

# TERMS OF REFERENCE

## MAXVILLE MANOR FAMILY COUNCIL

**MISSION:** The **mandate** of the Maxville Manor Family Council is to build consensus to improve the care and experience of residents of the manor. Enhancing resident involvement provides stimulation which in turn improves their quality of life.

### RESPONSIBILITIES:

- ✓ To advance resident engagement and resident-centred care in all aspects of Manor life
- ✓ To provide a forum for families, residents and the community to participate in quality improvement
- ✓ To encourage and support staff and volunteers who participate in delivery of programs
- ✓ To enhance communication amongst staff, families, residents and the community

**ACCOUNTABILITY and REPORTING:** Manor Family Council communicates directly with the designated council liaison, the Manager of Activities, with the Director of Care and with the Executive Director

### MEMBERS of COUNCIL include:

- A minimum of five family members
- A representative from residents' council, a staff representative and a management representative may be invited to meeting(s)

### ALL MEMBERS are expected to

- Participate in at least four meetings per year
- Participate in projects between meetings
- Inform the co-chairs/chair/staff liaison if they will miss a meeting

**TERM:** Members are asked to commit to participate on council for a term of not less than two years. Members can serve for five years

**SELECTION:** of additional members can be accomplished by: word of mouth to family members who regularly visit the Manor, an open invitation in the resident handbook, Family Council meeting minutes which are posted on the bulletin board and which provide contact information for interested family members

## **MEMBERS OF FAMILY COUNCIL SHALL**

- Respect privacy and confidentiality in discussions
- Work collaboratively with staff and council members to arrive at positive solutions
- Provide constructive advice
- Advocate for families
- Respect diverse opinions
- Liaise with representatives of Resident's Council

**REIMBURSEMENT:** Family Council is a volunteer organization. No reimbursement or remuneration for services is provided

**FAMILY COUNCIL CHAIR:** The council may elect a chairperson for the term of two years to a maximum of four years (or two consecutive terms)

## **FAMILY COUNCIL CHAIR will demonstrate**

- An understanding of the roles and responsibilities of the resident and family advisory council
- democratic leadership of and for the council
- the ability to represent the collective voice of the council inside Family Council and in the community
- a desire to work constructively with staff and other council members
- a respect for differences, support and inclusion toward all voices at the table

## **FAMILY COUNCIL CHAIR will**

Call and chair meetings

Review and revise meeting minutes

Communicate with council members

Confer with the CEO and senior management on matters related to the council's work when appropriate

Write an annual report summarizing the council's activities and achievements during the year

Represent and speak on behalf of the Family Council as necessary

**MEETING FREQUENCY:** Family Council will meet at least six times per year

**DECISION MAKING:** Family Council will strive for consensus and will use voting when there is no clear agreement

**QUORUM:** 3 council members

Approved: June 23, 2017

Signed:

Judith Stanway, Chair