

# **MAROCHEL FAMILY COUNCIL TERMS OF REFERENCE**

September 17, 2018

The Marochel Family Council Terms of Reference are the guidelines and rules to help the family council function in a positive and effective manner. The Family Council is enabled by sections 59 to 68 of the Long Term Care Homes Act 2007, S.O. 2007, Chapter 8.

## **Mission**

- To support and improve quality of care for residents of Marochel Manor.

## **Goals**

- To support the administration and staff of Marochel Manor in delivering quality care to the residents.
- To identify issues and bring them to the attention of management of Marochel Manor with suggested solutions if appropriate.
- To support families of residents of Marochel Manor.
- To support and learn from Family Councils Ontario and other family councils.

## **Membership**

POAs, family members, and friends of residents of Marochel Manor are eligible to be members of the family council. Council members whose resident is deceased may continue their membership on the family council with the unanimous consent of the members. The family council has the right to ask disruptive members to be observers at meetings. If members have not attended meetings for three consecutive months or more without notifying the Family Council they will be assumed to be inactive past members.

## **Structure of the Family Council**

The Marochel Family Council will operate as a committee with no formal officers. Volunteer council members will be sought to carry out the duties of the council as required. The goal is to share the work and responsibilities that the family council has decided to take on.

For example, volunteers might offer to take on responsibility for:

- establishing meeting agendas and leading the meetings;
- producing meeting minutes;
- welcoming and helping new family members whose relatives have moved to the

home;

- recruiting new family council members;
- communicating with Marochel Manor management and staff on behalf of the family council.

Members who volunteer to be responsible for a project will have control over the project, including its finances, if applicable, and for any reporting to council required.

## **Meetings**

- Meetings will be held once a month for approximately one hour. A schedule of dates and times will be established and agreed upon.
- Informal meetings might occur between council meetings to carry out specific projects designated by the council.
- Any member of the council may raise an issue or propose a project.
- Members will bring to the council those issues that might be relevant to all residents of Marochel Manor. Issues specific to the council member's resident will be handled directly between the POA and Marochel's management and staff as appropriate.
- Meetings are not intended for lengthy complaints with no resolution. The council is intended to be a solution-oriented forum with a positive attitude and expectation of successful results.
- Management and staff of Marochel Manor may be invited to attend meetings or parts of meetings at the discretion of the family council.

## **Trust and Mutual Understanding**

- Personal issues and anecdotes raised at council meetings will not be divulged without the consent of the person originating the issue. Even with their consent, the issue might be made public without identifying the source.
- Personal information (e.g., name, email address, telephone number) of council members will not be divulged without the consent of the member.

## **Amendments**

Amendments may be made to these terms of reference at any regular meeting of the council by a 2/3 vote.

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