

# SUPPORT YOUR LOVED ONE AND JOIN OR START A FAMILY COUNCIL

Under federal law, family members of residents in a long-term care facility can join together to form an independent family council. Family councils can play a crucial role in voicing concerns, requesting improvements, supporting new family members and residents and supporting facility efforts to work for high quality of care and life in the facility.



## Federal Family Council Rights

- Families have the **right to organize and participate** in a family council.
- The facility must provide a family group with **private space** if a group exists.
- The facility must make residents and family members **aware of upcoming meetings**.
- Staff, residents, or visitors may attend meetings at the **group's invitation**.
- The facility must provide a **designated staff person**, who is approved by the family group, 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 concerning proposed policy and operational decisions affecting resident care and life in the facility. The facility **must be able to demonstrate their response and rationale** for such response.



## Get Help

The Wyoming Long-Term Care Ombudsman Program can assist with organizing a Family Council in your loved ones facility.

**To contact the Regional Ombudsman in your area call 1-800-856-4398.**



## Learn Tips and Best Practices for Effective Family Councils



**SCAN ME**

**Resources:** The National Consumer Voice for Quality Long-Term Care has information and resources on Family Councils. Their Family Council Center contains tips, tools, ways to take action, and sample materials on family council rights and federal laws and regulations. Visit [theconsumervoice.org](http://theconsumervoice.org).