

FAMILY COUNCIL MEETINGS
THE BASICS

Presenters: Jessica Belsly and Gayle Zahnle

February 22, 2022



WHO BENEFITS FROM A FAMILY COUNCIL MEETING?

Resident Benefits

Family Benefits

Administrator Benefits

Staff Benefits





FAMILY COUNCIL REQUIREMENTS

- Family Councils are not required in any licensed facility in Illinois
- However, if families want to meet together, facilities are required to provide a meeting space in the following facility types:
 - Nursing Homes
 - Sheltered Care Facilities
 - Veterans' Homes
 - ICF-DDs
 - MC/DDs



F565 RESIDENT/FAMILY GROUP AND RESPONSE

§483.10(f)(5) (I) A resident has the right to organize and participate in resident groups in the facility.

(I) The facility must provide a resident or family group, if one exists, with private space; and take reasonable steps, with the approval of the group, to make residents and family members aware of upcoming meetings in a timely manner.


(ii) Staff, visitors, or other guests may attend resident group or family group meetings only at the respective group's invitation.

(iii) The facility must provide a designated staff person who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.

(iv) The facility must consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.

(A) The facility must be able to demonstrate their response and rationale for such response.

(B) This should not be construed to mean that the facility must implement as recommended every request of the resident or family group.



**TITLE 77: PUBLIC HEALTH
CHAPTER I: DEPARTMENT OF PUBLIC HEALTH
SUBCHAPTER c: LONG-TERM CARE FACILITIES
PART 300 SKILLED NURSING AND INTERMEDIATE CARE FACILITIES CODE
SECTION 300.640 RESIDENTS' ADVISORY COUNCIL**

Section 300.640 Residents' Advisory Council

- n) Families and friends of residents who live in the community retain the right to form family councils.
 - 1) If there is a family council in the facility, or if one is formed at the request of family members or the ombudsman, a facility shall make information about the family council available to all current and prospective residents, their families and their representatives. The information shall be provided by the family council, prospective members or the ombudsman.
 - 2) If a family council is formed, facilities shall provide a place for the family council to meet.



WHAT SHOULD THE MEETING LOOK LIKE

- They should occur on a regular basis – typically, once a month
- They should follow a set agenda
- The meeting space needs to be private, with no distractions nor the ability for staff to come in unless invited.
- At a minimum there should be a family member as the facilitator of the meeting.
- Staff can only participate in the meetings with the invitation of the families
- There should be opportunity for open dialogue about the facility
- Minutes should be taken that reflect what was discussed during the meeting. Someone should be designated as the record keeper.
- Concerns/grievances should be presented to the facility administrator. Once presented, they should be acted upon and reported back to the council

WHAT IT SHOULDN'T LOOK LIKE

Facility staff running the meeting and/or doing most of the talking

Department heads all in attendance (unless invited by the families)

A conversation dominated by any one individual.

Minutes that don't match the meeting.

TIPS TO MAKE THE MEETING MORE SUCCESSFUL

Establish Bylaws for the Council

Have a set agenda; things to include:

Facility updates

Introduction of new staff members

Involvement in the quality assurance process for the building

Guest speakers

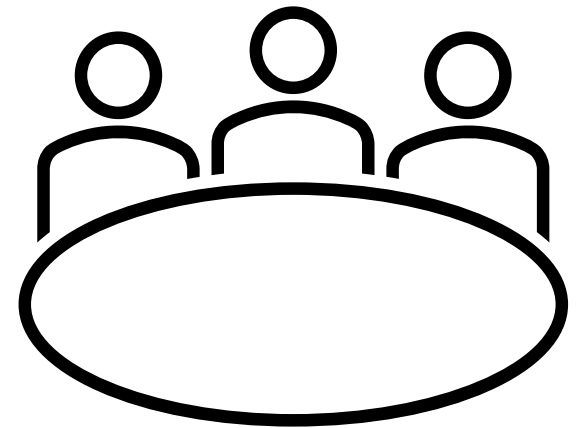
Reminder of Resident Rights

Concerns of the members/residents

Response to previous concerns

Read/Use examples from the Resident Council Tool Kit to make your meeting more successful

Although written for a different council type, many of the same techniques apply to a family council.



- Ask family members of facility residents to join you in starting a family council.
- Approach the facility administrator about starting a family council.
 - Family councils can be successful without administrator support.
- Contact your local ombudsman for technical support, information, and resources.
 - The support of the administrator and ombudsman will help ensure a family council's success.
- Set a time for the first meeting.
- Publicize the meeting



FIRST STEPS
TO SETTING
UP A FAMILY
COUNCIL

WAYS TO
PUBLICIZE THE
MEETING

posting fliers

handing out invitations

make face-to-face contact with visiting families

announcements in the facility newsletter and/or local newspapers, etc.

ask the facility to send a letter to all family members along with the billing



OVERCOMING HURDLES

QUESTIONS, COMMENTS,
IDEAS