



**Office of
Ombudsman for
Long-Term Care**

Self-Advocacy: Empowerment through promoting knowledge, enhancing awareness, and elevating the voice of people receiving long term care supports.

Emma Shepard, Self-Advocacy Specialist; Tammy Hollingsworth, Self-Advocacy Specialist
Jane Brink, RIACE (Resident and Family Advisory Council Education) Specialist

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Learning Objectives

- ▶ Introductions
- ▶ Office of Ombudsman for Long Term Care
- ▶ The who, what and why of Self-Advocacy program
- ▶ Strategies on how to re-engage, grow and maintain Residents & Family Councils
- ▶ Incorporating Person Centered Principles & Tools
- ▶ Education and Training

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Meet the Advocacy Staff

Jane Brink, she /her
Council Specialist




3/13/2023

Emma Shepard, she /her
Self-Advocacy Specialist



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Tammy Hollingsworth, she /her
Self-Advocacy Specialist



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Facilitator's role during the training




Core Responsibilities

- Accomplish our learning objectives
- Answer questions
- Maintain a good environment
- Respect confidentiality
- Provide you resources!

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Facilitators can not



- Listen to or discuss current concerns and complaints of any long-term care community
- Solve specific problems

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Participants responsibilities

No one knows everything.
But together, we know a whole lot.
Simon Sinek

Core Responsibilities

- Respectful and engaged
- Behave in a manner that fosters a healthy environment
- Respect confidentiality
- Ask questions!
- Share only what your comfortable sharing
- Possible Trigger Warning – Self Care

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Office of Ombudsman for Long-Term Care

Mission:
To empower, educate, and advocate alongside Minnesotans who are receiving long-term care services and supports to ensure their rights are upheld.



A service of the Minnesota Board on Aging, administratively housed within the Department of Human Services.

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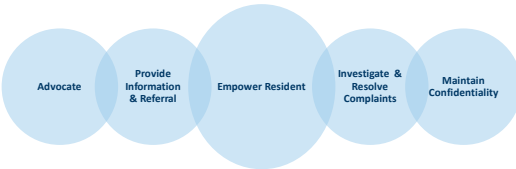
Resident driven support



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What Do We Do?



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What is Self-Advocacy?



*The fundamental key to self-advocacy is that word right at the beginning: **self**. In order to be a successful self-advocate, you must understand your rights and responsibilities, and develop a plan to achieve the life you want. Of course, this doesn't mean you can't ask for help along the way.*

The Three Parts of Self-Advocacy for People with Disabilities (covev.org)

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How do we support and serve?



- Provide Resident Rights trainings
- Train and use person-centered principles
- Facilitate workshops to develop, grow and maintain Resident and Family councils
- Provide consultation to Certified Ombudsman Volunteers and Regional Ombudsman
- Share best practices with long-term care professionals

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Council Specialist

RFACE (Resident Family Advisory Council Education)

Role: Support the development, capacity and effectiveness of Resident and Family Councils in Nursing Home's.

- Education through manuals, tip and factsheets and Elder Sexual abuse training
- Consult with Certified Ombudsman Volunteers and Regional Ombuds
- Training to Long-Term Care Professionals
- Information and education to nearly 350 Nursing Home's
- Support Resident and Family Councils throughout the state using Person Centered Tools
- Post Card Project
- Person Centered Thinking Trainer & Coach
- Future Goal: Regional & Statewide Resident and Family Councils

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Self-Advocacy Specialist

Role: To provide educational support statewide for Resident and Family Councils through development, empowerment and advocacy in long-term care.


- Three positions funded in partnership with Moving Home MN, Money Follows The Person Demonstration Project
- Current area of focus is to provide education on new Assisted Living Law, to the 2,151 Licensed Assisted Living Settings
- Deliver self-advocacy trainings on a variety of topics
- Support and strengthen Resident and Family Councils using Person Centered Thinking Tools
- Educate residents on rights and regulations that guide them on how to be their own best advocate
- Currently two staff, in process of becoming Person Centered Thinking Trainers

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Learning Circle Activity

An important Communication tool in all stages of culture change, the circle gives equal opportunity to share.



How it works:

- ✓ One person is chosen to facilitate.
- ✓ One person poses a question or issue and asks for a volunteer.
- ✓ The volunteer shares his or her answer or view and then the person sitting to the right or left of the person goes next.
- ✓ The process continues around the circle until all have shared.
- ✓ There is no cross talk during the process.
- ✓ A person may choose to pass, but after everyone else has shared, the facilitator should offer that person another opportunity to express his or her view.
- ✓ Once everyone has shared, the floor is open for general discussion.

