



## Project Plan for starting a family council.

### For Staff, Management and Family Caregivers in Long-Term Care Homes

*Scope: This project's end goal is to start a family council at a long-term care home*

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- **Duration:** Expect six weeks from planning to starting a self-directed family council
- **Goal:** Start/Restart or recreate the family council
- **How:**
  - **Connection:** ILTCCABC regional association member to meet with the care home staff liaison and/or team first
  - **Planning:** Plan an information session for families, inviting long-term care staff/management about "starting a family council" using a slide deck which acts as a resource for families and staff afterwards.
  - **Doing:** Afterwards, the ILTCCABC regional association will meet with interested family members.
    - Together, decide on a date/time/place to start the council
    - Together, plan out governance documents, inaugural family council notice details, and care home support required
    - Confirm supports and first meeting details with the staff liaison
    - Staff liaison to distribute the notice and accompanying information about the council
  - **Achieving Goals:**
    - Hold the first family meeting, confirming elected family leaders, and voting in the council as presented
    - Start sharing conversations and set the next meeting date
    - Share experiences and find collective resident-related topics
    - List questions based on the unknown. Turn issues into curiosity.



## ILTCCABC

### Independent Long-Term Care Councils Association of BC

Your provincial long-term care councils' association



- List recognition for what is working well
- Hold a meeting with management re: the above-mentioned lists
- Set action items and accountability
- **Repeat:**  
Connection with new families, planning regular meetings, holding the meetings, and following up with management with collaborative conversations
- **Resources:**
  - People and communications support (poster, email, flyers)
  - Meeting set up details: a room, virtual meeting supports

#### ***Work Breakdown and Timeline:***

- Regional associations of family councils can facilitate a Family Information Session for families and any staff/management who might be having direct engagement with the family council.
- Regional associations of family councils will provide the staff liaison with a draft notice to families for this session to go out 2-3 weeks before the session (SAVE THE DATE) with scheduled reminders.
- Part of the meeting features a PowerPoint presentation, with links to resources.
- The long-term care home would then send a notice to all families with the slide deck and short debrief of the meeting provided by the regional association of family councils.
- The notice will ask for families interested in starting a family council to send their expression of interest to the designated staff liaison by a certain date.
- The staff liaison would then send the regional association of family councils the list of interested families, and the regional association would connect with the families to start the conversation on “how to” get the family council started.
- Sometimes, at this point, the families are quick to settle on their governance documents (their own variations on the Terms of Reference and Code of Conduct) and are ready to set a date.



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- Sometimes, the pre-inaugural family council executive team asks to have a pre-implementation meeting with management to ensure the right supports are in order and everyone is on the same page. The regional association can guide that meeting if requested.
- The families confirm the date of the first family council meeting, ensuring sufficient (3 weeks) notice and reminder schedule. Promotional reach of this meeting is essential for a successful turnout. If the caregivers coming into the care home do not know about this meeting, the importance of their attendance and have no way to connect back to ask questions, they will not attend.
- The long-term care home sends a notice of meeting to all families. Posters and/or pamphlets are created to support the information of this invitation. (ILTCCABC regional association offers templates on their Education Portal)
- ILTCCABC regional association facilitates the first meeting.
- The Family Council is voted in as proposed.
- The Family Council starts enjoying the benefits of this volunteer group, their mutual support, education opportunities and resident-centered conversations.

#### ***Constraints:***

- Staff availability and experience with the council start-up
- Staff understanding of the Regulations 59.-59.2
- Staff and Management history of not engaging with families
- Availability of a Zoom account, meeting room, creation of an email address, (technology in general)
- Human Resources to pay for a staff person to be the council liaison.

#### ***Contingency Plan:***

- Give the process more time.
- Continue to connect with the ILTCCABC regional association of family councils, so you receive their notices and can pass them on to families
- Provide another informational session 6 months later.



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- Provide more touch points to the long-term care home families about the value of resident and family engagement by way of councils
- Adopt a culture of engagement with the family council. Include the family council in decision-making opportunities

### Examples:

- Invite them to have a seat on committees (Food Advisory Committee, Spiritual Committee, Policy Committee, Accreditation Committee)
- Include them in surveys about future projects and policies of the care home
- Invite them to take a role in projects and initiatives (how to reduce unnecessary transfer to ED, Dignity Care, Fall prevention, New Pharmacy or Care products feedback, etc.)