



# THE VOICE

The e-newsletter of National Consumer Voice for Quality Long-Term Care

April 30, 2019

## 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](mailto:info@theconsumervoice.org) or by mail to:

Consumer Voice  
Attn: Resident's Voice Submission  
1001 Connecticut Ave. NW, Suite 632  
Washington, DC 20036

## In this Issue

[Calling All Residents!](#)

[New Issue of \*The Resident Advocate\* Available](#)

[Justice in Aging Webinar on Resolving Common Nursing Home Problems](#)

[May is Older Americans Month](#)

[Materials Available from Webinar About NORC Website](#)

---

[Spotlight on Resources](#)

---

## Calendar of Events

**May:** [Older Americans Month](#)

**Monday, May 20:** National Older Adult Mental Health Awareness Day, 1:00-3:30pm ET, RSVP

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](#).

[Back to Top](#)

## 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](mailto:info@theconsumervoice.org).

[Back to Top](#)

## 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](#)

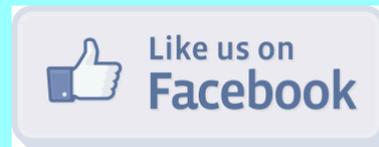
**Thursday, May 30:** [Ten Common Nursing Home Problems, and How to Resolve Them](#), 2:00pm ET, Webinar from Justice in Aging

**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!



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.](#)



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](#).

[Back to Top](#)

## 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.

[Back to Top](#)

## 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

**Thursday, April 25:**

[Reminder: Start preparing your groups for the 2019 Consumer Voice Annual Conference.](#)

### Long-Term Care Resources & News

- [A Workable Alternative to Nursing Homes in Vermont - Adult Family Care](#), April 27, 2019, NPR

**DONATE NOW**

**Read past issues of The Voice [here](#).**

**Support the Consumer Voice While You Shop Online**

**amazon smile**  
You shop. Amazon gives.

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.

[Back to Top](#)

## Spotlight on Resources



Residents of nursing homes have rights that are guaranteed by the federal Nursing Home Reform Law. The law requires nursing homes to "promote and protect the rights of each resident" and stresses individual dignity and self-determination. Many states also include residents' rights in state law or regulation.

### **1** Right to a Dignified Existence

- Be treated with consideration, respect, and dignity, recognizing each resident's individuality
- Freedom from abuse, neglect, exploitation, and misappropriation of property
- Freedom from physical or chemical restraints
- Quality of life is maintained or improved
- Exercise rights without interference, coercion, discrimination, or reprisal
- A homelike environment, and use of personal belongings when possible
- Equal access to quality care
- Security of possessions

### **2** Right to Self-Determination

- Choice of activities, schedules, health care, and providers, including attending physician
- Reasonable accommodation of needs and preferences
- Participate in developing and implementing a person-centered plan of care that incorporates personal and cultural preferences
- Choice about designating a representative to exercise his or her rights
- Organize and participate in resident and family groups
- Request, refuse, and/or discontinue treatment

### **3** Right to be Fully Informed of

- The type of care to be provided, and risks and benefits of proposed treatments
- Changes to the plan of care, or in medical or health status
- Rules and regulations, including a written copy of residents' rights
- Contact information for the long-term care ombudsman program and the state survey agency
- State survey reports and the nursing facility's plan of correction
- Written notice before a change in room or roommate
- Notices and information in a language or manner he or she understands (Spanish, Braille, etc.)

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](#)

[Back to Top](#)

## 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](mailto:info@theconsumervoice.org). Copyright © 2019.

If you did not receive The Voice through a subscription, but would like to join our mailing list to receive future issues, click [here](#).

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.

[Click here to unsubscribe](#)