Calling All Residents!

All residents and long-term care consumers are invited to participate in the 2019 Resident’s Voice Challenge. This year’s Challenge asks residents to finish the sentence “I stand for quality...” explaining how or why they stand for quality. Residents are encouraged to use the sign created by Consumer Voice and to submit a photo of themselves with the response. Alternatively, residents can answer one of the following questions in a video or audio recording, poem, word collage, song, artwork or drawing, photo or essay:

- What does quality mean to you and how do you stand for quality?
- How can you partner with others to define quality? How can you talk to facility staff, family members and others to define quality?
- Give an example of quality care that was provided or an example of how you experience quality of life.

Submissions are due September 1, 2019. Submit by email to info@theconsumervoice.org or by mail to:

Consumer Voice
Attn: Resident's Voice Submission
1001 Connecticut Ave. NW, Suite 632
Washington, DC 20036
For full details, refer to the Resident's Voice guidelines here. Spread the word about the Resident's Voice Challenge with this flyer, and find more information about this year's Residents' Rights Month theme - Stand for Quality - on our website.

Note: All participants featured in a photo or video must submit a completed release form.

New Issue of The Resident Advocate Available

A new issue of The Resident Advocate, a newsletter for residents of long-term care facilities, is now available. The Resident Advocate provides information on residents' rights and care issues; news and updates on national policy; and self-advocacy tips for obtaining person-centered, quality care. This issue of The Resident Advocate features an excerpt from an address from advocate and nursing home resident Penelope Ann Shaw on rights and empowerment. The Resident Advocate is mailed to long-term care consumers across the country and can be downloaded for free on our website.

If you are an individual receiving long-term care and are interested in receiving a hard copy of The Resident Advocate, please email info@theconsumervoice.org.

Justice in Aging Webinar on Resolving Common Nursing Home Problems

Join Justice in Aging Thursday, May 30th at 2:00pm ET for a webinar entitled “Ten Common Nursing Home Problems, and How to Resolve Them.” This webinar will address common problems including evictions, overmedication, termination of Medicare coverage, discrimination against Medicaid-eligible residents, and other issues. The webinar intends to provide advocates, consumers and their friends and family members with advocacy tools to address these common

for the in-person event in Washington, DC here or watch the livestream

Thursday, May 30: Ten Common Nursing Home Problems, and How to Resolve Them, 2:00pm ET, Webinar from Justice in Aging

Saturday, June 15: World Elder Abuse Awareness Day - Lifting Up Voices

October: Residents' Rights Month

November 3-6, 2019: Consumer Voice Annual Conference, Crystal Gateway Marriott, Arlington, Virginia

Join the conversation and follow us on social media!

Like us on Facebook

Last Week's Most Popular Post:

Thursday, April 25: A bipartisan bill filed in the North Carolina House of Representatives would increase the personal needs allowance of nursing home and assisted living residents.

follow us on twitter

Last Week's Most Popular Tweet:
problems. Justice in Aging's Eric Carlson will present. The information in this webinar is based upon the recommendations in Justice in Aging's recent guide, 25 Common Nursing Home Problems and How to Resolve Them. The webinar is intended for legal advocates, consumers, and their friends and family members. Register here.

May is Older Americans Month

Older Americans Month (OAM) begins tomorrow. Led by the Administration for Community Living each May, OAM provides resources to help older Americans stay healthy and independent, and resources to help communities support and celebrate their diversity. This year’s OAM theme, Connect, Create, Contribute, encourages older adults and their communities to:

- Connect with friends, family, and local services and resources.
- Create through activities that promote learning, health, and personal enrichment.
- Contribute time, talent, and life experience to benefit others.

Visit the OAM website for activity ideas, resources, promotional materials and more. Use #OAM19 and #ConnectCreateContribute throughout the month to share on social media how you are celebrating.

Materials Available from Webinar About NORC Website

Materials are available from the recent webinar from the National Long-Term Care Ombudsman Resource Center (NORC) - Navigating the NORC Website. Find the slides and recording here. The NORC website is filled with information, resources, and news from Ombudsman programs to support and inform programs across the
country. This presentation walks through the NORC website and new On-Demand Training Center. The presentation shows how resources and information is organized on the website and where to go if you need help.

Spotlight on Resources

Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care topics. Visit the Consumer Voice and NORC websites to explore all the available resources. Check out this week's highlighted resource:

Nursing Home Residents' Rights Fact Sheet
Available in seven languages

About The Voice

The Voice is a weekly e-newsletter, published by the National Consumer Voice for Quality Long-Term Care. If you do not wish to continue receiving this publication, please unsubscribe below. Your contributions and comments are welcome and should be sent to info@theconsumervoice.org. Copyright © 2019.

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Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. We are a primary source of information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual. Consumer Voice’s mission is to represent consumers at the national level for quality
long-term care, services and supports.

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