

**Home-related – Mandatory**

Home Name:

Inspection Number:

*(hard copy use only)*

Date:

Inspector ID:

**Definition / Description**

**Family Council:** This is an organized, self-led, self-determining and democratic group composed of family and persons of importance to the residents of LTC Homes.  
(Ontario Family Council Program)

**Use**

This IP is a mandatory task used to review the home's Family Council during the annual inspection of the LTC home.

The inspector may also select and complete this IP when a concern related to Family Council is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligation to meet requirements related to:

- The establishment of a Family Council
- Appointment of a Family Council assistant
- Respect for the Family Council rights and powers
- Duty to report to and seek advice of Family Council on the satisfaction survey established in the home.

**Procedure**

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

During the Annual Inspection:

1. The team lead, during the entrance conference with the administrator/designate, determines if a Family Council is established in the home.

Where a Family Council is not established:

- The team lead will proceed with interviewing the administrator of the home to answer the applicable **Part A: Questions 1 and 2, Part B: Question 8 and 9** of the Family Council Interview IP to determine compliance with legislated requirements.

2. Where a Family Council is established:

- The team lead requests the name of the Family Council President, and will communicate this information to the assigned inspector during the initial team meeting including need to complete the mandatory task on one (1) IP at any time throughout the inspection.
3. The assigned inspector will:
- make arrangements to interview the Council President or another active member of the Council where President is not available, and request permission to access previous meeting minutes for the past three months if available; the goal is to facilitate discussion about resolution to any identified issues
  - meet with and interview the Council President/representative in a private, comfortable location; this interview may be arranged and conducted by telephone
  - answer all applicable questions in the IP where a Family Council is established (excluding Questions 1, 2, 8, and 9).
4. Inspector(s) may choose to interview only one Family Council in a LTC home where more than one Family Council has been established.
5. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

**Note:** If this is an alternative setting and there are no long-term care beds, the inspector will skip Part F: Satisfaction Survey.

**Note:** The assigned inspector may conduct the Family Council Interview at anytime throughout the inspection; however, arranging the interview early during the inspection process is recommended in order to identify unresolved issues that may require further inspection.

### Family Council President/Representative Interview Guideline

1. Introduce yourself and explain the inspection process as well as the purpose of the interview using the following concepts (it is not necessary to use the exact wording):

*"[Name of home] is inspected periodically by a team from the Performance Improvement and Compliance Branch of the Ministry of Health and Long-Term Care to ensure that residents receive quality care. While we are here, we make observations, review the home's records and talk to the residents and family members or friends who can help us understand what it's like to live in this home. We appreciate that you are taking the time to talk with us. We would like to know more about the Family Council and interactions of the group and staff."*

2. At all times, be cognizant of resident confidentiality. The inspector should ask permission from the Family Council President or representative to review the Family Council minutes and become familiar with some of the issues that have been discussed.
3. Follow up on any concerns that are within the scope of the long-term care requirements with reference to specific legislation identified in this Inspection Protocol. Further inspection should include interviews with appropriate staff members to determine how concerns are resolved. Team meetings will provide opportunities to share concerns and focus on particular problematic areas. Any potential concerns noted during the interview should be shared with all team members.
4. Use the space provided for notes and additional information obtained to determine the exact nature of

any negative responses.

5. To interview, begin with some of the issues that have been discussed during the most recent Council meeting and how the home has responded. For example, “I read in the minutes that you had discussed noise at night during the last meeting. Has the home responded to your concern?” or “During the last meeting, several participants brought up an issue with food being cold. Has that situation been resolved to your satisfaction?” This initial discussion of current issues before the Council may prove helpful in establishing a rapport with the Family Council President (or representative) and help make the remainder of the interview more informative.

