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Learning Objectives

- Office of Ombudsman Overview
- Self-Advocacy Workshop
- Council Refresher & tools to support
- Best practices that promote partnership, and resident/ family led councils.
- Tools and resources

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The Office of Ombudsman for Long-Term Care (OOLTC)



NEW WEBSITE:
<https://mn.gov/ooltc/>

What is an om-buds-man?

• OOLTC is an independent state agency that serves people needing or receiving long-term care through complaint investigation, advocacy and education.

Who can provide a referral?

- Referrals for services can come from anywhere (family, providers, hospital, residents, friends, neighbors etc.)
- We need consent from the resident for involvement.

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The Moving Home Minnesota project is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award with 100% funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.

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Office of Ombudsman of Long-Term Care (RFACE) & Self-Advocacy Specialist



Brian Stamschrör
 Council (RFACE) Specialist



Tammy Hollingsworth
 (She/Her) Self-Advocacy Specialist



Emma Shepard
 (She/Her) Self-Advocacy Specialist



Kab Nras Lee
 (She/Her) Self-Advocacy Specialist

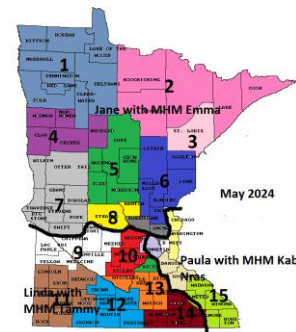
One position funded through state fee's per active nursing home bed

Three Funded Positions through Moving Home Minnesota, Money Follows The Person Demonstration Project

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Self-Advocacy Teams

- Tammy – Linda
- Kab Nras- Paula
- Emma – Jane Brink
- Brian – RFACE Statewide



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Frequently Asked Questions

[Frequently Asked Questions / Minnesota Office of Ombudsman for Long-Term Care \(OOLTC\) \(mn.gov\)](#)

- Who does the ombudsman represent?
- What are some reasons why the ombudsman may not be able to act on my concern?
- Do ombudsmen have any regulatory oversight of long-term care facilities?
- What services are provided by OOLTC?
- If I call or talk to an ombudsman, is there a cost?
- How do I find my regional ombudsman?

mn.gov/ooltc

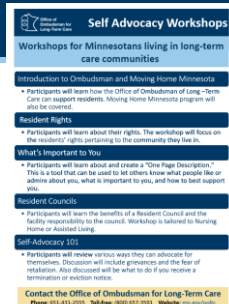
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Council Support Specialist

Role: To provide educational support statewide for resident and family councils through development, empowerment and advocacy in long-term care.

- Create educational resources to support residents in improving their understanding of rights
- Deliver self-advocacy trainings to residents
- Assist in community planning using person-centered support tools and principals
- Provide education to residents on rights, regulations
- Support and strengthen resident and family councils

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Self-Advocacy Workshops
Workshops for Minnesotans living in long-term care communities

- Introduction to Ombudsman and Moving Home Minnesota**
 - Participants will learn how the Office of Ombudsman of Long-Term Care can support residents. Moving Home Minnesota program will also be covered.
- Resident Rights**
 - Participants will learn about their rights. The workshop will focus on the residents' rights pertaining to the community they live in.
- What's Important to You**
 - Participants will learn about and create a "One Page Description." This is a tool that can be used to let others know what people like or admire about you, what is important to you, and how to best support you.
- Resident Councils**
 - Participants will learn the benefits of a Resident Council and the facility responsibility to the council. Workshop is tailored to Nursing Home or Assisted Living.
- Self-Advocacy 101**
 - Participants will review various ways they can advocate for themselves. Discussion will include generators and the fear of retaliation. Also discussed will be what to do if you receive a notification or eviction notice.

Contact the Office of Ombudsman for Long-Term Care
Phone: 651-431-2359 | Toll-Free: (855) 457-3931 | Website: [mn.gov/ooltc](#)

Self-Advocacy Workshops

- 5 possible interactive resident workshops
- Available in AL or SNF settings
- Time: 1 hour
- Residents select areas of interest or priority for their community

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Workshop 1: Introduction

- Introduction to Ombudsman and Moving Home Minnesota
 - Participants attending this fun and engaging workshop will learn how the Office of Ombudsman of Long-Term Care can support residents and resident councils to improve understanding of their rights and how to exercise them.
 - Self-Advocacy Specialist partners with Regional Ombudsman, if capacity allows.
 - of what resident priorities are to determine next steps.

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Workshop: Resident Rights

- Workshop participants will learn about their rights. The workshop will focus on the residents' rights pertaining to the licensed community they live in.
- Assisted Living: Education on what an Assisted Living vs. Independent living, Assisted Living services.
- Tip's for how and when to exercise resident rights.

