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# High Five: August

## 5 Ways you can Respond when a Facility is Not Responsive to the Council

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- 1. Reiterate concerns to a trusted staff person and bring a proposed solution or idea to the table.**
- 2. Ask for a timeframe when a response can be expected and follow up at or after that date.**
- 3. Put any concerns or suggestions in writing that have been shared verbally.**
- 4. Be familiar with the regulations and rights that support councils, and meet with facility management to introduce, or reintroduce, the council and its purpose in a positive way.**

See if they have preferred routes of communication to create a positive relationship.

- 5. Contact outside agencies for support.**

The Office of the State Long-Term Care Ombudsman and the Iowa Department of Inspections, Appeals and Licensing are both health oversight agencies that can ensure rights are upheld and regulations are followed as it pertains to resident and family councils.