



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

# The Perley and Rideau Veterans' Health Centre Family and Friends Council

## 2016 – 2018 Strategic Plan and 2017 Priorities

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## Table of Contents

1. Introduction	1
2. About the Family and Friends Council	1
3. Strategic Plan	2
4. Priorities for 2017	3
5. In Closing	6
6. Annexes	7



## 1. Introduction

The Family and Friends Council (FFC) is pleased to provide this document as a summary of who we are, the Family and Friends Council Strategic Plan covering the next three-year period and then more specifically the Priorities for 2017.

These strategies and related priorities provide a continuous framework of care and service. The FFC is committed to providing timely updates as we progress with the priorities.

## 2. About the Family and Friends Council

The Family and Friends Council was formed in March 2010. Any family member of a resident or former resident of the Perley and Rideau Veterans Health Centre (Perley Rideau), or a person of importance (friend) to a resident, or a substitute decision-maker (*these three groups will be referred to as ‘families’ in this document*) is welcome to become a member of the FFC.

The mandate for the Family and Friends Council, Perley and Rideau Veterans’ Health Centre’s derives from Ontario’s *Long-Term Care Homes Act, 2007* (LTCHA). (See Annex 1 for relevant excerpts from the Act).

Who We Are	What We Do	Why We Do It
<p>The Perley Rideau Family and Friends Council (FFC) is an <b>organized, self-led, self-determining, democratic group</b> of volunteers composed of family and friends of the residents in long term care.</p> <p>The FFC provides <b>mutual support, empowerment and advocacy</b> to the family and friends of the residents.</p> <p>The FFC Executive Committee is comprised of a Chair, Vice-Chair, Secretary, Treasurer, Director of Communications and Directors at Large (4).</p>	<p><b>Welcome and support</b> families and friends of the residents ;</p> <p>Provide <b>assistance and advice</b> to management on the concerns of families and friends;</p> <p>Serve as a <b>liaison</b> between residents, staff, management, friends and family members while respecting confidentiality of residents;</p> <p>Sponsor <b>activities and educational events</b> in support of residents and their families and friends;</p> <p><b>Advocate</b> on behalf of all residents and their family and friends;</p> <p><b>Network</b> with the Residents Councils at the Perley Rideau and with other Family Councils in the Champlain Region to share information and ideas.</p>	<p>The Perley Rideau is home to approximately 450 residents who rely on its efficient functioning for a safe, caring and enjoyable atmosphere.</p> <p>The FFC works in <b>partnership</b> with Perley Rideau management and staff towards <b>improving the quality of life</b> for long-term care residents.</p>

### Mission

To improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among staff, friends and family members of the long-term care residents of the Perley and Rideau Veterans’ Health Centre

### 3. Strategic Plan

The Strategic Plan, and the Priorities that follow, will guide the activities of the Family and Friends Council (FFC) of the Perley Rideau over the period 2016 – 2018. The content of this document supports the FFC Mission and sets out three strategies that contribute to high quality, resident-focused care at the Perley Rideau.

The Strategic Plan was originally developed by the Family and Friends Council in 2011 and has been revalidated, refreshed and approved each year. This current version will be presented at the FFC Annual General Meeting, November 24, 2016.

The table that follows describes the 3 key strategies of the Family and Friends Council. These three objectives have remained effectively unchanged each year, although we have updated some of the specific references.

