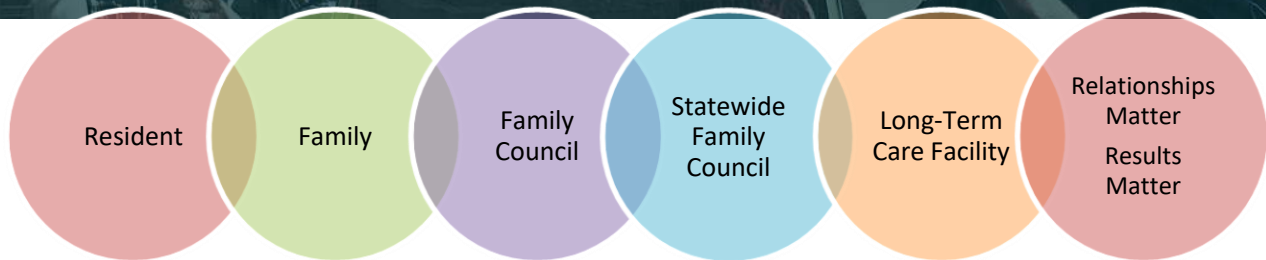


Connecticut Statewide Family Council



MINUTES

TUESDAY, APRIL 25, 2023

A Meeting of the CT Statewide Family Council (CTSWFC) was held on April 25, 2023, via Zoom.

The Meeting was called to order at 7:04 pm by Chair, Amy Badini and all in attendance were welcomed

ROLL CALL: Amy Badini Chair, Rick Kaeser Vice-Chair, Robin DeLieto Recording Secretary, Andrea Elliott, Eileen Shapiro, Kathleen Gerard, Lindsay Jesshop (speaker)

Motion to approve Minutes for March 28, 2023 – Amy. Second – Rick. Motion passed.

NEW BUSINESS:

Guest Speaker –Lindsay Jesshop, Regional Ombudsman

Lindsay has worked with the Ombudsman’s office for the last 9 years. During that time, she covered 3 different regions. As of next Friday, she will be taking a position at the Dept Veteran Affairs. The VA nursing home in Rocky Hill is licensed with CMS and is State run facility.

See PowerPoint presentation that accompanies the Minutes for details.

Lindsay discussed that the term “Ombudsman” which is a Swedish based word meaning representative has now been changed by the Governor to “Ombudsperson”. The office structure reviewed. Common complaints – Staffing, Care related, Involuntary discharges/transfers, Resident rights and preferences. The handling of complaints requires authorization from the resident and what the resident wants for the outcome/resolution. When no authorization is given, Ombudsperson addresses the issue more globally. Ombudsperson can help organize meetings, with Care Plan meetings, assigning a point person, and

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requesting audits. Keep good records – email, paper trail, date/times. Effective working relationships with key staff – need ongoing communications. Develop a plan. Pioneer Network has a conference coming up in July in Pittsburgh. RO's are happy to help families form a Family Council. Flyers for forming a FC. RA (Resident Advocate) Program is a volunteer program. 1 RA assigned to a facility. Ideally it would be good to have enough RA's for every facility. Resident Council – some run by staff which is not effective for open communication. Residents should be maintaining the Resident Council Binder. The Care Plan card is an easy “cheat sheet” for the CNA's.

Speaker left meeting.

NEW BUSINESS

There was a recent meeting with US Senator Casey's Committee on Aging. They are investigating surveys. The “Tags” (Dings) from the Dept of Health. Facilities need to show resolutions. Problems seem to be with the enforcement of the survey deficiencies. Need more transparency with the financials of facilities.

OLD BUSINESS

Legislative updates. Senator Casey, Blumenthal, and Rep Larson are all big supports of the Essential Caregivers Act. We would like to use May 11th (the end of the federal public health emergency) as a deadline – Introduction to Hill.

Motion to adjourn by Rick Kaeser, **Second** - Amy Badini

Adjourned at 8:38 pm.

Next meeting will be May 23, 2023 at 7pm with guest speaker Rep. Ann Hughes.

Respectfully submitted,

Robin DeLieto, Recording Secretary