



# Resident and Family Council

## Fact Sheet – Operators

### Overview

On April 1, 2024, a new legislative framework came into effect for the continuing care sector in Alberta. This legislative framework includes the *Continuing Care Act*, the new regulations and updated continuing care standards. Along with these changes, the *Resident and Family Councils (RFC) Act* is repealed. Legislation related to the resident and family council is now in the *Continuing Care Act*, the *Continuing Care Regulation*, and accommodation standards.

### Resident and Family Councils

An RFC is a group composed of residents, and/or family members of residents, of a licensed supportive living accommodation or a continuing care home. This group meets to work together to improve residents' lives.

As per the *Continuing Care Regulation*, the purpose of an RFC is to provide a supportive environment where residents and residents' family members can participate in discussions and decision-making about the continuing care home or supportive living accommodation and the care and/or services provided. RFCs are vital to maintaining and enhancing residents' quality of life.

### RFC Requirements Within Legislation

The requirements for an RFC apply to type A continuing care homes (formerly nursing homes and auxiliary hospitals), type B continuing care homes (formerly designated supportive living) and supportive living accommodations. The legislative requirements for RFCs can be found in the

- [Continuing Care Act](#),
- [Continuing Care Regulation](#),
- [Accommodation Standards - Continuing Care Home](#) (AS-CCH), and

- [Accommodation Standards – Supportive Living Accommodation](#) (AS-SLA).

### Operator's Role

An operator is required to inform residents and/or families that they have the right to form an RFC. Additionally, an operator must help residents and families at a supportive living accommodation or a continuing care home to establish a council by providing a space and supporting them with needs. However, the legislative framework does not require residents and/or their families to establish a council if they do not want one.

When there is no RFC established, the operator is required to post a notice in a prominent place in the home to inform residents and families that they have the right to establish an RFC. When there is no council, the operator must ensure that there is an alternative mechanism available that fulfills the purposes of the RFC as set out in the *Continuing Care Regulation* and updated accommodation standards.

### Feedback from RFCs

In accordance with the accommodation standards, an operator must ensure that there is a process in place to address concerns, questions, and feedback from RFC meetings. This can be handled in different ways such as having a facility representative attending meetings to listen and using a document to track concerns and resolutions. Operators are not required to attend every council meeting; however, it is a requirement of the accommodation standards to document, consider, and respond to feedback from the council.

## Operator Attendance at RFCs

Operators, or facility representatives, are required to attend RFC meetings when invited. However, RFCs may ask staff or facility representatives to leave meetings at a set time. This allows residents and family members to raise concerns and discuss issues freely without the presence of facility representatives or operators.

## More Information

More information on RFCs can be found in:

- [Continuing Care Act](#): Section 37
- [Continuing Care Regulation](#): Section 37
- [AS-CCH](#): Standard 29 in Chapter 1 and Standard 30 in Chapter 2
- [AS-SLA](#): Standard 33

Alberta Health licenses and inspects supportive living accommodations and continuing care homes to provincial standards. The Government of Alberta also has a public reporting website, which currently provides information about compliance and complaints related to the accommodation standards as well as the results of inspections to the [Continuing Care Health Service Standards](#). For more information, please visit the Public Reporting website at: <http://standardsandlicensing.alberta.ca>.

Additionally, the RFC toolkit is a resource that can assist with forming and running a council. For more information on the toolkit visit: <https://www.alberta.ca/resident-family-councils>.