



Family Councils

What is a family council?

A family council is a self-led, self-determining group of consumers, families and friends of nursing home residents that work to improve the quality of care and quality of life of the facility's residents.

What is the role of a family council?

A family council acts on concerns and complaints affecting residents, supports families, communicates with nursing home administration, advocates for positive change, and educates families about issues relating to residents.

What are some of the benefits of a family council?

For **FAMILY** members, it can:

- Provide support, encouragement, and information
- Provide an avenue to constructively channel concerns
- Reduce the sense of isolation, helplessness, and frustration
- Give a greater sense of control
- Improve the care of their loved ones

For **STAFF**, it can:

- Provide information about concerns and suggestions to increase satisfaction
- Provide creative solutions to problems
- Provide recommendations for programming or policies that would benefit residents
- Give the facility an opportunity to fix problems rather than have families turn to outside agencies
- Give honest feedback for improving quality of care for its residents

For both **FAMILIES** and **FACILITIES**, it can:

- Promote open lines of communication
- Build trusting relationships
- Create a sense of community
- Provide opportunities to make improvements for all residents
- Improve the quality of life and quality of care for residents and promote a person-centered care philosophy

A resident's family has the right to meet in the facility with the families of other residents. The facility must listen to the views and act upon grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility.

**Office of the State Long-Term Care
Ombudsman**

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