

**Kentucky Long-Term Care
Emergency Preparedness Initiative**

Family Council Manual



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Introduction

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One way for family members to participate and have a voice in the nursing facility is to join or organize a Family Council. Family members have used the Family Council model as a vehicle for consumer involvement and empowerment in nursing facilities for decades.

Emergency preparedness and emergency response plans are the perfect reason to finally start that Family Council!

Family Council is a great way to...

- Get up to speed on nursing facility emergency plans,
- Ask those burning questions that keep you up at night,
- Express and have your concerns and opinions heard,
- Get peace of mind, and
- Find out how you can best support the facility plan to keep your loved one safe and receive the best care during an emergency.

Each disaster is a reminder that we should all have an emergency plan so that we and our families are protected and supported in times of crisis.

A nursing facility is required, by federal law, to have a comprehensive emergency plan in place and communicate plans with residents and families.

Many residents have no living family members, or their family members do not live close enough to the facility to participate in a Family Council. However, in every facility there is usually a core group of family members who visit frequently (sometimes daily) and feel a sense of duty to watch out for other residents who do not have family involvement.

Do you feel it is your duty to know how this facility plans to protect and care for your loved one during a disaster? Would you like to regularly meet with other family members to discuss concerns, trends, and how to support caregivers?

Please consider participating in or helping to organize a council.

The Kentucky Long-Term Care Ombudsman Program

The Kentucky Long-Term Care Ombudsman Program (KLT COP) consists of 15 local District Long-Term Care Ombudsman Programs and the Office of the State Long-Term Care Ombudsman (SLTCO). The Office of the SLTCO is administered by the Nursing Home Ombudsman Agency (NHOA). The Office includes the State Ombudsman and two Regional Ombudsmen.

LTC Ombudsmen advocate for adults needing or receiving long-term care services; promote person-directed/person-centered living that respects individual values/preferences and preserves individual rights. Ombudsmen are dedicated to understanding problems from the resident's point of view and keep the resident's wishes at the core of the process. The Ombudsman's primary responsibility is problem solving. Problem solving, or complaint resolution, is the primary means that Ombudsmen use to ensure that residents' rights are understood and honored. It involves educating residents, staff and others about rights, and helping to find practical solutions to problems that arise when the interests of the facility and the interests of the individual conflict.

Ombudsmen seek to work in such a way that staff understand more of what is at the heart of a resident's concerns and find ways to respond to the resident's needs. As a result, ombudsmen hope to see a difference in the way care is provided for an individual as well as a more person-centered attitude applied to care. Working on behalf of one resident can lead to changes in facility policies and routine practices, benefitting all residents.

The ultimate goal of the ombudsman approach to problem solving is to help staff become more responsive to residents and to help empower residents to directly express their concerns to staff.



Common problems likely to surface in facilities include:

- Loneliness, the need for someone to talk with
- Boredom, not enough social or personal activities
- Problem(s) with roommate(s)
- Lack of privacy
- Poor food service or quality
- Inability to get services, care, or attention because of physical or communication problems
- Physical or chemical restraints
- Neglect
- Transfer from one room to another without notice
- Inability to live independently coupled with a desire on resident's part to leave facility
- Use, accounting, and safe-keeping of personal funds and personal possessions
- Limited opportunities to go outside the facility for community activities
- Need for assistance to find or purchase services
- Insufficient medical or nursing care and understaffing
- Physical or mental abuse
- Additional or high charges for "extra" services
- No rehabilitative care especially for long stay nursing home residents

The Kentucky Long-Term Care Ombudsman Program provides educational resources and support to persons who live in nursing homes, personal care homes and family care homes. Ombudsmen teach and support resident self-advocacy, quality of care/ life, and Residents' Rights. Ombudsmen provide information about abuse and neglect prevention, problem solving, benefits, and Residents' Rights including during emergencies caused by natural and/or man-made hazards. Ombudsmen provide information to the families/friends/legal representatives of residents. Ombudsmen assist Resident and Family Councils by helping them organize and plan.

Sherry Culp

Kentucky State Long-Term Care Ombudsman
May 2019

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Family Council Overview

A Family Council operates by and for families of persons who live in nursing homes. Family Council participants advocate for the well-being of their relatives by promoting and enhancing quality of daily life. Close friends or associates may also participate in the Family Council.

In 1987 important federal nursing home legislation called the Omnibus Reconciliation Act (OBRA) was enacted. One of the reforms included the right of nursing home residents and their families to form councils.

Family Council Purpose

- Promote quality of life and quality of care.
- Create a communication mechanism for dialogue between family groups and facility staff/administration.
- Provide support for family members.
- Respect and promote resident directed living and quality of resident life.
- Advocate for resident rights and quality of care and services.
- Suggest improvements in services, practices and policy.
- Receive important information about the facility's operations.
- Provide input to receive information and updates about the facility's emergency preparedness plans.
- Receive education about rights and regulations.
- Partner with residents and the Resident Council on joint events.

Family Council Benefits

- **Families learn about the long-term care network**

and the role of regulatory agencies to promote an understanding of the home's obligations and operations.

- **Family and Resident Council can work on improving quality of life and quality of care.**

Residents benefit from increased involvement with families. Discussing what's working well and what needs improvement, sharing activities, and working together on projects promotes partnership and cooperation among Resident and Family Councils.

- **Families engage with nursing home employees.**

Councils may invite the administrator, social service workers, dietary and nursing staff to meetings to explain their responsibilities and department operations.

- **Families give input into decisions.** Family Councils may give ideas about topics such as remodeling plans, family events or systemic problems. Management cannot interfere with the council.

- **Groups are effective.**

An organized group of family members can positively influence the individual home, or all facilities by contacting their legislators, attending a resident rally or testifying at a legislative committee.

Family Council and the Nursing Home Staff

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Nursing Facility Responsibilities:

- Administrator designates a staff person to be a liaison between the council and the administration
- Designated staff person (Staff Liaison) provides assistance to council meetings and responds to written requests that result from Family Council meetings
- Provides a private space for council meetings
- Staff treats Family Council Members and visitors with respect
- The facility responds to the grievances or recommendation of residents and families concerning proposed policy and operational decisions that affects resident care and life

While some Resident and Family Councils invite the home's staff as observers or presenters, staff may only be involved by invitation. Also, staff are not voting members, council facilitators or group leaders.

The management of a home cannot interfere with a council and has a responsibility to promote and support the council.

Do you want to start a Family Council?

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- Talk with other families who may be interested;
- Decide the date, time and agenda for the first meeting (at later meetings the group can decide day of week, time of day, frequency and length of on-going meetings)
- Engage the Staff Liaison to assist in arranging a private space and organizing a meeting;
- Post meeting information in accessible locations around the home; inform families at care plan conferences; during resident events and by e-mail, social media and US mail;
- If interested, invite residents, staff (employees or volunteers of the home) and other guests.

Each Family Council is unique. However, a typical council meets regularly and has an agenda. Some use parliamentary procedures to conduct meetings. Some may elect leaders and create committees.

