



## Family Councils of Ontario | 2018-2019 Annual Report



Family Councils Ontario

# In This Year's Annual Report

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## Message from our Board

It is a pleasure to share with you the 2018-2019 Family Councils Ontario (FCO) Annual Report.

Family Councils Ontario continues to fulfill its mission to lead and support families in improving quality of life in long-term care through working with Family Councils.

Our four strategic directions continue to be:

- Cultivating effective Family Councils: through our presentations, webinars, blogs and eBulletins
- Advancing public policy and system planning: through our continued collaborations with sector 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 organizational sustainability and growth: through the work of the 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

This year we said goodbye to Laura Tamblyn Watts and Robert Gadsby, two founding FCO Board Directors. We are so grateful to them both for their outstanding stewardship and support. We also welcomed Sarah Pettersen to the Board. Sarah brings extensive experience on Family Councils and a great passion for the work of FCO.

It is an honour, on behalf of the Board and staff, to invite you to read about FCO's accomplishments this past year. I hope you share our excitement for what the next year and beyond will hold.

Sincerely,

*Cathy Turl*

Chair, Family Councils Ontario Board of Directors



## Message from the Executive Director

This past year has been one of growth and change for Family Councils Ontario. We have launched new resources, visited many Councils and have hosted our bi-ennial conference along with many other activities. Our greatest joy continues to be connecting with and witnessing the creativity of Family Councils.

Family Council members are truly the success of FCO. The many volunteers from across the province who support their peers through their Council work is our most important measure of success.

We also know how effective the collective work of Family Councils has been. The creativity and determination of Family Councils have been at the forefront of the family engagement movement that has become a focus of the health care sector recently.

Our small but mighty staff team has been reaching out across the province to support Family Councils in their development and work. We have continued to sit at tables at the Ministry of Health and Long-Term Care to bring the many voices of Family Councils forward as changes in the health system are discussed. We connected with the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System, giving feedback and information as the recommendations were being drafted.

Family Councils Ontario holds its vision that “people in long-term care have a vibrant experience and the best care” and the mission “to lead and support families in improving quality of life in long-term care” central to our planning and activities. Over the past year, our amazing staff team has launched several initiatives as a response to requests for support from Family Councils. Please read through our Annual Report to celebrate with us the past year of work.

We are looking forward to the next year. Let us know what you are doing in your Council and share with us all your challenges and successes!

Thank you,

*Lorraine Pardon*

Executive Director, Family Councils Ontario



# Message from Director of Communication and Education

2018-2019 was a year of growth and opportunity. And, it marked my 11<sup>th</sup> anniversary with FCO!

This past year, I've had the amazing opportunity to create new education sessions for Family Councils, start our exciting new e-learning program, connect with numerous government and community stakeholders, and contribute to research projects that will improve the quality of life of people living in long-term care and their families. Plus, 2018-2019 marked the first full year of our expanded staff team! Working with Tiffany, Natacha, and Lorraine has been a fantastic experience and I am so thrilled to work with such talented and driven people.

In March 2018, I started a Masters Certificate in Adult Training and Development (MCATD) at the Schulich Executive Education Centre. This certificate has helped me further develop my skills in developing and delivering training, specifically in the principles and processes of adult learning and training, needs assessment, instructional design, facilitating and presenting learning, and eLearning Development and Facilitation. These skills will enable me to improve our in-person and virtual presentations and workshops as well as launch our e-learning program!



To help advance public policy & system planning, this year I have been a member of the Advisory Committee on Seniors Services and Long-Term Care; participated in consultations with the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System; and connected with the Patient Ombudsman office to explore how our two organizations can work in alignment to support effective complaint resolution and influence positive change in the long-term care system. And, of course, continuing to work with our government and sector partners, including the Ontario Ministry of Health and Long-Term Care, Ontario Association of Residents' Councils, AdvantAge Ontario, and OLTCA. We truly appreciate their ongoing support!

