

## RESIDENT OR FAMILY COUNCIL ACTIVITIES

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### Activity #1: Learning about the Advancing Excellence Campaign

#### PURPOSE

##### In nursing homes that are participating in the campaign

- ✓ To educate residents or families and friends about the Advancing Excellence campaign.
- ✓ To inform residents or families and friends about how they as individuals and as a council can participate in the campaign.
- ✓ To prepare residents or families and friends - if interested - to discuss how they can help staff achieve the campaign goals as they relate to themselves, their relative or friend, or in general (Resident or Family Council Activity #2).

##### In nursing homes that are not participating in the campaign

- ✓ To educate residents or families and friends about the Advancing Excellence campaign.
- ✓ To discuss how residents or families and friends might encourage the nursing home to join the campaign.
- ✓ To inform residents or families and friends about how they can participate in the campaign even if their nursing home does not.

#### SUGGESTED TIME FOR ACTIVITY: One hour.

#### I. IF THE NURSING HOME IS PARTICIPATING IN THE CAMPAIGN

##### Participants

- ✓ Residents or families and friends
- ✓ Advancing Excellence (AE) presenter: Could be any of the following:
  - Ombudsman
  - Member of a citizen advocacy group
  - Member of the LANE
  - Concerned member of the community who has joined the campaign
  - Nursing home administrator or staff member
  - Council president or other interested resident or family member/friend
- ✓ Nursing home administrator or designee if he or she is not making the presentation (with consent from council)
- ✓ Council designated staff person if desired by the council

## Materials

- ✓ [Flyer promoting the Advancing Excellence council presentation](#)
- ✓ [Advancing Excellence Council PowerPoint presentation](#)
- ✓ [Advancing Excellence consumer fact sheet about the campaign](#)
- ✓ [Advancing Excellence consumer fact sheets on the campaign goals](#)
- ✓ [Resident Worksheets for Goals #2 - #5; #7; or Family/Friend Worksheets for Goals#2 - #5; #7;](#)
- ✓ [Flyer about resident council involvement with Advancing Excellence or Flyer about family council involvement with Advancing Excellence](#)
- ✓ [Consumer Resource List](#)
- ✓ [Advancing Excellence sign-up cards](#)
- ✓ **Flip chart and markers**

## Directions

*Note: the directions begin at the point where the council has agreed to have the AE presenter speak at a council meeting.*

### Step 1:

- ✓ The AE presenter seeks council permission to invite the administrator to the meeting to talk about the campaign (goals, targets, what steps are being taken).
- ✓ The AE presenter invites the administrator. If neither the administrator nor his/her designee plans to attend the session, the AE presenter asks what goals the nursing home has selected.
- ✓ Residents or families and friends are informed about the presentation and invited to attend. A flyer promoting the Advancing Excellence council presentation is given to each resident and if possible, mailed to all family members and friends. The flyer is posted on the council bulletin board (if there is one) and throughout the nursing home. If possible, reminder calls are made to families and friends the day before, and residents are reminded and encouraged to attend the day of the meeting.
- ✓ Packets for the presentation are prepared in advance. The packet should include:
  - [Advancing Excellence consumer fact sheet about the campaign](#)
  - [Advancing Excellence consumer fact sheets on the campaign goals](#)
  - [Resident Worksheets for Goals #2 - #5; #7; or Family/Friend Worksheets for Goals #2- #5; #7;](#)
  - [Flyer about resident council involvement with Advancing Excellence or Flyer about family council involvement with Advancing Excellence](#)
  - [Consumer Resource List](#)
  - [Advancing Excellence sign-up cards](#)

### Step 2:

- ✓ Packets are distributed.
- ✓ The AE presenter conducts the presentation using the [Advancing Excellence PowerPoint Presentation for Resident and Family Councils](#) (slides #1- #27) and accompanying speaker comments and notes.

- ✓ The AE presenter asks the administrator (if present) to discuss the campaign and talk about the goals that have been selected. Residents or families and friends are given the opportunity to ask questions and dialog with the administrator.

