



# THE VOICE

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

August 14, 2018

## A Changing Role for Sara Hunt



After 31 years, Sara Hunt is stepping back from her role of providing ongoing consultant support for NORC and Consumer Voice this month.

Sara has been an integral part of Consumer Voice and NORC for decades and has worked with NORC since the Administration on Aging awarded the first grant for the Center. Her work has informed the advocacy and enhanced the effectiveness of Ombudsman programs nationwide. Sara authored many key resources that

are instrumental in Ombudsman program training such as, the *Basic Complaint Handling Skills for Ombudsmen*, *Working Through Ethical Dilemmas*, *Conflict of Interest and the Long-Term Care Ombudsman Program*, and the NORC Curriculum that many Ombudsman programs use for their initial certification training. Sara also co-authored the critically important advocacy tool for residents and families, *Nursing Homes: Getting Good Care There*.

Sara's dedication to improving the quality of life and care of individuals living in long-term care facilities by supporting effective and successful Ombudsman program advocacy is unparalleled. Ombudsman programs

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**2018 Residents' Rights  
Month Products**

and other advocates have relied on Sara's in-depth knowledge, experience, and sage advice for years.

We are extremely appreciative for the decades of passionate service to our network and will miss Sara's regular presence in our meetings and projects. We cannot say thank you enough, Sara, as we are indebted to the wealth of resources and knowledge you have gifted Consumer Voice, NORC, Ombudsman programs, consumers, and all those that advocate for quality long-term care.

Read a letter from Sara [here](#).

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## Free Consumer Voice Webinar on Sexual Abuse in Nursing Homes

Join Consumer Voice Wednesday, September 5th at 2:00pm ET for a webinar about sexual abuse in nursing homes. Presenters will discuss a variety of topics to help you recognize the signs of sexual abuse and immediately respond to it.

We will examine the full scope of sexual abuse in nursing homes, including: (1) its prevalence, (2) the physical and social signs of sexual abuse, (3) who is most at risk, and (4) who the perpetrators are. In addition, you will learn the protections the federal nursing home rule provides for nursing home residents against such abuse and how to respond to the needs of victims. Finally, we will equip you with concrete knowledge on how ombudsmen can advocate for nursing home residents who are victims of this type of abuse, including hearing from a special presenter on the ombudsman role in the [Washington Alliance to End Sexual Violence in Long-Term Care](#).

Presenters:

- Julie Schoen, J.D., Deputy Director, National Center on Elder Abuse, Keck School of Medicine (USC)
- Dr. Pamela Teaster, Director, Center for Gerontology (Virginia Tech)
- Alisha Lineswala, J.D., Public Policy & Program Specialist, National Consumer Voice for Quality Long-Term Care
- Amity Overall-Laib, Director, National Ombudsman Resource Center
- Vicki Elting, Assistant State Long-Term Care Ombudsman, Washington State Long-Term Care Ombudsman Program

Visit the Consumer Voice [online store](#) to check out our residents' rights products, new for 2018 Residents' Rights Month.

[Residents' Rights Poster Series,](#)  
[Bookmarks and Buttons!](#)

### YOU HAVE THE RIGHT

#### To make your own choices



“ We may not have a choice in what happened to our body, but we still have our minds and until we take our last breath, we can still contribute to our lives and choose how we live. ”

-Sherry W., nursing home resident in Pennsylvania

For more information about Residents' Rights or to locate your Long-Term Care Ombudsman Program Representative, visit [www.theconsumervoice.org](http://www.theconsumervoice.org).



**YOU HAVE THE RIGHT TO:**

Be fully informed and participate in your own care

Voice your concerns

Privacy and confidentiality

Make your own choices

Dignity and respect!

**YOU HAVE RIGHTS!**



**GET HELP**

For more information or to locate your ombudsman program representative, visit [www.theconsumervoice.org](http://www.theconsumervoice.org)



- Lori Smetanka, J.D., Executive Director, National Consumer Voice for Quality Long-Term Care

[Register now.](#)

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## Latest Nursing Home Staffing Data Available from Long Term Care Community Coalition

Long Term Care Community Coalition (LTCCC) has published their latest data on nursing home staffing. This user-friendly data provides information on staff assigned to provide resident care and, for the first time, select non-nursing staff, including those providing important activities and social work services. Also for the first time, this information is available by city and county, which may be particularly helpful for local long-term care ombudsmen. The data continues to indicate persistent and pervasive low staffing. Access the data [here](#). For more information, read the [alert](#) from LTCCC.

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## Virginia Family Councils: Apply for a Mini-Grant

Consumer Voice is [accepting applications](#) from independent Virginia family councils for mini-grants in the sum of \$250-\$500 per council. The grants are made available through the Frances Lane Memorial Family Council Fund of the Edward H. Lane Foundation.

Through the [Family Councils for Quality Long-Term Care: Support, Strengthen and Empower Initiative](#), the Consumer Voice is able to provide funding directly to independent Virginia family councils for the purpose of paying for family council activities, programming and other costs associated with running a family council.

