

How to Start a Residents' Council

A Guide for Residents in Retirement Homes

RHRA Retirement Homes Regulatory Authority

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WHAT IS A RESIDENTS' COUNCIL?

A Residents' Council is an independent group of people living in the same retirement home who meet on a regular basis to discuss concerns, develop suggestions, and plan activities to facilitate communication with other residents. A residents' council may also make recommendations to the licensee (the person who is licensed under the Act to operate a retirement home), to address concerns and disputes. The *Retirement Homes Act, 2010* outlines the specific powers of a Residents' Council.

Despite what is outlined in the legislation, not all Residents' Councils need to be the same, and not all homes have a Residents' Council. In some cases, residents and the licensee may engage in other kinds of forums, such as town halls or all resident meetings, that play a similar role.

No matter what the situation, residents have a right to establish a Residents' Council if they choose. Councils and other similar forums provide residents with the opportunities to use their talents and wisdom to enrich their experiences.



STARTING A RESIDENTS' COUNCIL

Here are some suggestions for how to start a Residents' Council in your home:

- You may wish to work with management of the home to call a meeting of all residents and discuss the idea of starting a residents' council. You can choose to have management present at the meeting or not – depending on your preference.
- Residents will have many questions about the role of the residents' council, whether it makes sense to start one, and about the time commitment. Most importantly, they should know that participation is voluntary, and that it is a sound way to bring all residents together in a formal manner at scheduled times to discuss issues of common interest.
- All residents are members of the Council; however, you will need leadership to chair the meetings, develop agendas, take minutes, liaise with management, as required.
- If there is general agreement by the residents that they would like a Council, you should identify potential residents who wish to help lead the Council on an ongoing basis – a Chair, Vice Chair, and Secretary are common positions. You can ask for volunteers or hold a vote to appoint someone in each role. You should also decide how long people will hold these positions. As a rule, the shortest time would be a year.
- The Council leaders should take the initial role of planning the kick-off Residents' Council meeting, i.e. agenda, location, date, length of time, and what will be communicated to residents.
- Management of the home should help in any way you require, including booking space, developing communication material, or attending meetings. If you prefer that management be present upon your request, that is acceptable.
- Residents should decide how often they wish to meet. Some Councils meet monthly, others may meet less often.

Moving Forward

- Establish a calendar of meeting dates at the beginning of every year.
- Ensure that there is a call for agenda items from residents, and all residents should be aware of the meetings so they can attend and participate.
- In addition to discussing agenda items related to the home and quality of life, you may wish to consider other activities, such as advocating for changes in the community or working with charities. This is something you can consider at the beginning of the year in terms of priorities.
- Ensure that you inform the management of the home of your expectations of them including attendance at the meetings if members agree. You may wish to have a member of staff attend and others come and make presentations on subjects of interest to residents. Note that the RHRA can provide materials and presentations for Councils in terms of their rights and protection according to the Retirement Homes Act.

- In addition to agendas, minutes are helpful so that what was discussed is documented and later distributed to residents. This is traditionally the role of the Secretary.
- If management is not in attendance and home specific issues arise, after the meeting the Chair should meet with a management delegate to discuss the issue. Management may wish to respond immediately, and can also be invited to the next meeting to discuss the subject.



Remember

The Retirement Homes Act sets out your rights as it relates to Residents' Councils.

As your Council gets up and running, consider the feedback of residents in terms of how it is working and changes that you may want to consider.

RESIDENTS' COUNCILS IN THE ACT

If you are setting up a Residents' Council, here are the rules and resident rights as set out in the *Retirement Homes Act, 2010*:

The licensee of a retirement home shall allow the residents of the home to establish a Residents' Council.

