

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

Greetings,

My name is Jenine Ferrari and I'm the nursing home family council liaison with the **Long Term Care Community Coalition (LTCCC)**. I'm reaching out to ask for your help in sharing some of our relevant resources with the families you encounter in your work.

My experience with family councils began at the start of the COVID-19 pandemic. My dad is a veteran who lives in a nursing home. For months, because of visitation restrictions, I couldn't see him. I felt left out, isolated, and starved for information, without meaningful communication efforts from the nursing home. Because of his dementia, my dad couldn't understand why I couldn't visit and hearing the disappointment in his voice just killed me.

After speaking to other families from my dad's nursing home, I learned I wasn't alone. In September 2020, family members began holding weekly informational meetings using **LTCCC's free Family Council Zoom Room**. We didn't realize it at the time, but these meetings marked the formation of our nursing home family council. In these virtual sessions, we discuss the challenges facing our loved ones, vent about our shared frustrations in lockdown, and work together on ways to improve care and conditions for our residents.

Now 20 months old and with 100-plus members, the family council is making a difference in the lives of residents. We're empowered to advocate for individual and systemic change. We're communicating more effectively with staff and administration, leading to better resident care. We're breaking down barriers to visitation so that we can see and care for our loved ones.

Let's Chat!



families@ltccc.org



212-385-0355

Families and residents deserve to have the same opportunity as we've had. In my role as family council liaison with LTCCC, I am here to help families make that happen.

Let's empower families so that nursing home residents get the care they deserve!

Enclosed are a few useful resources for families and those who work with them, including a fact sheet for family and resident councils, forms & tools for resident-centered advocacy, and my personal favorite, the resident care planning handout. We would appreciate your help in distributing the materials to families in your area. These resources, and many others, are available for free in the Learning Center of LTCCC's website, www.nursinghome411.org.

Please feel free to reach out to me at families@ltccc.org or **212-385-0355** if you have any questions or if we can provide you with more information and resources for families of nursing home residents.

Sincerely,

Jenine Ferrari

Family Council Liaison

Long Term Care Community Coalition