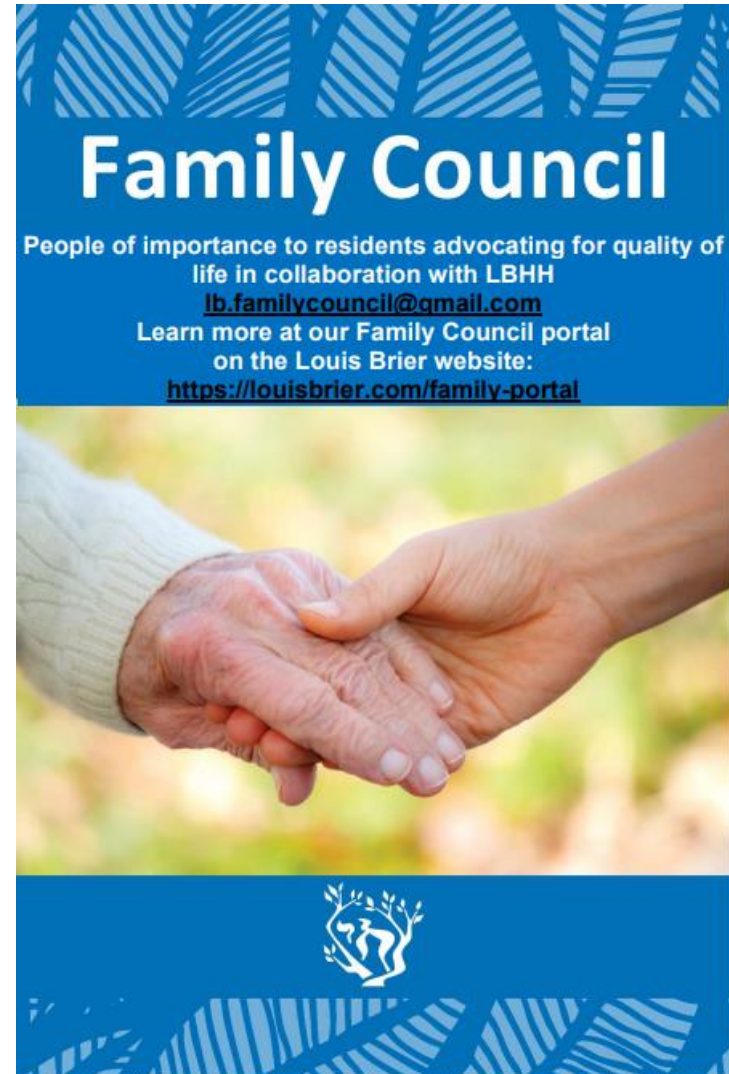
**Communicate, Educate and Elevate:**

- about your care home (policies, care team, etc.)
- about issues relating to residents and the LTC system;
- elevate systemic issues up to the provincial level




**FAFC supports  
Family  
Councils and  
Long - Term  
Care Homes.**


**Information  
is key!**



**Family Council**

People of importance to residents advocating for quality of life in collaboration with LBHH  
[lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com)  
Learn more at our Family Council portal on the Louis Brier website:  
<https://louisbrier.com/family-portal>





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# BENEFITS OF A FAMILY COUNCIL

## To the Long-Term Care Home Community

- More effectively crafted and implemented new policies having had input from stakeholders prior to roll out;
- Acts as a triage, providing families direct support often fixing problems before they escalate to Administration;
- Provides creative solutions to problems offered alongside expressions of concern;
- Family Council can be engaged in committees, surveys and other ongoing quality improvement initiatives acting as a resource for staff ;
- Menno Place Family Council can elevate the voice of to FAFC regional meetings and [in reports](#) to our Ministry of Health



## JOIN US...

Family Council's philosophy is to improve the quality of life and quality of care for all residents by endorsing an environment of respect, collaboration, sensitivity, caring and support among staff, residents and their family members, volunteers, companions and friends.



**Become involved and make a difference in the lives of our Residents!**

For information regarding Family Council and how you can get involved, contact:

[lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com)

Learn more at our Family Council portal on the Louis Brier website:

<https://louisbrier.com/family-portal>

## FAMILY COUNCIL

The Family Council is an independent, self-led council of family and people of importance to residents at Louis Brier. We discuss concerns about care, brainstorm possible solutions, discuss suggestions for improvement with senior leadership and share our updates with all residents and their contacts.



**We become members of Louis Brier Committees, we fundraise, we participate in Louis Brier events and so much more!**



# Understanding the Ministry of Health regulations behind a Family Council

- MOH news release about the changes in regs,
- Statement from Dix,
- Statement from each Regional Association of Family Councils:

[In the MoH media release Nov 3,2022,](#)

Minster Dix stated

“Long-term care residences are people’s homes and it’s important that residents and family members have a place to share concerns and ideas when it comes to decisions about how the homes are operating.” The revised regulations will ensure members have more access to information and can have frank conversations about their experiences. Health Authorities will oversee the formation of new regional resident family councils with representation from individual councils who will come together to discuss systemic issues and share information. Additionally the Ministry of Health will lead a provincial committee with representation from the regional networks to focus on addressing provincial-level issues.”