- I. Develop and Sustain a Strong Council
- II. Advocate for Change
- III. Leverage Key Partnerships

	Objectives	Measures	Results/Outcomes
Develop and Sustain a Strong Council	Ensure engagement with a broad base of families in a clear, values-based and results-oriented manner that provides a welcoming environment, and open forums for discussion, learning and support, while respecting the confidentiality of residents	Enhanced access to useful and timely information on topics of importance to families.  Access to the views, opinions and suggestions of other family members at the Perley Rideau  Regular opportunities to share views, opinions and experiences of families and residents with management	Creating a Strategic Plan and Priorities, and an Annual Report  Sponsoring monthly meetings for FFC members and residents on topics of interest and updates from Perley Rideau management  Contributing to key Perley Rideau communications tools – <i>The Perley Rideau News</i> , FFC Minutes, Posters and Bulletin Boards and Perley Rideau and FFC Websites/News Letters
Advocate for Change	Act as a support group between families and Perley Rideau staff and management in a manner that advances health care and services for residents	Opportunities to make important and meaningful contributions to staff and management in their continuing enhancements to the level of quality care for residents	Sharing the collective knowledge and experience of the FFC and the strategies, priorities and achievements of the Perley Rideau to advance long-term care
Leverage Key Partnerships	Leverage relationships with key stakeholders concerned with policies, practices and advancements in long-term care. Key examples include Perley Rideau Management and Board, other FFC Councils, the Champlain Family Council Network, Family Councils Ontario, the Champlain Region LHIN, Ministries and Agencies of the Ontario Government (Ministry of Health and Long-term Care).	Sustaining existing and building new partnerships with key stakeholders with interests in long-term care to maximize their collective efforts to build models of care that enhance the quality of care of residents	Contributing to Perley Rideau strategies and priorities related to health care delivery, quality improvement, resident and family satisfaction, staff education and training, communication, and special projects related to standards and management of care, and research of LTC models of care

#### 4. Priorities for 2017

This past year has been a busy and productive one for the FFC. Within our mandate and within the context of our Strategic Plan, the FFC has focused on four primary activities:

- Enhancing Residents' Care
- Organizing Education sessions offered for staff, residents, their families and volunteers
- Focusing support and providing resource information for Caregivers “Caring for the Care Giver” initiative
- Exploring recruitment initiatives to enhance outreach and ensure FFC’s sustainability

This was achieved by great contributions from family and friends, and also due to the very collaborative working relationship with partners such as the Perley Rideau management team. Further details of the year are in the “2015-2016 Annual Report”.

The four specific priorities for 2017 are in direct alignment to the noted strategies, with an additional theme on Communications that underlies all the activities.

<b>Strategy</b>	<b>Priority</b>
Develop and Sustain a Strong Council	1. Support Participation in a Well-Informed and Active FFC
Advocate for Change	2. Advocate and Participate in the Enhancement of High Quality Resident-focused Care
Leverage Key Partnerships	3. Sustain Key Partnerships within the Perley Rideau and with Community Stakeholders
4. Contribute to an Effective and Integrated Communications Network	

For each Priority, we are highlighting several initiatives the FFC will address in the year to come. The list is not meant to be exhaustive as opportunities may arise during the year to participate in other initiatives. Changes to these plans will be communicated through the Monthly FFC meetings.

##### Priority 1 - Support Participation in a Well-Informed and Active FFC

The FFC will continuously strive to engage a broader base of families by: informing families and friends of the role of the FFC and its Executive; engaging families in resident focused initiatives, and sponsoring activities and educational events that enable families to contribute to the improvement of the quality of care and services provided to residents. The following three initiatives are planned:

- I. The information/education series for 2016 -2017 will complete the focus of the FFC on staff and services. Summaries of information that was shared can be found in back issues of the Perley Rideau newsletter, *The Perley Rideau News*, and minutes of FFC Council Meetings can be found on the Perley Rideau Web Site (*Friends and*

*Family Council*). The monthly meetings are the third Thursday of most months (except July, August and December, also see below for a new format that will be trialed in some of the months). For the 2016 – 2017 season we will be working to keep the meetings to an hour and a half (7:00 p.m. – 8:30 p.m.) to help balance the busy lives of our membership. In addition there is a broader Education session held to coordinate with Family Council Week in June along with a significant Education component for the FFC Annual General Meeting in November. Notification of dates and subjects will be identified in the Perley Rideau Newsletter and through E-Mail Notifications from the Chair, FFC.

