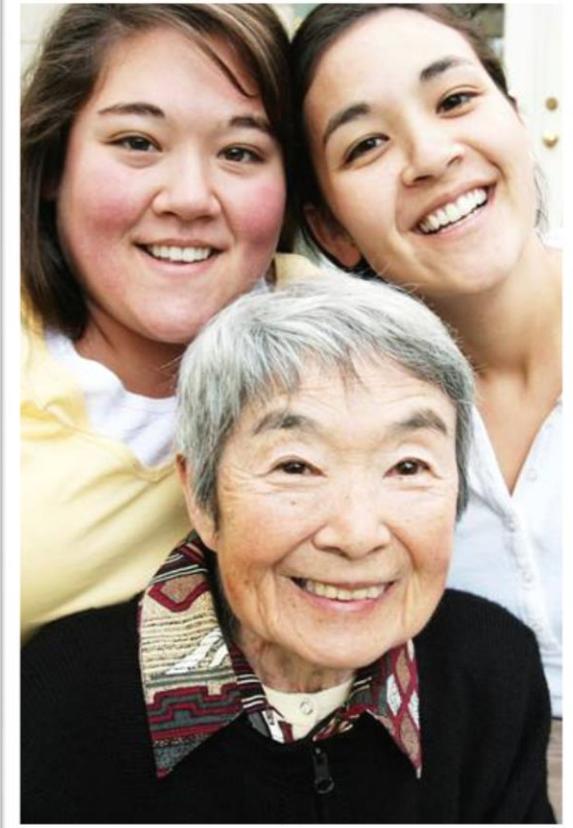




Family Councils of Ontario | 2017-2018 Annual Report



Message from our Board

It is a delight to welcome you to the 2017-2018 Family Councils Ontario (FCO) Annual Report. Together with our Board of Directors and our staff we are driving our mission *to lead and support families in improving quality of life in long-term care* through working with Family Councils.

The long-term care sector has been dynamic this year. There have been commitments to more long-term care beds from the Ministry of Health and Long-Term Care (MOHLTC). There has been a push on redeveloping older homes through a Ministry initiative, and of course we cannot ignore the important process and work of the public inquiry into the health and safety of long-term care residents. Resident-centred care is foremost on everyone's agenda and there is an emergence of innovative approaches to ensure that long-term care homes are vibrant communities where residents, families, and home staff can thrive. We are proud to support this work and bring to it the perspectives of families and Family Councils.

Our vision remains the same and our commitment to that vision is even stronger: to ensure that *all people in long-term care have a vibrant experience and the best care*. To support the realization of that vision, FCO has been involved in various Ministry and other sector partner initiatives along with a busy schedule of supporting Family Councils. Over the past year, we have connected with over 500 Family Councils and participated in over 100 sector engagements. We are thrilled to be able to do this work in this incredibly important sector.

We are pleased to share that due to increased support from the Ministry of health and Long-Term care we have grown to include two new positions this year dramatically improving our ability to respond to the needs for Family Council support in a more timely and efficient manner. Our new staff bring incredible skills, knowledge, experience and capacities that will grow our work and increase our impact. Please read all about the new staff and review our last year and also hear about some exciting upcoming events we are planning.

In May 2018, the board and staff met to review and update our Strategic Plan. The Board and staff are very committed to our four strategic directions of:

- Cultivating effective Family Councils: through our presentations, webinars, blogs, and eBulletins
- Advancing public policy and system planning: through our continued collaboration with partners and the Ministry of Health and Long-Term Care
- Mobilizing knowledge exchange: through our extensive educational offerings and opportunities for Councils to meet each other and to engage with staff and administrators of long-term care homes
- Fostering organization sustainability and growth: through the work of the excellent Board of Directors who all bring skills to the table to ensure FCO continues to be a strong organization that can meet the needs of Family Councils.

On behalf of the Board and staff I invite you to learn more about this past year's accomplishments and hope you are as thrilled as we are for what the future holds.