### Step 3:

- ✓ The AE presenter asks residents or families and friends if they would like to:
  - Learn more about the goals selected by the nursing home; and
  - Discuss how they could participate in the campaign by helping staff to reach the goals as they relate to themselves, their relative or friend, and in general.

**If yes**, the AE presenter:

- Asks which of the nursing home's goals council members would like to discuss first. It is best to talk about only one goal at a meeting.
- Asks when the council would like to have the discussion.
- Distributes [Advancing Excellence consumer fact sheets on the campaign goals and Resident Worksheets for Goals #2 - #5; #7](#); or [Family/Friend Worksheets for Goals #2 - #5; #7](#); to help residents or families and friends prepare for the discussion.

**If no**, the AE presenter proceeds to Step 4.

### Step 4:

- ✓ The AE presenter ends the session, gives residents or families and friends a chance to complete sign-up cards and ask questions (show slide #30 as background). The AE presenter collects the cards and enters them into the computer or submits them to the LANE to be entered into the computer.

## II. IF THE NURSING HOME IS NOT PARTICIPATING IN THE CAMPAIGN

### Participants

- ✓ Residents or families and friends
- ✓ Advancing Excellence (AE) presenter: Could be any of the following:
  - Ombudsman
  - Member of a citizen advocacy group
  - Member of the LANE
  - Concerned member of the community who has joined the campaign
  - Council president or other interested resident or family member/friend

### Materials

- ✓ [Flyer promoting the Advancing Excellence council presentation](#)
- ✓ [Advancing Excellence Council PowerPoint presentation](#)
- ✓ [Advancing Excellence consumer fact sheet about the campaign](#)
- ✓ [Advancing Excellence consumer fact sheets on the campaign goals](#)

- ✓ [Resident Worksheets for Goals #2 - #5; #7; or Family/Friend Worksheets for Goals#2 - #5; #7;](#)
- ✓ [Flyer about resident council involvement with Advancing Excellence or Flyer about family council involvement with Advancing Excellence](#)
- ✓ [Consumer Resource List](#)
- ✓ [Advancing Excellence sign-up cards](#)
- ✓ **Flip chart and markers**

## Directions

*Note: Directions begin at the point where the council has agreed to have the AE presenter speak at a council meeting.*

### Step 1:

- ✓ Residents or families and friends are informed about the presentation and invited to attend. A flyer promoting the Advancing Excellence council presentation is given to each resident and if possible, mailed to all family members and friends. The flyer is posted on the council bulletin board (if there is one) and throughout the nursing home. If possible, reminder calls are made to families and friends the day before, and residents are reminded and encouraged to attend the day of the meeting.
- ✓ Packets for the presentation are prepared in advance. The packet should include:
  - [Advancing Excellence consumer fact sheet about the campaign](#)
  - [Advancing Excellence consumer fact sheets on the campaign goals](#)
  - [Resident Worksheets for Goals #2 - #5; #7; or Family/Friend Worksheets for Goals #2- #5; #7;](#)
  - [Consumer Resource List](#)
  - [Advancing Excellence sign-up cards](#)

### Step 2:

- ✓ Packets are distributed.
- ✓ The AE presenter conducts the presentation using the [Advancing Excellence PowerPoint Presentation for Resident and Family Councils](#) (slides #1- 27) and accompanying speaker comments and notes.

### Step 3:

- ✓ The AE presenter then shows slide #28 from the above presentation.
- ✓ For slide #29: The AE presenter asks residents or families and friends if they would like to talk about how they could encourage the nursing home to join the campaign.

**If yes**, the AE presenter facilitates a short discussion and lists council members' ideas on the flip chart. The AE presenter helps residents or families and friends reach consensus on the approach to take and establish action steps, which might include inviting the administrator to the next council meeting or writing a letter to the administrator. The council may wish to use or modify the written request to the administrator from the council to join the campaign.

**If no**, the AE presenter proceeds to Step 4.

**Step 4:**

The AE presenter finishes the PowerPoint presentation, ends the session, gives residents or families and friends a chance to complete sign-up cards and ask questions (show slide #30 as background). The AE presenter collects the cards and enters them into the computer or submits them to the LANE to be entered into the computer.