Further, our 2018-2019 events were all resounding successes! The May 2018 presentation of the drama *I'm Still Here!* brought together LTC residents' families and home staff for an educational, research-based, and emotional presentation of what it's like to live with dementia. In November 2018, our *Intersections of Mental Health and Aging in Long-Term Care* conference was two incredible days filled with learning, networking, sharing, and supporting each other. And of course, Family Council Week 2018 was marked with celebrations across the province! We're so thankful to everyone who attended, presented at, and supported these fantastic events.

## Message from Director of Communication and Education

Finally, this year I launched two other new initiatives: the Social Worker/Social Service Worker online Community of Practice (COP) and the Resource Development Advisory Committee (RDAC). The purpose of the COP is for LTC home Social Workers and Social Service Workers to engage in peer support, share knowledge and experiences, and develop ways of improving their work. Any LTC home Social Worker or Social Service Worker can join the group to connect with their peers. We will be evaluating the COP to see if it can be replicated for use by Family Council members and other home staff.

The RDAC provides advice and input to FCO to help us improve the content, quality, effectiveness, and accessibility of our resources. The RDAC membership includes Family Council members, home staff, and community partners. Their advice and input helps to ensure that our resources meet the needs of Council members and LTCH staff. The RDAC also provide input to help ensure that resources are appropriate for and reflect the diversity of long-term care residents, their families, and LTC home staff including culture, gender, age, ability, disability, race, sexual orientation, gender identity, gender expression, Indigenous identity, creed, religion, and language. The RDAC members' contributions are so appreciated!

It's hard for me to believe that I've been with FCO for over a decade. When I started with FCO back in 2008, I couldn't imagine where this journey would take me. All I knew is that I wanted to be involved in something that made a difference in people's lives and that long-term care was- and still is- a wonderful and fascinating field in which to make that difference. I'm excited to see what happens in 2019-20!



*Samantha Peck*

Director, Communications and Education

# FCO Board of Directors 2018-2019

**Catherine Adams**  
**Robert Gadsby**  
**Neil Gross**  
**David Harvey**  
**Erin Hawker-Budlovsky**

**Raza Mirza**  
**Sarah Pettersen**  
**Heather Mountford**  
**Catherine Turl**  
**Laura Tamblyn Watts**

Read more about our board members at [www.fco.ngo/about-us/our-board](http://www.fco.ngo/about-us/our-board)

## FCO Staff Team

**Lorraine Purdon**  
Executive Director

**Samantha Peck**  
Director, Communications &  
Education

**Tiffany Fearon**  
Client Services Coordinator

**Natacha Dupuis**  
Bilingual Outreach Coordinator



Left to right: Samantha Peck, Natacha Dupuis, Lorraine Purdon, and Tiffany Fearon

Read our staff bios at [https://www.fco.ngo/about-us/our-staff](http://www.fco.ngo/about-us/our-staff)

## 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.

## Our Values

FCO values (see bulleted list below) inform every aspect of what we do, both as Board and staff members. We strive daily to support, empower, and inform Family Councils across the great province of Ontario.

