



Office of
Ombudsman for
Long-Term Care

Assisted Living Resident Councils

A resident council is an organized group of residents who meet regularly to discuss and address concerns about their rights, quality of care and quality of life. As of August 1, 2021 people living in an assisted living have the right to organize and participate in a resident council.

Minnesota State Law Requirements:

- The assisted living must provide a resident council with space and privacy for meetings, where doing so is reasonably achievable.
- The assisted living must take reasonable steps, with the approval of the resident council, to make residents and family members aware of upcoming meetings in a timely manner.
- Staff, visitors, and other guests may attend a resident council meeting only at the council's invitation.
- The assisted living must designate a staff person who is approved by the resident council to be responsible for providing assistance and responding to written requests that result from meetings.
- The assisted living must consider the views of the resident council and must respond promptly to the grievances and recommendations of the council, but a facility is not required to implement as recommended every request of the council.

The Office of
Ombudsman for
Long-Term Care
helps support
resident
councils.

Call 800-657-
3591 or 651-
431-2555.

Website:
mn.gov/ooltc

Benefits of a Resident Council

Resident councils offer a place for people living in assisted living to learn about their rights and how to effectively exercise their rights. The council serves as a sounding board for solutions to shared problems, to initiate new ideas, and to communicate with the facility administrator and staff.

Additional Resources

The Consumer Voice Resident Council Center website, theconsumervoice.org, has additional resources for resident councils.