

**BY-LAWS**

**Family and Friends Council (FFC)**

**Approved January 19, 2023**

1. NAME

The name of the organization shall be the “Family and Friends Council, Perley Health”. The abbreviated form “FFC” will be used in this document.

1. MISSION STATEMENT

Our **Mission** is to honour both Veteran and community residents as the centre of all interactions by offering support and guidance to their family members and friends. We also work to promote efforts to provide safe, compassionate and quality care to all long-term care residents.

Ontario’s *Long Term Care Homes Act, 2007 (LTCHA)* set out the powers of the Family and Friends Council, Perley Health. This act has been subsequently replaced by *Fixing Long-Term Care Act, 2021*, and the section on Family Councils remains materially unchanged.

1. GOALS

* Welcome and support families and friends of residents of Perley Health;
* Provide a setting/milieu for families and friends to share ideas;
* Provide assistance and advice to Management on concerns identified by families and friends;
* Be available to Perley Health Management and the Board of Directors for consultation and participation, or coordination of participation of family members, in committees, discussions and focus groups. The Perley Health Quality of Life and Safety Committee, and The Perley Health Quality Council both include a member of the Family and Friends Council as an Adjunct Advisors.
* Serve as a conduit between residents’ families and friends, and Management, while respecting confidentiality of residents;
* Support and participate in activities and educational events for residents and their families and friends;
* Advocate, within Perley Health, on behalf of all residents and their families and friends;
* Be available to network with the various Residents Councils at Perley Health and with other Family Councils in the Champlain Region to share information and ideas.

1. MEMBERSHIP

Membership shall be open to a family member of a resident or former resident of Perley Health or a person of importance (friend of) a resident or former resident.

1. GOVERNANCE AND CODE OF CONDUCT

The Family and Friends Council will operate on a consensus basis and make decisions on a majority basis (>50%). The exception is for any changes to the By-Laws, which must have a two-thirds majority. On voting matters, only one vote per resident represented may be cast.

Quorum for an Executive meeting will be based on the count of the approved slate of directors. All votes are majority based (>50%), except those noted in the previous paragraph requiring a two-thirds majority.

An Annual Report will be presented to members at the Annual General Meeting. This report will, at minimum, report on activities of the past year, and the current financial status of the Family and Friends Council.

The Executive and the membership will abide by the Code of Conduct, as attached in Annex A.

1. OFFICERS AND THEIR DUTIES

The Executive shall consist of the following positions and duties:

Chair (1)

The Chair shall set the agenda, with input from the Executive, and presides over all meetings. The Chair will keep in close contact with the Chief Executive Officer and/or the Chief Operating Officer.

Vice-Chair (1)

The Vice-Chair will replace the Chair when required and perform other duties as assigned by the Chair or Executive.

Treasurer (1)

The Treasurer shall collect monies and disburse funds with the approval of the Executive and maintain the financial books as a permanent record. Purchases greater than $500 will be taken to a Council meeting for a vote, if time permits, and will be reported on at the first Council meeting after the purchase if not. Financial Statements shall be prepared monthly and annually in accordance within an acceptable accounting framework as identified by the Chartered Professional Accountants of Canada. Financial reports to be provided to the Executive annually for inclusion in the Annual Report. Interim reports to be provided to the Executive, if there is a change in detail, or at minimum at six months.

Secretary (1)   
The Secretary shall record the notes of each meeting and maintain those notes as a permanent record, organize electronic files and maintain tracking records.

In the event no candidate can be found for the position of Secretary, the Executive may appoint a volunteer, registered with Perley Health, from outside of the Family and Friends Council (FFC) to assume the duties of Secretary. Such volunteer would not be considered a member of the FFC and would not have the right to vote at any meeting of the Executive or of the FFC.

Director of Communications (1)

The Director of Communications shall arrange for family members to be notified of, or provided with, information relating to Family and Friends Council activities and events and prepare articles for the Perley Health newsletters as required.

Director-at-Large (up to 4)  
A Director-at-Large shall carry out tasks and projects as identified and approved by the FFC Executive; e.g., event management and liaison with residents’ committees.

Sub-committees may be formed to address particular topics.

1. TERM OF OFFICE

A member of the Executive shall serve for a term of three years which may be renewed once and for a third term upon discussion within the Executive. To maintain continuity and historical knowledge, one-third of the nine executive positions should be open for election every year.

If an officer is unable to complete their term, the Executive will endeavor to appoint a member to serve the remainder of that term.

The term for the Executive positions of Chair and Vice Chair is three years. This would only be extended for a year at a time, with a majority vote of the FFC Executive, should no other Executive candidates be available to assume the roles.

1. ELECTION

The Election process is an annual one. The slate of directors will be presented in November at the FFC Annual General meeting.

Nominations for the Executive will be accepted at any regular Family and Friends Council meeting, or through email to the FFC executive, prior to the FFC Annual General Meeting. Council members will be encouraged to volunteer to stand for election to the Executive.

