

FAMILY COUNCILS ONTARIO



ANNUAL REPORT FOR 2019-2020

*Leading and
supporting
families in
improving
quality of life in
long-term care
since 2015.*



2019-20 HIGHLIGHTS

2019 was a year of growth and change for FCO. We announced the retirement of our founding Executive Director, Lorraine Purdon, and the appointment of Sam Peck as the new E.D. (effective January 1, 2020). Cathleen Edwards joining us as the new Education Manager. They have both done amazing work jumping into new jobs just before the pandemic. Tiffany Fearon, Client Services & Communication Manager, and Natacha Dupuis, Bilingual Outreach Manager, continued to provide incredible support to help Council members and home staff develop and maintain effective relationships while developing and deepening relationships with community partners, stakeholders, researchers, and government.

It was a busy year helping families and home staff create and maintain effective Family Councils. We did over 100 consultations with family members and 35 with home staff, plus 14 presentations. Our relationships with our partners led to 154 community partner meetings, 33 research project meetings, 46 stakeholder meetings, and ten meetings with government. Our online communications continued to grow with a record 36 ebulletins and 36 blog posts. In addition, we disseminated over 1000 copies of our resources. To say that our team was busy would be an understatement!

FCO Staff Team



Sam Peck,
Executive Director



Natacha Dupuis,
Bilingual
Outreach
Manager

2019-20 HIGHLIGHTS

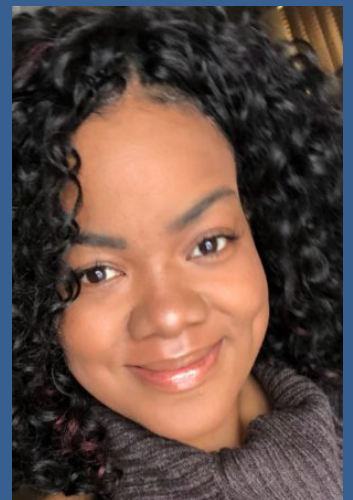
We held our most-successful-to-date biennial conference in June 2019, bringing together family caregivers from across the province for two days of learning, support, and networking. Throughout the year, we visited Windsor, Ottawa, and many places in Northern Ontario and the Greater Toronto Hamilton Area. We had plans for more visits, but those had to be put on hold as we entered 2020.

The dawn of 2020 brought the worst disease outbreak most of us have seen in our lives: COVID-19. In January, we started hearing about cases in Canada. By mid-March, Ontario was in a state of emergency and long-term care homes closed to visitors and caregivers. And the worst was yet to come. In early March, FCO pivoted to helping individual caregivers cope with and navigate the COVID-19 pandemic, helping Councils determine how to operate when members couldn't gather in LTC homes, developing tools and resources on communication, and providing input to government policy. Throughout the first months of the COVID-19 crisis, the FCO team spent hours on the phone and computer helping caregivers find information and access support. And we're not done yet. Our work has changed due to the pandemic, but our core mission to lead and support families in improving quality of life in long-term care has not and will not change.

It'll likely be many, many months until the world is back to normal, but FCO is doing its part to help caregivers cope and heal with the impacts of the crisis.



Cathleen Edwards,
Education
Manager



Tiffany Fearon,
Client
Services &
Communications
Manager

IMPACT OVERVIEW



104
consultations
with Family
Council
members

154 community
partner meetings

1063 publications disseminated
36 new publications

35 consultations
with home staff

46 stakeholder
meetings

14 presentations

3 conference/
education days

Special projects & initiatives

- LTC Health Human Resources (HHR) Collaborative group: provide input on how to improve HHR in LTC
- Deprescribing in LTC: create tools and resources to help families engage in shared decision making about medication deprescribing
- Resource Development Advisory Committee (FCO committee): co-create and revise FCO resources with FC members

Plus more info on our website: www.fco.ngo

FINANCIAL OVERVIEW



FAMILY COUNCILS OF ONTARIO
Statement of Revenues and Expenditures
For the Year Ended March 31, 2020

| | 2020 | 2019 |
|--|-----------------|-----------------|
| REVENUE | | |
| Grants | \$ 411,383 | \$ 411,383 |
| Miscellaneous income | 4,968 | 6,855 |
| Donations | 2,325 | 2,151 |
| | <u>418,676</u> | <u>420,389</u> |
| EXPENSES | | |
| Salaries and wages | 291,920 | 277,611 |
| Program expenses | 27,422 | 22,712 |
| Rental | 26,756 | 24,818 |
| Professional fees | 26,796 | 19,129 |
| Office | 17,502 | 15,293 |
| Software and licensing | 8,037 | - |
| Telephone | 6,247 | 6,358 |
| Meetings and conventions | 3,896 | 27,163 |
| Insurance | 1,948 | 1,654 |
| Bank charges | 1,465 | 1,467 |
| Advertising and promotion | 320 | - |
| Repayment of underspent funds | - | 15,950 |
| | <u>412,309</u> | <u>412,155</u> |
| EXCESS OF REVENUE OVER EXPENSES | <u>\$ 6,367</u> | <u>\$ 8,234</u> |

Our full Audited Financial Statements for 2019-20 are available on our website.

Family Councils of Ontario is funded by the Ontario Ministry of Long-Term Care. FCO is a registered charity. Registration number 828934190 RR0001.

FAMILY COUNCILS ONTARIO



www.fco.ngo | info@fco.ngo
647-427-5551 | Toll-free 877-622-9968



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