Only residents of the retirement home may be members of the Residents' Council.
A Residents' Council for a retirement home has the power to:

- inform residents of their rights and obligations under the Act;
- inform residents of the rights and obligations of the licensee under this Act and under any agreement relating to the home;
- attempt to resolve disputes between the licensee and residents;
- sponsor and plan activities for residents, subject to any requirements that the licensee may have regarding the licensee's liability arising from any such activities;
- collaborate with community groups and volunteers concerning activities for residents;
- advise the licensee of any concerns or recommendations the Council has about the operations of the home; and
- provide advice and recommendations to the licensee regarding what the residents would like to see done to improve care or the quality of life in the home.

Duty to Respond

If the Residents' Council has advised the licensee of concerns or recommendations under clause or the licensee shall, within ten days of receiving the advice, respond to the Residents' Council in writing.

Residents' Council Assistant

If a Residents' Council has been established for a retirement home, the licensee of the home shall appoint a Residents' Council assistant who is acceptable to the Council to assist the Council.

Duties

In carrying out his or her duties, a Residents' Council assistant shall take instructions from the Council, ensure confidentiality if the Council requests it, and report to the Council.

Duties of Licensee

If a Residents' Council has been established for a retirement home, the licensee of the home shall,

(a) co-operate with the Residents' Council and the Residents' Council assistant and provide them with the prescribed information and assistance within the prescribed time; and

(b) consult regularly with the Residents' Council and at a minimum at least every three months.

Meeting with Council

If invited by the Residents' Council, the licensee shall,

(a) meet with the Council if the licensee is not a corporation; or

(b) ensure that representatives of the licensee meet with the Council, if the licensee is a corporation.

Attendance at Meetings of Council

A licensee of a retirement home shall not attend a meeting of the Residents' Council for the home unless invited to do so and shall ensure that the staff of the home do not attend a meeting unless invited to do so.

No Interference

A licensee of a retirement home,

(a) shall not interfere with the meetings or operation of the Residents' Council;

(b) shall not charge any fees to the Residents' Council for any purpose relating to the Residents' Council's creation, administration or activities;

(c) shall not prevent a member of the Residents' Council from performing any duties as a member of the Council and shall not otherwise hinder, obstruct or interfere with such a member carrying out those duties;

(d) shall not prevent a Residents' Council assistant from entering the retirement home to carry out his or her duties or otherwise hinder, obstruct or interfere with such an assistant carrying out those duties; and

(e) shall ensure that no staff member does anything that the licensee is forbidden to do under clauses

Immunity for Council Members and Assistants

No action or other proceeding shall be commenced against a member of a Residents' Council or a Residents' Council assistant for anything done or omitted to be done in good faith in that capacity.



SAMPLE RESOURCES YOU MAY ADAPT

Residents' Council Constitution

Residents' Council of *Sample Retirement Home* Constitution and Bylaws

Statement of Purpose and Goals

The Residents' Council is made up of residents and represents all residents of *Sample Retirement Home*.

The Residents' Council provides a vehicle through which residents maintain a degree of control over their lives, liaise with the management of the Residence, and thereby contribute to the welfare of all involved, including staff and administration.

The Residents' Council provides a way for individuals to use their talents in working as a group, and to speak with one common voice. Many voices speaking together are more powerful than one voice, speaking alone.

The goals of the Residents' Council are:

- To safeguard the rights of residents, and promote a quality of life within the residence.
- To help residents communicate with one another, and with staff and administration, in a strong, positive and continuing way.
- To establish a sense of community, comradeship and friendship among residents.
- To gather news and information of interest to all, ensuring that all residents are informed about things that may affect them.
- To recognize, encourage and use the skills and talents of residents in working towards common goals.
- To encourage all residents to have a voice in their daily lives, and to express their concerns as residents, and as citizens of the larger community.
- To provide a forum where everyone can be heard, and the common will can be expressed.

Policies of *Sample Retirement Home* Residents' Council

Membership

The Residents' Council shall consist of seven members elected at large by and from residents of *Sample Retirement Home*.

Elections

Elections shall be held every year in the month of December following the nominations and elections procedure outlined in the procedures section. If a resident is no longer willing or able to carry on as a member of council, the council can appoint another member of the community to fulfill that person's term.