## 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

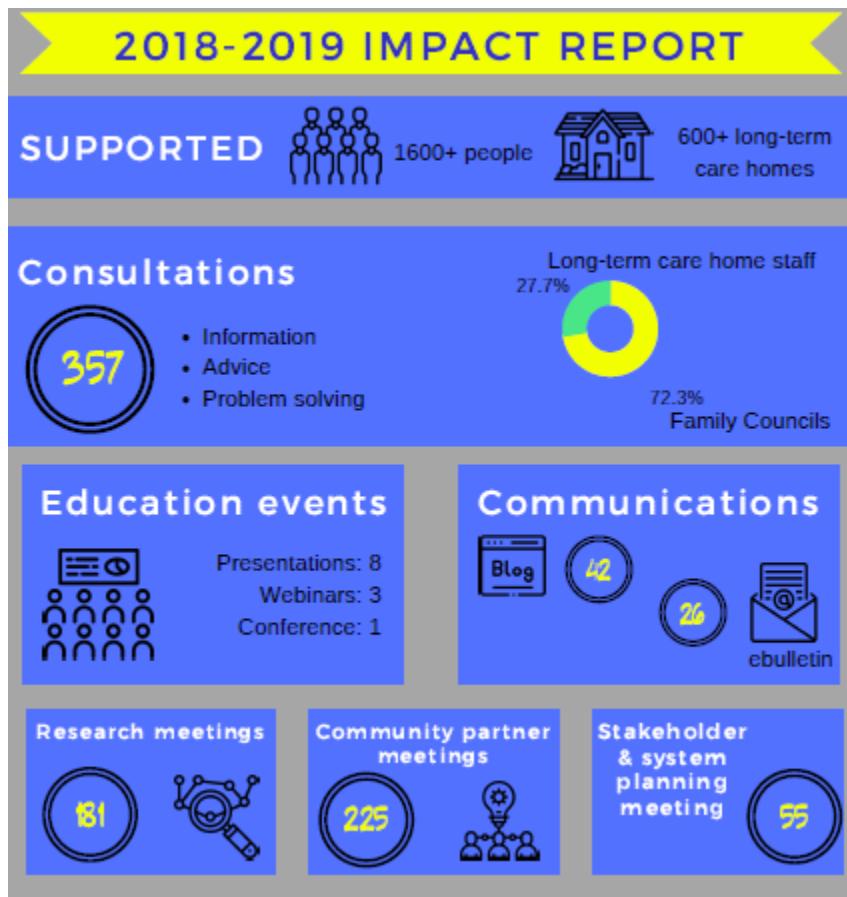
## Connecting the Pieces



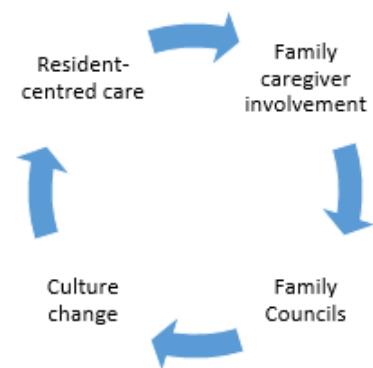
- Building capacity
- Strong engagement
- Diversity
- Constant learning
- Meaningful collaborations
- Integrity
- Evidence informed
- Good decision-making



# FCO Highlights & Impact Report 2018-2019



What a year it was! Family Councils Ontario had the pleasure of preparing and implementing programming to fulfill various goals this year. On top of kicking off new projects and working groups, FCO was able to collaborate with sector partners and stakeholders on advisory councils and presentations for LTC residents and families. Take a look at our Impact Report and list of highlights for 2018-2019!



## Messages from the Staff Team



### **Natacha Dupuis** **Bilingual Outreach Coordinator**

A little over a year has passed since I joined this wonderful organisation. I have had a chance to connect with many Family Councils in LHINs 13 and 14. I reached out to the French communities and have been welcomed with open arms. This past summer I did the North East tour and visited and presented to Councils from Sault Ste. Marie to Kapuskasing. I have spread the word across the north to many organisation on the role of Family Councils Ontario as well as local Family Councils. After countless presentations and meetings with local Councils I have come to understand all the great work Councils are doing. I am so fortunate to work with you all on a daily basis and look forward to many more years to come.

The past year with FCO has been one for the books! I have had the opportunity to meet many wonderful Family Council members and staff persons along the way. Whether it was a workshop or a conference, I was met with warm welcomes, support, and of course sweet treats in my travels! It has not only been a pleasure but an honor to work with the many individuals that work tirelessly to improve the lives for the aging community in long-term care. My small but mighty staff team have imparted many valuable lessons that I apply on both a professional and personal level every day. It has been amazing to get to know them and work closely on FCO projects, events and initiatives. The efforts put forth by FCO this year is definitely a testament to the notion that a small group of determined individuals can exert the energy of a village.

I experienced tremendous growth and development this year by being given the opportunity to spearhead numerous projects and events (FCO 2018 Biennial Conference, Conflict Resolution Training & Webinar, and “FCO Guest Blogger Blitz”). I overcame hurdles and barriers and walked away with best practices for the future. I truly look forward to pursuing further education in Public Policy and Mental Health First Aid and taking on new portfolios surrounding diversity and inclusion in long-term care.

I can't wait to see what 2019-2020 holds for FCO!