				Information Gathering	
				<b>Family Council President/Representative Interview Notes</b>	
Notes					

**Part A: Family Council established in home**

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a Family Council established in the home? <i>(Answered during Entrance Conference)</i>	<b>s. 59 (1)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If there is no Family Council, has a family member of a resident or person of importance to a resident requested the establishment of a Council in the home? <i>(Answered during Entrance Conference)</i> <b>[If 'No', skip to Part B]</b>	<b>s. 59 (2)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee assisted in the establishment of a Family Council within 30 days of receiving a request from a family member or person of importance to a resident?	<b>s. 59 (3)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee notified the Director within 30 days of the establishment of the Family Council?	<b>s. 59 (4)</b>

<b>Notes</b>	
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No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If invited by the Family Council, does the licensee or the corporate representative of the licensee meet with the Family Council?	<b>s. 63</b>

<b>Notes</b>	
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No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do the licensee, Administrator and staff attend Family Council meetings only when invited?	<b>s. 64</b>

<b>Notes</b>	
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No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee fully respected and promoted the residents' right to raise concerns or recommend changes in policies and services to the Family Council without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else?	<b>s. 3 (1) 17. ii</b>

<b>Notes</b>	
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**Part B: Licensee obligation if no Family Council**

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If there is no Family Council, does the licensee on an ongoing basis, advise families and persons of importance to residents of their right to establish a Family Council?  <i>(Answered during Entrance Conference)</i>	<b>s. 59 (7) (a)</b>

<b>Notes</b>	
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No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If there is no Family Council, does the licensee convene semi-annual meetings to advise residents' families and persons of importance to residents of their right to establish a Family Council?  <i>(Answered during Entrance Conference)</i>  <b><i>[If 'No', document evidence of non-compliance and skip remaining Parts C, D, E and F]</i></b>	<b>s. 59 (7) (b)</b>

<b>Notes</b>	
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**Part C: Assistant Duties**

No.	Yes	No	N/A	Question	Act/Reg.
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	At the request of the Family Council, has the licensee appointed an assistant to the Family Council to assist the Council and who is acceptable to the Council?	<b>s. 61 (1)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not: <ul style="list-style-type: none"> <li>• prevent the Family Council assistant from entering the home to carry out his or her duties, and</li> <li>• otherwise hinder, obstruct or interfere with the assistant carrying out those duties?</li> </ul>	<b>s. 65 (c)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that home's staff, including the Administrator or other person involved in the management or operation of the home, do not: <ul style="list-style-type: none"> <li>• prevent the Family Council assistant from entering the home to carry out his or her duties, and</li> <li>• otherwise hinder, obstruct or interfere with the assistant carrying out those duties?</li> </ul>	<b>s. 65 (d)</b>
Notes					

**Part D: Family Council Rights**

No.	Yes	No	N/A	Question	Act/Reg.
13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not interfere with the meetings or operation of the Family Council?	<b>s. 65 (a)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the licensee does not: <ul style="list-style-type: none"> <li>• prevent a member of the Family Council from entering the home to attend a meeting of the Council,</li> <li>• prevent a member of the Family Council from performing any</li> </ul>	<b>s. 65 (b)</b>

				functions as a member of the Council, and <ul style="list-style-type: none"> <li>• otherwise hinder, obstruct or interfere with the Council member carrying out those functions?</li> </ul>	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that home's staff, including the Administrator or other person involved in the management or operation of the home, do not: <ul style="list-style-type: none"> <li>• interfere with the meetings or operation of the Family Council,</li> <li>• prevent a member of the Family Council from entering the home to attend a meeting of the Council,</li> <li>• prevent a member of the Family Council from performing any functions as a member of the Council, and</li> <li>• otherwise hinder, obstruct or interfere with the Council member carrying out those functions?</li> </ul>	<b>s. 65 (d)</b>
Notes					

**PART E: Duty to Respond**

No.	Yes	No	N/A	Question	Act/Reg.
16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee respond in writing within 10 days of receiving Family Council advice related to concerns or recommendations?	<b>s. 60 (2)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee consult regularly with the Family Council, and in any case at least every three months?	<b>s. 67</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that improvements made through the quality improvement and utilization review system to accommodations, care, services, programs, and goods provided to the residents are communicated to the Family Council?	<b>r.228.3</b>
Notes					

**PART F: Satisfaction Survey**

No.	Yes	No	N/A	Question	Act/Reg.
19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee seek the advice of the Family Council in developing and carrying out the satisfaction survey, and in acting on its results?	<b>s. 85 (3)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee document and make available to the Family Council the results of the satisfaction survey in order to seek the advice of the Council about the survey?	<b>s. 85 (4) (a)</b>
Notes					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to the Family Council Interview, for example:

- Admission Process
- Critical Incident Response
- Dignity, Choice and Privacy
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Residents' Council Interview
- Safe and Secure Home
- Training and Orientation