

TERMS OF REFERENCE

MENNO HOME and MENNO HOSPITAL LONG-TERM CARE FAMILY COUNCIL (MENNO PLACE LTC)

1. WHO WE ARE AND WHAT IS OUR PURPOSE

The Menno Place LTC Family Council is self-directed group of families, friends and representatives of residents that meet on a regular basis. Their purpose is to enhance the quality of life of residents through peer support, education and sharing their voice with care home leadership to improve the experiences of all residents.

Family Council collaborates with care home leadership to provide Family Council a voice in decision-making that affects resident quality of life. Resident and family engagement is supported by the Ministry of Health in the [Residential Care Regulation](#). The Family Council is committed to support regulations by offering this mechanism of communication with all people of importance to residents at Menno Place LTC.

1.1 MISSION

The Family Council provides feedback, ideas, suggestions and solutions to **MENNO PLACE LTC** with the goal of contributing to decision making which continuously improves the experiences of all residents and families.

2. OBJECTIVES OF THE COUNCIL

2.1 To advocate on behalf of residents in **MENNO PLACE LTC**

2.2 To provide a forum in which to express concerns, identify needs, and brainstorm solutions.

2.3 To facilitate input into decisions regarding resident care and quality of life issues.

2.4 To provide educational opportunities for family council members including family and friends of loved-ones in care.

2.5 To enhance effective communication between family members, administration and staff.

2.6 To welcome new residents and their families.

2.7 To solicit examples of what is working well: positively acknowledge decisions, initiatives and individual examples of person-centered care.

2.8 To participate in fundraising campaigns for items directly affecting the quality of resident lives, when possible.

2.9 To take part in regional association of family council opportunities. Be part of the larger long term care family council community.

3. MEMBERSHIP OF THE COUNCIL

3.1 Membership is open to all family, friends and representatives of the residents residing at **MENNO PLACE LTC**. In voting matters there will be one vote per resident.

3.2 Our council is self-directed, self-determining and democratic as per [Ministry of Health guidelines](#).

3.3 Staff and/or administration can occasionally be invited to attend meetings as guests. They cannot be members of the council.

3.4 Following the death of a resident, the deceased resident's family and friends are encouraged to continue their involvement with the Family Council. This may include serving on the executive until the end of their term. These members will no longer be voting members but can be asked by the Family Council to attend meetings and continue their support for family council.

4. ELECTING OFFICERS*

See next page for roles and their responsibilities

4.1 Elections will be held each year at the anniversary of the month family council was established.

4.2 In order to hold office, the member must be willing to regularly attend Family Council meetings in person or remotely.

4.3 The executives will consist of a Chair, and a minimum of two to a maximum of four Co-Chairs. The Past Chair may remain as an Advisor to council for a year after the elections.

4.4 If a vacancy occurs within the Executive between elections, the Chair will ask those attending the next meeting if anyone is interested in filling the term of office left vacant. If one person indicates their willingness to serve, that person will be appointed to that office

for the remainder of the vacant term. If two or more persons indicate willingness in assuming the vacant term, a by-election will be held at that meeting.

4.5 Terms for Family Council Executive are one-year terms. The Executive are elected annually on the anniversary month of the Council (June), and executive may stand for re-election each year.

5. MEETINGS

5.1 The next scheduled meeting date will be decided at each meeting, but meetings will be held bi-monthly. Meetings may be in person, virtual, or a combination of both, as requested by families attending, with Executive making the final decision.

5.2 The meeting notice, agenda, minutes and any accompanying documents will be prepared by the Council Executive and sent to the staff liaison for distribution to all resident contacts.

5.3 Minutes will typically be drafted by a co-chair then reviewed by at least one other Executive person. Any necessary changes will be made, and minutes will be completed before the next meeting.

5.4 A copy of the minutes “may” be:

- forwarded to the **MENNO PLACE LTC** staff liaison for email distribution to all resident contacts on record. Special accommodations to distribute hard-copies of the minutes for family council members who do not have e-mails may be considered.
- kept in the Google Drive, binder or other computer library along with other Family Council information and resources

5.5 All decisions pertaining to Council activities, spending etc, will be made by the majority vote of members in attendance at meetings.