Common Family Council functions include hosting an educational topic or planning a special event. The Long-Term Care Ombudsman is happy to help you find speakers or suggest topics. The facility staff liaison to the Family Council can help councils arrange speakers from various departments of the facility.

In partnering with residents and employees families have the power to champion resident rights in day to day life to create a home in which residents enjoy living, families enjoy visiting and employees enjoy working.

Ways to get started:

- Ask the ombudsman for tips and ideas about conducting your first council meeting
- Contact interested family and friends to set a time for an initial meeting. Approach the facility to send announcements to family and friends of residents
- Request to have an insert included in the monthly billing statement about starting a Family Council
- Schedule a private meeting space with the facility
- Identify designated staff person/liaison responsible for providing assistance

Welcome to Family Council

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Family Councils use meetings to:

- Make recommendations to the facility administrator regarding facility policies
- Review and understand Residents' Rights
- Discuss how problems presented relate to the resident Bill of Rights
- Discuss solutions that promote Residents' Rights
- Request and review a copy of the facility's last health inspection
- Participate at the discretion of council in the state health inspection process
- Review emergency and disaster preparedness and response of the facility annually and when plans change

Ways to get started

- Ask the ombudsman for tips and ideas about conducting your first council meeting.

Are you interested in sharing your knowledge, family successes, experiences, and positive outcomes?

Family Councils consist of the families and friends of residents living in a nursing facility. These people come together on a regular basis to discuss and formulate solutions regarding issues that are common to life in the long-term care facility. Family Council is also a great place to receive updates on the facility's emergency preparedness plans.

Under the Nursing Home Reform Law, residents and residents' family members have the right to form Resident Councils and Family Councils, respectively. If such a group forms, a nursing home is obligated to provide the group with a private meeting space, and must designate an employee as a liaison with the group. Staff, the liaison, visitors, or other guests may attend resident group or family group meetings only at the respective group's invitation. Residents have a right to participate in family groups. Residents have a right to have family members or other resident representatives meet in the facility with the families or resident representatives of other residents in the facility.

A nursing home must seriously consider, and respond to, all complaints or recommendations made by a resident or Family Council.

Family Councils develop for a variety of reasons. Families have the need to:

- Know and stay updated on disaster and emergency plans for the facility
- Support each other
- Provide advocacy for loved ones living in the nursing home
- Supplement or enhance the facility's activity programs
- Gain education about their specific facility and long-term care in general
- Work with administration toward positive changes which can improve the quality of life for residents
- Express concerns and explore solutions as a group
- Develop relationships
- Learn more about Person-Centered Care and how all can achieve it

Family Councils can decide to focus on many issues. The following examples come directly from active Councils successfully bringing about change in their facilities.

Support: A facility placement can create feelings of loss, grief, anger, and confusion. Sharing with others who are having similar feelings can help family members cope.

Advocacy: Speaking up about concerns or questions to those in a position to bring about change is at the heart of good advocacy.

Activities: Friends and families may work with the facility to plan a wide variety of internal and community activities that stimulate and entertain residents.

Education: The council can inform members about long-term care topics such as Residents' Rights, facility operations, and emergency and disaster preparedness plans, disease processes, and problem-solving.

Culture Change: Some councils work with facilities to recognize excellence in staff, promote Person-Centered care, family involvement, and a resident-friendly environment.

Family Council Membership

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Council members share these traits and tasks:

- Understand the purpose of the Family Council (as indicated by Federal law).
- Promote Resident Rights and respects confidentiality.
- Define goals and knows responsibilities of the Council.
- Meet with Resident Council members to share ideas.
- Believe the Family Council can positively impact resident life.
- Display a positive attitude and enthusiasm.

Family Council Leadership

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- Inspire participants toward their common goal of quality of life and services.
- Encourage all members to participate and speak freely about their situation.
- Listen and communicate well; identify facts, clarify what is heard and said.
- Maintain objectivity and lead members to agreement.
- Welcome members to invite their resident family member to Family Council meetings.
- Work well with the Staff Liaison and administration.

Rights of the Family Council

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The 1987 Nursing Home Reform Act guarantees the families of nursing home residents several important rights to enhance a loved one's 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 Family Council. This is included in the Centers for Medicare and Medicaid Services (CMS) licensing process.

Staff and administrators are welcome through invitation only. While the federal law specifically references "families" of residents, close friends of residents can and should be encouraged to play an active role in Family Council as well.

Specifically, the federal law includes the following requirements for Family Councils:

- A resident's family has the right to meet in the facility with the families of other residents in the facility.
- The facility must provide a Family Council with private meeting space.
- Staff or visitors may attend meetings at the group's invitation.
- The facility must provide a designated staff person responsible for providing assistance and responding to written requests that result from Family Council meetings.
- When a Family Council exists, the facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility.

What happens during a Family Council Meeting?

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1. Invite each family member to introduce her/himself with a brief remark about their interests or background.
2. Explain the role and benefits of a Family Council.
3. Invite a family participant to facilitate the current meeting.
4. At this or a later meeting, discuss and decide on-going council facilitation options:
5. One family volunteers to serve for a specific time period,
6. Invite two members as co-facilitators for a specific time period,
7. Council members rotate as a facilitator, Group facilitation, no facilitator or
8. Ask the Long-Term Care Ombudsman to facilitate a meeting
9. Decide details of on-going Family Council meetings: frequency, day, time of day and length. This decision may be delayed until a second or third meeting when more families may be in attendance.
10. Discuss taking minutes or notes of the meeting. Although taking minutes isn't required, having them may help to track what occurs during meetings.
11. Discuss being courteous and allowing everyone to contribute to the conversation.
12. Discuss or decide having officers such as a president or vice president, treasurer or recorder. Officers are not necessary but may give structure to the Family Council.
13. Officers may also function in the facilitator role as described above.
14. Distribute and review Residents' Rights. Consider a formal presentation on rights at a later meeting by the Long-Term Care Ombudsman.
15. Solicit and discuss topics, issues or concerns to address. Gather information from the Resident Council and from families and residents who don't attend Council meetings using individual interviews, a discussion group or a survey.
16. Discuss creating committees to address topics that are short-term or permanent.

These decisions may naturally occur as topics and concerns arise.

Minutes should include basic types of information: Time, date, and location of the meeting; Who was in attendance (names or the approximate number of people attending); The official actions taken by the Family Council (motions made and approved or defeated).

Not required to be included in minutes are: Names of those who make and second motions; The vote (number voting for and against) for each motion; Detail of the debate that occurred regarding each motion.

After the Meeting

- If minutes were taken, someone should volunteer to type the meeting minutes.
- Review the draft for distribution at the next meeting if possible or distribute, review and accept changes at the next meeting.
- The council leader or secretary should retain notes, requests for action, minutes, agendas and Council Action Forms.

The staff liaison is responsible for responding to written requests from Family Council meetings while being mindful that specific details of discussion during council meetings are confidential.