The elected officers will commence their duties December 1st.

1. MEETINGS

Generally, nine Council meetings are held each year, excluding December, July and August. Executive meetings are generally held monthly or more often as required, excluding July and August. Sub-committee meetings shall be held as deemed necessary by council members.

Changes to meeting schedules will be determined as needed by the FFC Executive. Notice of those changes will be shared in a timely manner with Family and Friends Council members.

The FFC Annual General meeting will take place at the November Council meeting.

1. AMENDMENTS

Amendments to these Bylaws may be made by a two-thirds vote of acceptance by attendees at an FFC meeting, providing proposed changes have been tabled at the previous meeting. The Bylaws should be reviewed annually by the FFC Executive.

Approved at the FFC Meeting of January 19, 2023

Signed on the 19th day of January, 2023

Signature of Chair

Heather Moxley

**ANNEX A – Code of Conduct**

The Perley Health Values and Code of Conduct applies to all employees, volunteers, contractors and service providers at the Perley Health. The FFC Executive are volunteers.

**PURPOSE**

The Code of Conduct provides examples of conduct and/or behavior that is consistent with the Perley Health values. This is intended to support employees in carrying out their responsibilities on behalf of Perley Health and its residents, tenants and clients.

**POLICY**

***Living our Values***

Our values and our code of conduct allow us to care for: residents, clients, tenants, families, and each other (employees, volunteers, students).

By living our values we promise to embrace a collaborative approach to care; learning and growth; and actionable research.

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| **Values** | **Code of Conduct** |
| **Compassion**  Compassion is to understand the condition of others, and to commit oneself to the caring necessary to enhance health and quality of life, and to relieve suffering. We commit to:   * Providing a safe, comfortable, caring and friendly environment, and ensuring a good quality of life; * Maintaining flexibility and adaptability in relationships; * Displaying empathy, tolerance and forgiveness in all interactions. | * We warmly greet and introduce ourselves to those we serve. * We work hard to meet the needs of those we serve to maximize comfort and quality of life. * We are kind, compassionate and caring in our interactions with each other and those we serve. * We foster a positive environment and do not tolerate abuse, bullying or harassment. |

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| **Values** | **Code of Conduct** |
| **Respect**  Respect is the basis of all of our relationships. Accordingly, we commit to:   * Taking a person- and family-centered approach to care; * Respecting cultural, social, gender, class, spiritual, and linguistic differences; * Maintaining respect for our unique responsibilities to both veteran and community residents; * Respecting privacy and confidentiality; * Respecting all members of the team – their contributions and views are valued, acknowledged and rewarded; * Valuing ongoing and open communication. | * In applying a person and family-centred approach to care, we involve individuals and their families in making decisions, actively seeking their input, taking into account personal preferences, and respecting their priorities for quality of life and care goals. * We uphold the Residents’ Bill of Rights. * We demonstrate respect for each other by listening, seeking to understand, accepting and acknowledging differences. * We recognize each other’s contributions, and providing a helping hand when needed. * We respect the privacy and confidentiality of personal and privileged information. |

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| **Values** | **Code of Conduct** |
| **Integrity**  Integrity and ethical practice must permeate all actions of Perley Health. We commit to:   * Honesty and trustworthiness in all that we do; * Being accountable and responsible for all of our actions. | * We do not accept money or materially significant gifts from the people we serve. * We make ethical decisions and respect professional boundaries. * We immediately report any wrongdoing or unethical behaviour. * We use time and resources wisely and respect the materials, equipment, and property of Perley Health and those we serve. * We serve the community and respect the environment. * We abide by Perley Health’s policies, procedures, directives, guidelines, and applicable professional standards. |

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| **Values** | **Code of Conduct** |
| **Excellence**  Perley Health is dedicated to achieving excellence in all that we do and commits to:   * Excellent quality of care; * Employing caring, engaged staff committed to excellence, innovation and continuing improvement; * Taking pride in what we do. | * We prioritize the safety of ourselves, each other, and those we serve, following safe work practices in all domains. * We carry out responsibilities to the best of our abilities, devoting our full care and attention to our duties. * We maintain the highest level of professional skills and competence and support each other to work to full scope of practice. * We actively work towards continuously improving the care of those we serve. * We abide by Perley Health’s policies, procedures, directives, guidelines, and applicable professional standards. |

The code of conduct governs our conduct but does not specifically address every situation.

## Applicability/Scope

This Code of Conduct applies to all employees, volunteers, contractors and service providers at Perley Health.

## Definitions

“**Employee**” includes (for the purposes of this policy and procedure only) permanent and temporary employees and volunteers, students on site for work placement programs, as well as managers and supervisors. It does not include former employees, contractors, agency staff or other 3rd party employees.

## Related Procedures and/or Forms

Perley Health’s Mission, Vision, Values

## References

Residents’ Bill of Rights

Discipline Policy