



Office of Ombudsman for Long-Term Care

Enhancing quality of life and quality of care



Resident Council Resources



OFFICE OF OMBUDSMAN FOR LONG-TERM CARE

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Resident Council Sample Resources (For reference use only)

About Resident and Family Advisory Council Education (RFACE)

The Office of Ombudsman for Long-Term Care is a service of the Minnesota Board on Aging. The Office advocates for adults needing or receiving long-term care services and promotes person-directed living that respects individual values and preferences and preserves individual rights.

The Office provides educational resources and support to persons who live in nursing homes and boarding care homes and their families about:

1. Self-advocacy in relation to quality of care and life;
2. Rights and responsibilities;
3. Care and services;
4. Regulations that apply to homes and residents; and
5. Resident and Family Council organization and maintenance.

This service is called RFACE: Resident and Family Advisory Council Education.

For more information on Resident and Family Advisory Council Education (RFACE) or to request RFACE educational resources contact the

Office of Ombudsman for Long-Term Care
(651) 431-2555 or (800) 657-3591
Email: MBA.OOLTC@state.mn.us



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Resident Council Invitation

Sample



October 1, 2015

Dear Lucille,

You are invited to your Resident Council meeting on **Tuesday, October 13th at 2:15 pm in the Main Dining Room.**

The theme of this meeting is **“This is Our Home”**. The purpose of the meeting is to ask your ideas and opinion about plans for remodeling the dining room.

If you would like assistance to the Main Dining Room, please contact Julie Moran (her extension is 456).

We look forward to seeing you!

Sincerely,

Mary Smith, Resident Council Leader

Council Meeting AGENDA

Date: _____

Location: _____



Office of Ombudsman for Long-Term Care

Enhancing quality of life and quality of care



1. Welcome
2. Review council purpose
3. Introduce guests, if any; all others self-introduce
4. Read minutes of last meeting
5. Pending or former business: reports, action form responses, project progress
6. New Business: announcements, new issues or concerns
7. Education topic and discussion
8. Next meeting date and agenda
9. Adjourn

FACILITATION OF A MEETING

The role of the facilitator can be both challenging and rewarding. The facilitator:

- Guides the flow of discussion
- Responds to questions; clarifies possible misunderstandings
- Empowers members to achieve their objectives

Tips for Guiding Discussion

1. Guide the Subject Matter of the Discussion -

- A. At the beginning of the meeting, clearly state what the meeting agenda includes and decisions that may need to be made.
- B. Make sure the group has all pertinent information. Ask and respond to questions.
- C. Keep discussion relevant and on topic.
- D. Look for areas of agreement and possible compromises.
- E. Recognize when decisions have been reached and close the discussion when:
 - More facts are needed or there is not enough information to proceed.
 - Views from absent members are needed.
 - Members need more time for consideration or discussion with others.
 - Changing events will alter the decision soon.
- F. Clarify and repeat decisions made by the group.
- G. Keep track of time! Some facilitators designate a time-keeper.
- H. Acknowledge and recognize participation by participants.

2. Guide the Discussion

- A. Start the meeting on time.
- B. Encourage participation of all members.
 - Ask opinions of quiet members.
 - If some monopolize discussion, ask them to speak more briefly.
 - Suggest brainstorming of topic ideas for sharing among the group.
 - Break into small groups for discussion.
- C. Be mindful of silence because it may mean:
 - General agreement
 - No contribution to make,
 - Need more information,
 - Afraid, shy, disinterested, angry
 - Can't hear or see what is going on
- D. Encourage participation by each member by use of the Learning Circle.
- E. Respect various viewpoints.
- F. Suggest a quick break, especially when a discussion has become tense. Use appropriate humor to diffuse tension.
- G. End the meeting on a positive note. Thank the group for its accomplishments. Successful meetings show that members:
 - Leave with a little more knowledge,
 - Know what their responsibilities are, if any,
 - Feel their time was well spent, their views heard and respected, and
 - Know when the next meeting will be held.

Council Bylaws – Sample

Bylaws are not required. However, it may prove useful to identify and document the council purpose or mission, meeting frequency and leadership in the meeting notes.

Article One - Name:

The name of the organization shall be the (Resident or Family Council, name of the home, town, state and zip code.

Article Two - Purpose:

The purpose of the council is to improve the quality of nursing home care and services and the quality of life for residents. The council shall provide an opportunity to share ideas, plan events, gain valuable long-term care information and to be a proactive group that works with nursing home staff to resolve issues and concerns and enhance life in the home and its operations.

