

Virtual Family Meetings via Zoom

Over the past several weeks, as the COVID19 pandemic began to impact Pennsylvania, the Office of the Long-Term Care Ombudsman has been striving to develop resources to assist residents and their families at this difficult time.

We are pleased to announce that we have established a ***Virtual Family Council*** that is **open to any family member or friend of a long-term care consumer in Pennsylvania.**

Each meeting will offer some informational updates regarding the Covid19 situation and resources available. Conversation and questions will be welcome following that segment and will be moderated by representatives of the Ombudsman office.

Meeting dates: **May 5 & 19; June 2, 16 & 30; July 14 & 28**

Time: **4:30 – 5:30 PM**

To obtain connection information: email jarotz@pa.gov and indicate Virtual Family Council in the subject line or visit our Facebook page: PA Long-Term Care Virtual Family Council.

MEETING 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.