Officers

There will be two officers, namely, the chairperson and vice-chairperson. There may be other officers appointed as deemed appropriate by the Council. These officers will be elected by the new Council at their first meeting of the New Year. Each member will be assigned as the Floor Representative for a specific floor.

The Council will have an Assistant who may be an employee of *Sample Retirement Home* in which case he/she will be assigned to this task by the General Manager.

Duties of Officers

(A) Chairperson

- Chairs all meetings.
- Prepares agenda items one week in advance for all meetings.

(B) Vice-Chairperson

- Functions as Chairperson in absence of same.

(C) Secretary/Treasurer

- This position may be created if deemed appropriate.
- Records and types minutes of Council meetings and Residents' meetings and reports on the financial situation at Council Meetings.

(D) Council Assistant

- Can be invited to meetings of Council when needed.
- Can be asked to record minutes of Council Meetings and Residents' Meetings upon request.
- Can be asked to assist in tabulating votes for election of members of Council.
- Can be asked to provide other services to Council upon request including copying and distribution of materials, preparing and conducting PowerPoint presentations, posting of notification of meetings and operation of sound system.

Meetings

The Residents' Council will meet regularly on a monthly basis, at least eight times a year.

The Residents' Council will convene a meeting of all residents on a monthly basis, at least eight times a year.

The Residents' Council may choose to invite the General Manager and/or various department heads to said meeting.

Amendments

Amendments may be made to these policies, and/or the procedures which follow in the next section, at any regular or special meeting of the Council by a two-thirds majority of those members in attendance, provided the suggested changes are read at the previous regular monthly meeting prior to voting.

Amendments will go into effect immediately.

Procedures for *Sample Retirement Home* Residents' Council

1. **Appointment of Council Members**

   (a) During the month of November residents will be asked to place in a nomination box the names of people they wish to nominate to serve on the Residents' Council for the following year.

   (b) Prior to submitting the name of a nominee, the resident should ascertain if he/she is willing to be nominated.

   (c) The Council Assistant can be asked to open the nomination box and contact each nominee to doublecheck that he/she is willing to let his/her name stand for election to the Residents' Council.

   (d) The Council Assistant can be asked to post the names of people who are willing to let their name stand for election, and will arrange and post a date, early in December, for residents to elect, by secret ballot, Residents' Council members for the next year.

   (e) If no more than seven nominees are willing to let their names stand, there will be no need for an election. These seven nominees will form the Residents' Council for the next year.

(f) At the first Council Meeting of the New Year, the Residents' Council will decide which members will serve as Chairperson, Vice Chairperson and Floor Representatives, and the specific floors for which each Floor Representative will be responsible. The Council may establish other positions and/or roles as deemed necessary.

(g) The Council Assistant can be asked to arrange for a photo to be taken of each Residents' Council member and, with his/her permission, will post the photos, together with the position on council they hold, and their contact telephone numbers, on the ground floor resident bulletin board, and in the frame on the wall of the laundry room on each floor.

2. Residents' Council Meetings

(a) The Regular Monthly Meeting

(i) Normally the Residents' Council members will meet at 3:00 pm on the first Wednesday of the month and invite the General Manager to attend.

(ii) Prior to the monthly meeting, the Chairperson will contact the General Manager to ask if he/she has any specific items to be discussed.

(iii) The Chairperson will draw up the agenda for the Meeting and give it to the Council Assistant for distribution to the Council members and the General Manager.

(iv) The Council will draft an agenda for the next Residents' Meeting.

(v) The Chairperson, together with the Council Assistant, will arrange for the Residents' Meeting Agenda to be typed, copied and distributed to the following people, folders, or binders:

- The General Manager
- Each of the Residents' Council members' folders

(vi) The Council Assistant can be asked to prepare a PowerPoint presentation for the Residents' Meeting. This presentation must be approved by the Chairperson and the General Manager.