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Workshop: What's Important to You

- Workshop participants will learn about person centered care and create a "One Page Description."
- The one-page description is a powerful tool to get the care and services you need that considers your preferences.
- In this interactive workshop you will leave with a one-page description that you can use to direct your care or service plan. Use your one-page description to let others know what people like or admire about you, what is important to you, and how to best support you.

mn.gov/ooltc

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Workshop: Self-Advocacy 101

- Participants will review various ways they can advocate for themselves. Discussion will include grievances and the fear of retaliation. Also discussed will be what to do if you receive a termination or eviction notice.

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Workshop: Resident Council

- Participants learn about Resident Council. This interactive workshop will discuss regulations for residents' council, benefits of a council and how to start or further strengthen a resident council.
- Workshops and community support plan are tailored to each community.

mn.gov/oaic

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Council Requirements

Space	• Space and privacy
Staff	• Staff person
Consider	• Consider views of council
Awareness	• Take reasonable steps for residents and families to be aware of council meetings
Respond	• Respond promptly to concerns

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Nursing Home Council Requirements

Federal law includes the following requirements for resident councils:

- ✓ The nursing home must provide the resident council with a private space for meetings.
- ✓ The nursing home must take reasonable steps, with the approval of the resident council, to make residents and family members aware of upcoming meetings, in a timely manner.
- ✓ Staff, visitors, and other guests may attend a resident council meeting only at the council's invitation.
- ✓ The nursing home must provide a designated staff person who is approved by the resident council and the facility to be responsible to provide assistance and responding to written requests from the resident council.
- ✓ The nursing home must consider the views of the resident council and must respond promptly to the grievances and recommendations of the council, but a facility is not required to implement every request recommended by the council.

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Assisted Living Council Requirements

As of August 1, 2021, people living in an assisted living have the right to organize and participate in a resident council.

Minnesota state law includes the following requirements for resident councils:

- ✓ The assisted living must provide a resident council with space and privacy for meetings, where doing so is reasonably achievable.
- ✓ The assisted living must take reasonable steps, with the approval of the resident council, to make residents and family members aware of upcoming meetings in a timely manner.
- ✓ Staff, visitors, and other guests may attend a resident council meeting only at the council's invitation.
- ✓ The assisted living must designate a staff person who is approved by the resident council to be responsible to assist and respond to written requests that result from meetings.
- ✓ The assisted living must consider the views of the resident council and must respond promptly to the grievances and recommendations of the council, but a facility is not required to implement as recommended every request of the council.

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Resident Council Purpose:

- ✓ A community gathering and an opportunity for residents to input on their care
- ✓ Residents feel more apart of the community
- ✓ Opportunity to use individual strengths
- ✓ Promotes communication and understanding among residents, families, and staff
- ✓ Serve as a forum to exchange news and provide updates
- ✓ Engage residents to actively participate in the decision-making process within their own home




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Supporting the Development of a Resident Council

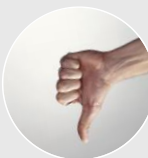
- A Resident Council already exists:
 - Connect with the council president or resident leadership for routine check in's
 - If invited, go to a meeting and act as a resource person
 - Ask what the council members what their goals and priorities are
 - Ongoing education about rights, future guest speakers, community updates
- A Resident Council is just starting:
 - Have a brainstorming session
 - Conduct an exploratory meeting
 - See who is interested in getting involved
 - What are the priorities of the Resident Council?
 - Create a plan, identify roles and responsibilities
 - Implement the plan

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Where is the best place to start?



What's Working?




What's Not Working?

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Questions to consider

1. Who within the resident community is interested in getting involved?
2. What do the residents want their council to look like?
3. What strengths and skills can residents contribute to the council?
4. What support does the council need from staff?



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Conduct meeting with Meeting Agreements

A working agreement is:

- A set of understanding or guidelines that participants of Resident Council identify and agree to follow
- Sets expectations of participation and keeping everyone on the same page
- Can help reduce conflict, build trust, and improve communication within the Resident Council

Sunny Shores Working Agreement:

We agree to maintain a good council environment by:

Respecting various viewpoints

Active Listen

No cursing

One person talks at a time, everyone gets an opportunity to share

We will create a parking lot for topics to review at a later point if a talking point can't be resolved within a meeting

**If a resident does not follow agreements they will be provided one verbal reminder, then asked to leave the meeting by the Resident Council President.*

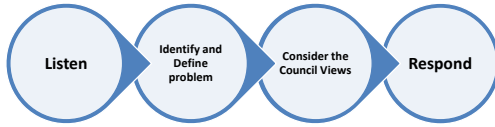
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Resident Council Action Form



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Communication and follow up

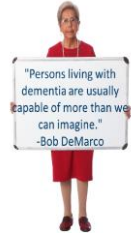


Why is communication so important?

