

FAMILY COUNCIL 360: SUMMARY OF RESULTS

Between October 2019- January 2020, FCO gathered information through an online survey available to all family, members and staff supporting the work of Family Councils in Ontario. The results presented here reflect the identified needs of Family Councils prior to the COVID-19 Pandemic.

Demographics of Survey Respondents

Total of
233 responses

32%
Staff

68%
Family

Responses
by Role

22%
Chair

24%
Council
Member

7%
Admin

21%
Staff
Assistant

7%
Secretary

9%
Other

Status of Family Councils

Age

- **79% Established 5+ years**
- 6% Active 3-5 years
- 5% Active 1-2 years
- 5% Active > 1 year
- 5% Active 1-6 months
- 5% Active >3 months

5

Length of Participation

- **37% Active 5+ years**
- 25% Active 3-5 years
- 19% Active 1-2 years
- 6% Active > 1 year
- 10% Active 1-6 months
- 3% Active >3 months

What is the Role of the Family Council?

- **36 % Identify Advocacy as the main role of the Family Council**
- 18% Identify Peer Support
- 16% Identify Communication/Liaison between family & staff
- 16% Identify Education



78% OF RESPONDENTS AGREE THAT COUNCILS ARE SUCCESSFUL IN THEIR ROLE



CALL US 647-427-5551



**CONNECT
ONLINE**

**WWW.FCO.NGO
INFO@FCO.NGO**

Areas of Council Activity



33% Volunteer / Support Programs



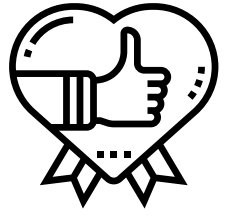
30% Advocacy



16% Fundraising



13% Education



8% Staff Appreciation

78% OF RESPONDENTS ARE AWARE OF HOW TO ACCESS FCO RESOURCES

Greatest Achievements in 2019



Council Growth / Success in Recruiting New Members



Advocacy Efforts

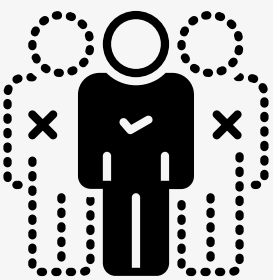


Education Events



Improved Relationship with Staff

Greatest Challenges in 2019



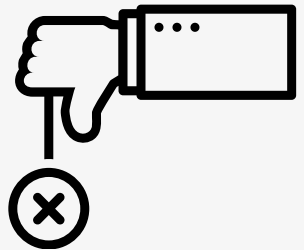
Attendance



Communication with Admin



Trust with Staff



Negative Attitudes

73% FELT THAT CURRENT FCO RESOURCES MEET THEIR NEEDS



CALL US 647-427-5551



CONNECT ONLINE

WWW.FCO.NGO
INFO@FCO.NGO

November 2020

Which FCO Resources are the Most Helpful?



29% FCO Handbook



29% In-person Presentations



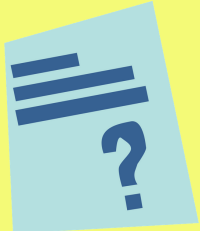
25% eBulletin



12% Website

60% FEEL THAT THE LOCATION OF THEIR LONG-TERM CARE HOME DID NOT IMPACT ACCESS TO FCO RESOURCES & SERVICES

Preferred Format of FCO Resources



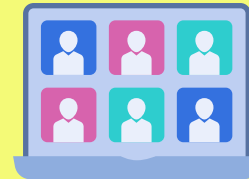
27% Fact Sheet



21% In-person Presentation/ Workshop



21% Hard Copy



18% Webinar



13% YouTube

86% Feel that current FCO methods for the delivery of resources are appropriate

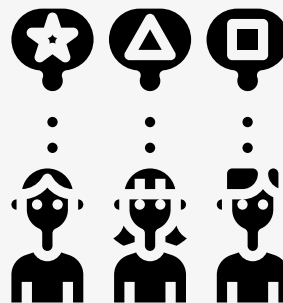
What FCO Does Well



34% Website



21% e-Bulletins



17% Vary Formats of Information



15% Sector Updates



13% Phone / e-mail Consultations

90% FEEL THAT CURRENT FCO RESOURCES ARE EASY TO UNDERSTAND



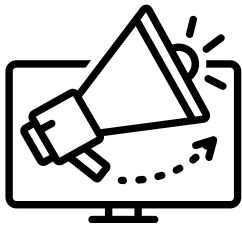
CALL US 647-427-5551



CONNECT ONLINE

WWW.FCO.NGO
INFO@FCO.NGO

Areas For FCO to Improve



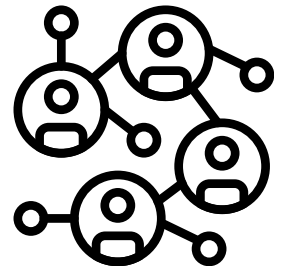
43% Awareness of FCO



23% Advocacy



23% Events Outside the GTA



5% Opportunities for Networking

37% IDENTIFY TIME AS THE MAIN BARRIER TO ATTENDING FCO EVENTS

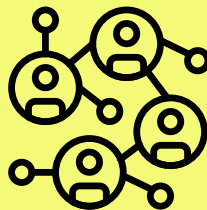
Perceived Gaps in FCO Resources



21% Hard Copies for Free



18% Updates on Advocacy



18% Opportunities for Networking



11% Educational Series



11% Staff Contacts

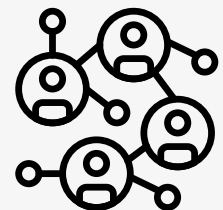
Suggested Changes to FCO Resources & Support Over the Next 2 Years?



37% Vary Location of Events



33% Advocacy



12% Support for Networking

Suggested Topics for FCO Educational Resources

- 30% Resources on the Long-Term Care Homes Act/ Legislation
- 21% Resources on Conflict Resolution
- 15% Resources on Dementia
- 12% Resources on Council Goals



CALL US 647-427-5551



CONNECT ONLINE

WWW.FCO.NGO
INFO@FCO.NGO