WELCOME TO OUR

Family Councils Ontario



TOWN HALL MEETING

November 2026

Family Councils Ontario

Town Hall Meeting



Presented by **FCO Staff**

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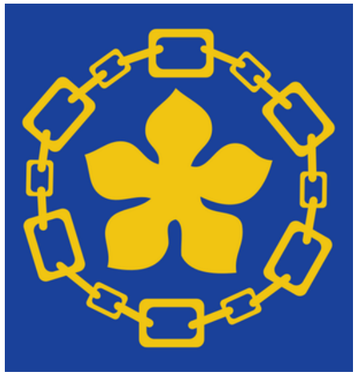
Land Acknowledgement

FCO is headquartered in **Ontario**, the province with the **largest Indigenous population** and home to many **diverse and vibrant** Indigenous communities from all over Turtle Island. Much of the Great Lakes area is covered by the **Dish With One Spoon Wampum Belt Covenant** which symbolizes sharing the land and resources for mutual benefit, as if eating all together from the **same bowl with one spoon** to share, ensuring one does not eat everything and leave nothing for those sitting at the same table.



As a remote team, FCO's team members hail from all across Ontario, including:

- **Attiwandaronia (add-ih-wan-der-o-nia)** aka. **Hamilton:** Traditional territory of the Attiwonderonk (add-ih-wan-der-onk), Anishinaabeg (ah-nish-in-AH-bay), Haudenosaunee (hoe-den-no-show-nee), and Mississaugas (mi-sih-saw-guhs) of the Credit

Visit native-land.ca/ or whose.land/ to learn more about the territories, treaties, and languages of the land your home is situated on.

Logistics

- This session will be recorded.
- Only the updates and educational portions will be posted online.
- The Q&A will not be shared publicly.
- Attendees will remain muted throughout the event.
- Please participate in the Teams chat window. Ask questions, join the conversation, or simply say hello.
- If you have any home or Family Council-specific concerns, please contact us at info@fco.ngo and one of our FCO staff will be happy to help support you.

Poll

- **Q1:** What connections do you have to long-term and/or family councils?

- **Q2:** Where are you joining from?



Agenda

- Town Hall Ground Rules
- General FCO Updates
- Programs Updates
- FCO Champions Updates
- Online Community of Support
- Open Q&A
- Closing Remarks



Ground Rules

- Respect confidentiality
- Share questions and candid feedback kindly
- Step up, step back,
- Listen actively and speak mindfully
- Keep microphones muted when not speaking



FCO Statistics



- **56 consultations** with FC members
- **39 consultations** with home staff
- **7 councils** received coaching
- **28 presentations** delivered
- **4 guest speaker** presentations
- **4 Family Council Week** events
- **45 community partner** engagements
- **Involved in** 3 system-wide quality improvement initiatives + 6 research projects
- **12 meetings** with MLTC

Family Councils Ontario

Staffing Update

Hiring an Indigenous LTC relations coordinator

- Turtle Island Staffing recruitment firm

Hired a new Admin & Finance coordinator:

- Jasmine Lai



Strategic Planning

FCO developing a new strategic plan!

“A strategic plan is a decision-making document that defines where an organization is going, what it will focus on, and how it will measure progress. It usually covers three to five years and includes direction, priorities, measurable goals, and an implementation approach.”



Incorporating service user feedback:

- FC member & LTCH staff focus groups
- Asked:
  - What can FCO do better?
  - How can we prepare for a growing LTC sector?

Family Councils Ontario:
Education & Learning Pathways

Many Ways to Learn. One Shared Goal.

FCO recognizes that strengthening Family Councils requires education and support for everyone involved, including families, Family Council leaders, long-term care staff, and leadership teams.

Because learning needs vary, FCO offers a range of educational opportunities designed to meet participants where they are, building the knowledge, skills, and confidence needed to foster effective partnerships and support resident-centered care.

When families, Family Councils, and long-term care teams have access to the right knowledge and support, they are better equipped to work together, navigate challenges constructively, and create positive outcomes for residents.

Empowering Partnerships:

When Family Council members and LTC leadership teams understand their roles, responsibilities, and opportunities for partnership, stronger relationships and better outcomes for residents, families, and homes can be achieved. Family Councils Ontario provides these Education Sessions to both the Family Council and LTC Leadership Teams.