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Resident Councils within Memory Care

- Template is available for memory care settings
- Less formal, more conversational circle
- Use visual cue's, images of topics of discussion
- Provide verbal space, patience to let participants answer at there own pace
- Minimize distraction, background noise



10/1/2024

Optional Tagline Goes Here | mn.gov/websteurl

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Person Centered Thinking Training

Learning Objective:

- An interactive training for acquiring and practicing effective person-centered thinking skills:
- PCT skills help us get to know people, discover how to respectfully support them, and keep learning as we act on what we hear. They are effective to use with all people and are especially helpful for individuals and teams who are working to:
 - Determine the best supports and services
 - Sort through issues at work or at home
 - Develop plans for students or others facing major transitions
 - Support families through a variety of life transitions

[Person-Centered Thinking and Planning | umn.edu](#)

Training Options:

- 2-Day: Person Centered Thinking Training
 - Certification
- 2-4 Hour: Discovery Training (flexible timeframe)
 - In-person or Virtual
 - Topics include a general overview of some key Person-Centered Thinking tools/ skills.

[mn.gov/oltc](#)

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Resources

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Nursing Home Council Resources



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- Resident Council Manual
- Nursing Home Resident Council tip Sheet
- Nursing Home Family Council Tip Sheet
- Family Council Manual

[Nursing Home Councils / Minnesota Office of Ombudsman for Long-Term Care \(OOLTC\) | mn.gov](#)

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Assisted Living Council Resources

Assisted Living Resident Councils

Minnesota State Law Requirements:

- The assisted living facility is required to establish and maintain a resident council.
- The council must be composed of residents who are at least 18 years old and have the capacity to make decisions for themselves.
- The council must be organized to represent the interests of the residents of the facility.
- The council must meet regularly to discuss and address the concerns of the residents.
- The council must have the authority to request information from the facility and to file complaints with the ombudsman.

Benefits of a Resident Council:

- Residents can help to improve the quality of care in their facility.
- Residents can help to resolve problems and concerns.
- Residents can help to make decisions about their care.
- Residents can help to make their voices heard.

Additional Resources:

- Assisted Living Council Fact Sheet
- Assisted Living Council By-Law Worksheet
- Assisted Living Council Action Form

mn.gov/olc

- Assisted Living Family Council Fact Sheet
- Assisted Living Resident Council Fact Sheet
- By-law's Worksheet
- Action Form

[Assisted Living Resident and Family Councils / Minnesota Office of Ombudsman for Long-Term Care \(OOLTC\) \(mn.gov\)](#)

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New Resources Available!

Know Your Rights

Right to Voice Grievances

You have the right to report grievances (complaints) to the facility or other office that have grievances without discrimination or retaliation.

Treasure Hunt

- Find a copy of the grievance process.
- Ask for a copy of the grievance process and ask if there is information on grievance and the Office of Ombudsman for Long-Term Care.
- Find out who in the grievance office.
- Find out when the next resident council meeting is held or contact the resident council.

Fact Sheets:

- [Know Your Rights](#)
- [Know Your Rights - Self-Determination](#)
- [Know Your Rights - Respect and Dignity](#)
- [Know Your Rights - Grievances](#)
- [Know Your Rights - Appropriate Care and Services](#)
- [Know Your Rights - Dining](#)
- [\(NEW\) Right to Contact Help](#)

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National Consumer Voice for Quality Long-Term Care

Resident Council Center

Residents in a facility can join to form a united consumer voice which can communicate concerns to facility administrators and work for resolutions and improvements by forming a resident council. Resident councils can play a crucial role in voicing concerns, requesting improvements, supporting new residents and supporting facility efforts to make care and life in the facility the best it can be. Join and support the resident council at your facility! If no resident council exists, join with other residents to form one.

Resident Council Rights and Federal Laws & Regulations

The Nursing Home Reform Law in the Omnibus Reconciliation Act of 1986 (ONRA '86) was landmark legislation for federal standards for nursing home care. The Act guaranteed nursing home residents a number of important rights to enhance their nursing home experience and improve facility-wide services and conditions. Key among these rights is the right to form and hold regular private meetings of an organized group called a resident council. Laws mean,

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In partnership with Moving Home Minnesota, a Money Follows the Person Demonstration



Thank You!

Emma Shepard | Self-Advocacy Specialist
651-592-2590
emma.shepard@state.mn.us

Tammy Hollingsworth | Self-Advocacy Specialist
651-431-7452
Tammy.R.Hollingsworth@state.mn.us

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