5.6 Representatives from our council will do their best to attend the Regional Association of Family Councils Forums and their education sessions. The regional association of family councils ([FAFC](#)) is comprised of the collective voices of individual councils located within the Fraser Health Authority

6. QUORUM

6.1 At least three members (one of whom must be an Executive member) must be present at a council meeting to constitute a quorum.

7. DUTIES OF THE EXECUTIVE

7.1 To schedule regular meetings of the council.

7.2 To set the agenda prior to each regular meeting.

7.3 To record minutes.

7.4 To handle council correspondence.

7.5 To invite guests, staff members, or administrators to meetings as needed.

7.6 To store and manage communications sent to and received by the Family Council

7.7 To execute decisions made from voting by the family council members.

7.9 Make decisions with respect to the following list, which may be amended from time to time by the Executive:

1. Dispersal and accounting of any funds raised for Family Council events, activities, or related materials.
2. Removal of a Family Council Member due to violation of the Code of Conduct
3. Family Council meeting frequency and specific dates
4. Prioritization of issues and actions to be presented to Menno Place LTC management

8. COMMUNICATIONS

8.1 In Meetings: Between Family Council and Senior Leadership:

- Family Council meets with **MENNO PLACE LTC** senior leadership regularly (every 2-3 months)
- Meetings are scheduled well in advance by the **MENNO PLACE LTC** staff liaison who sends the virtual meeting link to Family Council.
- An agenda is drafted by Family Council and sent to the staff liaison a week in advance for senior leadership to prepare for.

8.2 General Communications Between Family Council and Senior Leadership:

- Family Council does not need to wait for meetings to communicate with Management.
- Council concerns, issues, possible solutions and suggestions for improvement are often communicated to senior leadership in writing.
- Email is Family Council's preferred mode of communication as it is a convenient, transparent and an effective mode of communication to promote the collective and individual interests of the people in care.
- Responses from senior leadership are to be requested in writing by a specified date.

8.3 Council correspondence sent and received will be shared with council members through our confidential member email network and be presented in summary at the next council meeting.

8.4 **E-mail:** The email address for family council is mennoplacefamilycouncil@gmail.com. All Family Council Executive Members have access to this e-mail box and may carry out communications using this e-mail address.

9. AMENDMENT OF TERMS OF REFERENCE (TOR)

9.1 Amendment of TOR may be made at any regular meeting of council by a two-thirds vote by the members present providing the proposed changes have been announced at the previous meeting.

9.2 On the last page at the end of the document, the original adopted date and all subsequent amended on dates will be shown.

Originally Adopted June 19, 2025,

Amended on _____,

Amended on _____

Amended on _____

Amended on _____

Amended on _____

OFFICERS AND THEIR DUTIES

Officers shall consist of Family Council Members. The following officers (up to 5) are elected for a one-year term, beginning September 2024:

Chair:

- The Chair shall preside over all meetings unless arranged with another executive member the meeting prior.
- Chairs coordinate Council activities and programs
- Chairs maintain communication with staff/administration and Senior Leadership Team.
- Chairs support family who have questions or concerns about MENNO PLACE LTC LONG-TERM CARE by directing them to the proper channels by which to get these matters resolved
- Chairs attend to Family Council emails.

Secretary:

- The Secretary shall record the minutes of each meeting and maintain the minutes as a permanent record.
- The Secretary shall also be responsible for completing designated forms relating to requests for administrative action.

Co-Chair:

- Co-Chair supports a wide variety of activities.
- The Chair mentors the Co-Chair for future leadership as Chair.

Treasurer:

- The Treasurer shall collect monies for the organization, disburse funds with the approval of FC and maintain the financial books as a permanent record.
- The Treasurer shall support the initiatives of the Family Council as requested.

Additionally, there may be an advisor role.

Advisor Role:

- While the advisor's role is not a member position, it carries some of the benefits of membership with it.
- Advisors are not included in the count when determining the number needed for a quorum and they are not counted when determining if a quorum is present.
- An advisor does not have a vote.
- An advisor is invited by Executive Council for a resource, support or for their expertise.

If an officer can no longer perform his/her duties, the Executive Committee shall appoint a member to serve out the remainder of the term. Officers of the Executive shall be the Chair, Co-chair, Secretary and Treasurer.

Committees may be set up as needed by the Executive Committee and may include welcoming, grievance activities, campaign coordination etc.