

# Family Council – Resident Advocacy Sub-Committee

## Terms of Reference

### **WHO WE ARE:**

A sub-Committee of the Family Council (“FC”), this Resident Advocacy Sub-Committee (“RASC”) is comprised of family members, friends, and representatives (“family”) of residents. RASC was formed to attend, specifically, to the personal sharing of issues which cannot be properly discussed or addressed, in monthly FC meetings. RASC follows and adheres to the Terms of Reference and Code of Conduct of the Family Council. In particular, RASC serves as a voice for the often, “voiceless”, residents in care at LBHH and their “family”.

### **PHILOSOPHY:**

The RASC philosophy is to facilitate meaningful conversations among “family”, and identify issues that are directly related to daily resident care which may not reflect the core LBHH Mission statement of “resident and family centered care”. The sharing of personal issues as well as the sharing of exceptional service, are two areas the RASC targets in order to support effective feedback.

### **MISSION:**

RASC supports “family” by providing them with a safe, confidential and respectful forum in which to express their concerns in order to improve the situation. The RASC mission is to help resolve issues and at the same time, to seek out and deliver positive feedback.

### **PURPOSE:**

- To advocate for continuous improvement in the quality of life of the residents;
- To provide a support forum to share concerns and explore possible causes, and create “next steps” for “family”;
- To facilitate communication in a constructive manner for problem resolution;
- To solicit examples of what is working well in order to advocate for more of the same;
- To present emerging systemic issues at FC meetings in the same format as reported by other subcommittees.

### **MEMBERSHIP**

Members of the RASC shall be:

Any relative, friend or representative of a resident of LBHH.

Family members, friends, and representatives of a deceased resident may ask to continue to participate in a RASC meeting to add perspective, emotional support and/or ideas for problem resolution.

### **Lead Advisor Role:**

- The Advisor is the contact and facilitator of the RASC meetings.
- The Advisor sets up virtual and in person (when able) meetings in consultation with Family Council Executive.

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- The Advisor is a LBHH community friend, FC member and support person to “families”.
- The Advisor may not hold specific professional credentials but it is desirable for the Advisor to have experience with facilitating group process and as such, the Advisor will try to diffuse emotion, support the finding of facts, and use an objective but, empathetic lens when exploring circumstances of issues.
- The Advisor steers conversation towards effective outcomes and calls upon Family Council Executive and other LBHH members as needed to channel issues towards resolution/conclusion.
- The Advisor will set expectations for “family”; encourage “family” to document their issue; steer “family” towards the right LBHH member; and follow up with “family”.
- It is not the role of the Advisor to meet with members of LBHH directly. However, the Advisor may communicate on behalf of” family.” if permission is given by family.
- The Advisor’s focus is on the well being of the resident and their quality of care.

If the Advisor can no longer perform his/her duties, the Family Council Executive shall appoint a member to serve out the remainder of the term.

### **ELECTIONS**

Election of the Advisor will take place every 2 years. The Family Council 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 [lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com)

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

### **MEETINGS**

Meetings will be held one week prior to FC meeting or at least every 2 months, one week prior to a FC meeting, in order that updates are brought to FC Executive.

### **MINUTES AND AGENDA**

An agenda will be distributed one week before each meeting.

Minutes will be distributed to the FC Executive within a week of the meeting.

### **AMENDMENTS**

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

Last revised: [April 7, 2021](#)