- II. For the 2016-2017 season the FFC will be piloting an informal one-hour gathering to be led by an experienced facilitator. Initially, in October 2016, we will build on the ***Care for the Caregiver*** series and will provide opportunities for families and friends to meet informally to discuss care issues and other topics of common interest. The meeting will be held in the afternoon, for one hour. The intent is that after a couple of sessions, if the format is of interest to the family and friends, we will incorporate it into our regular schedule for 2017 and alternate the shorter informal sessions with the Education meetings referenced above.
- III. The FFC provides members with access to senior members of the management team at monthly FFC meetings. Additionally, the members will be provided highlights or reminders to key activities coordinated by the Perley Rideau management such as the Perley Rideau Annual General Meeting and Townhalls.
- IV. Families are often faced with the challenge of finding the time to attend meetings. The FFC will engage families to determine the timing and frequency of meetings, and identify approaches to advertising that can increase awareness of meetings (i.e. timing and location of posters, inclusion in the monthly resident calendar of events, associated white and bulletin boards in residence units, and newsletters).

### Priority 2 – Advocate and Participate in the Enhancement of High Quality Resident-focused Care

The FFC will continue to contribute to the awareness and understanding of the Perley Rideau commitment to put residents and their families at the centre of its circle of care.

The following four initiatives are planned:

- I. The FFC will work to support families understanding and interaction with the Resident Care Plan.
- II. The FFC will continue to provide input to the *Quality Improvement Plan* and monitor improvements related to *leading indicators and best practices* identified by Health Quality Ontario and other organizations.
- III. The FFC will provide input to initiatives undertaken by Perley Rideau to advance its Model of Care, and related staff training and education. An example is the email to the membership in August 2016 requesting interested family and friends to participate in various working groups with the Perley Rideau. The Executive is working with the Perley Rideau teams coordinating the initiatives to facilitate the family member engagement.

- **Safety Week:** Perley Rideau will celebrate Safety Week in October through various activities. You will help the team organize Safety Week events and related communication materials. Additional participation would be appreciated during Safety Week,
- **Falls:** This project will use dementia-specific strategies which facilitate communication with, and education of, residents.
- **Hand Hygiene:** Hand Hygiene is the simplest, most effective, way to prevent infection and outbreaks, which are big risks to our residents. In this project, you will work with Perley Rideau staff and a group of students to design a hand hygiene campaign and materials.
- **Pain Education Pamphlet:** Pain is a very individual, subjective condition. Each situation needs to be recognized based on of a clear-understanding of how pain manifests. The objective of this project is to develop a pamphlet for residents and their family so they may learn about and understand what pain is, how pain can be managed, and what non-pharmacological interventions are offered at the Perley.
- **Quality Improvement Teams:** Three specific areas have been identified as priorities for quality improvement: Falls, Responsive behaviours, and Pain. Three individual quality improvement teams will meet regularly to test and implement various initiatives in the home.
- **Best Practice Spotlight Organization (BPSO):** The Registered Nurses Association of Ontario's (RNAO) Best-Practice Guideline (BPG). The Perley Rideau is very proud to have been selected as a BPSO with a formal partnership with the RNAO. This includes specific requirements for systematic guideline implementation, infrastructure, knowledge exchange, sustainability planning, and measuring outcomes through the use of standard indicators. A steering committee would oversee this work.

- IV. FFC Executive will continue to advocate for the importance of having family members represented on Management committees such as the *Ethics Committee*, and as adjunct advisors on Board committees such as the *Quality of Life and Safety Committee* to provide the views of families. Other committees the FFC has a direct role in include Palliative Care and MAID (Medical Assistance in Dying).

### Priority 3 – Sustain Key Partnerships within the Perley Rideau and the with Community Stakeholders

The FFC will sustain existing and build new partnerships with key stakeholders to maximize their collective efforts to enhance models of care.

