

FAMILY COUNCIL

POLICY:

Laguna Honda Hospital and Rehabilitation Center (LHH) supports the rights of residents and residents' family members, friends, and/or representatives to organize and participate in family groups within the facility.

PURPOSE:

The purpose is to provide a private space in support of residents and ~~or~~ residents' family members, friends, and/or representatives to organize and participate in family groups.

DEFINITION:

“Family group” is defined as a group of residents and/or residents' family members, friends, and/or representatives that ~~meet regularly~~ participate in the Family Council to discuss and offer suggestions about facility policies and procedures affecting residents' care, treatment, and quality of life; support each other; plan resident and family activities; participate in educational activities; or for any other purpose.

“Family Council” is defined as a the meeting of family members, friends, or representatives of two or more residents to confer ~~in private~~ privately at the hospital without facility staff present, unless specifically invited.

PROCEDURE:

1. Regular Council Meetings:

- a. All residents and residents' family members, friends, and/ or representatives are eligible to participate in family groups.
- b. Family Council meetings shall be held at a cadence and time that is requested by the members. LHH will provide a private space at least once a month during the mutually agreed upon hours.
- c. It is the responsibility of the approved and designated staff to coordinate the Family Council meetings, and to make residents and family members, friends, and/ or representatives aware of the upcoming meetings in a timely manner. The LHH designated staff person shall provide the support and services necessary to the Family Council for it to function appropriately.
- d. The designated LHH staff, if approved by the family group, shall serve as a liaison between the group and the LHH staff members.

- e. The family group may designate a resident or resident's family member, friend, or designated representative to take notes/maintain minutes, or to elect the designated LHH staff to take notes/maintain minutes. Meeting minutes may include, but are not limited to:
 - i. Names of residents/family members in attendance.
 - ii. Follow up from previous meetings.
 - iii. Issues discussed.
 - iv. Recommendations from the group to facility staff.
 - v. Names of staff members, speakers, and other guests in the meeting (as invited by the group to attend).
- f. Staff, visitors, or other guests should only attend if requested by the Family Council.

2. Addressing Concerns or Requests:

- a. The Family Council or designated LHH staff shall document concerns or requests in the meeting minutes.
- b. LHH shall consider the feedback from the Family Council and act upon the grievances and recommendations concerning proposed policy and operational decisions affecting resident care and quality of life in the facility.
- c. The designated LHH staff shall communicate concerns or requests involving other departments to the appropriate department managers.
- d. The designated LHH staff shall address the requests or concerns of the Family Council in writing within 10 working days.
- e. The facility shall act promptly upon concerns and recommendations of the council, make attempts to accommodate recommendations to the extent practicable, and will communicate its decisions to the council.

3. Communications:

- a. LHH shall provide adequate space on a bulletin board or other posting area to display meeting notices, minutes, newsletters, or other information of interest to the family council.
- b. LHH shall include notice of the Family Council meetings in at least a quarterly mailing.

- i. LHH shall inform family members, friends, and/-or representatives of new residents who are identified on the admissions agreement, during the admissions process, or in the resident's records, of the existence of the Family Council. The notice shall include the time, place, and date of meetings, and the person to contact regarding involvement in the Family Council.

ATTACHMENT:

None.

REFERENCE:

All Facilities Letter (AFL) 23-16 Clarification on Family Council Requirements
Title 42 Code of Federal Regulations section 483.10(f)(5)-(7)

Original adoption: 2023/07/11 (Year/Month/Day)