

## Virtual Family Council Guidelines

**Goal:** Educate and inform families/friends about issues relating to residents and long-term care system

**Focus:** Support families/friends, act on concerns and complaints affecting residents of long-term care, serve as a sounding board and advisory body on new ideas and improvements, advocate for positive change within the facility and long-term care system, communicate with nursing home administrators and staff, support activities that benefit all residents.

### ***Family Council Etiquette***

- This platform is designed to enhance quality of care for the residents of long-term care facilities across the Commonwealth, we welcome you and look forward to working with you on this new endeavor.
- Please refrain from using residents' names or facility names during meeting discussions. We want to respect all residents' privacy. To present a concern you feel may be widespread, please use general descriptions such as 'my mother/aunt/uncle' etc. to present your concern.
- If you have a specific concern, please utilize the chat feature to disclose the county the facility is located, and we will have the local ombudsman program promptly assist you.
- Due to the volume of participants, use the 'raise hand' feature and we will take questions/comments in the order that they appear on our screen.
- Refrain from any use of profanity or derogatory commentary. You will be muted during the meeting and addressed privately following the family council session.