



Give a hand to our resident family.

What We Can Do

- Focus on common council goals.
- Brainstorm about how to address concerns in the facility.
- Identify and continuously assess progress.
- Communicate regularly with facility staff and management about council concerns and suggestions, actions to be taken, etc.
- Provide families with a voice in decision-making that affects them and their loved ones.
- Remember results may not be immediate, but family councils that persevere can be very effective.

Who We Are

About Us

The TCLMH- LTC Family Council consists of family members and friends of TCLMH- LTC residents. It strives to work in partnership with the TCLMH- LTC administration and staff to solve problems and ensure that residents receive the best possible care.

As a Family Council We Plan:

- To improve communication with nursing home staff.
- To provide information, mutual support, and problem solving.
- To act on concerns and complaints affecting nursing home residents.

Contact Us

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**TREGO COUNTY
LEMKE MEMORIAL
HOSPITAL- LONG
TERM CARE**



**Welcome to
TCLMH- LTC
Family Council!!**



Our Focus Is:

- To protect and improve the quality of care and life in TCLMH- LTC, and
- To give residents and families a voice in decisions that affect them.

Some Past Family Council Successes

- Family council meetings opened communication lines with family and staff and provided support to the families.
- Family councils have sponsored staff appreciation and educational programs.
- Family council efforts improved education and communication between families and the facility.
- A family council developed a program to provide support to families during a resident's dying process.

Family Council Rights

1987 Nursing Home Reform Act

- A resident's family has the right to meet in the facility with the families of other residents in the facility.
- The facility must provide a family group with private space if a group exists.
- Staff or visitors may attend meetings at the group's invitation.
- The facility must provide a designated staff person responsible for providing assistance and responding to written requests that result from group meetings.
- When a family group exists, the facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility.

Why Family Council Is Beneficial

- Family members feel free to voice concerns without reservation in meetings where staff are not present.
- A family council is family-led and works to find positive solutions to problems affecting resident care.
- It gives facilities honest feedback to use for continuous quality improvement efforts.
- Families can come up with creative ideas about how concerns can be addressed.
- Family councils can improve care for all residents, even those that don't have any family.
- Family council provides information, support, and encouragement.

Ombudsman Note

Ombudsmen are available to support and assist the council and to provide training.