

Ministry of Long-Term Care
Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division

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Ministère des Soins de longue durée
Directeur
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Division des opérations de soins de longue durée

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DATE: August 14, 2024

MEMORANDUM TO: Long-Term Care Home Licensees
Long-Term Care Home Administrators
Long-Term Care Home Staff

FROM: Brad Robinson
Director
Long-Term Care Inspections Branch

RE: Family Council Membership

Family Councils Ontario (FCO) supports families in improving the quality of life for residents in long-term care (LTC). To achieve this, FCO supports the work of Family Councils in LTC homes across the province through education, dissemination of resources, consultation, and promotion.

Sections 65 to 67 of the *Fixing Long-Term Care Act, 2021* (FLTCA) detail the requirements related to establishing a Family Council and outline their powers, including the important function of representing the interests of families and residents, and the role and duties of a Family Council Assistant. This memo reiterates key requirements under FLTCA, as they relate to Family Councils, and how FCO can support their efforts. **The ministry asks all LTC home licensees to share this communication with their Family Council.**

Each Family Council is unique and may determine its own role and the responsibilities of its members consistent with the requirements of the FLTCA. Subsection 65(5) of the FLTCA states that 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 LTC home. Subsection 65(6) of the FLTCA sets out who may not be a member of a Family Council including among others, the licensee, and anyone involved in the management of the LTC home on behalf of the licensee, the administrator, nor any other staff members.

In addition, subsection 66(1) of the FLTCA outlines the Power of Family Councils. This power allows Family Councils to:

- Provide assistance, information and advice to residents, family members of residents and persons of importance to residents at any time, including when residents are admitted to the home;
- Advise residents, family members of residents, and persons of importance to residents about their rights and obligations;
- Attempt to resolve disputes between the licensee and residents; and,
- Advise the licensee of any concerns or recommendations about the operation of the home, among other powers.

We encourage all Family Councils to visit the FCO website at: [Family Councils Ontario \(fco.ngo\)](http://Family Councils Ontario (fco.ngo)) to learn about the supports and resources they provide to Family Councils on a range of subjects including membership and developing a terms of reference.

Family Councils are critical in advocating for the needs of residents and their families, and contributing to the delivery of high-quality, resident-centric care. We thank you for your commitment to Ontario's LTC home residents and their families.

Sincerely,

Original signed by

Brad Robinson
Director under the *Fixing Long-Term Care Act, 2021*
Director, Long-Term Care Inspections Branch

c: Melissa Thomson, Deputy Minister, Ministry of Long-Term Care (MLTC) and Ministry for Seniors and Accessibility (MSAA)
Kelly McAslan, Assistant Deputy Minister, Operations, MLTC