

Long-Term Care

“Independent” Family Councils (FC) are committed to improving the quality of care and quality of life of all residents in a nursing home. FC are a strong, collective voice of concerned advocates working for positive change and are one of the best ways to be involved with your loved one’s care. FC are protected by Federal & Massachusetts regulations. [MANHR authored MA in 2004.]

- “Independent FC (led by resident’s family/friends) provide confidentiality & path for advocacy.
- “Facility” FC (managed by staff) can be helpful, but do not provide path for advocacy.

“Independent” FC Goals Include ---

- Advocate and offer recommendations to improve the quality of care and life for all residents.
- Learn about your loved one’s nursing home and various long-term care issues.
- Support each other with caregiving and nursing home life.
- Run staff recognition events.
- Supplement nursing home’s activity programs.

Would you like to start a FC?

Does your FC need mentor services or a speaker?

For assistance, contact: **MANHR (800.988.4450)** or your local Long-Term Care Ombudsman.

“Independent” Family Council Laws - Highlights

Federal

Code of Federal Regulations §483.10(f)(5)-(7)

- ✓ Meet in private; staff, visitors, or other guests may attend only at FC invitation.
- ✓ Resident right to participate in FC & have family member(s)/other representative(s) meet in nursing home(NH).

Facility must:

<ol style="list-style-type: none"> 1 Provide private meeting space. 2 Designate staff person, approved by FC & NH, to assist & respond to FC written requests. 3 Take reasonable & timely steps, with FC approval, to make members aware of upcoming meetings. 	<ol style="list-style-type: none"> 4 Consider views & act promptly on FC grievances & recommendations on resident care & life in NH. 5 Support NH response/rationale to FC (NH does not have to implement every FC request as recommended).
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Massachusetts

MA General Law Chapter 111 Section 72Z; Circular Letter DHCQ 12-04-447 1/5/05

- ✓ Extend rights of family members to friends & representatives of residents.
- ✓ Accept help from outside organization/individual; Receive, unopened, FC mail delivered to NH.

Facility must:

<ol style="list-style-type: none"> 1 Provide private meeting space at least monthly at mutually agreed upon hours. 2 Respond in writing with resolution/progress to FC written requests/concerns within 5 working days. 3 If FC exists, inform new residents/representatives of FC & provide leader contact info. 	<ol style="list-style-type: none"> 4 Must not willfully interfere (discriminate, retaliate, etc.) with formation/maintenance/promotion of FC. 5 Provide adequate space on prominent bulletin board or other posting area for FC info/notices.
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