

Baycrest Family Advisory Council

Terms of Reference

Mission Statement

The mission of the Apotex Family Advisory Council (FAC) is to support and advocate for the delivery of quality, comprehensive and compassionate care to residents of the Apotex Centre, Jewish Home for the Aged (the Apotex), in keeping with Jewish values and traditions as well as the scope outlined in the Fixing Long Term Care Act (FLTCA).

Goals and Objectives

The FAC strives to achieve the following:

- to work with Baycrest/Apotex management as a stakeholder partner in improving care and support for residents, their families and caregivers.
- to advocate for residents, families and caregivers by identifying care issues and concerns, and recommending solutions with an emphasis on giving voice to residents where theirs is compromised.
- to provide support to families of new residents and caregivers by contacting them via the Family Care Connection (FCC) program.
- to provide input to Baycrest management on the Baycrest/Apotex strategic plan, processes, operations and new initiatives.
- to enhance communication between residents, families, caregivers and Baycrest/Apotex staff and management.
- to liaise and consult periodically with the Residents Advisory Council (RAC).
- to identify and address systemic concerns by collaborating with other supporting groups and exercise FAC powers under the FLTCA.

Membership

Eligibility

- A resident's family member or caregiver is eligible for FAC membership.
- FAC members may remain active as community members following the loss of their loved one for a period of two (2) years.
- FAC membership may be extended by up to an additional three (3) years at the discretion of the (Co-)Chair(s) in recognition of contributions in areas beyond basic membership. Consideration may include but is not limited to committee, chair, FCC, advocacy or other work that extends beyond the scope of basic membership

Distribution

- FAC membership is encouraged from all floors in an effort to address as many concerns, issues and care dynamics as possible. To the extent this can be fostered, the representation targets listed under "Ideal Membership Numbers" will be adopted.

Standing

- FAC members remain in good standing by attending at least one half (1/2) of annual scheduled meetings. Their membership may be otherwise reviewed and revoked at the discretion of the
- (Co-)Chair(s). A member approaching this limitation shall be approached to solicit their intentions.
- FAC members who no longer maintain community membership may remain connected to the FAC by participating in committees or working groups that are not subject to a Baycrest limitation. Such groups at the time of this edit include the FCC, Advocacy.

Expectations

- Members agree to uphold both the FAC and Baycrest Mission Statements.
- FAC members are expected to commit to at least one (1) year of membership.
- FAC members are expected to maintain cordial and respectful behaviour in interactions at meetings and in online discussions with other FAC members and all Baycrest staff as well as with all people associated with Apotex operations.
- FAC members have an obligation to uphold privacy as it pertains to the personal information and circumstances of all FAC members, including any detail revealed by Baycrest staff and management at FAC meetings.
- Members agree to review materials, actively participate in meetings and, if able, participate with committees and working groups to the best of their capabilities.
- FAC members are encouraged to represent the FAC on Baycrest care issue committees for at least one (1) year. Currently Baycrest limits such work to two (2) years following the loss of a loved one.

Ideal Membership Numbers

- no more than 3-6 members per floor (1-2 members per neighbourhood) optimum)
- 18-36 total group size

Quorum

A quorum comprises 15% of appointed members (active and community) in addition to at least one Chair.

When this 15% calculation results in a number less than 4 (as would be the case for a group below 23 members), a minimum quorum shall be set at 4 members plus 1 chair.

Frequency

The FAC shall meet no less than 10 times per year and no more than 11 unless additionally called for by the (Co-)Chair(s) to address urgent circumstances. Two closed meetings per year shall occur, normally in June and December with a break for August.

Whenever possible the FAC should meet with the RAC to keep abreast of mutual concerns and progress. Ideally these meetings, as RAC guest invites, should occur

at least once per year. FAC appearances as RAC guest invites should also be fostered.

Meeting Duration

Meetings will typically be planned for 75 to 90 minutes but shall not end before 90 mins when issues persist.

Meeting Style

All meetings shall be hybrid (Zoom/in person) except as specified below to accommodate the diverse requirements that confront individuals including mobility and weather-related issues.

For Zoom attendance, cameras shall be on unless technical issues prevent visibility.

Closed meetings are encouraged to be in-person in an effort to foster congenial interactions between members.

January and February meetings shall be on-line only (Zoom) to help manage winter weather.

Chairpersonship

- the leadership of the FAC is comprised of one Chair or multiple Co-Chairs. All Co-Chairs are equal partners.
- the (Co-)Chair(s) are/is elected by the FAC membership and normally affirmed at
- the September meeting for a two-year term, beginning on October 1st of that year and ending
- on September 30th of the following year. Unscheduled vacancies may require elections outside these periods.
- a (Co-)Chair may serve for a maximum of two consecutive terms (4 years).
- after their term, a former (Co-)Chair may continue as per the membership requirements cited above.
- a former (Co-)Chair may not award themselves a community extension. That may only be considered by incoming chairs or brought to the membership for a vote.

Review of our Terms of Reference

The Terms of Reference shall be reviewed bi-annually with changes brought forth to the membership for review and voting.