(vii) The Chairperson will arrange for the minutes of the Council Meeting to be typed and distributed to the Council members and the General Manager and appropriately filed.

(b) The Residents' Meeting

(i) Normally the Residents' Meeting will be held at 3:00 pm on the second Wednesday of the month.

(ii) Prior to the meeting, the Council Assistant and the Chairperson will ensure that the time and date of the meeting is posted and that the sound system is operational.

(iii) The Chairperson will preside at the meeting, following the items on the agenda. Other Council members and/or staff members may assist the Chairperson by presenting or speaking to specific agenda items or answering questions as needed.

(iv) The Chairperson will ask for a motion to adjourn the meeting. The Chairperson will declare the meeting adjourned.

(v) After the Council Assistant or the Secretary/Treasurer has arranged for a summary of the issues raised at the meeting to be typed, it will be forwarded to the Chairperson and the General Manager for confirmation. The summary will then be given to the Council Assistant. Within one week, it will be copied and distributed to the following people and/or binders:

The General Manager

All Department Heads

Each Member of the Residents' Council

The Binders in the Residents' Floor Lounges

3. Responsibilities of Council Members

(a) Welcome to New Residents

(i) When a new resident comes to reside at *Sample Retirement Home*, and he/she has signed an appropriate consent, the Residents' Council members will be notified of the resident, and his/her suite number.

(ii) The Life Enrichment Staff is asked to arrange for the new resident to be introduced to the appropriate Floor Representative prior to, or as soon as convenient, after the resident has moved in. The floor Representative will then make arrangements to visit the new resident at a mutually convenient time to provide information about the role of Council, to answer any questions he/she may have about living at *Sample Retirement Home*, and to ensure that he/she knows how to contact the Representative when

needed. He/she can be advised of the names, pictures, and telephone numbers of Council members posted in floor laundry rooms.

(iii) If the Floor Representative cannot answer a question posed by a resident, he/she should attempt to advise the resident of the name and contact information of the Manager who can provide the assistance needed.

(b) Participation in Meetings

(i) Whenever possible all Council members should arrange to attend, and participate in, the monthly Council Meeting and the monthly Residents' Meeting as described above.

(i) On occasion the General Manager may have information to share or discuss with Council members in between scheduled meetings. Normally this information will be conveyed to the Chairperson who will arrange to meet with Council members individually, or as a group, to pass on the information and to obtain any feedback.

Legal Establishment and Powers of the Council

In the Province of Ontario, the *Retirement Homes Act, 2010* makes provisions for the operation of a Residents' Council at licensed retirement homes. The Council represents residents on matters affecting their care, safety, security, privacy and comfort. The Act establishes the rights of residents, sets out complaints procedures, and stipulates that residents should be in a position to make informed decisions regarding their care.

Under the Act, only residents of the home may be members of the Residents' Council.

Operators of retirement homes do so under a license issued by the Retirement Homes Regulatory Authority (RHRA). *Sample Management Company* has been licensed to operate *Sample Retirement Home* and is therefore the licensee of this residence. If invited, a representative of the licensee (usually the General Manager of the residence) and members of the home's staff may attend meetings of the Residents' Council. The licensee of the home is required to cooperate with the Council and provide it with appropriate information and assistance in a timely manner.

The *Retirement Homes Act, 2010* also sets out provisions for the appointment of a Residents' Council assistant, acceptable to the Council. The assistant takes instructions form the Council, reports to the Council, and ensures confidentiality if requested by the Council.

The powers of the Residents' Council, as defined by the Act, provides the opportunity to collaborate with staff who are currently undertaking some of the tasks listed below:

- Informing residents of their legal rights and obligations and of the licensee's rights and obligations
- Resolving disputes between the licensee and residents
- Sponsoring and planning activities for residents
- Collaborating with community groups and volunteers in connection with these activities

The Council is also empowered to advise the licensee of any concerns or recommendations it has about the operation of the home, and to provide advice and recommendations to the licensee regarding desired improvements in care and the quality of life in the home. When these powers are exercised, the licensee is required to respond in writing within ten days of receiving the advice. The Council may also report any concerns and recommendations that it judges to merit the attention of the Registrar of Retirement Homes.