Article Three - Leaders:

List the names of your council's leader(s) and their title(s) or role(s). If the leader is absent, the co-facilitator or vice chair shall preside. A secretary shall record and maintain the minutes of each council meeting. All financial business shall be the responsibility of an elected Treasurer. Committees may be established as necessary and include members who choose to serve. The election and appointment of leaders shall be held every year. Nominations are accepted and voted on at the same council meeting.

Article Four - Membership:

Every council meeting attendee becomes a member of the (resident or family) council. Nursing home staff may attend meetings by invitation only. This includes the staff liaison. Nursing home staff (owner, employees and volunteers) may not be members of the council.

Article Five - Meetings:

Meetings will be held every month on a consistent day (e.g. third Tuesday), at (state the time). Additional meetings may be called by the council at any time with a majority vote.

Article Six - Amendments:

Amendments may be made to the bylaws at any regular or specially called meeting of the council members, by a two-thirds vote, provided the suggested changes are discussed and read prior to voting.

Amendments go into effect immediately unless there is an approved motion stating a specific date.

Meeting Minutes – Outline

Minutes are a council's record of what transpired at each meeting, particularly major discussions and decisions. This information (or record keeping) is useful to all members, present or absent. Retain each meeting's Minutes or Notes for historical reference of Council business.

Minutes include such information as:

- Date, time, and place of the meeting
- Who led the meeting and the number of members in attendance; name and topic of guest speaker
- Main topics discussed
- Motions made (verbatim) and results of voting, if any
- Tasks to complete between meetings (such as who will follow up on decisions and what committees will meet)
- Who recorded the minutes
- The date, time, and location of the next meeting

Consider sharing or rotating the minute keeping or note taking job among members or asking a volunteer from the Office of Ombudsman for Long-Term Care to assist. A last option is asking the Staff Liaison to assist.

Example of Meeting Minutes

Council Meeting of May 15, 2015

Chair, Mary Smith, called the meeting to order at 6:00 p.m. in the chapel. Ten members attended.

John Jones, Secretary, read the minutes of the April 15, 2015 meeting. The minutes were unanimously accepted.

Ann Brown, Treasurer, reported that the council spent \$58.43 for the Holiday Tea (12/08/14). The council received a \$20.00 donation from Sue Allen (1/3/15) leaving a balance of \$130.12. The council unanimously accepted this report.

During general discussion, a member raised concerns about the shortage of nurses. Other members shared the same concern. Members volunteered to organize a committee to examine the situation and report to the council. Three members volunteered to serve on the committee. The Chair asked that the concern be listed for discussion on the next month's agenda.

The next meeting will be June 17, 2015 at 6:00 p.m. in the chapel. The meeting was adjourned at 7:15 p.m.

Respectfully submitted,

John Jones, Secretary

Council Discussion Topics

Stimulate Interest and Participation

Offering education is a key function of a council. Some councils prefer a flexible discussion format with invited speakers and topics. The Regional Long-Term Care Ombudsman or the home's Staff Liaison may suggest speakers and resources within and outside the home.

Topic ideas

1. Resident Rights and Person Directed/Person Centered Living
2. Culture Change within the Home (enhancing quality of life & services)
3. Participating in the Resident Care Conference
4. Communications with Direct Care Staff
5. Using the Grievance Procedure/Resolving Care Concerns
6. Understanding Physical and Chemical Restraints
7. Health Care Directives and Substitute Decision Making
8. Health and Wellness Initiatives and Nutrition Services
9. Family Involvement in the Care Conference
10. Physician's Role in the Nursing Home
11. Nursing Services within the Home
12. Understanding Medications and Pharmacy Services
13. Information about various health issues (heart, vascular, memory)
14. Pressure Sore Prevention
15. Art appreciation and other creative pursuits
16. Legislative Issues and Action
17. Stand Up for Yourself and Others -Elder Abuse Prevention
18. Hospice Care within the Home and Coping with Grief and Loss
19. Minnesota Office of Long-Term Care Ombudsman (Advocacy services)

20. Federal nursing home regulations: Omnibus Budget Reconciliation Act of 1987) and state nursing home regulations
21. Inspection of Nursing Homes by MN Department of Health
22. The Nursing Home Reimbursement System
23. Transportation Services
24. Community Resources Available to Residents:
 - Services for sight loss
 - Services for hearing loss
 - Public libraries
 - Swimming pools
 - Senior centers
 - Support groups
 - Public school/college events for the public
 - Parks
 - Public museums; civic and cultural events; music venues

State Surveyor Interview Tool

The State Survey Team provides council members an opportunity to share their perspectives about care in the home. The Survey Team uses an interview questionnaire to collect information about care and compliance with federal and state regulations.