### **Tiffany Fearon** **Client Services Coordinator**



Natacha and Tiffany at an FCO event!

# FCO Ongoing Projects & Initiatives

Family Councils Ontario has had a great year so far! We are delighted to provide you with updates on our ongoing projects and share some details on what's to come!

## Resource Development Advisory Committee

Director of Communications and Education Samantha Peck and Client Services Coordinator Tiffany Fearon were delighted to co-chair the official kickoff of the Resource Development Advisory Committee in February 2019. Gathering input and advice on FCO content has been a major objective for the team in hopes of further improving the content, quality, effectiveness, and accessibility of FCO resources. But no longer! The RDAC members' feedback will help guarantee that our resources meet the needs of Council members and long-term care home staff. The RDAC will also provide insight on how to best deliver appropriate resources that meet the diverse needs of long-term care residents, families, and long-term care home staff.

We have had the pleasure of chairing two great meetings so far with our group of diverse and dedicated committee members. At this time we are working on finalizing a timeline and assessment tool for an FCO resource evaluation. We look forward to sharing more updates in the near future!

## Social Workers & Social Services Workers Working Group and Community of Practice

To support our mission and our vision that all people in long-term care have a vibrant experience and the best care, FCO launched the "Supporting Families Project" in early 2017.

In 2018, we launched a project working group that will work continue exploring ways to support social workers and social service workers in long-term care, how Social Work and Social Service Work 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..

In 2019, we developed an online Community of Practice (COP) for LTC home Social Workers and Social Service Workers. The purpose of the COP is for members to engage in peer support, share knowledge and experiences, and develop ways of improving their work. Any LTC home Social Worker or Social Service Worker can join the group to connect with their peers.

For more information on the Supporting Families Project or the Community of Practice (COP) for LTC home Social Workers and Social Service Workers, contact Sam at [speck@fco.ngo](mailto:speck@fco.ngo)

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

FCO was thrilled to partner with St. Stephen's Community House this year to deliver two much-needed trainings to Family Council members and LTC home staff. It has always been a goal of FCO to encourage education and training around effective communication and resolution skills! It was a pleasure hosting two diverse groups at our November and March sessions and getting to know everyone's unique role within their long-term care community.

We discussed numerous topics essential to Family Council success. Attendees had the opportunity to learn about an array of concepts including step-by-step approaches to raising concerns and strategies for diffusing difficult conversations. Discussions on setting boundaries, managing expectations, and applying mindfulness provided the groups with the info needed to practice newly learnt techniques in roleplay scenarios. It was great to read about the new skills and increased confidence acquired after both sessions in our post-training evaluations. We are always delighted to equip Family Council members and LTC home staff with effective best practices to share with their respective homes.



## FCO Guest Blogger Blitz

This year we enthusiastically kicked off our guest blog series coined the "FCO Guest Blogger Blitz." As always, we are excited to learn about new information, services, and resources offered by sector partners and external community agencies. We thought it would be a great idea to reach out to various stakeholders and have them submit blogs entries on a topic of their choosing that would be beneficial to Family Council members and LTC staff. Devoting this year to reaching our goal of sharing one guest blog each month has been great thus far! We have had the opportunity to connect with many fascinating individuals and learn more about their efforts as they work tirelessly in their fields.

Our posted guest submissions have been met with great reception so far. We look forward to integrating more guest blog submissions into our programming to ensure our readers and supporters continue to receive up to date informative materials. We are greatly appreciative to the organizations that have contributed insightful and valuable pieces so far!



# FCO Biennial Conference

## “Intersections of Mental Health in Long-Term Care”

Our 2018 conference appropriately titled “Intersections of mental health in long-term care” was two incredible days filled with knowledge sharing, networking, and peer support. Our team always looks forward to the planning of the biennial conference and put a lot of thought into cultivating the event's theme and objectives. Our decision to focus our presentations around seniors' mental health and caregiver self-care was a fruitful one as all of the presentation included useful information and takeaways that our diverse group could identify with.