Thanks for reading,

Laura Tamlyn Watts, LLB

Message from the Executive Director

This past year has been an important one in the life of FCO. The generous funding from the MOHLTC allowed us to double our staff resources this year. We welcomed two new staff to our team: Natacha Dupuis our Bilingual Outreach Coordinator based in Sudbury and Tiffany Fearon our Client Services Coordinator working out of our Toronto office. Our staff members have a commitment to Family Councils in long term care and see the potential for improving the quality of life for residents through the engagement of families in Councils.

Our statistics tell a story of an increase in demand for our many presentations, workshops, and educational materials but these numbers only tell one small part of the story. The impact of our work is beyond the numbers. The real impact is in the quality of our interactions. The quality impact depends on treating each interaction with Family Councils or residents or staff as the most important job we have. It depends on our ability to help heartbroken family members connect to Councils and understand their important role but also how to nurture and care for themselves as caregivers. This is what drives us to do our best every day.

Our larger staff team has helped us meet this increased demand for our programs and services and has made a difference in the quality of what we do. We are so grateful for the Ministry support that has enabled them to join our team.

FCO continues to be involved with long-term care sector partners bringing the voice of Family Councils forward. We are proud of the work we have done over the past year and are looking forward to the new year with great anticipation and enthusiasm.

We thank the Ministry of Health and Long-Term Care for supporting our work and we also send our thank you out to all those Family Councils members, and especially those members who have stepped forward into leadership roles to build Family Councils in the homes they are involved with and within their local communities. Without you we could not do the work we do.



Thank you,

Lorraine Purdon

Executive Director, Family Councils Ontario

FCO Board of Directors 2017-2018

Catherine Adams

Robert Gadsby

Neil Gross

David Harvey

Erin Hawker-Budlovsky

Raza Mirza

Heather Mountford

Catherine Turl

Laura Tamblyn Watts

Read more about our board members at www.fco.ngo/about-us/our-board

FCO Team Members

Lorraine Purdon
Executive Director

Samantha Peck
Director, Communications & Education

Tiffany Fearon
Client Services Coordinator

Natacha Dupuis
Bilingual Outreach Coordinator

Read our staff bios at <https://www.fco.ngo/about-us/our-staff>

OUR VALUES

The FCO values inform every aspect of what we do, both as Board and staff members.

Building capacity

Strong engagement

Diversity

Constant learning

Meaningful collaborations

Integrity

Evidence informed

Good decision-making

You can read more about our values at
<https://www.fco.ngo/about-us/mission-vision-values>

Vision and Mission

Our vision: People in long-term care have a vibrant experience and the best care.

Our mission: to lead and support families in improving quality of life in long-term care

2017-2018 Highlights

As always, we continued to provide support to Family Councils through our many available resources, trainings and events. This year alone, we held over 300 consultations, did over 11 presentations and workshops, connected more than 90 times with our community and government partners, and reached over 10,000 people through our website, monthly e-bulletins, and social media.

To better support Family Councils and LTC home staff, we developed several new presentations and trainings: Family Council Facilitation Skills, Succession Planning, Family Council Membership, and Working Better Together. We are always exploring new topic areas and updating our sessions based on needs of Council members and home staff.

Our guest blog series launched as a way to provide relevant information from community partners to Council members. This series will continue to grow as we work to mobilize knowledge exchange that supports effectiveness of Councils and the needs of family care partners.

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 to date.