The following four initiatives are planned:

- I. The FFC will cooperate with of the Community and Veterans Residents Councils and collaborate with them on common issues and concerns to improve the quality of care and services provided to residents.
- II. The FFC will continue to work directly with the Champlain Family Council Network (FFC members are on the Executive and Advocacy Committee), and Family Councils Ontario (FFC member sits on the Board of Directors) on issues and initiatives related to long-term care in the region and province.
- III. The FFC will monitor the initiatives being undertaken by the provincial government (Ministry of Health and Long-term Care, and Minister for Seniors), the Champlain Regional LHIN, and provincial and regional health and long-term interest groups to enhance and share knowledge and experience in the long-term care arena.
- IV. The FFC will participate in meetings and conferences that focus on issues and advances in long-term care. These include, but are not limited to, Health Quality Transformation, CRFCN Annual Conference.

#### Priority 4 - Contribute to an Effective and Integrated Communications Network

Good communications are key to every strategy and priority of the Family and Friends Council. An overall communications plan will be developed to ensure the FFC will create opportunities to share views, opinions and experiences of families in addition to providing the family and friends with information within and from outside the immediate Perley Rideau Village community.

The following four initiatives are planned:

- I. Identify information initiatives that support initial contact with families at moving day, and at defined milestones throughout the resident's stay. Emphasis will be placed on providing input to management on Perley Rideau communications that assist in the orientation of new residents.
- II. The FFC will continue to contribute information for key Perley Rideau communication tools, including the Perley Rideau Newsletter and its Web Site, particularly the section on the Family and Friends Family Council.
- III. The FFC will partner with the Resident Care Liaisons to maintain up to date mailing lists of families.
- IV. The FFC will support the understanding of results from the Family and Resident Experience Surveys (November 2015), and provide recommendations to management on action to be taken. As well, the FFC will provide input to the planning of future surveys.

## 5. In Closing

The Family and Friends Council has an established history within the Perley Rideau community. The Strategic Plans for the Council continue to support the mission striving for the best possible quality of life for our loved ones. The Priorities set out for the year to come provide direction to the Executive and Members in general.

We look forward to a very active and productive 2017.

## Annexes

*Strategies and Related Priorities for the period 2015 – 2017 are aligned with –*

- *Sections 59 – 68 of the Ontario’s Long-term Care Homes Act (Reference Annex 1);*
- *FFC Code of Conduct (Reference Annex 2);*
- *the strategic priorities of the Perley Rideau;*
- *the principles, values and goals of the Perley Rideau, focusing on respect and upholding the individual’s choice, comfort and dignity by providing a resident experience based on the best possible safety, care, goods and services, and programs according to the medical, nursing and psycho-social needs and personal preferences and interests of each resident, resulting in measurable resident and family satisfaction;*
- *current findings of the Accreditation Report to build infrastructure for future programs within a continuum of services; support the work of the Stakeholder Advisory Committee and the Foundation; address the gap between management and staff; provide excellence in resident care, and provide information (education) based on the results of staff/resident surveys, and*
- *the Perley Rideau Long-term Care Home Quality Improvement Plan.*

### **Annex 1 – Powers of Family Council - Long-Term Care Homes Act, 2007 Sections 59-68**

*EXCERPT FROM LONG-TERM CARES HOMES ACT, 2007, S.O. 2007, c. 8  
PART IV – COUNCILS - FAMILY COUNCIL*

#### **Section 59: Family Council**

- (1) Every long-term care home may have a Family Council. 2007, c. 8, s. 59 (1).
- (2) If there is no Family Council, a family member of a resident or a person of importance to a resident may request the establishment of a Family Council for a long-term care home. 2007, c. 8, s. 59 (2).
- (3) The licensee shall assist in the establishment of a Family Council within 30 days of receiving a request from a person mentioned in subsection (2). 2007, c. 8, s. 59 (3).
- (4) When a Family Council is established, the licensee shall notify the Director or anyone else provided for in the regulations of the fact within 30 days of the establishment. 2007, c. 8, s. 59 (4).
- (5) Subject to subsection (6), 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 long-term care home. 2007, c. 8, s. 59 (5).
- (6) The following persons may not be members of the Family Council:
  - i) The licensee, and anyone involved in the management of the long-term care home on behalf of the licensee.
  - ii) An officer or director of the licensee or of a corporation that manages the long-term care home on behalf of the licensee or, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129, as the case may be.
  - iii) A person with a controlling interest in the licensee.
  - iv) The Administrator.

