



## SHOREHAM VILLAGE HOME FOR SPECIAL CARE

TITLE: Family Council (Shoreham Village) – Terms of Reference	NUMBER:
Applies To: Long Term Care Programs & Services	
Effective Date:	Page
Date Reviewed: 08 31 2016	Originator: Family Council
Department: Long Term Care	Approved By: CEO

- TITLE:** Family Council Terms of Reference
- ACCOUNTABILITY:** CEO Shoreham Village
- PURPOSE:**
- To work to improve quality of life of all residents.
  - To act as advisors to Administration regarding changes in programs, services and communication.
  - To act as advocates to assure quality of care of all residents.
  - To provide support for families of residents.
  - To provide a forum for discussion and decision making regarding concerns and complaints and take action as necessary, maintaining confidentiality at all times.
- RESPONSIBILITIES:**
- To make recommendations to Administration on matters concerning the well being of all residents.
  - To provide educational opportunities for families to enhance the understanding of the experience of residents in care.
  - To participate and provide input on development of policies, quality improvement initiatives, and special programs when asked by Administration.

To act as a source of information and referral for families.

To promote a positive attitude toward aging and the role of residents' families.

NB: resident specific initiatives will be referred to Resident Care Conference meetings

**MEMBERSHIP:**

Participation is open to all family members, friends and residents' representatives who wish to participate in the decision making process on matters affecting the daily lives of residents. The Family Council will liaise with the Administration of Shoreham Village assigned to support Family Council. These individuals will in turn delegate and communicate to other staff resources as required.

Eligibility for participation in Family Council requires that a person be actively involved in a supportive role of a resident currently residing at Shoreham Village.

**CHAIR:**

A representative from administration and a current resident family member will co-chair.

If a situation arises where family member co-chair resigns or can no longer fill his/her position, Family Council will select an alternate Chair.

The Shoreham Village CEO will select co-chairs from Administration. Other Shoreham Village staff will attend the Family Council meeting as required/on request of the Family Council.

Subcommittee may be created as deemed necessary by council members.

**MEETING  
FREQUENCY:**

Meetings will be held on the

Meetings will be held 4 times per year with a minimum of 2 times per year.

Minutes from each meeting will be kept and a copy posted on the Resident/Family Council bulletin board.

**QUORUM:**

No new business decisions will be passed unless there are at least 5 family members present.

**MEETING CODE:  
OF CONDUCT**

Group Norms were established and are reviewed annually.

**Confidentiality:** People attending have the right to expect privacy and personal information shared should not to be discussed outside of the meeting. Information about other residents should not be discussed in this large group forum.

**Clear purpose:** Understanding the purpose of the group is essential for staying on task.

**Respectful communication:** Opinions may vary, but all voices are encouraged to be heard. Sharing in a respectful manner helps provide a welcoming & positive atmosphere.

**Balance airtime:** Important to ensure that quieter members have the opportunity to speak and give input. Asking for others input on a topic is a good way to reflect on a variety of insights and enriches the discussion.

**Seeking clarification:** We need to ask for clarification if unsure about the issue raised, or action to be taken.

**Watch out for sidebars/conversations:** Respect for the speaker includes giving them undivided attention. Side comments distract from the larger discussion.

**LINKAGE:**

Shoreham Village Resident Council

**EVALUATION  
REVIEW:**

February annually