Tips for Facilitating a Family Council Meeting

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FACILITATION OF A MEETING

The role of the facilitator can be both challenging and rewarding. The facilitator:

- Guides the flow of discussion
- Responds to questions; clarifies possible misunderstandings
- Empowers members to achieve their objectives

TIPS FOR GUIDING DISCUSSION

1. Guide the Subject Matter of the Discussion

- A. At the beginning of the meeting, clearly state what the meeting agenda includes and decisions that may need to be made.
- B. Make sure the group has all pertinent information. Ask and respond to questions.
- C. Keep discussion relevant and on topic.
- D. Look for areas of agreement and possible compromises.
- E. Recognize when decisions have been reached and close the discussion when:
 1. More facts are needed or there is not enough information to proceed. Views from absent members are needed.
 2. Members need more time for consideration or discussion with others.
 3. Changing events will alter the decision soon.
- F. Clarify and repeat decisions made by the group.
- G. Keep track of time! Some facilitators designate a time-keeper.
- H. Acknowledge and recognize participation by participants.

2. Guide the Discussion

- A. Start the meeting on time.
- B. Encourage participation of all members.
 - Ask opinions of quiet members.
 - If some monopolize discussion, ask them to speak more briefly.
 - Suggest brainstorming of topic ideas for sharing among the group.
 - Break into small groups for discussion.
- C. Be mindful of silence because it may mean:
 - General agreement,
 - No contribution to make,
 - Need more information,
 - Afraid, shy, disinterested, angry
 - Can't hear or see what is going on
- D. Encourage participation by each member by offering opportunities for everyone to contribute to the conversation
- E. Respect various viewpoints.
- F. Suggest a quick break, especially when a discussion has become tense. Use appropriate humor to diffuse tension.
- G. End the meeting on a positive note. Thank the group for its accomplishments.

Successful meetings show that members:

- Leave with a little more knowledge,
- Know what their responsibilities are, if any,
- Feel their time was well spent, their views heard and respected, and
- Know when the next meeting will be held.

Family Council - Addressing a Concern and Reaching a Solution

Identify and define the problem or concern

from the residents' perspective. Council members determine whether a concern is an isolated event, an ongoing problem for one person or a concern of several residents.

Compile a list of action steps for a solution.

Discuss all ideas and possible advantage or disadvantage of each. Do you want to further investigate to get recommended solutions?

Choose the best option. Informally present the issue by talking with the administrator or key department head or formally do so by using the *Council Action Form* or *Resident Complaint Form*.

Make a copy of the Form to retain with the Council records.

Give the Form to the staff liaison or other designated staff. Be willing to meet with staff to discuss the concern.

Evaluate satisfactory resolution of the problem.

If not resolved, why not?

Request assistance from the Long-Term Care (LTC) Ombudsman. A District LTC Ombudsman is assigned to advocate for residents in every Kentucky nursing home.

By law the administration must respond to your concern and resident and family groups working together can be a strong collective voice to influence positive changes.

Family Council - Overcoming Obstacles and Building Trust

Family Council members (and residents) may face challenges:

- Members may fear of retaliation by the facility staff.
- Members may meet resistance from staff or limited assistance.

Retaliation (real or perceived) happens when speaking out may result in a negative outcome.

If staff exhibit verbal or non-verbal retaliation to Family Council members or residents, members are protected by federal law which requires the facility's leadership to promptly address this problem.

This can be accomplished by a meeting with the administrator or other key staff to discuss the concern(s) and invite the District LTC Ombudsman to serve as the facilitator. (Another resource is the KY Office of Inspector General (OIG).

Ways for Families to Overcome Obstacles to Family Council Development

OBSTACLE	POSSIBLE SOLUTIONS
Family members lack time	<p>Begin and end meetings on time. If family members see that meetings are efficient and purposeful, they will be more likely to come to future meetings.</p> <p>Share leadership responsibilities and delegate small tasks to members so that the time commitment for individual members is not too substantial.</p> <p>Make use of agendas to keep meeting on track.</p> <p>Schedule meetings at times that are convenient for family members.</p>
Family members lack interest	<p>Introduce yourself to other family members on your loved one's unit/neighborhood. Ask them about how they've felt about the care provided to their loved one and any ideas they have about needed improvements. Family members will respond to a personal invitation more readily than a letter or flier.</p> <p>Explain the rights of Family Councils to other family members and the potential that Family Councils can have to promote improvements at the home.</p> <p>Introduce the concept of a Family Council in a positive way. Family Councils can be useful for advocacy as well as information sharing and support. All nursing homes have room for improvement and new ideas.</p>
Family members fear retaliation	<p>Explain that Family Council members give each other support and strength. Also point out that issues or concerns will be presented to the facility administration as a group, not an individual, concern.</p> <p>If family members are reluctant to be seen at Family Council meetings, discuss the possibility of meeting off-site so that family members will feel more comfortable coming to meetings.</p> <p>Present the Family Council positively to both families and facility staff.</p>

Family Council and the Staff

The Staff Liaison empowers both resident and Family Councils to take ownership of their councils.

The Staff Liaison is not expected to attend Council meetings and, in fact, can only attend by invitation from the resident or family. The Staff Liaison role is to be of assistance to the councils to the extent members want assistance.

Council members can invite the Liaison to meetings as a listener.

Councils are resident or family run and directed. Therefore, the staff liaison role does not include facilitation of council meetings unless invited by the council. When functioning as a facilitator, the staff liaison should encourage or remind members to choose a facilitator.

Appropriate Tasks for a Staff Liaison/Designated Staff

- Help as requested with administrative Council tasks
- Maintain confidentiality of discussions within council meetings
- Assist with the recruitment of members and leaders
- Promote awareness and appreciation of the Council
- Explain the facility's policies and procedures
- Inform members of changes/decisions in the facility
- Be an effective liaison between members and senior management
- Facilitate group process by Council invitation only
- Invite guest speakers

Primarily tools for the Staff Liaison include: the Family Council Manual and Resident Rights

Important Skills for a Staff Liaison/Designated Staff

- Empower council participants
- Respect council autonomy and confidentiality
- Respect council role and functions
- Be available and offer tools to residents and families
- Maintain good boundaries
- Be accurate and consistent in giving information
- Maintain integrity by acting only on information requested by the council
- Work with residents toward continuous quality improvement
- Promote the councils at various resident, family and staff events
- Communication skills and active listening skills
- Be positive and objective

Ways to Promote Councils

- Inform all staff: direct care staff, housekeeping and maintenance staff, senior management, owner or Board of Directors about the Family Council purpose and support its operation
- Invite a Family Council representative to serve on the facility's Quality Assurance/Quality Improvement Committee*
- Include Family Council information in the new resident welcome packet
- Invite a Family Council member to new staff orientation to explain the Family Council role
- Give the Staff Liaison time and tools for a successful Family Council
- Invite Family Council leaders to staff meetings
- Respond promptly to Family Council concerns and requests
- Engage Family Council members to serve on various initiatives of the facility

***The facility's committees and confidentiality:** When a resident or family member serves on a facility's committee, there is a confidentiality protocol for all participants. The protocol may state that resident or family may participate only during nonconfidential discussion and may include signing a confidentiality form.

