Family Council Resource:

National Long Term Ombudsman Resource Center

https://ltcombudsman.org/

Spanish: Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-528-7328.

Bosnian: Pažnja: Ako govorite bosanski, besplatne usluge jezične pomoći dostupne su vam. Pozovite 1-800-528-7328.

Somali (Cushite): Xiyyeeffannaa: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-528-7328.

English: Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-528-7328.

North Dakota Long-Term Care Ombudsman Program

Enhancing the quality of life and the quality of services for residents of long-term care homes through empowerment, advocacy, and education.

In accordance with Federal and state law, it is the policy of the Department of Human Services (DHS), Aging Services Division, to prohibit discrimination against individuals in the delivery of programs and services, and to make all programs and activities accessible. For information on the DHS Nondiscrimination Policy go to: http://www.nd.gov/dhs/misc/nondiscrimination.html

NORTH Dakota | Human Services
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AGING SERVICES DIVISION
1237 West Divide Ave. Ste 6
Bismarck, ND 58501

FAMILY COUNCILS in Long-Term Care Facilities

A family council is an organized, independent and self-led group of family and friends of persons living in a long-term care facility.

PRIMARY GOAL

To make life better for all residents!

Why are Family Councils important?

Family councils can play a key role in:

- Voicing concerns;
- Supporting the long-term care facility with needed culture change;
- Involving the community in the life of the facility;
- Serving as a support network for family and friends;
- Showing appreciation for facility staff and volunteers; and
- Addressing systemic issues regarding changes in laws, regulations and policies that affect residents in long-term care facilities across the state.

What one concerned person may not be able to accomplish alone can often be done with the help of a dedicated group of people. The family council provides strength in numbers and helps maximize the talents, passions, and skills of many individuals.

How the Long-Term Care Ombudsman Program Can Help:

- Educate families on how to start a family council
- Assist in establishing a staff contact who agrees to take family concerns for resolution.
- Provide training and education on different topics.
- Assist with advocacy on issues

North Dakota Law

NDCC 50-10.2-02 gives the right to residents and their families to organize, maintain, and participate in resident advisory and family councils.

CONTACT INFORMATION

State Long Term Care Ombudsman

AGING SERVICES DIVISION
1237 West Divide Avenue, Ste 6
Bismarck, ND 58501

Telephone: 701-328-4617

Toll Free: 1-855-462-5465 option 3

Fax: 701-328-0389