- v) Any other staff member.
  - vi) A person who is employed by the Ministry or has a contractual relationship with the Minister or with the Crown regarding matters for which the Minister is responsible and who is involved as part of their responsibilities with long-term care home matters.
  - vii) Any other person provided for in the regulations. 2007, c. 8, s. 59 (6).
- (7) If there is no Family Council, the licensee shall,
- (a) on an ongoing basis advise residents' families and persons of importance to residents of the right to establish a Family Council; and
  - (b) convene semi-annual meetings to advise such persons of the right to establish a Family Council. 2007, c. 8, s. 59 (7).

### **Section 60 - Powers of Family Council**

- (1) A Family Council of a long-term care home has the power to do any or all of the following:
- i) Provide assistance, information and advice to residents, family members of residents and persons of importance to residents, including when new residents are admitted to the home.
  - ii) Advise residents, family members of residents and persons of importance to residents respecting their rights and obligations under this Act.
  - iii) Advise residents, family members of residents and persons of importance to residents respecting the rights and obligations of the licensee under this Act and under any agreement relating to the home.
  - iv) Attempt to resolve disputes between the licensee and residents.
  - v) Sponsor and plan activities for residents.
  - vi) Collaborate with community groups and volunteers concerning activities for residents.
  - vii) Review, a) inspection reports and summaries received under section 149,
    - b) the detailed allocation (means the reconciliation report of a calendar year submitted to the Minister under Section 243 (1)(a) of the regulation and to the LHIN for the geographic region in which the Home is located), by the licensee, of funding under this Act and the Health Systems Integration Act (2006), and amounts paid by residents, c) the financial statements related to the Home filed with the Director under the regulation and to the LHIN, d) the operation of the Home.
  - xiii) Advise the licensee of any concerns or recommendations the Council has about the operation of the home.
  - ix) Report to the Director any concerns and recommendations that in the Council's opinion ought to be brought to the Director's attention.
  - x) Exercise any other powers provided for in the regulations. 2007, c. 8, s. 60 (1).
- Duty to respond (2) If the Family Council has advised the licensee of concerns or recommendations under either paragraph 8 or 9 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Family Council in writing. 2007, c. 8, s. 60 (2).

### **Section 61 - Family Council Assistant**

- (1) If the Family Council so requests, the licensee shall appoint a Family Council assistant who is acceptable to that Council to assist the Family Council. 2007, c. 8, s. 61 (1).
- (2) In carrying out his or her duties, a Family Council Assistant shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council. 2007, c. 8, s. 61 (2).

## **GENERAL**

### **Section 62 - Licensee to Co-operate with and Assist Councils**

A licensee shall co-operate with the Residents' Council, the Family Council, the Residents' Council Assistant and the Family Council Assistant and shall provide them with such financial and other information and such assistance as is provided for in the regulations. 2007, c. 8, s. 62.

### **Section 63 - Licensee Duty to meet with Council**

If invited by the Residents' Council or the Family Council, the licensee shall meet with that Council or, if the licensee is a corporation, ensure that representatives of the licensee meet with that Council. 2007, c. 8, s. 63.

### **Section 62 - Attendance at Meetings – Licensees, Staff, etc**

A licensee of a long-term care home shall attend a meeting of the Residents' Council or the Family Council only if invited, and shall ensure that the staff, including the Administrator, and other persons involved in the management or operation of the home attend a meeting of either Council only if invited. 2007, c. 8, s. 64 with no interference by licensee.

