



**Fair Haven Homes Society (“FHHS”)
Family Council (“FC” or "Council")
Governing Principles and Terms of Reference**

Approved by:

Council Vote

Initial approval date:

October, 2021

CEO:

Joy Parsons

Last review date:

February, 2023

Sponsor:

CEO

Next review due:

February, 2024

Table of Contents

Who We Are.....	2
Our Mission.....	2
Our Values.....	2
Our Purpose.....	3
1. MEMBERSHIP.....	3
2. OFFICERS AND THEIR DUTIES.....	4
Elected Positions.....	4
Chair OR Co-Chairs (two-year term).....	4
Secretary-Treasurer (two-year term).....	4
Appointed Positions.....	5
CEO or Site Representative.....	5
Accountability of CEO or Site Representative.....	5
3. ELECTIONS.....	6
4. MEETINGS.....	6
Agenda and Minutes.....	6
5. AMENDMENTS.....	6
6. REVIEWING COUNCIL GOVERNING PRINCIPLES.....	7



**Fair Haven Homes Society (“FHHS”)
Family Council (“FC” or “Council”)
Governing Principles and Terms of Reference**

Who We Are

Fair Haven Homes Society's ("FHHS") Family Council ("FC" or "Council") is an independent group of families and representatives (relatives or friends) of residents who call Fair Haven “Home.”

We are a collective voice that represents our loved ones in decisions that affect them and ultimately improve the lived experience for all residents. The Family Council also aims to serve as a voice for the residents in care at FHHS who are “voiceless” because they no longer have connections to family or friends who can represent them.

The FC engages in advocacy surrounding the care and wholistic well-being of residents in FHHS. The Council partners with FH administration and staff to ensure that residents consistently receive the best possible quality of care and quality of life. We will work with designated staff liaisons to collaborate and share information on behalf of all residents.

The FC is a self-directed group that is democratically governed by Council members according to the Governing Principles and Terms of Reference outlined in this document.

Our Mission

The Family Council’s mission is to improve the quality of life and quality of care for all residents by promoting respect, sensitivity, caring, dignity, support and collaboration among staff, residents and their family members. Together, we will create a community with an environment that can truly represent a “home” that residents can call their own.

Our Values

The FC provides a forum and a safe space for families to *support* each other, to offer *encouragement* and *information* in our *shared experiences* as caregivers to our loved ones.

We are committed to fulfill the Council’s mission with *spirits of compassion, listening hearts, and open minds*. We believe in *working together as a team* to achieve *shared goals* through *peer support, collaboration* and *education*.

We believe that each resident deserves a home that supports all aspects of their well-being that includes, but not limited, to their physical, mental, emotional and spiritual health.

We recognize that our *advocacy* for the betterment of the lives of our loved ones in-care will be most effective when we *build* and *strengthen relationships* with our residents, with each other, and with FHHS staff and leadership.



**Fair Haven Homes Society (“FHHS”)
Family Council (“FC” or “Council”)
Governing Principles and Terms of Reference**

Our Purpose

- To create a community of health, healing and well-being for loved ones in-care by advocating for continuous improvement in their quality of life and quality of care
- To generate ideas, initiate and support projects that enhance the quality of life and of care for all residents
- Provide mutual support for all residents and their families with relevant information and education regarding life at FHHS
- Welcome families of new residents, offering support, resources, assistance and education that help ease the transition
- To promote and better define the role of residents’ families in the circle of care
- To advocate for an inclusive culture with a homelike atmosphere that is stimulating, meaningful and engaging
- Share ideas for the purpose of problem solving and provide a support forum to share concerns, bring forward ideas, and discuss common interests in a constructive manner
- To facilitate effective two-way communication between families, residents and FHHS staff and administration
- Collaborate with FHHS leadership and staff, families and residents to address collective concerns and interests and work together to create constructive solutions
- To provide educational opportunities for families in order to better understand the needs and experiences of residents in-care at FHHS
- To communicate effectively with each other with respect and openness
- To solve problems together with timeliness, thoughtfulness and transparency



1. MEMBERSHIP

Members of the FHHS Family Council shall be a relative, friend or representative of a resident of FHHS.

All existing and new families and friends of residents are welcomed to become involved with the Family Council.

Family members, friends, residents, and representatives of a deceased resident may ask to continue their Family Council member status for three (3) months after their loss.



**Fair Haven Homes Society (“FHHS”)
Family Council (“FC” or “Council”)
Governing Principles and Terms of Reference**

2. OFFICERS AND THEIR DUTIES

Officers shall consist of Family Council Members. The council has two types of officers—elected and appointed.