Relations between residents and the licensee of the home are also governed by the *Residential Tenancies Act, 2006*. The Residents' Council has the power to function as a tenants' association under this Act.

Terms of Reference

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1. Mandate

The Tenant Council is an important and recognized link between tenants and *Sample Retirement Home* staff and the Board of Directors.

The mandate of the *Sample Retirement Home* Tenant Council is to sustain and promote the well-being of tenants and to act as a liaison between the tenants and management in a consultative way.

2. Membership

The Tenant Council shall be drawn from and represent every tenant in our home. Nine tenants are eligible for membership by election.

3. Functions

- Advocate on behalf of all Tenants.
- Facilitate communication between Tenants, Management, and staff of *Sample Retirement Home*.
- Advocate for constructive change.
- Provide Tenants an opportunity to raise concerns.
- Assist with special projects as requested.
- Participate in promotion of the annual tenant satisfaction survey, and communication of results and action plans.
- Make suggestions to CEO regarding programs, services, care, and building maintenance.

4. Liaison between Tenants and Administration

(a) Relationship to the Chief Executive Officer

- Communication with the CEO by the Chair is with consent of the Council and can be verbal or by letter.
- The Council may invite the CEO to a portion of a regular or special meeting of the Council for a specific purpose.
- The CEO will receive the minutes of the Council meetings and any other relevant material after they have been signed-off by the Chairperson.
- The CEO may from time-to-time ask the Council to perform certain duties or to undertake a particular project. For example, attend special meetings and/or focus groups to solicit feedback on retirement home programs and services. Council would appreciate having one representative on each focus group.
- The Council may ask the CEO for the opportunity to speak at his/her monthly meetings with residents and tenants.
- Review the results of the tenant satisfaction survey with the CEO and make recommendations.
- The CEO will attend a meeting in the fall of each year to solicit suggestions on programs, services, care and building maintenance. The Council's suggestions will be considered in developing the budget for the coming year.
- The CEO will ensure that the Council has staff support to fulfill their role.

(b) Relationship to the Board of Directors

- Communication with the Board of Directors is by consent of Council and needs to be in the form of a written communication, addressed through the CEO.
- The Council may wish to invite the President of the Board or one of its members to a portion of a regular or special meeting of Council for a specific purpose.
- The Council may wish to present an annual report at a meeting of the *Sample Retirement Home* Board of Directors.
- The Tenant Council may be invited to present a written report at the annual meeting of *Sample Retirement Home*.
- The Chair of the Council, or their delegate, is invited to be a member and attend meetings of the Quality, Risk and Safety Committee of the *Sample Retirement Home* Board of Directors and report back to the Council.
- The Council will participate in the development of tenant quality indicators for the quality improvement program overseen by the Quality, Risk and Safety Committee of the *Sample Retirement Home* Board of Directors.

(c) Relationship to Management

- The Council members are expected to become familiar with the operation of the home (in a general sense) and to know the names of the management team. Request lists of the telephone numbers of tenants, key staff members, and reporting relationships chart for management/staff/Board of Directors.
- The Council may wish to invite a member of the management staff to a portion of a regular or special meeting for a specific purpose.

(d) Relationship to Tenants

- The Council shall consider written questions or concerns received from tenants and will acknowledge them in confidence within one week of receipt and respond within a reasonable time.
- The Council may wish to invite a tenant or group of tenants to a regular or special meeting for a specific purpose.
- The Council shall try to be aware of potentially harmful situations and watch for policies or procedures that, in their opinion, might adversely affect the tenants.
- Regular Council Meeting minutes, including only the names of movers and seconders of motions, will be posted; in addition, they will be delivered to every tenant. All discussions at Council Meetings are in strict confidence.
- The Council will invite all tenants to the Council's Annual General Meeting.