The following is a summary of the interview categories and sample questions asked by surveyors during the council interview.

Also share council meeting minutes or copies of **Council Action Forms** used to address care concerns, including the administration's response.

State Surveyor Interview Tool

Topic Area	Sample Questions
Council/Group	Does the nursing home provide staff support to assist your council? Do they provide a private meeting place?
Grievances	Has the family council voiced a grievance to the facility? Is the council comfortable voicing concerns or complaints? What process is used to submit requests or complaints? Does staff help resolve problems?
Rights	Are you aware of the Resident Bill of Rights? Do you know how to contact the Ombudsman Office for Long-Term Care or the Office of Health Facility Complaints?
Dignity	How do staff treat residents here, including residents who can't speak for themselves? Do you think staff treats the residents with respect and dignity?
Abuse & Neglect	Are "call lights" answered promptly? Are you aware of any instances where residents have been abused or neglected?
Privacy	Can you meet privately with your family member? Do you observe staff knocking on doors before entering resident rooms? Are residents given privacy when receiving services?
Activities	Tell us about the activity program; Do residents attend events outside of the home?

Council Action Form		DATE:
		COUNCIL NAME:
TO:		<input type="checkbox"/> RESIDENT COUNCIL
FROM:	_____	<input type="checkbox"/> FAMILY COUNCIL
CONCERN:		
RECOMMENDATIONS/SOLUTIONS:		
PLEASE RETURN TO THE COUNCIL BY		
DATE:	_____	NAME: _____
Staff Response (use back of this form is necessary) :		
Implementation Date:	_____	
Staff Signature:	_____	
Thank you. Council Members	REMINDER: Make a copy of this form before submitting to staff for reference and follow-up.	

ADDITIONAL SPACE

DATE: _____

Staff Response :

Implementation Date:

Staff Signature:

REMINDER:

Make a copy of this form before submitting to staff for reference and follow-up.



THE LEARNING CIRCLE

BY LAVRENE NORTON, ACTION PACT, INC.
FROM CULTURE CHANGE NOW WEBSITE

An important communication tool in all stages of culture change, the circle makes everyone equal.

The rules of the circle help those who typically talk and have the most authority be quiet and listen. And, it encourages those who are typically shy or don't have much formal authority to speak up.

It can be used as an activity just to get people talking or as a way to let everybody weigh in when there is a decision to be made. Here's how it goes...

- ◆ One person is chosen to facilitate.
- ◆ The facilitator poses a question or issue and asks for a volunteer.
- ◆ The volunteer shares his or her answer or view and then the person sitting to the right or left of that person goes next.
- ◆ The process continues around the circle until all have shared.
- ◆ There is no cross talk during this process.
- ◆ A person may choose to pass, but after everyone else has shared, the facilitator should offer that person another opportunity to express his or her view.
- ◆ Once everyone has shared, the floor is open for general discussion.

Learning circles should be used often for best results. Regular use of learning circles creates an open and learning environment.

“Life Choices”

This tool is intended to increase awareness about moving into a nursing home. Imagine that you now live in a nursing home. It was difficult to leave your home but you and your family or physician agreed this move was important for your well-being.

Family and close friends visit and you continue to enjoy many activities together. Your interests and preferences remain and you want to be as independent as possible.

Upon moving into this new home, you find that you're allowed seven personal life choices. Place a check mark in front of the seven most important items listed below.

- ☐ Take frequent trips to visit family and/or friends.
- ☐ Continue doing my daily routine and preferred activities.
- ☐ Display pictures of loved ones and small treasured mementos.
- ☐ Use and arrange my personal furniture (from my previous home or new ones.)
- ☐ Determine my own schedule, e.g., arising from and retiring to bed; eating meals & snacks..
- ☐ Entertain friends in sufficient space with privacy.
- ☐ Store and prepare food according to my preference.
- ☐ Have a pet.
- ☐ Monitor my health; e.g., to store, take or refuse medications.
- ☐ Make independent decisions or decisions in consultation with family and friends.
- ☐ Choose how to spend my time: e.g., leisure, resting, working or being alone or with others.
- ☐ Continue relationships with friends.
- ☐ Freely express preferences about how I wish to live in my new residence.
- ☐ Receive considerate treatment that respects my abilities physically, mentally, emotionally and spiritually.
- ☐ Live in an environment in which the dignity of each person is the hallmark of its mission.



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