Family Council Activities

1. **Educational** – Invite speakers (within or outside the home) to learn about resident rights, nursing home regulations and operations or any related long-term care topic or issue.

Consider having at least one council meeting each year that focuses on the facility's emergency preparedness plans, exercises, and lessons learned.

2. **Projects within the home or new project**
– Participate in current projects such as helping plan Family Nights or assisting the Resident Council in fundraising projects or create new initiatives of interest to residents.

If your facility is willing to train families to assist during an emergency or disaster help coordinate and advertise the training to families.

3. **Problem-Solving** – Address identified common problems for residents (call lights not promptly answered; lack of activity; food quality.)

4. **Welcoming Committee** – Members contact families of new residents to offer information, support and Family Council meeting invitations.

5. **Outreach** – Arrange for a kiosk or bulletin board for Family Council information, create a Family Council newsletter or write a column for the nursing facility newsletter.

6. **Other ideas** –

- Sponsor a social event for families and residents;
- Participate in legislative issues;
- Fundraise for special projects;
- Give an “Employee of the Month” award;
- Include the name and phone number of the Family Council contact person in the new resident packet;
- Involve people in the broader community in resident and family events and projects.



Family Council Educational Topics

- Care Conference & Individualized Care Plan
- Care Concerns
 - Common Diseases
 - End of Life Issues
 - Medical Assistance
 - Medications
 - Nutrition and Hydration
 - Pressure Sores
- Restraints
- Emergency Preparedness
- Memory Care
- Person Directed Care/Living
- Physician's Role
- Problem Solving
- Quality Improvement
- Responding to call lights
- Understaffing
- Use of antipsychotics
- Legislative Issues
 - Long-Term Care Ombudsman Program
 - Medicare
 - Nursing Home Survey
 - Paying the NH bill
 - Resident Rights
 - Regulations of the home
 - Vulnerable Adult Act

Emergency Preparedness Meeting Topics and Activities

March: Kentucky Statewide Tornado Drill

Spring: Tornadoes/Flooding; Weather Spotter Training

September: Emergency Preparedness Month and Personal/Family Emergency

Plans; <https://www.ready.gov/september>

Emergency Preparedness Fair with drawings for emergency preparedness supplies such as flashlights, weather radios, etc.

October: Great Shakeout Earthquake Drill – <https://www.shakeout.org/>
Earthquake Planning

Winter Weather: Snow and Ice Events

Meeting with Fire Chief, County Emergency Manager

Projects

Fundraising

Bake sales, raffles, farmers market days, garage sales for resident events or items such as musical instruments, big screen TV, and kiosks.

Staff Recognition

Gift baskets, appreciation events, letters of thanks.

Resident Events

Visiting programs, gift shop, shopping assistance, mobile library, holiday parties, community outings, gardening, coffee shop.

Family Support

Welcome committee, guide to the home, family support group, resource library.

Family Council and Emergency Preparedness

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Family members play a significant role in emergencies by developing their own resilience and emergency plans. It is important for family members to identify and understand their roles through planning. See www.ready.gov/make-a-plan. Secondly, every family needs to insure that the nursing facility has their current and complete contact information should the facility need to get in touch in the event of an emergency. Thirdly, family members may ask the nursing facility for information about the facility emergency plan. This may include identification of hazards, facility response plans during different disasters, evacuation planning, and decision-making related to whether the facility will evacuate or shelter-in-place.

The Emergency Preparedness Plan is developed from an assessment of natural and manmade hazards that could impact the facility. The facility must also take into consideration the individual needs of each resident before, during and after the emergency event.

It is also helpful to understand how the facility manages its emergency inventories of food, water and medications. Each nursing facility must have a comprehensive communication plan to communicate with family members/legal representatives, city, country or state emergency management, and community resources during an emergency.

The Centers for Medicare and Medicaid Services (CMS) issued a Final Rule on Emergency Preparedness which is a significant change from previous regulations. The scope of the the Final Rule is wide ranging. CMS identified four (4) key components:

- Risk Assessment and Planning
- Policies and Procedures
- Communication Plan
- Training and Testing

An Emergency Preparedness Program is more than having a plan. It includes a committee that meets on a regular basis for emergency preparedness and response planning to ensure the safety of the residents, staff and visitors.



Family Council Be Prepared Discussion Guide

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Family Council:

BE PREPARED IN AN EMERGENCY!

Each disaster is a reminder that everyone should have an emergency plan so that our families are protected and supported in times of crisis. A nursing facility is required, by federal law, to have a comprehensive emergency plan in place and communicate plans with residents and families.

One Size Does Not Fit All in a Disaster

The facility is required to tailor its disaster plan to its geographic location and the types of residents it serves. While evacuations are uncommon, the facility must have evacuation plans. It must also review the evacuation plan, train new employees in emergency procedures and hold drills and periodic reviews with staff and first responders.

The facility must develop and maintain an emergency preparedness communication plan that complies with Federal, State and local laws. The plan must be reviewed and updated at least annually. The facility communication plan must include a method for sharing information with residents and their families or representatives.

Residents and families may ask about the facility's emergency preparedness and evacuation plans

Below are some questions residents and families may ask at council meetings.

The Plan

- Has the facility conducted a hazard vulnerability analysis? What is the greatest hazard risk for this facility?
- Does the plan include phone trees, signs, and other methods of communication to inform family? Does the facility post signs or notices so visitors are aware of infectious outbreaks in the facility?
- What is the communication plan if phone landlines are not operational?

- What is the facility's alternate source of energy in a power outage? Does this source of energy have the ability to maintain safe temperatures for residents, refrigeration, emergency lighting, fire detection extinguishment, and alarm system?
- How will the facility account for and contact residents/staff if they are out of the building when disaster strikes, for example at a medical appointment?
- What events trigger an evacuation? Who makes the decision to evacuate? Evacuations are possible, but typically are the last resort. Most evacuations are because of fire and are for less than 24 hours.
- How does the plan address security issues like building security if evacuated or monitoring doors if power locks are out?
- What is the facility's policy on social media during a disaster? Does the facility plan to use Facebook, Twitter, or other media (TV/radio) to communicate updates with families?
- Has the facility practiced the plan and participated in disaster exercises? If so, what lessons were learned and what improvements were made to the plan following the exercise?
- My loved one might wander off or get lost during an emergency. How will you keep track of those who wander? If they are missing who will you notify?

Coordination With Other Resources

- How is the plan coordinated with the city, county or state emergency management, and community resources?
- Who are the facility's emergency assistance partners?
- Are there contracts or agreements in place with transportation services and facilities to provide housing for evacuated residents?

- Are there back up contracts with medical suppliers in case local providers are out of service due to the disaster?