Family Council Education:

- Understanding Family Councils and their role
- Rights, powers, and responsibilities
- Effective communication and advocacy
- Governance and leadership skills
- Building and sustaining membership
- Working collaboratively with LTC leadership

LTC Leadership Team Education:

- Legislative duties and responsibilities to councils
- Current best practices and sector expectations
- Meaningful engagement with families and caregivers
- Building transparency, accountability, and trust
- Understanding the role and value of Family Councils

Strengthening Partnerships Throught Shared Understanding:

While each group learns from its own perspective, both receive complementary information that deepens understanding, builds trust, and strengthens relationships. This shared foundation supports respectful collaboration, meaningful engagement, and a collective commitment to enhancing the quality of life and care of residents.

Family Councils Ontario

Monthly Forum Series: Learning Together Across Ontario

What is it?

The Monthly Forum Series provides accessible, expert-led education that empowers families, strengthens Family Councils, and supports collaborative partnerships across Ontario's long-term care sector.

Who is it for?

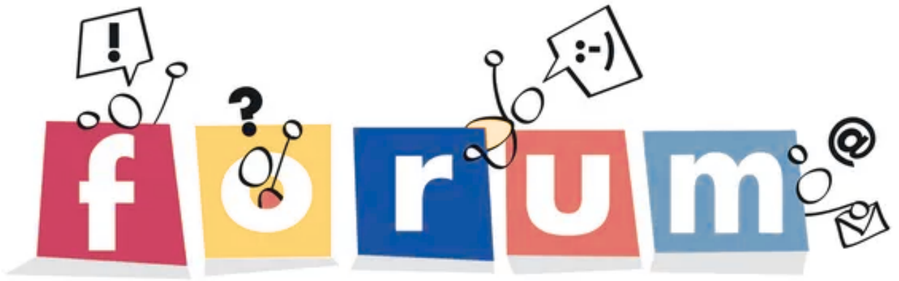
Designed to support:

- Family Members & Caregivers
- Family Council Members & Leaders
- Long-Term Care Staff & Leadership Teams

How can it help?

Flexible Access:

- Every topic is offered twice a month (Day/Evening)
- Live, interactive learning with opportunities for questions and discussion
- Recorded sessions available on YouTube to rewatch and share
- Open to participants across Ontario at **no cost**



Monthly Forum Series:
Learning Together Across Ontario

What will you learn?

Building Knowledge & Confidence in participants:

- Better understand Ontario's long-term care system
- Learn the rights, powers, and responsibilities
- Strengthen governance and leadership practices
- Develop skills for meaningful advocacy
- Build effective partnerships between Councils and long-term care staff and leadership
- Support sustainable and engaged council membership

Topics Covered

Foundations

- Understanding Long-Term Care
- What is a Family Council & Best Practices
- Family Council vs. Family Advisory

Council Development

- Terms of Reference, Code of Conduct, & Confidentiality
- Increasing & Sustaining Membership

Partnership & Advocacy

- Role of the Licensee
- Leading Councils to Advocacy

e-Learning: Family Council Foundations

What is it?

Our Newest E-Learning Program: The Family Councils Foundations Program is a free, self-paced online learning 4 module series designed to help family members and partners in care understand, join, develop, and lead Family Councils in Ontario long-term care homes.

Who is it for?

Self-Paced Learning for Families, Councils, and Long-Term Care Partners: From starting a council to developing leadership skills and governance practices, the Foundations Program provides the knowledge, tools, and confidence needed to build effective Family Councils that support residents and families.



e-Learning: Family Council Foundations

How can it help?

Program Impact:

- Increases understanding of Family Council roles and responsibilities for new or established councils.
- Builds leadership capacity within Family Councils
- Strengthens governance and accountability
- Creates consistency across homes and councils
- Supports collaboration between families and long-term care teams
- Empowers families to participate confidently and effectively
- Certificate issued upon completion of all modules

Topics Covered

Module 1: Starting a Family Council

- What Family Councils are and why they matter
- Legislative powers and responsibilities
- How to start or join a council

Module 2: Family Council vs. Family Advisory Committee

- Key differences between the two models
- Understanding authority and influence
- Transitioning from advisory groups to Family Councils

Module 3: Leadership Styles & Leading Family Councils

- Leadership approaches and running effective meetings
- Communication techniques
- Advocacy and conflict management

Module 4: Terms of Reference & Code of Conduct

- Governance fundamentals, roles and responsibilities
- Decision-making processes
- Building sustainable and accountable councils

Champions Program

What is it?

