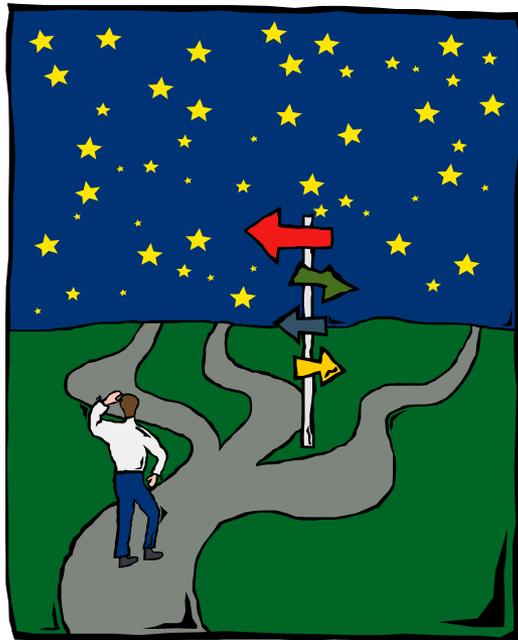


# RESIDENT COUNCIL SUPPORT PROJECT

## Residents Training Residents



# Project Objectives

- Improve the quality of life and care of adult home residents
- Educate, train and empower residents on their rights as adult home residents
- Help residents to organize Resident Councils
- Develop an Adult Home Leadership Council
- Establish a residents' support network involved in county/statewide policy and advocacy

# Role of the Ombudsman

- Meet with Administrator and staff to discuss the Project inviting their support and assistance
- Identify residents currently involved in leadership roles
- Seek residents with leadership interests, talents and/or experience in organizing a group or meeting
- Invite residents to attend Resident Council Training Workshop

# Gathering Support from Service Providers

- Contact Case Management Agencies
- Contact Adult Day Care Programs
- Contact Adult Day Treatment Programs (PROS Programs)
- Contact Legal Service Provider – Nassau/Suffolk Law Services Adult Home Advocacy Project
- Contact Resident Advocacy groups – CIAD, Mental Health Association, NYAPRS, Federation of Organizations

# Training of Residents

- Resident leaders attend the Resident Council Leadership Workshop monthly for training, exchanging and gathering information to share with residents in their homes
- Resident leaders unable to travel receive training and support at the adult home
- Weekly visits by Ombudsman to train and empower residents to present their issues to administration and staff for problem resolution
- Presentations and resident trainings are arranged and provided at the program sites

# **Resident Council Leadership Workshop**

**Adult Home Leaders and Residents  
Working Together to Develop, Build,  
and Strengthen Resident Councils  
Within the Adult Home**

# Adult Home Resident Training

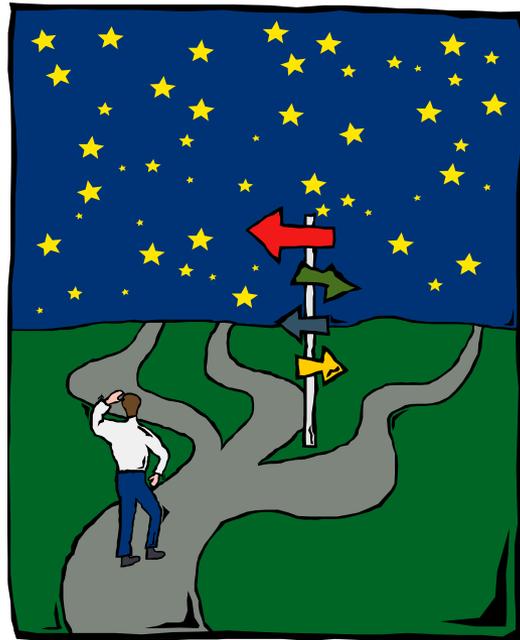
- Use of the Train the Trainer Model
- Manual – Organizing A Resident Council in Your Home by CIAD
- Booklet – Your Legal Rights As An Adult Home Resident by Nassau/Suffolk Law Services Adult Home Advocacy Project and the CQCAPD
- Resident Council Packet- Suffolk Ombudsman