Highlights from 2017-2018

- Increased funding from the Ministry of Health and Long-Term Care to hire two new permanent, full-time staff
- Collaborations with community organizations, such as Osteoporosis Canada and GERAS, to develop knowledge exchange materials for Family Councils
- New and ongoing participation in government and sector committees and tables that bring forward the voices of families and help to improve quality of life in LTC
 - Long-Term Care Stakeholder Liaison Committee
 - Behavioural Supports Ontario Steering Committee
 - Centres for Learning Research and Innovation (CLRI)

OUR GOALS

Cultivate Effective Family Councils:

- Build the capacity of Family Council members to develop and nurture strong and effective Councils
- Promote a collaborative and effective relationship amongst Family Councils, Long-Term Care Homes and Community Partners

Advance Public Policy & System Planning

- Seek opportunities to inform policy to improve the quality of life in Long-Term Care
- Foster partnerships and relationships to increase impact

Mobilize Knowledge Exchange

- Enable sharing of information, experience, ideas and expertise
- Engage in research and knowledge exchange
- Create tools and resources which empower families

Messages from the Staff Team

Natacha Dupuis Bilingual Outreach Coordinator



Since a very young age I have admired the older population. I looked up to my grandparents for all their stories and wisdom. I have worked with the older adult population since I graduated in 2001 and still work with them to this day. In the spring 2018, I noticed a posting for a Bilingual Outreach Coordinator with the Family Councils Ontario. The posting spoke to me. The job description was to work with Family Councils in LHIN 13 and 14. I have always worked for those 2 LHINs. It is crucial to work in these LHINs as there are so many small communities that do not always get the assistance they need and often in both official languages.

In May 2018 I started with Family Councils Ontario and my first project was to connect with the French FC across the north to inform them that I will be able to assist them in their language. I am currently working on connecting FC across all the LHINs with special focus on LHIN 13 and 14. These teleconferences will be held quarterly in both official languages. A special project that is close to my heart is to educate students on the importance of Family Councils. I am currently working with Huntington University and College Boréal to have Family Councils be part of their curriculum, which is being launched in fall 2018.

I look forward to helping grow Family Councils in the years to come!

Tiffany Fearon Client Services Coordinator



The leap from court based services to long-term care has truly been one filled with experiential learning, and exploration. Joining the Family Councils Ontario team this year has been pivotal for my development both professionally and personally. As the Client Services Coordinator, I have made every effort to adopt the organization's values and demonstrate them in my own delivery of service to those connected to the province's Family Councils. It has been a pleasure to communicate with many Family Council members, Administrators, staff members, and community partners during my short time here. The opportunities to meet with Council members in person has been truly worthwhile as I have been able to see what the embodiment of their passion, dedication, and resilience looks like first hand.

I am currently working on a few projects that will assist with expanding our reach including the "FCO Guest Blogger Blitz" and Conflict Resolution Training partnership with St. Stephen's Community House. I look forward to assisting with future FCO events and initiatives focused on diversity inclusion, resource development, and public policy planning. The organization's goal for cultivating effective Family Councils, mobilizing knowledge, and seeking opportunities to advance policy and system planning is apparent in every action our small but hardworking team makes. Whether it's a presentation, special event, or a phone call, we treat every opportunity to connect with the greater community with the utmost importance and diligence.

Joining the FCO team has been nothing short of rewarding. I look forward to contributing my efforts to the continuous growth and progression of the organization.

**Sam
(Samantha) Peck**
**Director,
Communications
& Education**



It's been 10 years since I started at FCO (then Family Councils' Program). How time flies!

In 2017-2018, I led multiple projects to support Councils (Digital Reading in LTC; Osteoporosis Knowledge Exchange Materials Development; and French FCO website update project), developed and ran numerous education and training sessions for Councils and LTC home staff, collaborated with community organizations to host guest webinars for Family Councils, wrote dozens of blog posts, and more! I'm so grateful to work with a team that is open to trying new things in order to better support Councils and staff. FCO has been known as an innovative and creative organization for many years, ever since we took a leap into online presentations, trainings, and communications.

Both personally and professionally, 2017-2018 was a great period of growth. I had the opportunity to pursue further education in Adult Training and Development with the Schulich Executive Education Centre. Since much of my work focuses on presentation and trainings for Councils and LTC home staff, this will help me to improve our offerings and make them even more informative and engaging.

It was an incredible 2017-2018 and I'm so excited for what will come for 2018-2019.

