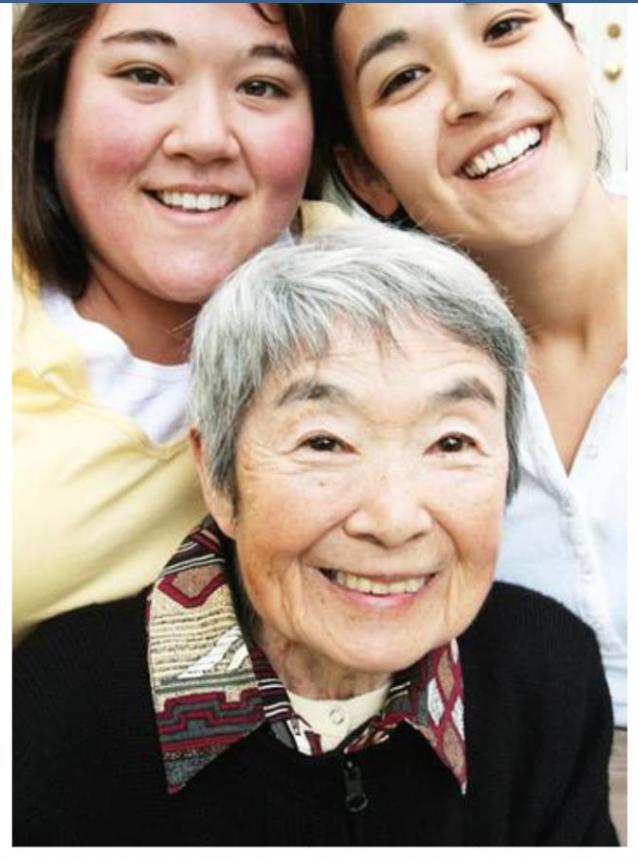




## Family Councils of Ontario | 2015-2016 Annual Report



## Message from our Board

It is a delight to welcome you to the first Annual Report of Family Councils of Ontario (FCO). While many of you will know our long-standing work in supporting families, friends and champions of adults living in Long-Term Care in Ontario, FCO has now been established as a non-profit organization in its own right. Together with our Board of Directors, our wonderful staff is tirelessly driving our *mission in leading and supporting families in improving quality of life in Long-Term Care.*



In order for LCO to fulfill its *vision that all people in Long-Term Care have a vibrant experience and the best care*, FCO has established 4 Strategic Priorities for the next 3-year horizon. These 4 Strategic Priorities will develop and strengthen the important role that Family Councils have in Long-Term Care Homes in Ontario.

- **Cultivating effective Family Councils** – FCO will continue to develop high quality resources to support the creation and sustaining of Family Councils. FCO will strive to provide family caregivers with an opportunity to access and participate in Family Council communities.
- **Advancing public policy and system planning** – Long-Term Care issues are both individual and systemic. FCO will bring the voice of Family Councils into the sector, to government, to community and to research. FCO works to align the many voices of councils from across Ontario and constantly seek out opportunities to bring family caregiver concerns forward in order to support continuous improvement.
- **Mobilizing knowledge exchange** – Family Councils have rich and varied experiences, including as experts in “lived experience” as family caregivers. FCO has expertise in many of the systems, education and coordination issues associated with the Long-Term Care experience. We work tirelessly to ensure that the right people have the right information at the right time and in the right format to effect positive and needed change. We welcome the opportunity to connect, exchange, mobilize and learn.
- **Organizational sustainability and growth** – In its new organizational entity as a non-profit, FCO is poised for growth, collaboration and engagement. Over the next exciting period, FCO will actively be seeking opportunities for new growth and sustainability.

Together with the rest of our committed and engaged volunteer members of the Board of FCO, we encourage you to dive into a new relationship with us. You will find us working at national, regional and local levels to ensure that the voice and expertise of Family Councils is rooted and sustained throughout the entire Ontario Long-Term Care system.

Thanks for reading,

*Laura Tamlyn Watts, LLB*

## Message from the Staff Team

Over the past year, we have been focused on the transition into being an independent organization along with our schedule of events, consultations and presentations. We have learned again the value of consultation, participation and engagement. We have experienced firsthand the generosity of the champions of Family Councils and the commitment of Family Council members. Without all the support, feedback, and planning that so many participated in we would not be where we are today.

We are always amazed at the enthusiasm and the joy many Family Council members find when in the midst of challenging situations. We also know that being involved in the life of a Long-Term Care Home is not always joyful and we are grateful that Council members are there to support each other. Knowing that others have experienced similar issues is one of the best things to discover at a Family Council meeting – you are not alone!

Relationships are at the core of Long-Term Care. The relationships that families have with their loved ones, residents, volunteers, and Home staff truly bring Long-Term Care Homes to life. Family Councils help nourish and strengthen those relationships and we thank you for your hard work to improve quality of life in Long-Term Care.