The coming together of Family Council members, LTC staff, and community partners is a great recipe for success. Attendees had the opportunity to listen to plenaries on depression and cognitive impairment in seniors, geriatric mental health services, and current challenges around aging in long-term care. Our breakout sessions gave everyone the opportunity to move around and interact in small intimate groups as they participated in sessions on Family Council peer support, elder abuse, and mental health. At our evening banquet, we had the opportunity to honor the eloquent and humble Richard Kruse as the 2018 recipient of the “Outstanding Family Council Member of the Year” award.

We are truly appreciative to all of the speakers who shared their knowledge and expertise with us on topics that are near and dear to so many people. We would like to thank all of the attendees who participated so actively and passionately in the learning.

### A special thank you to our keynote speakers and breakout session facilitators!

Dr. Carole Cohen, Sunnybrook Health Sciences Centre  
 Dr. Benoit Mulsant, U of T Department of Psychiatry  
 Stephanie Saur, Alzheimer Society Peel  
 Christina Pacheco, Alzheimer Society Peel  
 Sandi Robinson, Mississauga Halton Regional Learning Centre  
 Samantha Peck, Family Councils Ontario  
 Erin Hawker, Alzheimer Society of Toronto  
 Christine Chan, Elder Abuse Ontario  
 Silvia Olivas, Ernestines



# 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 can be viewed on our website, [www.fco.ngo](http://www.fco.ngo)

**FAMILY COUNCILS OF ONTARIO**  
**Statement of Revenues and Expenditures**  
**For the Year Ended March 31, 2019**

|  | 2019            | 2018             |
|--|-----------------|------------------|
| <b>REVENUE</b>                         |                 |                  |
| Grants                                 | \$ 411,383      | \$ 313,427       |
| Miscellaneous income                   | 6,855           | 5,255            |
| Donations                              | 2,151           | 2,157            |
| Special projects                       | -               | 12,936           |
|  | <b>420,389</b>  | <b>333,775</b>   |
| <b>EXPENSES</b>                        |                 |                  |
| Salaries and wages                     | 277,611         | 163,800          |
| Meetings and conventions               | 27,163          | 29,377           |
| Rental                                 | 24,818          | 24,002           |
| Program expenses                       | 22,712          | 45,151           |
| Professional fees                      | 19,129          | 19,242           |
| Office                                 | 15,292          | 23,912           |
| Telephone                              | 6,358           | 6,305            |
| Insurance                              | 1,654           | 1,582            |
| Bank charges                           | 1,468           | 1,533            |
| Repayment of underspent funds          | 15,950          | -                |
| Special project expenses               | -               | 3,004            |
|  | <b>412,155</b>  | <b>317,908</b>   |
| <b>EXCESS OF REVENUE OVER EXPENSES</b> | <b>\$ 8,234</b> | <b>\$ 15,867</b> |

**FAMILY COUNCILS OF ONTARIO**  
**Statement of Financial Position**  
**March 31, 2019**

|                                      | 2019             | 2018             |
|--------------------------------------|------------------|------------------|
| <b>ASSETS</b>                        |                  |                  |
| <b>CURRENT</b>                       |                  |                  |
| Cash and short term deposits         | \$ 62,847        | \$ 38,173        |
| Harmonized sales tax recoverable     | 6,067            | 5,997            |
| Prepaid expenses                     | 3,447            | 5,979            |
|                                      | <b>\$ 72,361</b> | <b>\$ 50,149</b> |
| <b>LIABILITIES AND NET ASSETS</b>    |                  |                  |
| <b>CURRENT</b>                       |                  |                  |
| Accounts payable and accrued charges | \$ 31,896        | \$ 21,800        |
| Government remittances payable       | 9,912            | 6,030            |
|                                      | <b>41,808</b>    | <b>27,830</b>    |
| <b>NET ASSETS</b>                    | <b>30,553</b>    | <b>22,319</b>    |
|                                      | <b>\$ 72,361</b> | <b>\$ 50,149</b> |

# Get Involved Today!



## 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 per 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](mailto: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](mailto:tfearon@fco.ngo). With your permission, we will share your stories on our website, in our eBulletin, and on 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.



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

Mailing address: 306-40 St. Clair Ave East, Toronto ON M4T 1M9