# Understanding the Ministry of Health regulations behind a Family Council

## ***THE WHAT***

### ***Community Care and Assisted Living Act***

### **RESIDENTIAL CARE REGULATION**

[Last amended October 24, 2022 by B.C. Reg. 208/2022]

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/slatreg/96\\_2009#section59](https://www.bclaws.gov.bc.ca/civix/document/id/complete/slatreg/96_2009#section59)

## ***THE HOW***

### **MOH Guidelines:**

[Developing, Supporting and Maintaining Resident and Family Councils](#)



## November 3, 2022

# Changes to the Community Care and Assisted Living Act RESIDENTIAL CARE REGULATION

- Through regulations, government will ensure resident and family councils are able to **meet without licensees** if preferred.
- The goal is to **ensure council members are supported** to have honest, open discussions.
- Care-home licensees will be required to provide, without cost, **administrative support** of an employee who is approved by the council for the council meeting.
- Care-home licensees will be required to provide **access to a meeting room** on the premises for up to three hours and **equipment** for the council meeting.
- Licensee of LTC homes will be **required to respond in writing to all recommendations** brought forward by the resident and family councils.
- **The Ministry of Health** is developing improved **information resources** for resident and family council members.
- The Ministry of Health will also provide a description of the council roles and responsibilities with focus on education, knowledge sharing, understanding residents' rights and discussing best practices and systemic issues that are of interest to residents and their families to enhance quality of life for residents.
- Licensees/licensees will be **obligated to share information from the Ministry of Health and the seniors advocate** with members of the resident and family councils.

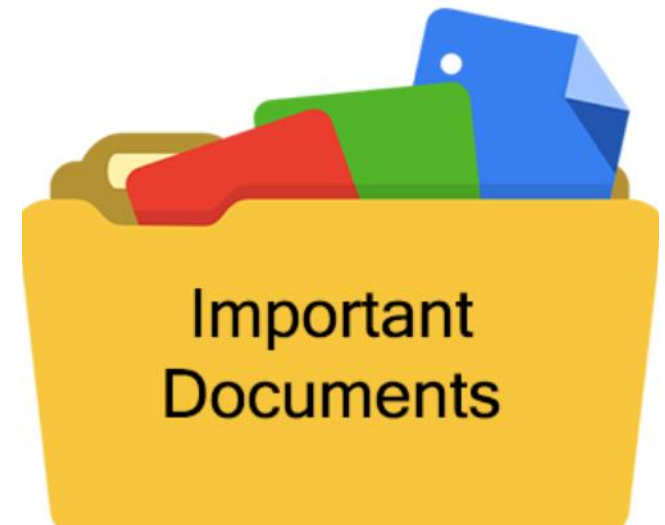
- Show of Interest



- Q&As



- Important Documents



## **Next Step: Establish the Family Council**

1. Find your key families who wish to start the Family Council and have them meet with FAFC,
2. Settle on your structure and governing documents,
3. Send a notice of meeting to establish a Family Council along with those documents;
4. Vote to establish a Family Council and its key families to lead the council,
5. Voila! Your Family Council is formed!
6. Set next date and agenda for your meeting.
7. Start talking, sharing, learning and appreciating your Family Council – your legacy at Menno Place.

# FAMILY COUNCIL Meeting Structure

- Determine a chairperson or council lead to be the main contact for Family Council and to the Menno Place delegate.
- Hold **regular (monthly) meetings**,  
Work with to provide the meeting room (virtual zoom room, in person or hybrid) and notice distribution.
- Family Council is run by families with the support of a staff liaison, for the benefit of residents .
- Effective meetings and Key tools:
  - **Contact email**
  - **Agendas**
  - **Minutes**
  - **Terms of Reference**
  - **Code of Conduct**



# FAFC can help with start up and maintenance:

TIPS FOR HOLDING A VIRTUAL COUNCIL MEETING

SCRIPT FOR THE FIRST MEETING

SUGGESTIONS FOR CHAIRING A MEETING

SELECTING THE CHAIR AND OTHER POSITIONS

TERMS OF REFERENCE (MISSION, VISION, VALUE STATEMENT)

CODE OF CONDUCT

ADDRESSING HOT TOPICS

HOW TO ENCOURAGE PARTICIPATION

EVALUATION QUESTIONNAIRE TO FAMILIES

NAVIGATING CHALLENGES AND TIPS FOR BUILDING TRUST

## **MEETING TEMPLATES SUCH AS:**

AGENDA, MINUTES, POSTERS, SIGN IN SHEET

SENIOR LEADERSHIP TEAM AND FAMILY COUNCIL MEETING AGENDA

NOTICES



**THANK YOU**  
**Menno Place!**  
**WE ARE ALL BETTER TOGETHER!**



**[FAFC.regional@gmail.com](mailto:FAFC.regional@gmail.com)**