We know that the Long-Term Care sector is full of challenges and opportunities. We continue to bring forward the voice of families to the many tables and committees at which we sit. We applaud the sector for embracing the role of families and friends of residents in LTC Homes and look forward to continuing to work with the many Long-Term Care stakeholders in the future.

We look forward to the possibilities and opportunities that are before us. We know that 2016-2017 is going to be a very good year!

- *Samantha and Lorraine*



## Meet our Board



**Tim Burns, BA, MBA**, has 25 years' experience in public policy and program delivery including extensive exposure to non-profit housing, community economic development, labour market and social assistance programs. From 2000 to 2012 Tim was with the Ontario Ministry of Health and Long-Term Care, where he was responsible for the province's Long-Term Care Homes program. As Director of the Performance Improvement and Compliance Branch and later at Health Quality Ontario he was also closely involved in health quality improvement initiatives with interests in partnerships, capacity building and evidence-based program design. Tim is currently consulting independently while pursuing a masters in health administration at the University of Toronto.



**William James (Jim) Emmerton, BA LLB**, is a Director and Treasurer of Family Councils of Ontario. He retired in June 2015 having served as the Executive Director of the British Columbia Law Institute (BCLI) and the Canadian Centre for Elder Law, from 2007.

He received an LLB from the University of Western Ontario Law School, in 1973 and was called to the bar of the Law Society in Ontario in 1975. Prior to joining BCLI, Mr. Emmerton served in senior management positions with Canadian public companies, John Labatt and Methanex Corp., and as a mediator.

Jim is also a Director and member of the Finance and Audit Committee of the Ombudsman for Banking Services and Investments, a Director of Sources Foundation, and serves on the Participant Funding Program for the National Energy Board (Canada). He is also a member of the National Seniors Council (Canada). Jim is married with a blended family of 6 children, and enjoys reading, tai chi, travel and bridge.



**Raza M. Mirza, PhD**, recently completed a two-year post-doctoral fellowship at the University of Toronto's Institute for Life Course & Aging and is currently the Network Manager for the National Initiative for the Care of the Elderly (NICE; [www.nicenet.ca](http://www.nicenet.ca)), a knowledge transfer network in the field of aging. Dr. Mirza received his MSc and PhD degrees from the Graduate department of Pharmaceutical Sciences at the University of Toronto's Leslie Dan Faculty of Pharmacy. His areas of research and teaching interest include the socio-behavioral determinants of health in persons aging with a chronic illness, and factors influencing late-life social, mental and physical well-being.



**Doreen Rocque** is a retired Human Resources Senior Executive with over 35 years' experience. She is a Member of the Family and Friends Council at the Perley Rideau Veterans' Health Centre in Ottawa from 2009 to present and is currently the Vice Chair. Elected in 2010 to the Executive of the Champlain Region Family Council Network [CRFCN] whose mandate is to support families in establishing and maintaining Family Councils, as well as, to advocate for improvements to the Long Term Care System. Elected Chair of the CRFCN in 2014. In this capacity, Doreen sits on the LHIN's Emergency Department/Alternate Level of Care (ED/ALC) Steering Committee and the Champlain Dementia Network Steering Committee.



**Robert Gadsby** has been Chair of the Family Council at *Extendicare Hamilton* since 2003, and Chair of *Family Council Network Four (FCN-4)* since 2006. (which includes Hamilton, Niagara, Haldimand, Brant, and most of the County of Norfolk and the city of Burlington). In terms of Long-Term Care, LHIN-4 is the largest region in the province of Ontario, with 86 LTC homes (about 10,000 residents).

Although Robert's family members who were residents in LTC have now passed away, he continues to be actively involved with long-term care issues and he serves on a variety of regional and provincial committees, helping to present the views of family members, friends and caregivers.



**David Harvey**, Chief Public Policy and Program Initiatives, Alzheimer Society of Ontario, works to improve opportunities for persons with dementia and families to live well and to strengthen the supports available to them. David also works with the brainXchange, a national knowledge translation and exchange service available. He has nurtured innovations such as First Link, behavioural Supports Ontario and most recently, Minds in Motion.



**Laura Tamblyn Watts** is a lawyer and researcher who focuses on elder law, long-term care issues, law reform and social inclusion. She is Senior Fellow at the Canadian Centre for Elder Law and its past National Director. With broad expertise in the fields of law, finance, strategic development and capacity-building, Laura serves on a number of several community organization Boards or Advisory Committees, including Family Councils of Ontario, the National Initiative for Care of the Elderly, the Ombudsman for Banking Services and Investments and the Law Commission of Ontario. Laura is passionately committed to aging issues, and in particular in working to ensure our Ontario long-term care home experience is the best it can possibly be.

## Vision and Mission

Our vision: People in Long-Term Care have the best care possible.

Our mission: Leading and supporting families in improving the quality of life in Long-Term Care.