The Champions Project was created to help address some of the challenges Family Councils Ontario has seen across the province. Champions provide local support while helping families feel connected and supported. In homes with an active Family Council, Champions can help the Council grow and encourage more families to take part. In homes without an active Family Council, Champions can help build interest among families and friends of residents. They can support families as they work to start a Family Council and create opportunities for families to connect, share ideas, and support one another.

How can it help?

- **One-site resource connecting families and friends of residents**
- **Promote collaboration between families and staff**
- **Support family engagement and the continued presence of the Council during changes in leadership or times of conflict**

Who is it for?

A Family Council Champion is a family member, friend, or other important person in the life of a resident in a long-term care home. They care about supporting strong Family Councils and helping families stay involved. Champions are regular members of the long-term care community. They understand the home, the people in it, and how things work.

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What is the Community of Support?

An online peer-support community where people connected to long-term care in Ontario find each other, share what they've learned, and know they aren't navigating this alone.

Family Councils Ontario
COMMUNITY OF SUPPORT

Who is it for?

Families and care partners, residents, staff and volunteers

What's inside

Discussion spaces, shared resources and real conversation

Where it lives

Access anytime online at **cos.fco.ngo**

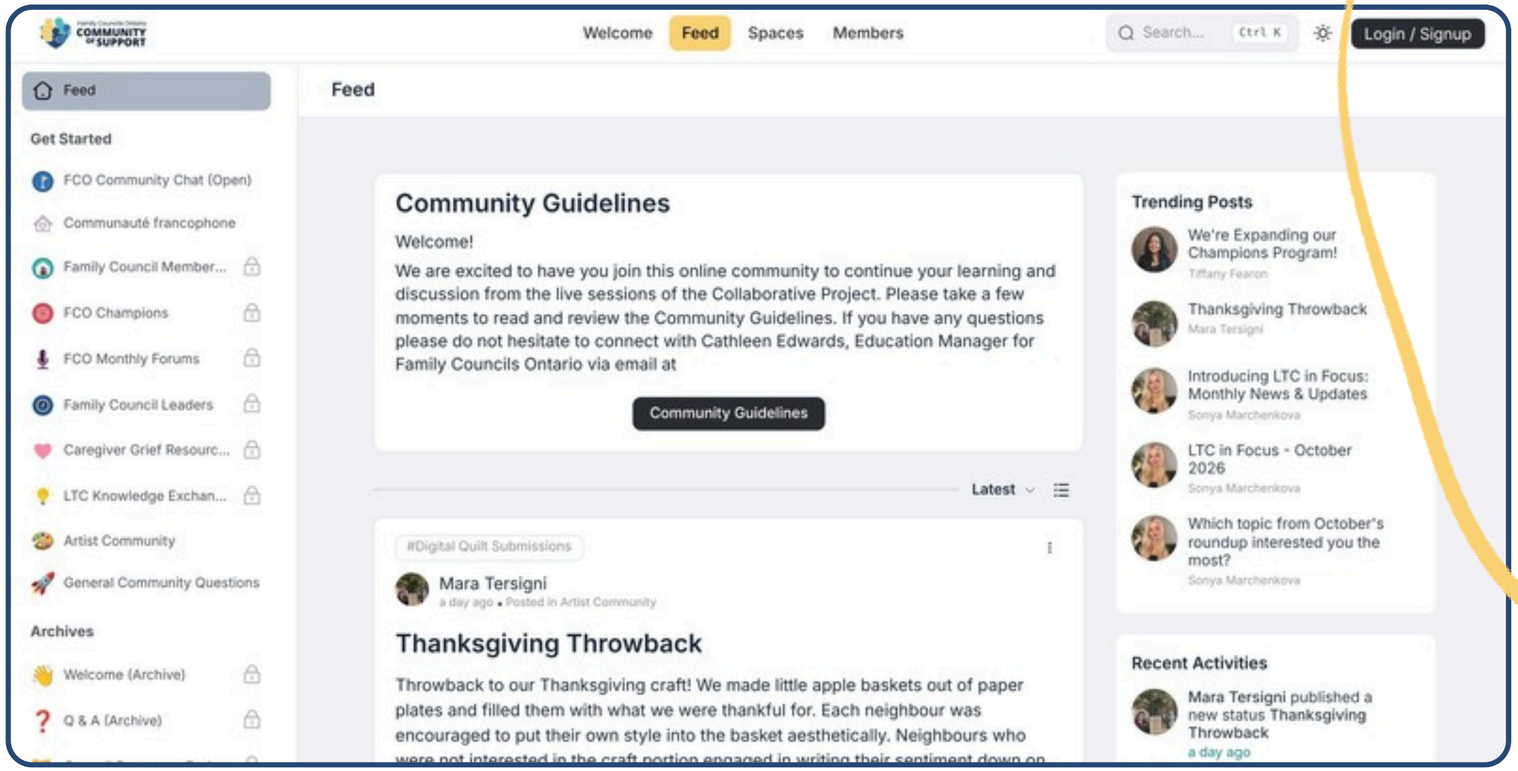
Family Councils Ontario

Why join the Community of Support?

