

### Family and/or Resident Council Effectiveness (preliminary) Tool

The following questions provide an understanding of the extent to which your family and/or resident council is perceived as effective or ineffective and should be completed by residents or families who participate in councils.

**Definition:** Councils refers to either family or resident or a joint family and resident council.

**Do you participate in (please indicate one):**

- family council
- resident council
- joint family and resident council

**Instructions:** Read each statement carefully and reflect on your experience with your family and/or resident council. Rate the extent to which you agree or disagree with each statement by marking X in the most appropriate box. Please note that there is no right or wrong answer. What matters the most is providing honest responses. For each council effectiveness domain (e.g., communication, structure), higher average scores would indicate higher effectiveness ratings and lower average scores would indicate lower effectiveness ratings. Aggregate scores can inform which effectiveness domains are in need of improvement and intervention.

|  | <b>Strongly disagree<br/>(1)</b> | <b>Disagree<br/>(2)</b> | <b>Neither disagree<br/>nor agree<br/>(3)</b> | <b>Agree<br/>(4)</b> | <b>Strongly agree<br/>(5)</b> |
|--|----------------------------------|-------------------------|---|----------------------|-------------------------------|
| <b>Communication</b>   |                                  |                         |   |                      |                               |
| 1. There is a regular and defined process for communicating information between staff/leadership and the council.                              |                                  |                         |   |                      |                               |
| 2. Communication between the council and staff/leadership is transparent without fear of repercussion.   |                                  |                         |   |                      |                               |
| 3. Staff/leadership follow up on issues raised by the council and report back to the council in a timely and appropriate manner.               |                                  |                         |   |                      |                               |
| 4. The council follows up on issues raised by the staff/leadership and reports back to the leadership team in a timely and appropriate manner. |                                  |                         |   |                      |                               |
| 5. Staff/leadership attend council meetings when invited by the council.   |                                  |                         |   |                      |                               |
| <b>Structure</b>   |                                  |                         |   |                      |                               |
| 6. The council meetings follow a well-structured, organized process.   |                                  |                         |   |                      |                               |

|   | <b>Strongly disagree (1)</b> | <b>Disagree (2)</b> | <b>Neither disagree nor agree (3)</b> | <b>Agree (4)</b> | <b>Strongly agree (5)</b> |
|---|------------------------------|---------------------|---------------------------------------|------------------|---------------------------|
| 7. Meeting minutes are recorded.  |                              |                     |                                       |                  |                           |
| 8. Meeting minutes are made available to all the council participants and invitees.   |                              |                     |                                       |                  |                           |
| 9. The council follows a terms of reference, an operation manual, or a handbook.  |                              |                     |                                       |                  |                           |
| 10. The council participants follow a Code of Conduct.  |                              |                     |                                       |                  |                           |
| 11. The roles of council participants are well-defined (e.g., chair, co-chair, non-voting member etc.).   |                              |                     |                                       |                  |                           |
| 12. Meetings are held at dates/times that are convenient for most council participants.   |                              |                     |                                       |                  |                           |
| 13. The council organization is appropriate for the needs of the council participants (e.g., a joint resident and family council versus separate resident and family councils). |                              |                     |                                       |                  |                           |
| 14. The council meetings are run independent of long-term care staff/leadership oversight (i.e., the council is self-determining).  |                              |                     |                                       |                  |                           |
| <b>Recruitment and Engagement</b>   |                              |                     |                                       |                  |                           |
| 15. The long-term care home informs newly admitted residents and families about engagement opportunities with the council.  |                              |                     |                                       |                  |                           |
| 16. The council welcomes new residents and their family.  |                              |                     |                                       |                  |                           |
| 17. The council engages in ongoing recruitment of council participants.   |                              |                     |                                       |                  |                           |
| 18. The long-term care home leadership supports council recruitment efforts.  |                              |                     |                                       |                  |                           |
| 19. The council's small and large wins and successes are celebrated and shared within the long-term care home community.  |                              |                     |                                       |                  |                           |
| <b>Council Leadership</b>   |                              |                     |                                       |                  |                           |
| 20. The council leadership has an in-depth understanding of long-term care.   |                              |                     |                                       |                  |                           |
| 21. The council leadership has an in-depth understanding of long-term care legislation.   |                              |                     |                                       |                  |                           |
| 22. The council leadership listens to council participants' concerns and provides appropriate support.  |                              |                     |                                       |                  |                           |
| 23. The council leadership is approachable and friendly.  |                              |                     |                                       |                  |                           |
| <b>Culture and Attitudes</b>  |                              |                     |                                       |                  |                           |

|   | <b>Strongly disagree<br/>(1)</b> | <b>Disagree<br/>(2)</b> | <b>Strongly disagree<br/>(3)</b> | <b>Disagree<br/>(4)</b> | <b>Strongly disagree<br/>(5)</b> |
|---|----------------------------------|-------------------------|----------------------------------|-------------------------|----------------------------------|
| 24. The care home staff/leadership respects and values the role of the council.   |                                  |                         |                                  |                         |                                  |
| 25. The council feels comfortable raising concerns with staff/leadership without fear of reprisal.  |                                  |                         |                                  |                         |                                  |
| 26. The council has a culture of trust and collaboration with staff/leadership.   |                                  |                         |                                  |                         |                                  |
| 27. The council and staff/leadership work together towards a shared vision of improving resident quality of life.                         |                                  |                         |                                  |                         |                                  |
| <b>Resources and Supports</b>   |                                  |                         |                                  |                         |                                  |
| 28. A designated staff member facilitates council meetings when requested by the council.   |                                  |                         |                                  |                         |                                  |
| 29. Council participants can attend meetings virtually if they want to.   |                                  |                         |                                  |                         |                                  |
| 30. Educational opportunities (e.g., through guest speakers) are offered by the council when members identify a need.                     |                                  |                         |                                  |                         |                                  |
| 31. The council regularly engages with their regional association of family and resident council.   |                                  |                         |                                  |                         |                                  |
| 32. The council takes advantage of the resources and opportunities offered by the regional association of family and resident council.    |                                  |                         |                                  |                         |                                  |
| 33. The council has a clear and in-depth understanding of the Community Care and Assisted Living Act and the Residential Care Regulation. |                                  |                         |                                  |                         |                                  |
| 34. The council receives the support it needs from the care home to operate effectively.  |                                  |                         |                                  |                         |                                  |

**Global Effectiveness:**

35. How would you rate the overall effectiveness of your council?

- Very ineffective
- Ineffective
- Neither ineffective or effective
- Effective
- Very effective