**Lorraine Purdon,
Executive
Director**



May 2018 marked my ten year anniversary at FCO. It was a time to reflect on how far we have come as an organization and the incredible work we've done as a small-but now larger- team. We have accomplished so much in these ten years: working with thousands of Family Council members and LTC home staff; connecting with community organizations to spread the word about Councils; supporting research that improves the resident, family, and staff experience in LTC; working with government to make important and needed changes in LTC; being involved in numerous committees and working groups; Councils getting into legislation; and, much, much more!

Over the past year, FCO has progressed from being a new non-profit organization (we became an independent charitable not-for-profit organization in 2014) to a mature, stable organization. Together with our incredible Board of Directors, the small but mighty staff team has built an organization to which we are all proud to belong. It was so rewarding for the Ministry of Health and Long-Term Care to recognize and reward the hard work we have done at local, system, and government levels to support Family Councils. With the four staff people we now have, we can do even more in the years to come. Onwards to 2018-2019!

A Look Ahead

Family Councils Ontario has had a great year so far! With changes to the curriculum and additions to the team, we have a lot more in store to share with you.

Resource Development Advisory Committee

We are launching a Resource Development Advisory Committee (RDAC) that will provide advice and input to FCO that will help improve the content, quality, effectiveness, and accessibility of FCO resources. This advice and input will help ensure that our resources meet the needs of Council members and long-term care home staff.

The RDAC will also provide input to help ensure that FCO resources are appropriate for and reflect the diversity of long-term care residents and their families, and long-term care home staff, including culture, gender, age, ability, disability, race, sexual orientation, gender identity, gender expression, Indigenous identity, creed, religion, and language.

For more information, contact Sam at speck@fco.ngo

FCO Conflict Resolution Training in Partnership with St. Stephens Community House

Family Councils Ontario is excited to be working alongside St. Stephens Community House to provide a series of Conflict Resolution Training opportunities for Family Council Members, Administrators, and Staff in long-term care. Attendees will have the opportunity to engage hands on with great facilitators, participate in role play, and discuss common Family Council scenarios. We hope that this training will encourage individuals to navigate through conflicts effectively while fostering healthy relationships within their respective homes.

The Conflict Resolution Training program was brought about in response to calls from Family Council members and LTC home staff looking for information, education, and training on how to effectively resolve conflict within Councils and between Councils and home staff. We believe this training will be valuable for all Councils and LTC homes, not just those whose members are currently experiencing conflict.

FCO will be hosting its first training at the Castleview Wychwood Towers long-term care home in November. Additional trainings will take place in winter 2019.

For more information, visit our website or contact Tiffany at tfearon@fco.ngo

Supporting families through social work in LTC

FCO launched the “Supporting Families Project” in early 2017.

This project was brought about in response to growing concerns from both service providers (Social Workers and Social Service Workers) and caregivers about the availability and offerings of social service supports for families in long-term care.

The goals of this project are to explore the current status of social work/social service work in long-term care, how those services are delivered and received, the perceptions of those services by families and service providers, and the challenges and opportunities in the ways services are being delivered.

FCO is currently working on furthering this work through webinars, workshops, and a working group that will plan and execute outreach initiatives to support families and social workers in LTC. For more information on this project, contact Sam at speck@fco.ngo

Outreach to Francophone Community

FCO will be increasing its reach to the Francophone through education, navigation, and connection. With the addition of our new Bilingual Outreach Coordinator we will have the opportunity to better support French speaking Family Councils and long-term care communities.

FCO Guest Blogger Blitz

Family Councils Ontario makes efforts to connect with organizations that offer vital resources and services for our target demographic. One of the organizations major goals is to create new relationships and spread the word on relevant topics and services for seniors in long-term care homes. We received great feedback on a project we coined the “FCO Guest Blogger Blitz” whereby other agencies provide a guest blog submission that will be informative for readers in relation to LTC communities, and best practices to assist and advocate for seniors.

