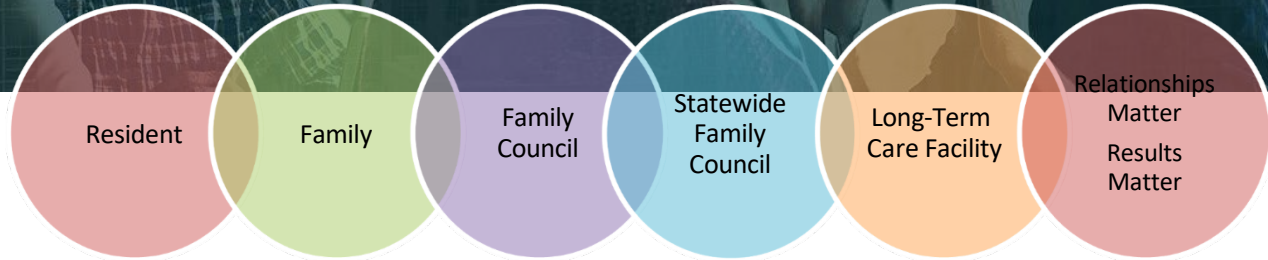


# Connecticut Statewide Family Council



## **Organizational Statement:**

The Connecticut Statewide Family Council (CTSFC) is associated with the State Long Term Care Ombudsman, under the authority of Public Acts 21-71 and 21-194. The CSFC provides a vital link between CTSFC, the Long-Term Care Ombudsman Office, and LTCF Family Councils and the LTCF.

The CSFC will serve as a communication vehicle for Family Council members (with a resident in a CT Long-Term Care Facility (LTCF)), and take an active role in improving the resident's experience. The CTSFC will focus on implementing programs, advocacy and best practices that successfully represent a positive resident and family experience in all facilities resulting in a high quality of life for residents and to ensure staff support. The CTSFC will share those best practices with LTCF Family Councils across the state

## **Vision:**

All residents of LTCFs in Connecticut will have a positive resident and family experience, as they would enjoy if they were at home with their families.

## **Mission:**

It is the mission of the CTSFC to:

- provide a communication vehicle for Family Council members with a resident in a CT Long-Term Care Facility (LTCF)
- take an active role in improving the resident's experience.
- focus on implementing programs, advocacy and best practices that successfully represent a positive resident and family experience in all facilities resulting in a high quality of life for residents and to ensure staff support.
- share best practices with LTCF Family Councils across the state

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## Goals:

- The CSFC will work in an advisory role to the State Long Term Care Ombudsman office to enhance family-facility centered care initiatives and best practices.
- To ensure Resident's Rights, defined in Public Act 21-71
- Advocate for public policies that support quality of care and life for residents.
- Creating avenues for educating residents and **ensuring Resident's Rights** (older adults have told us the facilities make it sound like residents are taking or asking for something and not just living in their home.)
- Supporting and advocating for direct care workers and best care practices in quality and delivery.
- Support the LTCF in resident-family centered activities and initiatives.
- Participate as the voice of residents for patient safety, quality improvement, ethics and organization.

**Officers and Committees,** The Council Board Officers shall consist of a Chair/Co-Chair(s), Vice Chair and Secretary. The Chair/Co-Chair(s) shall preside over all meetings. In the event of his/her absence, the Vice-Chair shall preside, followed by the Secretary. The Secretary shall record the minutes of each meeting, post them on the website and distribute minutes and meeting agendas to members and interested people. The secretary shall maintain a listing of members. Committees are formed as needed to address topics relevant to the CTSFC.

## **Membership:**

Anyone who has a family member, or friend in a CT Long-Term Care Facility and representing the diversity of the Connecticut LTCF community, can participate in CTSFC meetings and activities as a member. The structure and membership of the Council may change over time as determined by the council.

**Elections:** The term of officers shall be for a period of one-year and officers may be re-elected for an additional term at each January meeting, by those members in attendance.

**Meetings:** Will be held virtually, each month at a day and time that best accommodates members.

Voting is by majority of those present.

**Rules of Order:** Each Council meeting will follow the agenda prepared by the Chair/Co-Chair with items from Council members which must be received 10 days prior to the meeting.

The Chair may exercise time limits when necessary. During these meetings, Council members are asked to:

- Wait to be acknowledged before speaking.
- Be courteous to the person speaking even if you do not agree with them.
- Try to share at least one suggestion on how an issue can be resolved, if you raise an issue of concern.

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- Be specific and concise while communicating your point.
- Be constructive in criticizing and avoid personal attacks on individuals.

Participate in roll call for the minutes and regular attendance at meetings. Provide a report to LTCF Family Councils and/or LTCF

### **Orientation and Guidance:**

Members of the CTSFC will receive information and guidance from the State Long Term Care Ombudsman and other agencies as appropriate.

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### Sample – Standing Agenda

1. Roll Call (establish a quorum)
2. Review & accept minutes from previous meeting
3. New Business
  - a. Introductions for new members
  - b. Open forum
  - c. New topics
4. Old Business
  - a. Committee reports
  - b. Pending legislation
  - c. Ongoing topics
5. Adjourn