# Adult Home Resident Training

- Understanding Your Admissions Agreement – Suffolk Ombudsman
- CIAD Training Videos
- Guest Speakers
- Meetings and partnerships with Resident Advocacy groups

# RESIDENT COUNCIL SUPPORT PROJECT

## Current Activities



# Develop Resident Councils

- Assist the council leader in developing meeting agendas
- Provide standard form for meeting minutes
- Encourage use of suggestion boxes
- Insure timely response from owner/operator and posting of results

# Annual Legislative Speak-Out

- Work with council leaders on developing priority list of items to discuss with elected officials
- Provide transportation for and supervision of Adult Home residents to attend Speak-Out
- Work with council leaders to develop and mail “thank you” letters

# Transportation Issues

- Suffolk County Accessible Transportation (SCAT)
- Eligibility to use SCAT is determined based on guidelines contained in the Americans With Disabilities Act of 1990
- Suffolk County Transit route issues
- Attend legislative hearings to provide guidance and input to county legislators

# Adult Home Facilities Workgroup

- Work with representatives from OMH, OFA, DOH, Governor's Office, etc. on providing input into discussions about needed housing reforms and alternatives to Adult Home placement

# Economic Incentive Initiative

- Work with owner/operators to insure that all eligible residents receive the incentive

# Medicare Part D

- Educate Adult Home residents regarding their participation in Part D programs
- Insure they are aware of different formularies in different plans
- Advise them regarding annual open enrollment periods
- Advise them to let their physicians know in what program they are enrolled

# Housing Issues

- SPOA process – Single Point of Access For Housing – SPOA coordinates all referrals for adult mental health housing in the community
- Resident rights training – Nassau/Suffolk Law Services

# CIAD cooperative relationship

- The Coalition of Institutionalized Aged and Disabled (CIAD) is a non-profit, grassroots organization run by and for adult home and nursing home residents and resident councils. Established in 1973 to bring pride, purpose and self-determination to residents of long term care institutions, CIAD is dedicated to protecting the rights of residents and improving the quality of their life and care.

# RESIDENT COUNCIL SUPPORT PROJECT

## Future Activities



# Privacy Door Hangers

- Door Hangers to be placed in all Adult Homes
- “**Stop.** Respect My Privacy” placed on front
- DOH, DSS Regulations with contact numbers for DOH, Suffolk County Ombudsman Program, and the Resident Council Support Project placed on back
- Thank you CIAD for their inspiration

# Food Committee

- Resident Council Presidents and Ombudsman presenting Food Committee video in Adult Homes
- CIAD has been helpful in providing this CD that explains how to “Start a Food Committee”
- Adult Home Residents finding success in newly established food committees

# Council for Adult Home Improvement

- Currently in development, the Council for Adult Home Improvement will involve quarterly meetings with Resident Council Leadership Members and the Owner/Operators of Suffolk County Adult Homes
- Local DOH office team leader contacted who suggested letter to be written to State asking for Education Credits for Administrators attendance

# Council for Adult Home Improvement Goals

- To bring current issues concerning residents to Adult Home Administrators for resolution
- To establish a mutual understanding for Resident Rights
- To utilize ideas, solutions that have been successful in different Adult Homes

# Adult Home Leadership Quarterly Newsletter

- Newsletter published each quarter
- Concerns addressed at monthly meeting
- Latest information from local and state agencies
- Future activities/dates
- President Columns
- Comic strip
- Directory of phone numbers for Leadership Council members

# Recruiting New Leaders

- Ongoing recruitment efforts for our leadership council
- Ombudsmen seeking prospective leaders
- New brochure being developed to explain Council meeting

***“The Ombudsman has given me the support I need to not only help myself, but other people in the Adult Home system and also our community. Thank you Ombudsmen.”***

***Patricia Tunstall, Founding Member,  
New Brookhaven Townhouse***



***“The Ombudsman Program has been invaluable  
in the successful implementation of our Resident  
Council.”***

***Dick Hill, President, Resident Council,  
Bayview Adult Home***



## For information, please contact us:

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