The Benefits of a Family Council

- Seeks to improve the lives of residents of nursing homes;
- Allows families to give each other support and encouragement;
- Provides a forum for education and information; and
- Provides an opportunity to express ideas and concerns.



For more information

Long-Term Care Ombudsman Program
4040 Esplanade Way
Tallahassee, FL 32399-7000
Itcopinformer@elderaffairs.org

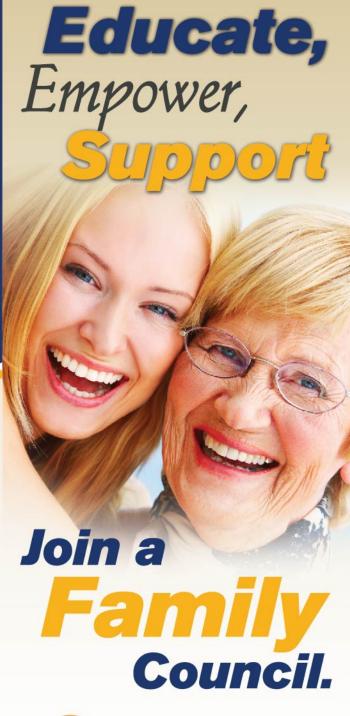
Call Toll-Free 1-888-831-0404

Visit Online

ombudsman.myflorida.com

With 13 district offices throughout the state, our toll-free number and website can connect you to the Long-Term Care Ombudsman Program office in your community.







What Is a Family Council?

A family council is an independent, self-led, and self-determining group of families and friends of residents who work together to do the following:

- Act as a catalyst for positive change;
- Provide support;
- Give families a voice in decisions that affect their loved ones;
- Seek solutions to common problems;
- Allow members to share experiences; and
- Enhance community living.

Family Councils and the Law

State and federal laws guarantee the families of nursing home residents the right to organize and meet together at the facility.

Facilities should support family councils by doing the following:

- Providing space within the facility for a family council to meet;
- Designating a staff person to provide assistance, if needed (facility staff can only attend meetings if invited); and
- Listening to and responding to the grievances and recommendations of residents and families concerning life and care in the facility.

How Can You Get Involved?

- Ask the facility staff if there is a family council already in existence.
- Find out when the meetings are held and attend.
- At the meeting, look for and suggest ways to improve the quality of life in the community.
- Place your name on the mailing list.
- If there isn't a council, talk with other visitors/family members to see if there is an interest in starting one.
- For assistance in starting a family council or for ombudsman attendance at your next meeting, please contact the Long-Term Care Ombudsman Program toll-free at 1-888-831-0404 or email ltcopinformer@elderaffairs.org.

About the Long-Term Care Ombudsman Program

Florida's Long-Term Care Ombudsman Program is a statewide volunteer-based organization that seeks to protect the health, safety, welfare, and rights of long-term care facility residents. To learn more about the program, visit us online at ombudsman.myflorida.com or call us toll-free at 1-888-831-0404.

It's important to note that sometimes concerns presented by a group have more impact than concerns presented individually.