Resident Information

- How does the facility discuss the plan with residents? Does the facility review emergency plans upon admission?
- How will residents and their families/guardians be informed of an evacuation and be kept informed during and following the emergency?
- How will information about the resident's health conditions, prescriptions, treatments, and contact information for next of kin/responsible person/ Power of Attorney accompany the resident to the receiving site?
- How will supplies such as medications be transported? Will these go with the resident or separately?

Role of the family

Emergencies can range from the inconvenient to the devastating. Develop and know your own family

emergency plan. Consider sharing your personal emergency plan with the facility. When you share your personal emergency plan with the facility it may make it easier for staff to contact you. Does your plan include your nursing home resident? A resident may ask family or friends to evacuate them to a special needs shelter or home. It is best to thoroughly consider special care procedures before evacuating a resident yourself.

- What if I am in the building when disaster strikes? Where do family and visitors go during a shelter in place situation? How can family members be helpful during an emergency situation?
- Does the facility provide training to families on how to help during an emergency?
- Who do I notify at the facility when my phone number or address changes?
- What is the designated number for families to call for information? Is there an off-site number to call for information?

Families and friends of residents should join together now, form a council, review emergency plans and determine how they will communicate with each other if disaster strikes.



Links to Emergency Preparedness Plans/Resources

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<https://www.redcross.org/store/preparedness>

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/make-a-plan.html>

https://www.fema.gov/media-library-data/1440449346150-1ff18127345615d8b7e1effb4752b668/Family_Comm_Plan_508_20150820.pdf

<https://www.ready.marines.mil/Make-a-Plan/Making-a-Family-Emergency-Plan/>

<https://www.dhs.gov/how-do-i/prepare-my-family-disaster>

<https://kyepltc.org/ltc-preparedness/>

<https://www.ready.gov/september>

Family Personal Readiness Forms

Complete these forms to assist in preparing for emergencies/disaster.

EMERGENCY PREPAREDNESS INFORMATION		
NAME		HOME PHONE NUMBER
MOBILE NUMBER		WHAT IS THE BEST NUMBER TO REACH YOU? <input type="checkbox"/> HOME <input type="checkbox"/> MOBILE
ADDRESS / CITY / STATE / ZIP		
POSITION	NAME OF RELATIVE TO CONTACT IN AN EMERGENCY	RELATIVE'S PHONE NUMBER
IF YOU EVACUATE, WHERE DO YOU PLAN TO GO? (PLACE, NAME)		PHONE NUMBER
ADDRESS / CITY / STATE / ZIP		
WILL YOU NEED ASSISTANCE PREPARING PERSONAL PROPERTY FOR AN EMERGENCY SITUATION? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE EXPLAIN		
DO YOU HAVE FAMILY MEMBERS REQUIRING SPECIAL ARRANGEMENTS? <input type="checkbox"/> YES <input type="checkbox"/> NO HOW MANY? ____		
DO YOU HAVE SPECIAL NEEDS? <input type="checkbox"/> YES <input type="checkbox"/> NO PLEASE EXPLAIN		
SIGNATURE		DATE

Children: Fill out one form for each child. Keep a copy of the forms in your disaster supply kit.
Update the form(s) at least once a year with current photo.

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INFANT/CHILD/DEPENDENTS EMERGENCY PREPAREDNESS INFORMATION		
CHILD'S NAME / AGE		CELL PHONE NUMBER (IF HAS ONE)
ADDRESS OF SCHOOL OR DAYCARE / CITY / STATE / ZIP		
GRADE LEVEL	PHONE NUMBER OF SCHOOL OR DAYCARE	RELATIVE OR FRIEND'S PHONE NUMBER WHO COULD PICK UP YOUR CHILD IF NECESSARY
IF YOUR CHILD'S SCHOOL/DAYCARE EVACUATES, WHERE WILL THEY GO? ADDRESS OF EVACUATION LOCATION, ETC.		PHONE NUMBER
DOES YOUR CHILD HAVE SPECIAL NEEDS? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE EXPLAIN		
PLEASE PROVIDE ANY OTHER PERTINENT INFORMATION (RELATING TO DISASTER SITUATIONS)		
SIGNATURE		DATE

Adult Dependents: Fill out one form for each adult. Keep a copy of the forms in your disaster supply kit. Update the form(s) at least once a year with current photo.

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ADULT DEPENDENT EMERGENCY PREPAREDNESS INFORMATION	
ADULT'S NAME / AGE	CELL PHONE NUMBER (IF S/HE HAS ONE)
IS YOUR DEPENDENT AT YOUR HOME WHILE YOU WORK <input type="checkbox"/> YES <input type="checkbox"/> NO IF NO, WHERE IS YOUR DEPENDENT?	
STREET ADDRESS OF YOUR DEPENDENT WHILE YOU ARE AT WORK CITY / STATE / ZIP	PHONE NUMBER
NEIGHBOR OR RELATIVE WHO COULD HOUSE YOUR ADULT DEPENDENT IN AN EMERGENCY	NEIGHBOR/RELATIVE'S PHONE NUMBER
DOES YOUR ADULT DEPENDENT HAVE SPECIAL NEEDS? INCLUDING MEDICATIONS <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE EXPLAIN	
PLEASE PROVIDE ANY OTHER PERTINENT INFORMATION (RELATING TO DISASTER SITUATIONS)	
SIGNATURE	DATE

COMMUNICATION PLAN

During a disaster/emergency situation, it is important to be able to communicate with family, friends and others. Most people have all their contact information on their cell phones or other electronic devices. It is important to have a written list of all your contacts in case your cell phone/electronic devices are damaged, lost or can't be charged. Teach your family to text "I'm OK" in emergencies as sometimes texting works when phone calls will not.

** Make sure you have an emergency contact number for your employer.

Out-of-Area Contact: In the event that you and members of your family are separated, it is good to have one contact that lives out of the immediate area. Their phone systems may work while the local phone systems may be damaged and inoperable. Teach family members to text or call this out-of-area contact and to report their location. The out-of-area contact will be able to collect information on all family members and report back.

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

NAME _____

ADDRESS _____

PHONE _____ EMAIL _____

Pets Preparedness Plan: Fill out one form for each pet. Keep a copy of the forms in your disaster supply kit. Update the form(s) at least once a year with current photo.

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PET PREPAREDNESS FORM
<p>I, _____ have made the following arrangements for my pet in the event there is a disaster / emergency. I am aware of the fact that some temporary shelters do not allow pets to be housed. Therefore I have made the following arrangements:</p> <p>Type of pet _____ Age of pet _____</p> <p>Name of pet _____</p> <p>Name of kennel / relative / friend taking responsibility for my pet _____</p> <p>_____</p> <p>Address _____</p> <p>Phone number _____</p> <p>Pet's special needs _____</p>

Planning for pets in an emergency

A few simple steps to ensure the pet's safety can go a long way when disaster strikes.