You're not alone
Connect with family council members across Ontario who are navigating the same things.

Practical resources
Shared tools on effective meetings, recruitment and self-care.

A space for you
Groups for council leaders, caregiver grief, artists, French speakers and more.



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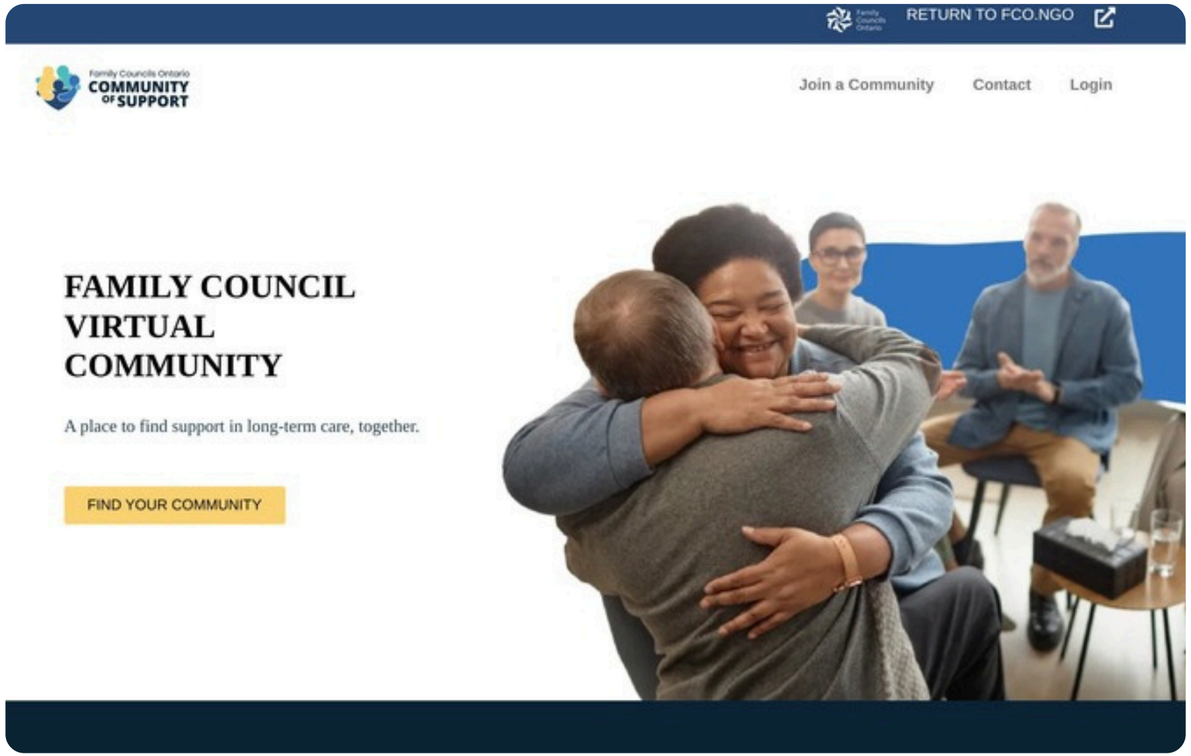
How to join

Scan or visit

cos.fco.ngo



1. Click **Join a Community**, then **Log in / Sign up**
2. Create your account
3. Join the spaces that fit you and say hello

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Q&A



FCO Services

Education — build knowledge, confidence, and skills

Consulting — connect you with resources and guidance

Coaching — look at current practices and suggest areas for growth

Leadership Training — ensure leadership is informed, aware, engaged, and accountable

Conflict Resolution — assist in resolving interpersonal and operational challenges

e-Learning — provide self-paced learning opportunities fco.ngo/resources/e-learning

Family Council Champions — support local capacity and community engagement fco.ngo/family-council-champions

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INNOVATION SUMMIT 2026

FCO Innovation Summit 2026

Thank you!

Connect with us!

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www.fco.ngo

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