5. Meetings

(a) Regular

- Regular meetings shall be held monthly as determined by Council. A majority of the members shall be a quorum. A Council year is from April 1st to March 31st.

(b) Special

- Special meetings may be held at the call of the Chair, or at the request of the CEO.

(c) Annual General

- The Annual General Meeting of the Council, to which all tenants are invited, shall be held on or before March 31st for the purpose of receiving the report from the Council and any other necessary business.
- It is customary to invite the CEO and the President of the Board of Directors to this meeting.
- At this time, the newly-elected members of Council are introduced to the tenant population.

No Council members or groups of members shall take action relating to Council business without the approval of Council.

6. Duties of Officers

Chair:

- Presides at all Council Meetings. Casts a deciding vote in case of a tie.
- At the request of Council, confers with the CEO on particular issues.
- Represents the tenants on formal occasions.
- Discusses with Council the points to be included in the Annual Report to tenants. This report is presented at the Annual General Meeting of the Tenant Council.
- A formal report may be called to be made at the *Sample Retirement Home* Board of Directors' Annual General Meeting.
- Appoints a member of Council to the Quality, Risk & Safety Committee of the *Sample Retirement Home* Board of Directors.

Vice-Chair:

- Assume the duties of the Chair when he/she is absent or unable to act.
- Assists the Chair as requested.
- In absence of the Past Chair, will initiate the Nomination & Elections process for new members of Council to serve in the coming year.

Past Chair:

- Chair of the Nominating Committee and oversees the election of new members.
- Assists the Chair as requested.

Recording Secretary:

- *Sample Retirement Home* management will provide clerical support as requested.
- In consultation with the Chair, prepares a proposed agenda for each meeting.
- Reserves the meeting room.
- Records the minutes of the meetings, including attendance and date of next meeting. Double-space typed minutes and record agenda separately.
- After minutes have been reviewed and signed, place copies on bulletin boards, distribute to all tenants, and provide a copy for the CEO.

7. Committees

Council members also serve on several Board or House Committees, such as:

Board Committees:

- Quality, Risk & Safety (Board) – Councils' representative attends meetings of this committee and reports to Council at its next meeting.

House Committees:

- Food (House) – Attends regular meetings of this committee, contributes tenants' input and concerns and reports to Council at its next meeting.

Tenant Council Committees:

- Nominations & Elections
- Welcoming (House) – Contacts incoming tenants immediately upon their arrival to welcome and assist them in settling into *Sample Retirement Home*. Acts a resource information on request from new tenants. Two councilors are assigned.

8. Terms of Office

- The members are elected for a two-year term.
- To ensure continuity and orderly retirement of the Officer positions, the term of office may be extended to a third year as follows: the Vice-Chair holds office for one year, moves up to Chair in the second year, and becomes Past Chair in the third year. The corresponding Secretary may hold office for one or two years, according to their willingness to accept the nomination.

9. Order of Business

- Opening: Welcome, regrets, approval of agenda
- Minutes of previous meeting
- Correspondence
- Unfinished business from previous meeting
- Committee reports
- New business
- General comments and concerns
- Termination

10. Nominations and Elections

(a) Nominations

The Nominating Committee shall consist of the past Chair of Council as Chairperson, plus three tenant members appointed by Council.

At the appropriate time, in a publicly-viewable space, the Nominating Committee shall post the names of the continuing members of Council and the number of members to be elected.

The Nominating Committee shall arrange a date for elections in consultation with the Council.

