



Dear Family Council members and other Advocates –

The Consumer Voice is thrilled to see this list become more active in the last several months. We hope it is a helpful tool for networking and learning. That said, there have been some e-mail exchanges here that have made both Consumer Voice staff and listserv members uncomfortable in terms of their tone, choice of words, etc. I am sure you all are part of other lists too – it is common to set some basic ground rules so that the list is valuable for all. Absolutely feel free to disagree with us and with others on the list; but let's keep it on the side of respectful. We've established these ground rules, which are laid out below.

Also, there have also been a number of comments about the Consumer Voice being unresponsive to member questions. I sincerely apologize if we let any of you down on that front. What we can do is promise to try to do better. We have an individual on staff dedicated to reading all messages carefully to see if there are any questions for us (or areas where we can be proactive and assist you with your efforts); also, if you have a question about a specific situation regarding your loved one, questions or suggestions regarding a Consumer Voice resource or specific questions concerning Consumer Voice public policy work, please feel free to contact us at info@theconsumervoice.org and we will respond.

Thanks for the many hours of awesome, and often very challenging, advocacy you provide for consumers of long-term care; and to better the entire system. We appreciate you. Happy posting!

Best,

Sarah Wells
Executive Director

Family Council Listserv Purpose and Ground Rules

This discussion group/listserv is managed and monitored by the National Consumer Voice for Quality Long-Term Care (Consumer Voice).

The purpose of the listserv is to provide a forum for family council members to network with one another, share successes, accomplishments and challenges, get feedback and learn about resources and opportunities available for family councils.

Membership in the listserv is restricted – it is only open to family council members and family members, and Consumer Voice staff and only subscribers can receive, send and/or retrieve messages to it. The list is not open to ombudsmen and facility staff.

The Family Council listserv is a “monitored,” but not a “moderated” forum. Messages submitted to the listserv by a subscriber are posted automatically. However, the listserv manager monitors all postings for inappropriate or disallowed activities. If you have questions about whether something you wish to post is appropriate, feel free to forward your draft message to the listserv manager

(amurphy@theconsumervoice.org).

Below are the Basic Rules of Conduct for the Family Council Listserv:

- Please be clear and concise in messages, and limit messages to those which can reasonably be considered to add value to the discussion.
- The Family Council Listserv is not to be used as a personal blog. There are many free online sites that are designed specifically for posting those random thoughts and ideas, and offering others the opportunity to follow those postings. Listservs, on the other hand are intended for distributing topic-related information that the list members as a group might benefit from sharing.
- Please keep in mind that the list is a “closed” list to subscribers only. Be mindful that sensitive information may be contained in messages and that it may not be appropriate to forward messages that contain identifiable information to people not subscribed to the Family Council Listserv.
- In addition, please remember that subscribers do have the ability to forward messages to people beyond the listserv, so exercise caution when sharing personally identifiable information.
- If someone has sent a private message to you, and not to the entire list, please do not post the private mail to the list.
- Discussions may often result in disagreements. Rebuttals to another person's opinions or beliefs should always be made in a rational, logical and mature manner, whether they are made publicly or privately.
- Subscribers should refrain from abusive or derogatory language that might be considered questionable.

The Consumer Voice reserves the right to unsubscribe any person who violates these rules, is misusing the listserv, and misrepresenting themselves or who is exhibiting inappropriate behavior. Violators will be sent a warning, and will be removed if inappropriate conduct continues.

If the amount of mail from the listserv becomes cumbersome, consider receiving the digest form of the list. Instead of getting each email individually, you will receive a summary email at the end of each day. Individual subscribers need to request this function directly from the Consumer Voice.

To set up "digest" mode, from the e-mail address used to subscribe to the listserv list(s), send an e-mail to amurphy@theconsumervoice.org