- The chair or co-chair(s), vice-president and secretary-treasurer are elected by a majority vote of all family members.
- Elections happen annually.
- When the council is first established:
 - members elect a chair or two (2) co-chairs, a vice-president and a secretary-treasurer
 - the chair and co-chair keep their positions for two (2) years

Elected Positions

Family members may volunteer/nominate themselves to be a candidate to be elected as an officer of the council. The following officers are elected for two-year term beginning January 1:

Chair OR Co-Chairs (two-year term)

This is an elected family member volunteer. This role’s duties include:

- Chairing meetings and overseeing the function of the council
- Working closely with the Chief Executive Office (CEO) or their designate on all council business
- Reviewing and approving the drafted agenda
- Asking other departments or guests to participate as needed
- Arranging educational sessions
- Reviewing and approving minutes for distribution
- Ensuring the business of the meetings progresses
- Completing the *outstanding item follow-up form* and submitting it to the site representative
- Coordinating council activities and programs
- Maintaining communication with staff/administration and senior leadership team.
- Supporting family who have questions or concerns about FHHS by directing them to the proper channels by which to get these matters resolved
- Attending to FC emails

Secretary-Treasurer (two-year term)

This is an elected family member volunteer. This role’s duties include:

- Recording minutes of each meeting and maintain the minutes as a permanent record
- Summarizing important information, recording action items and the person responsible for completing it



**Fair Haven Homes Society ("FHHS")
Family Council ("FC" or "Council")
Governing Principles and Terms of Reference**

- Be responsible for completing designated forms relating to requests for administrative action
- Developing agendas
- Recording names of those attending
- Submitting the agenda and minutes to the chair (or co-chairs as applicable) to review and approve
- Advertising upcoming meetings in collaboration with the site representative
- Track and manage any associated bank accounts and funds, either received from grants or via fundraising activities

Appointed Positions

CEO or Site Representative

This role is responsible for:

- Supporting the FC as Fair Haven's representative
- Reviewing issues that need resolution and assigning someone to do complete them
 - Issues should be resolved within six- to eight-weeks
- Reviewing and signing-off on the minutes after they are approved at each meeting
- Filing signed-off copies of the minutes in binders or electronic files
- Ensuring distribution of notices, agenda and minutes to all resident contacts on record
- Working with FC to determine other methods of sharing out information about FC and find ways to support further outreach (e.g., printed notices on bulletin boards, pamphlets in information racks, posted on the elevator wall, standing notice about FC in the newsletter, presence in admission package, etc.)
- Attending scheduled meetings on a regular basis with FC. At these meetings if questions or ideas are posed which requires the input of others, ensure follow up on these items for report back next meeting
- Assisting with distribution of surveys (if agreed) and collection of data back to FC
- Ensuring a meeting room is available for FC meetings if required
- Ensuring a virtual meeting option is available and work with FC towards independently running their meetings (provide administrative rights once the meeting has begun)

Accountability of CEO or Site Representative

The CEO is accountable for the Family Council and must be kept up to date on all meeting proceedings. The CEO or the designated representative works closely with the council chair. If a designate, the designate will report back to the CEO.



**Fair Haven Homes Society ("FHHS")
Family Council ("FC" or "Council")
Governing Principles and Terms of Reference**

3. ELECTIONS

Elections will take place every two (2) years. The Executive will bring forward a slate of candidates for discussion and approval.

All those interested, will be required to email their interest and qualifications to fairhavenlhc.fc@gmail.com

When, and if, a situation arises where one of the officers resigns or can no longer fill his/her position, an interim officer will be appointed for the balance of the term of office.

No elected officer shall hold office for more than two consecutive terms of office, unless elected and mutually agreed by officers and members.

There will be no remuneration for participation.

Members are encouraged to volunteer on their own initiative to be considered for office.

4. MEETINGS

Meetings will be held once a month on the fourth Tuesday.

Agenda and Minutes

- Agenda items may be submitted to the chair up to ten (10) days before the meeting
- Agenda and minutes of the previous meeting will be circulated and posted before the meeting
- Minutes will be read and signed off by the site representative after they are approved at the meeting
- Filing signed-off copies of the minutes in binders or electronic files, along with the secretary
- Minutes, along with the agenda for the next meeting, will be distributed to all members of the Family Council. They will also be available on the Family Council, bulletin boards and FHHS website portal.

5. AMENDMENTS

Amendments may be made to these terms of reference at any regular meeting of the Council, by a 2/3 vote among those present, providing the suggested changes have been read at the previous meeting.



**Fair Haven Homes Society ("FHHS")
Family Council ("FC" or "Council")
Governing Principles and Terms of Reference**

6. REVIEWING COUNCIL GOVERNING PRINCIPLES

In January of each year, the chair or co-chairs, past chair or co-chairs, secretary and site representative will review the Governing Principles and Terms of Reference and update them as needed.

The new Governing Principles will then be presented to members at the February meeting and discussed. The final version of the Governing Principles will be voted on for approval.