The Nominating Committee shall follow these procedures for nominees to Council:

- Nominees need to know that members are elected to Council for a period of two years and are eligible for office.
- Nominees must accept the nomination and agree to serve if elected.
- Nominees must have two sponsors. Their signatures, along with that of the nominee, must appear on the nomination paper.
- Nomination papers are to be prepared and made available at the Front Reception Desk of *Sample Retirement Home*. The day receptionists are to be notified that this will happen.
- Nomination papers must be signed by a specific date.
- Signed nomination papers are to be placed in a nomination box at the Front Reception Desk of *Sample Retirement Home*. Day receptions are to be notified that the Committee is preparing these and will place them there.
- An alphabetical list of nominees is to be posted in a public area, with pictures and statements from each nominee about their past experience, in similar positions.

- If feasible, the Nominating Committee may ask that the nominees be introduced to the *Sample Retirement Home* community at the CEO's discussion meetings.

(b) Elections

The Nominating Committee shall follow this procedure for elections:

1. Prepare ballots, with names listed alphabetically.
2. Arrange for canvassers to distribute and collect votes.
3. Obtain a list of tenants by floor.
4. Arrange for ballot boxes.
5. Give to canvassers – ballots, pencils, list of names and boxes.
6. Collect marked ballots, ballot boxes, lists and unused ballots.
7. Appoint scrutineers to count votes. These may be members of Council or some of the canvassers.
8. Scrutineers report the results to Council.
9. Prepare and post an alphabetical list of successful candidates. Do not report the number of votes each received.
10. Prepare and post a list of all the Council Members for the coming year in alphabetical order.
11. Arrange for an informational get-together of the "new" and "old" Councils.
12. At the first meeting of the "new" Council, the Chair presides over the election of officers.

Council Meeting Agenda

***Sample Retirement Home* Joint Tenant Council & Management Meeting Agenda**

Wednesday, January 20, 2016
Tenant Council Business Meeting: • Food • Falls • Accreditation/ Committee Reports • RHRA Inspections • Concerns or Comments
Proposed Meeting Dates
Wednesday, February 24, 2016
Management Information & Discussion Session: Quality Improvement Plan, Publicly Reported Indicators, Satisfaction Survey Results
Tenant Council Business Meeting: • Staffing Changes in Retirement

• Concerns or Comments
Wednesday, March 23, 2016
Annual General Meeting: • Introduction • Thank You to Outgoing Council Members • Welcome to New Council Members • Year in Review • CEO Remarks
Wednesday, April 13, 2016
Tenant Council Business Meeting: • Walkathon Fundraising Event • CEO Report • Internal Elections – Committees • Terms of Reference • Concerns or Comments
Wednesday, May 18, 2016
Tenant Council Presents Family Meeting
Tenant Council Business Meeting: • Concerns or Comments
Wednesday, June 22, 2016
Management Information & Discussion Session
Tenant Council Business Meeting: • DNR • Concerns or Comments
Wednesday, September 21, 2016
Management Information & Discussion Session: Ethical Decision-Making Framework
Tenant Council Business Meeting: • Terms of Reference • Satisfaction Survey Input • Concerns or Comments
Wednesday, October 19, 2016
Management Information & Discussion Session: Infection Prevention and Control
Tenant Council Presents Family Meeting
Tenant Council Business Meeting: • Annual Fundraising Campaign • CEO Discussion • Concerns or Comments

Wednesday, November 16, 2016
Management Information & Discussion Session: Recreation Program/Compliments, Concerns and Complaints Process
Tenant Council Business Meeting: • Concerns or Comments
Proposed Meeting Date: January 2017

Nomination Form

Nomination Form for Election to *Sample Retirement Home* Council

We nominate _____ for membership on *Sample Retirement Home's* Council.

_____ Sponsor

_____ Sponsor

I accept the information and agree to serve for a **3-year** term, if elected. Deposit completed form in black box at main reception desk by [insert date].

_____
Signature of Nominee

Nomination Announcement

***Sample Retirement Home* Tenant Council Nominations**



Nomination Slips for *Sample Retirement Home* Tenant Council should be placed in the box at the Front Desk

By: Saturday, February 28 at 4:30 pm

The election of new Councilors is scheduled for Monday, March 16th.

Thank you,
Nominating Committee