### **Section 65. A Licensee of a Long-term Care Home,**

Shall not:

- (a) interfere with the meetings or operation of the Residents' Council or the Family Council;
- (b) prevent a member of the Residents' Council or Family Council from entering the long-term care home to attend a meeting of the Council or to perform any functions as a member of the Council and shall not otherwise hinder, obstruct or interfere with such a member carrying out those functions;
- (c) prevent a Residents' Council Assistant or a Family Council Assistant from entering the long-term care home to carry out his or her duties or otherwise hinder, obstruct or interfere with such an assistant carrying out those duties; and
- (d) shall ensure that no staff member, including the Administrator or other person involved in the management or operation of the home, does anything that the licensee is forbidden to do under clauses (a) to (c). 2007, c. 8, s. 65.

### **Section 66 - Immunity – Council Members, Assistants**

No action or other proceeding shall be commenced against a member of a Residents' Council or Family Council or a Residents' Council Assistant or Family Council Assistant for anything done or omitted to be done in good faith in the capacity as a member or an assistant. 2007, c. 8, s. 66.

### **Section 67 - Duty of Licensee to Consult Councils**

A licensee has a duty to consult regularly with the Residents' Council, and with the Family Council, if any, and in any case shall consult with them at least every three months. 2007, c. 8, s. 67.

### **Section 68 - Regulations**

- (1) The Lieutenant Governor in Council may make regulations for carrying out the purposes and provisions of this Part. 2007, c. 8, s. 68 (1).
- (2) Without restricting the generality of subsection (1), the Lieutenant Governor in Council may make regulations,
  - (a) requiring a licensee to assist in the formation of Residents' Councils and Family Councils, and governing the assistance that the licensee is required to provide to those Councils;
  - (b) defining "detailed allocation" for the purpose of subparagraph 9 ii of subsection 57 (1) and subparagraph 7 ii of subsection 60 (1);
  - (c) providing for anything that under this Part may or must be provided for in regulations, or that is to be done in compliance with or in accordance with the regulations. 2007, c. 8, s. 68 (2).

## Annex 2 – FFC Code of Conduct (as found in the FFC Bylaws, approved May 2016)

### Preamble

The Perley Rideau is primarily the **home** of its long-term care residents.

The intent of advocacy is to remove or overcome barriers that cannot be removed or overcome by the resident or family member alone.

Individual actions of Perley Rideau Family and Friends Council members reflect on Family Councils. Therefore, the actions of all members should ensure that the Family Council maintains its high regard. The reputation and image of the Perley Rideau Family and Friends Council should be considered in each member's communications and actions. A member of the Perley Rideau Family and Friends Council shall be governed by this Code and is expected to abide by the following.

- Act in the best interest of its residents.
- Conduct herself or himself with honesty and good faith.
- Not discriminate because of race, national origin, colour, religion, sex or sexual orientation.
- Show respect, sensitivity and consideration for all persons you meet in Perley Rideau (residents, staff, visitors, and volunteers).
- Respect resident privacy and confidentiality (Resident Bill of Rights). Document available on [perleyrideau.ca](http://perleyrideau.ca), in the Code of Ethics section.
- Respect the sensitivity and confidentiality of information discussed at Perley Rideau Family Council meetings.
- Respect that each resident and family member has the opportunity to advocate on her/his behalf.
- Avoid making judgments on any situation in the absence of all the facts and information.
- Recognize that idle, sensational or groundless talk (gossip) about any person is harmful and hurtful.
- Have a clear understanding of abuse (physical, financial, emotional) and report any abuse immediately to the supervisor on duty.
- Know and follow all policies and practices of Perley Rideau. Documents such as the Code of Ethics, etc. available on the Perley Rideau website or through the Resident Care Staff Liaison to the FFC.
- Lead by example.