The Learning Circle
By Laverne Norton, Action Pact, Inc.
From Culture Change Now Website


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Resident & Family Councils

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”

- Margaret Mead




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Resident Council

A resident council is an organized group of people that meets on a regular basis to discuss and address concerns about their rights, quality of care and quality of life.



Optional Tagline Goes Here | mn.gov/websiteurl

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Resident Council Benefits

-  Learn about rights and how to exercise them
-  Build a community of support with staff to creating a team environment
-  Opportunity to problem solve, and develop solutions (Cold Coffee Example)
-  Initiate new ideas, and communicate with homes administrator and staff
-  Use strength, develop skills and feel a sense of purpose

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Family Council

A family council meets regularly to discuss and address concerns about resident rights, quality of care and quality of life.

Families have the right to organize and participate in a family council.

A family council may include family members, friends, person of support or representatives of residents.




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Family Council Benefits




Communication



Action



Support



Education

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Common Request & Community Trends

Assisted Living Trends:

- Starting, and identify a structure that works for the community!
- Conflict Resolution/ Mediation
- Build confidence and support for resident led councils
- Creating a structure that works for each community

Nursing Facility Trends:

- Post-pandemic Recharge
- Kick-starting Family Councils
- Education & support to Council Leaders and designated staff person's
- Encouragement

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Strategies on how to re-engage, maintain and unite Councils

Discovery Meeting with Residents to create a community vision

Identify and support resident strengths

Finding a structure that works for each community

Person centered practices to identify What's Working/Not Working in a council

Create a plan to support the council

Provides support, mediation and relationship development

Education and resources

Reminding Residents, they are the center of all we do!

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Problem Solving Person Centered Thinking Tool

Write your focus topic here.....
Time Frame is: As things are RIGHT NOW

	What's Working/Making Sense	What's Not Working/Making Sense
Person's perspective	USE THIS INFORMATION TO BUILD THE A G E N D A	USE THIS INFORMATION TO BUILD THE A G E N D A
Staff's perspective	FOR THINGS THAT ARE TO STAY THE SAME	FOR THINGS THAT NEED TO CHANGE

Disagreements

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Workshops

- Resident Rights
- Sexual abuse in Long Term Care
- Care Planning
- Conflict Resolution
- Council development
- Complaint/ Grievance Process
- Many more in the development process



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Person Centered Thinking (PCT®) Training

Person-Centered care is about honoring an individual's unique needs, values, and preferences.

The use of (PCT®) skills helps us get to know people, discover how to respectfully support them, and keep learning as we act upon what we hear.

[Person-Centered Thinking and Planning 1 \(umn.edu\)](#)

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Elder Sexual Abuse in Care Facilities Training



Elder Sexual Abuse in Care Facilities:
Detection, Response, and Prevention Part I & II

Comprehensive FREE training on detection, response, and prevention

12 Subject Matter Experts

Civil Money Penalty Reinvestment Program (CMRP)

[Staff Training Materials: YouTube Video Part 1 & Part 2](#)

[Resident and Family Council Training/Awareness Materials](#)

Help staff, residents and families be more informed to better protect the elderly from sexual abuse.

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/nursing-homes/civil-monetary-penalty.jsp>

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Self- Advocacy Training Series:

There are **six different training sessions** currently available for people living Long Term Care

-  [You Are The Key To: Self-Advocacy, Awareness of Abuse, and Knowing Who Can Help](#)
-  [You Are The Key To: What Is Important To You](#)
-  [You Are The Key To: Exercising Your Rights](#)
-  [You Are The Key To: Person-Centered Care Planning](#)
-  [You Are The Key To: Voicing Grievances and Understanding Retaliation](#)
-  [You Are The Key To: Understanding Discharge Rights](#)

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**Main Intake Line: 651-431-2555 or
Toll-Free:1-800-657-3591**

Free ♦ Confidential ♦ Serve people over age 18
No income, citizenship or referral requirements

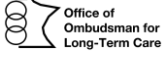
[Office of Ombudsman for Long-Term Care Website](#)



Office of Ombudsman in partnership with
Moving Home Minnesota, A money follows the person demonstration

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Thank You!

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