

## Welcome

To our cherished Family Members and Friends,

We want to express our sincere appreciation for placing your trust in Cozy Nest Care Home Inc. Care Centre for the care of your beloved. Understanding families' significant influence on our residents' well-being, we truly treasure your insights.

Engaging with the Resident and Family Council offers a special chance to contribute actively to enhancing care quality. This booklet includes an introduction to the Council, demonstrating the profound effect your engagement can have on the residents of Cozy Nest Care Home.



## What is Family Council?

The Council is a forum for residents' friends and family to share experiences, learn, and exchange information. It provides a mechanism for dialogue, support, processing concerns, and education.

The council helps support two-way communication with the care home. The council plays a vital role in improving the overall quality of life for the residents. Members of the Council act as advocates to focus on care home-wide concerns and make improvements for all residents.

When a new resident moves to a care home, it is a big adjustment for them and their family. Through the Council, family members have access to the support and encouragement they need. Sharing with others who are experiencing similar feelings can help family members cope.

Families visiting a care home have a different perspective than staff. They can often see how even small improvements could enhance the experience of all residents!

The Council can invite guest speakers to make presentations at meetings. This is an excellent way to educate families on a variety of subjects, including dementia, depression, and abuse. It is also a good way to introduce new models of service delivery.

Meetings are held four times per year, and representatives from Cozy Nest Care's leadership will be in attendance.

## **Terms of Reference**

### **Philosophy**

Our mission is to enhance the well-being of every resident by fostering an environment of respect, collaboration, empathy, compassion, and support among residents, family members, team members, volunteers, and friends.

### **Purpose**

The aim is to empower residents and their families by involving them more in decision-making processes at Cozy Nest Care. It serves as a platform for residents, care team members, and families to explore ways to improve, enrich, and sustain the quality of life for each resident. Additionally, it facilitates discussions and presentations on residence-related matters, including requests, concerns, or potential solutions. It offers opportunities for residents and families to engage in quality improvement initiatives, establishes a social community network for support and encouragement, and promotes a greater understanding of Cozy Nest Care's operations, policies, and care philosophy. Moreover, it provides a platform for all care team members to contribute to decision-making processes.

### **Membership**

Membership in the resident and family council comprises every resident of Cozy Nest Care, their family members, all members of the leadership team, and all members of the recreation team. While multiple representatives are welcome to participate, only one representative per resident may vote when committee decisions are required. However, no member of the Cozy Nest Care team holds voting rights.

## Position and Duties

Designates will be responsible for

- I. Facilitating Meeting
- II. Recording, distributing, and posting meeting minutes
- III. Organizing and Coordinating activities/events/education session

**The officer of the council** Shall be:

- President (Resident or designated family member) – Opens each meeting, welcomes those in attendance (President may be designated from family members if a suitable resident cannot be found)
- Vice President, responsible for ensuring that provision is made regarding the time and space for each meeting (recreation, coordinator or appointee).
- The secretary records and maintains minutes of each meeting (Appointed by Rec Coordinator)
- A family member to represent the family. Family members can attend meetings virtually or in person (family member chosen by nomination?)

The ***President of the Council*** will be elected for one year, with the opportunity for re-election for an additional one-year term. If the president cannot fulfil his or her duties, a special election will be held at the next regularly scheduled council meeting.

The ***Staff liaison from Cozy Nest Care Home*** will be the recreation coordinator or someone appointed by the recreation coordinator to support and facilitate the council as a vice president. Without a president, the liaison may preside over all meetings.

The ***Selection of the Council position shall be by vote of the membership as per the term*** identified above.

***Membership Term:*** The council may direct subcommittees for specific projects/functions.

## Code of Conduct

The actions of individual Family Council Members are a reflection of the Council as a whole. All members must ensure the preservation of the Family Council's dignity. Each member's interactions and conduct should be mindful of upholding the Council's reputation and standing.

Family Council Members are expected to:

- Demonstrate respect, sensitivity, and consideration towards all individuals encountered at Cozy Nest Care Centre, including residents, staff, visitors, and volunteers.
- Uphold resident privacy and maintain confidentiality regarding discussions held during Council Meetings.
- Refrain from forming judgments in the absence of complete information.
- Acknowledge the uniqueness of each individual.
- Respect the right of each resident and family member to advocate for themselves.
- Understand that advocacy should focus solely on advocating for their own family.
- Adhere to the established communication hierarchy when addressing concerns.
- Acknowledge the harmful nature of idle gossip or baseless speculation about any individual.
- Lead by example

## **Resident Bill of Rights**

Cozy Nest Care is committed to maintaining the quality of life of its residents by meeting their essential needs—mental, physical, spiritual, emotional, and social. Environment: Residents have the right to a comfortable and safe home.

**Environment:** Residents have the right to a comfortable and safe environment.

**Quality of Care:** Residents have the right to quality care by competent staff, to be informed of treatments and to have a voice in the decision-making of their care

**Independence:** Residents have the right to maintain their independence by means of active participation in the home's programming and through ongoing support and stimulation

**Privacy:** Residents have the right to as much privacy as we can provide as they receive care and go about their activities of daily living

**Confidentiality:** Residents have the right to confidentiality of their health, personal and financial information

**Spirituality:** Residents have the right to practice their spiritual beliefs and to have these respected.

**Finances:** Residents have the right to manage their income fund as they see fit.

**Dignity and Respect:** Residents have the right to be always treated with dignity and respect

## Vision / Mission / Values

### Vision

Our vision is to be a leading long-term care home renowned for exceptional care, innovative services, and a vibrant community atmosphere. We aspire to set the standard for elder care by fostering a culture of kindness, respect, and continuous improvement. Through our unwavering commitment to excellence, we aim to enrich the lives of our residents and become a trusted partner for families seeking the best care for their loved ones.

### Mission

At Cozy Nest Care Home, our mission is to provide compassionate, personalized, and high-quality care that enhances the lives of our residents. We are committed to creating a warm, safe, and nurturing environment where individuals can thrive physically, emotionally, and socially. Our dedicated team works tirelessly to ensure that each resident feels respected, valued, and at home.

### Values (C.A.R.E.E)

**Compassion:** We approach our residents with empathy and kindness, understanding their unique backgrounds and needs.

**Accountability:** We take responsibility for our actions and decisions, ensuring accountability in delivering care and the stewardship of resources.

**Respect:** We honor each resident's individuality, dignity, and autonomy and always treat them with the utmost respect.

**Excellence:** We strive for excellence in everything we do and continuously seek opportunities for improvement and innovation in senior care.

**Empowerment:** We empower our residents to maintain independence and choices in their daily lives. Thus, supporting their autonomy and decision-making.