



RESIDENT COUNCIL MEETINGS

*What are they for
and what should
they look like?*



WHAT IS A
RESIDENT
COUNCIL
MEETING?

Resident Benefits

Family Benefits

Administrator Benefits

Staff Benefits



RESIDENT COUNCIL REQUIREMENTS

- The following have the same State requirements, verbatim:
 - Skilled/Rehab (Federal Guidelines also exist)
 - Intermediate (Federal Guidelines also exist)
 - IL Veterans Homes
 - Intermediate Care for the Developmentally Disabled
 - Medically Complex for the Developmentally Disabled (Under 22's)
 - *Sheltered is the same except for one piece*
- Specialized Mental Health Rehab Facilities have Consumer Support Councils
- Not required by:
 - Assisted Living
 - Supportive Living

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.

WHAT SHOULD THE MEETING LOOK LIKE

- They should occur once a month
- 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 President and a Vice President (or Chairperson and Vice Chairperson)
- The meeting should be ran by the residents
- Staff can only participate in the meetings with the invitation of the residents
- There should be opportunity for open dialogue about the facility
- Minutes should be taken that reflect what actually happened during the meeting. These should be posted or made available to the residents.
- Concerns/grievances should be acted upon and reported back to the council
- Sub-Committees can be develop/evolve based upon resident need or desires

WHAT IT SHOULDN'T LOOK LIKE

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

A staff member running the meeting – doing most of the talking

The minutes don't reflect the conversation of the meeting; they don't contain concerns or grievance that are brought up in the meeting

It should not just be a report of the activities for the month

TIPS TO MAKE THE MEETING MORE SUCCESSFUL

- Design of the meeting
 - Town Hall Style or Resident Representative Style
- Establish By Laws 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 the Resident Council Tool Kit to make your meeting more successful



QUESTIONS,
COMMENTS,
IDEAS