- Consider placing stickers on the main entrances of your home to alert rescue workers to the number and types of pets inside and update the information on the stickers every six months.

Evacuating with a pet

Keep in mind that the place the owner and pet will relocate to during an emergency may not take pets or be able to care for them (such as a hospital, nursing home, or public shelter). As a reminder, service animals are always allowed. In planning for an emergency evacuation:

- Arrange for family members or friends to shelter the pet. Check with local veterinarians, boarding kennels, or grooming facilities to see if they can offer to shelter pets during an emergency. These arrangements should be made prior to an emergency.
- When conducting evacuation drills, practice evacuating the pets to familiarize the animal with the process and increase their comfort level.
- Identify which rooms the pets are located in (know the animals hiding places) so they can be easily found during an emergency.

- Keep in mind a stressed pet may behave differently than normal and their aggression level may increase. Use a muzzle to prevent bites. Also be advised that panicked animals may try to flee.
- Small animals can be transported using a covered carrier, cage, or secure box. To minimize stress, keep the carrier covered and attempt to minimize severe changes in temperature and noise. Animals too large for carriers should be controlled on a sturdy leash and may need to be muzzled.
- Know where the pet's collar/harness, leash, muzzle, etc., are stored. Consider other essential items to take along if available and time permits such as:
 - Current color photograph of the owner and pet/service animal together (in case the owner is separated).
 - Copies of medical records that indicate dates of vaccinations and a list of medications the pet/service animal takes and why.
 - Physical description of the pet/service animal, including species, breed, age, sex, color, distinguishing traits, and any other vital information about characteristics and behavior.
 - Proof of identification and ownership.
 - Comfort toys or bedding.
 - Collapsible cage or carrier.

Pet Identification

- Pets and service animals must have proper identification. Dogs and cats should wear a collar or harness, rabies tag, and identification tag at all times. Identification tags should include a name, address, and phone number.
- Talk to a veterinarian about micro-chipping the pet. A properly registered microchip enables positive identification if the resident and pet/service animal are separated.

Emergency Contacts

Create a list of contacts. This should be done before an emergency occurs. Consider local and out-of-area resources. Keep a copy of this list in a readily accessible location (near the phone). Contact information includes:

Name and phone number _____

Local veterinarian _____

Alternate veterinarian _____

Emergency pet contact _____ (family or friend)

Local boarding facility _____

Local animal shelter _____

Humane Society _____

Family Council Confidentiality Agreement

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Purpose:

To create a safe and respectful environment to share concerns and issues in the Family Council meeting.

As a family member or guest of the Family Council including facility staff, you will hear confidential and sensitive information about residents and other family members.

Because of the sensitive and confidential nature of these types of information, each Family Council meeting attendee including facility staff must agree to abide by a strict policy of privacy and confidentiality.

As a meeting attendee, I understand that I am provided with this information in strict confidence to enable me to contribute to the meeting and support the Family Council. I will not share this information outside of the Family Council meeting.

I have read and understand this Privacy and Nondisclosure Agreement:

Signature _____

Print Name _____

Date _____



Family Council and the Role of the LTC Ombudsman

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Long-Term Care Ombudsman work to identify, investigate, and resolve complaints and problems of residents in long-term care facilities. Ombudsmen provide information and assistance to residents and their families. Each district of KY has a local ombudsman to help you, the consumer and are your advocate.

For assistance or resources for forming your Family Council, please contact your local ombudsman.

Ombudsman: _____ **Phone:** _____

The services are free.

The KY Office of the State Long-Term Care Ombudsman is housed at the Nursing Home Ombudsman Agency (NHOA), a nonprofit agency serving KY since 1981. Check out our website, www.ombuddy.org, or give us a call at 859.277.9215 or toll free 1.800.372.2991.

Next meeting date: _____

Time: _____

Facility: _____

Room: _____

Contact Person: _____

The LTC Ombudsman Program is funded in part by state and federal funding provided by the Department for Aging and Independent Living. LTC2Prepare Initiative and this publication are funded through Centers for Medicare and Medicaid Services (CMS) Grant # 2017-04-KY-0808 and the Kentucky Office of the Inspector General, Grant # PON2 723-1800000928 1.

Resources and Sample Materials for Family Councils

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STIMULATE INTEREST AND PARTICIPATION

Offering education is a key function of a council. Some councils prefer a flexible discussion format with invited speakers and topics. The District Ombudsman or the home's Staff Liaison may suggest speakers and resources within and outside the home.

- | | |
|--|--|
| 1. Resident Rights and Person Directed/Person Centered Living | 15. Information about various health issues (heart, vascular, memory) |
| 2. Emergency Preparedness | 16. Pressure Sore Prevention |
| 3. Quality Improvement Initiatives at the Facility | 17. Art appreciation and other creative pursuits |
| 4. Enhancing Quality of Life and Services in the Facility | 18. Legislative Issues and Action |
| 5. Participating in the Resident Care Conference | 19. Stand Up for Yourself and Others - Elder Abuse Prevention |
| 6. Communications with Direct Care Staff | 20. Hospice Care within the Home and Coping with Grief and Loss |
| 7. Using the Grievance Procedure/Resolving Care Concerns | 21. Kentucky Office of Long-Term Care Ombudsman |
| 8. Understanding Physical and Chemical Restraints | 22. Federal and State Nursing Home Regulations |
| 9. Health Care Directives and Substitute Decision Making | 23. Inspection of Nursing Homes by Office of Inspector General |
| 10. Health and Wellness Initiatives and Nutrition Services | 24. The Nursing Home Reimbursement System |
| 11. Family Involvement in the Care Conference | 25. Transportation Services |
| 12. Physician's Role in the Nursing Facility | 26. Community Services and Transferring Home |
| 13. Nursing Services within the Facility | |
| 14. Understanding Medications and Pharmacy Services | |

**Sample Flyer to Post for Announcing a Family Council Meeting
About Emergency Preparedness**

COME TO FAMILY COUNCIL AT:

And learn about

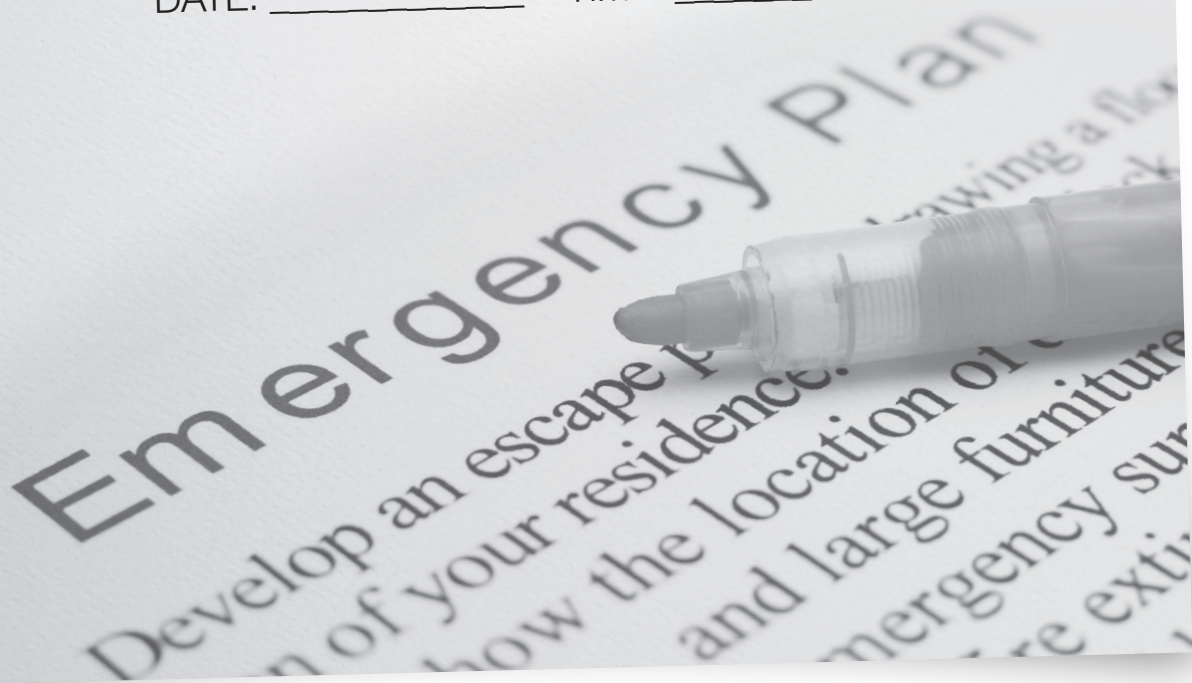
Emergency Preparedness!

How will your loved one be cared for during
an emergency or disaster?

Have you ever wondered about the facility's
emergency preparedness plans?

If so, come to Family Council to learn about the facility's
Emergency Plan, emergency contact numbers, and more!

DATE: _____ TIME: _____



Sample Family Council Invitation

Family & Friends of Windermere Cottage

Join us for an evening of conversation!

Visitors' Lounge

Wednesday, September 23, 2019

5:30 – 6:30 PM

**“Memory Loss: Advocating for
Your Family Member.”**

Guest Speaker

Sandra Newby, Long-Term Care Ombudsman

R.S.V.P. to Carol
(502) 555-1234



Refreshments
served

Family Council Bylaws

Bylaws are not required. However, it may prove useful to identify and document the purpose or mission, meeting frequency and leadership in the council meeting notes or minutes.

Article One - Name: The name of the organization shall be the (Resident or Family Council, name of the home, town, state and zip code.

Article Two - Purpose: The purpose of the council is to improve the quality of nursing home care and services and the quality of life for residents. The council shall provide an opportunity to share ideas, plan events, gain valuable long-term care information and to be a proactive group that works with nursing home staff to resolve issues and concerns and enhance life in the home and its operations.

Article Three - Leaders: List the names of your council's leader(s) and their title(s) or role(s). If the leader is absent, the co-facilitator or vice chair shall preside. A secretary shall record and maintain the minutes of each council meeting. All financial business shall be the responsibility of an elected Treasurer. Committees may be established as necessary and include members who choose to serve. The election and appointment of leaders shall be held every year. Nominations are accepted and voted on at the same council meeting.

Article Four - Membership: Every council meeting attendee becomes a member of the (resident or family) council. Nursing home staff may attend meetings by invitation only. This includes the staff liaison. Nursing home staff (owner, employees and volunteers) may not be members of the council.

Article Five - Meetings: Meetings will be held every month on a consistent day (e.g. third Tuesday), at (state the time). Additional meetings may be called by the council at any time with a majority vote.

Article Six - Amendments: Amendments may be made to the bylaws at any regular or specially called meeting of the council members, by a two-thirds vote, provided the suggested changes are discussed and read prior to voting.

Amendments go into effect immediately unless there is an approved motion stating a specific date.

Sample Family Council Agenda

Council Meeting AGENDA

Date: _____ Location: _____

- 1.** Welcome
- 2.** Review council purpose
- 3.** Introduce guests, if any; all others self introduce
- 4.** Read minutes of last meeting
- 5.** Pending or former business:
reports, action form responses, project progress
- 6.** New Business: announcements, new issues or concerns
- 7.** Education topic and discussion
- 8.** Next meeting date and agenda
- 9.** Adjourn

Sample Meeting Minutes Outline

Meeting Minutes

Minutes are a council's record of what transpired at each meeting, particularly major discussions and decisions. This information (or record keeping) is useful to all members, present or absent. Retain each meeting's Minutes or Notes for historical reference of Council business.

Minutes include such information as:

- Date, time, and place of the meeting
- Who led the meeting and the number of members in attendance; name and topic of guest speaker
- Main topics discussed
- Motions made (verbatim) and results of voting, if any
- Tasks to complete between meetings (such as who will follow up on decisions and what committees will meet)
- Who recorded the minutes
- The date, time, and location of the next meeting

Consider sharing or rotating the minute keeping or note taking job among members or asking a volunteer from the Office of Ombudsman for Long-Term Care to assist. A last option is asking the Staff Liaison to assist.

Sample Meeting Minutes

Council Meeting of May 15, 2018

Chair, Mary Smith, called the meeting to order at 6:00 p.m. in the chapel.
Ten members attended.

John Jones, Secretary, read the minutes of the April 15, 2018 meeting. The minutes were unanimously accepted.

Ann Brown, Treasurer, reported that the council spent \$58.43 for the Holiday Tea (12/08/17). The council received a \$20.00 donation from Sue Allen (1/3/18) leaving a balance of \$130.12. The council unanimously accepted this report.

During general discussion, a member raised concerns about the shortage of nurses. Other members shared the same concern. Members volunteered to organize a committee to examine the situation and report to the council. Three members volunteered to serve on the committee. The Chair asked that the concern be listed for discussion on the next month's agenda.

The next meeting will be June 17, 2019 at 6:00 p.m. in the chapel. The meeting was adjourned at 7:15 p.m.

Respectfully submitted,

John Jones, Secretary

ADDITIONAL SPACE

DATE: _____

STAFF RESPONSE:

IMPLEMENTATION DATE: _____

STAFF SIGNATURE: _____

REMINDER:

MAKE A COPY OF THIS FORM
BEFORE SUBMITTING TO STAFF
FOR REFERENCE AND FOLLOW-UP.

Additional Contacts

Kentucky Long-Term Care Ombudsman Program

Sherry Culp, State Long-Term Care Ombudsman
Mark Burress, Regional Long-Term Care Ombudsman
Jodi Holsclaw, Regional Long-Term Care Ombudsman
3138 Custer Drive, Suite 110
Lexington, KY 40517

859.277.9215

1.800.372.2991 (toll free)

www.ombuddy.org

Office of Inspector General (OIG)-Division of

Healthcare licenses and certifies Nursing Homes
Personal Care and Family Care Homes and may review
Resident and Family Council minutes as part of the
survey process. OIG also accepts complaints about
alleged violations of resident rights and regulations
from individuals and the council itself.