So far we've covered various themes including transitioning into long-term care, vision loss, late life planning, and Amyotrophic Lateral Sclerosis. FCO will continue to upload a guest blog once a month to the FCO website for our dedicated readers to enjoy for the remainder of the 2018 year and Winter-Spring 2019.

FCO Database Update

It is important for FCO staff to make note of the Local Health Integration Network (LHIN) connected to everyday interactions with Family Council Members, Administrators, LTC staff, and more. LHINs are crown agencies established by the Government of Ontario to assist with coordinating and integrating funding for health services at the local level.

Having record of the LHINs that reach out to FCO is pertinent for our ongoing projects and initiatives and helps our organization determine the true extension of our reach to all 14 networks.

With more hands on deck this summer, we had the opportunity to update our database of 600 plus entries with LHIN identification numbers. With this update, we were able to evaluate the LHINs that we connected with most and make note of the areas that may require more support. We look forward to brainstorming innovative ways to connect with all of the LHINs in Ontario and ensure information on Family Councils is widespread across all long-term care homes.

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, 2018

	2018	2017
ASSETS		
CURRENT		
Cash and short term deposits		
Cash and short term deposits	\$ 38,173	\$ 19,671
Harmonized sales tax recoverable	5,997	4,321
Prepaid expenses	5,979	6,529
	<hr/>	<hr/>
	\$ 50,149	\$ 30,521
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued charges		
Accounts payable and accrued charges	\$ 21,800	\$ 10,729
Government remittances payable	6,030	5,404
Deferred revenue	-	7,936
	<hr/>	<hr/>
	27,830	24,069
NET ASSETS		
	<hr/>	<hr/>
	22,319	6,452
	<hr/>	<hr/>
	\$ 50,149	\$ 30,521

FAMILY COUNCILS OF ONTARIO
Statement of Revenues and Expenditures
For the Year Ended March 31, 2018

	2018	2017
REVENUE		
Grants		
Grants	\$ 313,427	\$ 243,458
Special projects (Note 5)	12,936	8,064
Miscellaneous income	5,255	2,691
Donations	2,157	1,826
	<hr/>	<hr/>
	333,775	256,039
EXPENSES		
Salaries and wages		
Salaries and wages	163,800	156,890
Program expenses	45,151	16,561
Meetings and conventions	29,377	10,034
Rental	24,002	22,688
Office	23,913	11,493
Professional fees	19,242	17,678
Telephone	6,305	6,262
Special project expenses (Note 5)	3,004	8,064
Insurance	1,582	1,582
Bank charges	1,532	801
	<hr/>	<hr/>
	317,908	252,053
EXCESS OF REVENUE OVER EXPENSES		
	<hr/>	<hr/>
	\$ 15,867	3,986

Get Involved



Become an FCO Supporter!

Sign up to be an FCO Supporter and help us lead and support families in improving quality of life in Long-Term Care!

For only \$50/year, you can help FCO achieve its vision that people in Long-Term Care have a vibrant experience and the best care. Your Supporter fee will go directly towards our programs, services, and initiatives that support Family Councils across Ontario.

More info at <https://www.fco.ngo/contact-us/supporters>

Join the Resource Development Advisory Committee

The Resource Development Advisory Committee (RDAC) that will provide advice and input to FCO that will help improve the content, quality, effectiveness, and accessibility of FCO resources. This advice and input will help ensure that our resources meet the needs of Council members and long-term care home staff.

For more information, contact Sam, Director of Communications & Education, at speck@fco.ngo.

Share your stories with us

We are always eager to hear what you are working on! Share your successes, challenges, stories, and updates with us via email to Tiffany at tfearon@fco.ngo. With your permission, we will share your stories on our website, in our eBulletin, and social media.

Get our eBulletin

If you don't already receive our monthly eBulletin, you're missing out on valuable information and updates from FCO and our sector partners. Sign up at <https://www.fco.ngo/>



Family
Councils
Ontario

Making a difference in the lives of residents, families, and long-term care home staff since 1998.



June 2017 Changing the Way We Care: Innovation and Transformation Conference

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

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