## Program Highlights

The goal of the staff team for 2015-2016 was to transform the Family Councils' Program from a program of the Self Help Resource Center (SHRC) into a non-profit organization with its own board, staff and funding. SHRC has been the home for the Family Councils' Program for over 15 years so the transition was a big step for both organizations.

Supported by the Ministry of Health and Long-Term Care for the transition process, the new organization was launched after much consultation and planning. Family Councils of Ontario registered as a non-profit organization in November of 2014.

As we worked on this shift in organization we continued to provide guidance to Family Councils through our many available resources, trainings and events. This year alone, we held over 600 consultations, did over 20 presentations and workshops, and reached over 10,000 people through our website, monthly e-bulletins, and social media. We have seen an incredible increase in use of and interaction with our website and Facebook page.

The FCO staff team continues to participate on many committees to ensure the voice of family caregivers are included in the planning and development of initiatives in Long Term Care. We can attribute this high level of activity to the success of our programs to date.

In February of this year FCO held its first Board and staff strategic planning event and four Priorities were planned to carry us through our next three years of development and service. See our website for a summary of our Strategic Plan.



Our team has had a significant increase in requests for education and guidance for individual Family Councils and the staff involved with them. We look forward to exploring the many creative ways to accommodate as many requests as we can.



### Highlights from 2015-2016

- 'Engaging Families, Changing Lives' Conference (June 18-19 2015): two full days of learning, networking and supporting each other
- *Working Better Together* workshops for Long-Term Care Home staff launched
- Change Foundation Councils project launched
- Walk with Me Conference Presentation (Edmonton, Alberta)

## Resources and Financial Management

The Family Councils of Ontario financial statement included below was audited by Raskin and Associates, Chartered professional accountants, Licensed Public Accountants. The full Independent Auditor's Report and Financial Statements are available to view on our website.

**FAMILY COUNCILS OF ONTARIO**  
**Statement of Financial Position**  
**March 31, 2016**

	2016	2015
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and cash equivalent	\$ 25,001	\$ -
Prepaid expenses	<u>3,162</u>	<u>-</u>
	<b><u>\$ 28,163</u></b>	<b><u>\$ -</u></b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued charges	\$ 20,209	\$ -
Government remittance payable	<u>5,488</u>	<u>-</u>
	<b><u>25,697</u></b>	<b><u>-</u></b>
<b>NET ASSETS</b>	<b><u>2,466</u></b>	<b><u>-</u></b>
	<b><u>\$ 28,163</u></b>	<b><u>\$ -</u></b>

**FAMILY COUNCILS OF ONTARIO**  
**Statement of Operations**  
**For the Year Ended March 31, 2016**

	2016	2015 (5 months)
<b>REVENUE</b>		
Grants	\$ 81,150	\$ -
Miscellaneous income	<u>2,911</u>	<u>-</u>
Donations	<u>500</u>	<u>-</u>
	<b><u>84,561</u></b>	<b><u>-</u></b>
<b>EXPENSES</b>		
Salaries and benefits	52,737	-
Professional fees	12,771	-
Occupancy cost	6,523	-
Office and general	5,944	-
Program expenses	3,593	-
Insurance	<u>527</u>	<u>-</u>
	<b><u>82,095</u></b>	<b><u>-</u></b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b><u>\$ 2,466</u></b>	<b><u>\$ -</u></b>

## Making a Difference

We want to take this opportunity to thank our volunteers and especially the members of each and every Family Council. You make a difference and impact the life of people living in LTC Homes.

To the family members who have taken up leadership in their local communities to support Councils in their regions hosting events, forming networks, and establishing partnerships- some of whom we know and others who work quietly in the background- we applaud you and thank you for all you do.



To the Long-Term Care Home Staff who encourage and support family involvement in LTC, thank you. We know that there are committed, passionate people working in LTC Homes across the province who truly understand and encourage families to get involved in the Home and the Family Council.

We especially acknowledge the ongoing support of the Ministry of Health and Long Term Care for their support of FCO and their recognition of and respect for family caregivers. Without this support we would not be able to continue.

## Notable Upcoming Events

Family Council Week 2016: June 4<sup>th</sup>-10<sup>th</sup> 2016 <http://bit.ly/FCweek2016>

Family Council Week Webinar Series:

- Music and Self-Care: Monday June 6<sup>th</sup>, 2pm <http://bit.ly/MusicSelfcareWebinar>
- Powers of Attorney and the Role of the Substitute Decision Maker: Tuesday June 14<sup>th</sup>, 1pm <http://bit.ly/POAwebinar>

## Stay in Touch!

Website: [www.fco.ngo](http://www.fco.ngo) | Email [info@fco.ngo](mailto:info@fco.ngo)

 Facebook: <https://www.facebook.com/FamilyCouncilsOntario>

 Twitter: [@FamCouncils\\_ONT](https://twitter.com/FamCouncils_ONT)

Phone: 647-427-5551 | Toll-free: 877-622-9968

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