502.564.7963

Division of Protection and Permanency-Adult Protection Branch-The Department for Community Based Services (DCBS), Adult Protective Services

investigates all known or suspected incidents of abuse,
neglect, or exploitation of a vulnerable adult.

877.597.2331 (toll free)

1.800.752.6200 (toll free)

Kentucky Board of Licensure for Long-Term Care

Administrators licenses nursing home administrators.

502.564.3296

Kentucky Board of Nursing licenses nurses and
manages the nurse aide abuse registry

502.429.3300

Kentucky Attorney General's Office of Consumer Protection offers consumer information on various

topics and responds to consumer complaints.

502.696.5389

888.432.9257 (hotline)

LTC2Prepare

Betty Shiels, PhD, LCSW, Director
Diana S. Jester, MSSW, Program Manager
Kent School of Social Work
University of Louisville
Louisville, KY 40292

502.852.8003

502.852.5887 (Fax)

www.ltc2prepare.org

Long-Term Care Ombudsman Directory

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State Long-Term Care Ombudsman

Sherry Culp sherry@ombuddy.org

Regional Long-Term Care Ombudsmen

Mark Burress mark@ombuddy.org Jodi Holsclaw jodi@ombuddy.org

3138 Custer Drive, Suite 110, Lexington, KY 40517 859.277.9215 and 1.800.372.2991 (toll free)

Barren River District LTC Ombudsman

Lynda Love
Kentucky Legal Aid
1700 Destiny Lane
Bowling Green, KY 42104
270.780.8835
1.800.355.7580 (toll free)
llove@klaid.org
Allen, Barren, Butler, Edmonson,
Hart, Logan, Metcalfe, Monroe,
Simpson, and Warren counties

Big Sandy District LTC Ombudsman

Tara Little
Big Sandy ADD
110 Resource Drive
Prestonsburg, KY 41653
606.886.2374, ext. 335
1.800.737.2723 (toll free)
tara.little@BigSandy.org
Floyd, Johnson, Magoffin, Martin,
and Pike counties

Bluegrass District LTC Ombudsman

Alice Salyers
Nursing Home Ombudsman
Agency of the Bluegrass, Inc.
3138 Custer Drive, Suite 110
Lexington, KY 40517
859.277.9215
1.877.787.0077 (toll free)
alice@ombuddy.org
Anderson, Bourbon, Boyle,
Clark, Estill, Fayette, Franklin,
Garrard, Harrison, Jessamine,
Lincoln, Madison, Mercer,
Nicholas, Powell, Scott, and
Woodford counties

Buffalo Trace District LTC Ombudsman

Amanda Grooms
Buffalo Trace ADD
P.O. Box 460
Maysville, KY 41056
606.564.6894
1.800.998.4347 (toll free)
agrooms@btadd.com
Bracken, Fleming, Lewis, Mason,
and Robertson counties

Cumberland Valley District LTC Ombudsman

Arlene Gibson
Cumberland Valley ADD
P.O. Box 1740
London, KY 40743
606.864.7391
606.309.7600 (mobile)
1.800.795.7654 (toll free)
agibson@cvadd.org
Bell, Clay, Harlan, Jackson,
Knox, Laurel, Rockcastle, and
Whitley counties

FIVCO District LTC Ombudsman

Amanda Hamilton
Legal Aid of the Bluegrass
1616 Greenup Ave., Ste. 1
Ashland, KY 41101
606.780.2258
ahamilton@lablaw.org
Boyd, Carter, Elliott, Greenup,
and Lawrence counties

Gateway District LTC Ombudsman

Sara Waynne Caudill
Legal Aid of the Bluegrass
546 East Main Street, STE 1
Morehead, KY 40351
606.784.8921 ext. 2127
606.755.0006
1.800.274.5863 (toll free)
wcaudill@lablaw.org
Bath, Menifee, Montgomery,
Morgan, and Rowan counties

Green River District LTC Ombudsman

Heather Mullican
Green River ADD
300 GRADD Way
Owensboro, KY 42301
270.926.4433
1.800.928.9094 (toll free)
heathermullican@gradd.com
Davies, Hancock, Henderson,
McLean, Ohio, Union, and
Webster counties

Kentucky River District LTC Ombudsman

Sheila Cornett
KY River ADD
941 North Main Street
Hazard, KY 41701
606.436.3158
606.560.0777 (mobile)
1.800.928.5723 (toll free)
sheila@kradd.org
Breathitt, Knott, Lee, Leslie,
Letcher, Owsley, Perry, and
Wolfe counties

KIPDA District LTC Ombudsman

Natalie Brown-Radtke
Catholic Charities
2911 South Fourth Street
Louisville, KY 40208
502.637.9786
1.800.854.3233 (toll free)
nbrownradtke@archlou.org
Bullitt, Henry, Jefferson,
Oldham, Shelby, Spencer, and
Trimble counties

Lake Cumberland District LTC Ombudsman

Mandy Weston
Lake Cumberland ADD
P.O. Box 1570
Russell Springs, KY 42642
270.866.4200
1.800.264.7093 (toll free)
mandy@lcadd.org
Adair, Casey, Clinton, Cumberland,
Green, McCreary, Pulaski, Russell,
Taylor, and Wayne counties

Lincoln Trail District LTC Ombudsman

Beverly Broadus
Catholic Charities
2911 South Fourth Street
Louisville, KY 40208
502.965.8304 (mobile)
1.800.854.3233 (toll free)
502.637.9786
(Catholic Charities)
bbroadus@archlou.org
Breckinridge, Grayson, Hardin,
Larue, Marion, Meade, Nelson,
and Washington counties

Northern Kentucky District LTC Ombudsman

Bethany Breckel
Northern KY ADD
22 Spiral Drive Florence, KY 41042
859.283.8185
1.866.766.2372 (toll free)
Bethany.breckel@nkadd.org
Boone, Campbell, Carroll, Gallatin,
Grant, Kenton, Owen, and
Pendleton counties

Pennyrile District LTC Ombudsman

Cindy Tabor
Pennyrile ADD
300 Hammond Drive
Hopkinsville, KY 42240
270.886.9484
1.800.928.7233 (toll free)
cindy.tabor@ky.gov
Caldwell, Christian, Crittenden,
Hopkins, Livingston, Lyon,
Muhlenberg, Todd, and
Trigg counties

Purchase District LTC Ombudsman

Sarah Dodd
Purchase ADD
P.O. Box 588
Mayfield, KY 42066
270.251.6120
1.877.352.5183 (toll free)
sarah.dodd@purchaseadd.org
Counties served: Ballard,
Calloway, Carlisle, Fulton,
Hickman, Graves, Marshall,
and McCracken counties



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The Kentucky Long-Term Care Ombudsman Program is funded in part by state and federal funding provided by the Department for Aging and Independent Living.