

Illinois Department on Aging
**Illinois Long-Term Care Ombudsman Program
Supplemental Training Curriculum**

**Supplemental Module # 13
Family Councils: the Key to a
United Community Voice**

TEACHING TIPS

Pre-publication Edition I

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SUPPLEMENTAL MODULE # 13

FAMILY COUNCILS: THE KEY TO A UNITED COMMUNITY VOICE

TEACHING TIPS

The supplemental modules for ombudsmen have been created to accommodate different learning styles and are based on research about how most people learn. The premise on which this module is based is the idea that new information is learned best when there is an opportunity for discussion and to ask questions. This module incorporates individual reading, group discussion, questions on what is not clear to you and an evaluation of what you have learned.

This module is designed to be adaptable to various teaching methods and settings: training/ in-services for ombudsmen or presentations to families or facility staff. This module can be divided into as many training sessions as needed and a variety of methods can be used, including a lecture method.

You may need:

- Copies of the accountability exercise and handouts
- Overhead projector and screen

Accountability

After the discussion, ombudsman participants will be asked to work as a group to

- 1) Write a plan or outline of a plan on how they would approach a facility and families in initiating and/or sustaining an independent family council. Select a facility that does not have family council, **or** a facility that has a family council that is not operating independent of the facility, **or** a facility that has an independent family council but is not fulfilling its advocacy or other role. (A discussion and development of a written plan may take a full morning or afternoon session.)

- 2) Implement the plan in cooperation with the program supervisor.

Exercises

Have participants discuss how ombudsmen can use the handouts in the module.

Role play potential problem scenarios—Have trainees role-play an ombudsman's meeting with an administrator. What objections might an administrator to starting or supporting a family council? How could ombudsmen respond to those objections?

ACCOUNTABILITY EXERCISE

Write a plan or outline of a plan on how you would approach the facility and families in initiating and/or sustaining an independent family council. Select a facility that does not have family council, OR a facility that has a family council that is not operating independent of the facility, OR a facility that has an independent family council but is not fulfilling its advocacy or other role.