



Resident Councils

What does an active resident council look like?

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1

Resident Rights



"I have the right to..."

Resident Rights the Person-Centered Way. Made possible through a grant from Retirement Research Foundation & the Illinois Pioneer Coalition. www.illinoispioneercoalition.org

2

WHY have a resident council?

- Allows residents to meet **without** facility staff to:
 - Share concerns
 - Identify problems
 - Provide mutual support
 - Submit the concerns to designated staff liaison
- Improves quality of life and quality of care
- By presenting concerns as a group, fear of retaliation is lessened
- Can address the problems/concerns of a majority of residents
- Helps residents assert their rights
- Identifies problems at a preventative stage (proactive approach)
- Residents provide input on **their** daily lives

3

Federal and Idaho State Regulations

Skilled Nursing Facility Regulation

F565
(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.10(f)(5) The resident has a right to organize and participate in resident groups in the facility.

- (i) *The facility must provide a resident or family group, if one exists, with private space; and take reasonable steps, with the approval of the group, to make residents and family members aware of upcoming meetings in a timely manner.*
- (ii) *Staff, visitors, or other guests may attend resident group or family group meetings only at the respective group's invitation.*
- (iii) *The facility must provide a designated staff person who is approved by the resident or family group and the facility and who is responsible for providing assistance and responding to written requests that result from group meetings.*
- (iv) *The facility must consider the views of a resident or family group and act promptly upon the grievances and recommendations of such groups concerning issues of resident care and life in the facility.*
 - (A) *The facility must be able to demonstrate their response and rationale for such response.*

(B) This should not be construed to mean that the facility must implement as recommended every request of the resident or family group.

Assisted Living Facility IDAPA Rule 16.03.22.550.14

14. Participation in Resident and Family Groups. Each resident must have the right to organize and participate in resident groups in the facility and the right of the resident's family to meet in the facility with the families of other residents in the facility. (3-30-06)

4

Best Practices

- Recruit two or more residents who you feel would be great leaders
- Publicize meeting
- Set up meeting time and space
- Make it positive
- Have an agenda
- Talk to your Ombudsman



5

Example Meeting Format

<p>Resident Council Meeting Agenda Happy Days Assisted Living July 10, 2019 2pm</p>
<p>I</p> <ol style="list-style-type: none"> 1) Welcome <ol style="list-style-type: none"> a. Introductions b. Attendance 2) Old Business <ol style="list-style-type: none"> a. Review previous month's minutes b. Review complaint progress and follow-up c. Share successes from previous meeting 3) New Business <ol style="list-style-type: none"> a. Facility updates b. Allow speakers (if invited) to speak c. Areas of concern (by department): <ol style="list-style-type: none"> i. Housekeeping ii. Maintenance iii. Dietary iv. Activities v. Nursing/Care d. Create action plan to resolve concerns 4) Announcements 5) Dismissal

6

Councils in Action

- Problem Solving
 - Identifying and defining the problem
 - Come up with suggestions to resolve problem
 - Reach a decision
 - Monitor and follow-up
- Strategies
 - Meet with staff
 - Form sub-committees (i.e. food council)
 - Create surveys for residents

7

Examples

- Cascadia of Nampa
 - Ombudsman assisted in getting resident council started
- Good Samaritan Society – Boise Village
 - Ombudsman observations of resident council



8

Family Councils

- Much like resident councils, family councils should be given the same time and space for families to express their concerns about their loved ones' care

9

Resources

- Ontario Association of Residents' Councils - <https://youtu.be/KrnsuB1WtJA>
- Resident Council 101 - <https://youtu.be/aVis1n0sgkg>
- Minnesota Board on Aging – Resident Council Manual - https://www.lsqin.org/wp-content/uploads/2016/03/RES_Council_manual.pdf
- Office of State Long-Term Care Iowa Department of Aging - <https://www.slideshare.net/CairnReisch/resident-council-guidefinal>
- The Coalition of Institutionalized Aged and Disabled New York - <https://www.adldata.org/wp-content/uploads/2015/08/OrganizingManual7.pdf>

10

Questions?

- The Area 3 Senior Services Agency
 - 701 S. Allen St. Suite 100
 - Meridian, ID 83642
 - (208) 898-7060
- Ombudsman for Area 3:
 - Stephanie Persinger
 - Marva Kubalik
 - Ken Sheldon
 - Ericka Cook