Grant applications are accepted on a rolling basis. To apply, fill out the [application](#) and mail it to:

The National Consumer Voice for Quality Long-Term Care  
ATTN: Alisha Lineswala  
1001 Connecticut Ave. NW, Ste. 632  
Washington, D.C. 20036

You can also email the application directly to Alisha at



### Calendar of Events

**Wednesday, September 5:** [Sexual Abuse in Nursing Homes: What You Need to Know](#), 2:00pm ET, Consumer Voice webinar

**September 5-7:** National Center for Victims of Crime [2018 National Training Institute](#)

**Tuesday, September 18:** [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

**Tuesday, September 18:** Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities, 3:00pm ET, NORC Webinar, Registration forthcoming

**October:** Residents' Rights Month, [Speak Up: Know Your Rights and How to Use Them](#)

**October 22-24:** [Consumer Voice Annual Conference](#), Alexandria, Virginia

**Join the conversation and follow us on social media!**

alineswala@theconsumervoice.org.

Questions? Contact Alisha at alineswala@theconsumervoice.org.

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## Resident's Voice Submissions Due September 1

There are still two more weeks to submit entries to the Resident's Voice Challenge! Show us what this year's theme - [Speak Up: Know Your Rights and How to Use Them](#) - means to you! Find more information on our [website](#) and check out some of the wonderful entries we have already received, below. **Submissions are due September 1st to [info@theconsumervoice.org](mailto:info@theconsumervoice.org) or mailed to our office.**

### An excerpt from resident Evelyn Pinto's "Let's Work Together!":

*I want to tell the people in the medical field:*

*1) I'm not just a body, disease and/or patient. I am a person, value and worth just as much as the professionals who give me care or as anyone else!*

*2) I am not naïve and I am totally offended when, especially professional people, treat me like a child! I am an adult in my right mind, who needs, wants and should be treated like the intelligent, competent, capable person I am.*

*Do not treat me like anything else, but this!*

### Bradford County Manor PEER Group's word collage:



Like us on  
**Facebook**

### Last Week's Most Popular Post:

**Monday, August 6:**

[Did you know? Consumer Voice has a variety of fact sheets available for nursing home residents and all consumers of long-term care.](#)

follow us on  
**twitter**

### Last Week's Most Popular Tweet:

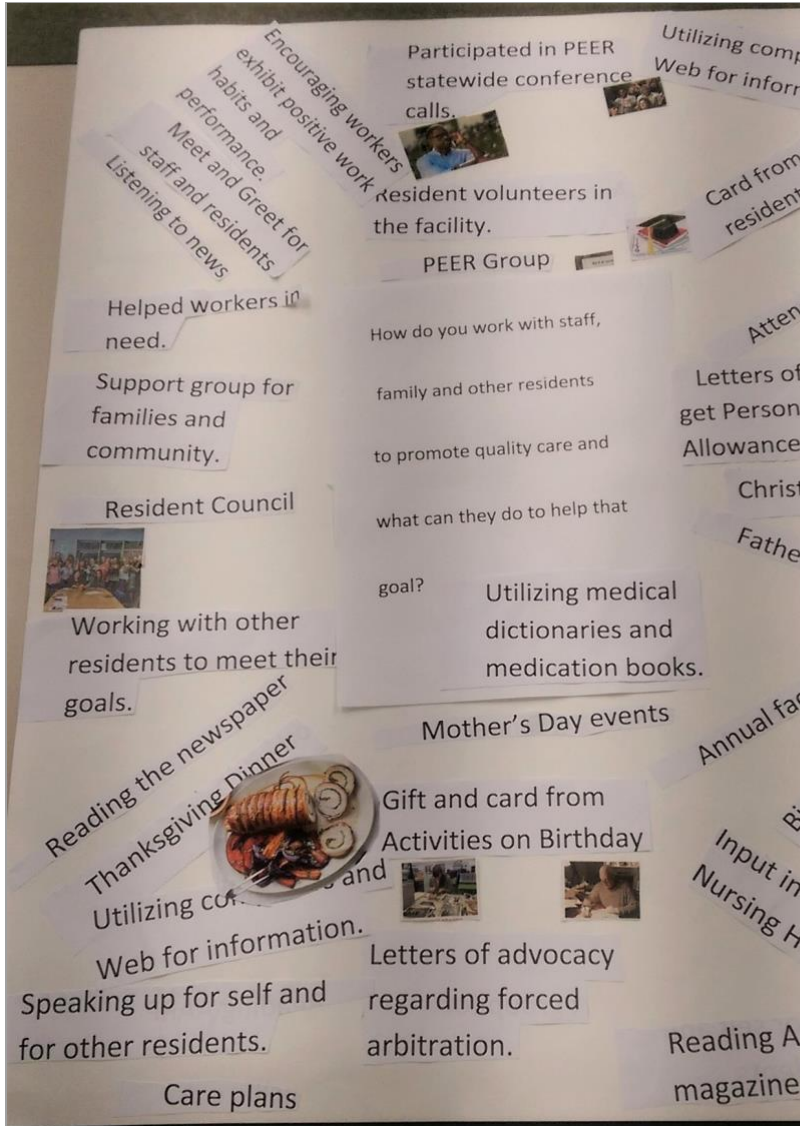
**Tuesday, August 7:**

[An updated version of the "My Personal Directions for Quality Living" worksheet is now available.](#)

### Long-Term Care Resources & News

- [Emergency Preparedness: Check Your Neighbor](#), Ohio Department of Aging

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## Spotlight on Resources

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

Support the Consumer Voice While You Shop Online



LONG-TERM CARE OMBUDSMAN PROGRAM **FACT SHEET**

## What You Must Know

**WHAT IS THE LONG-TERM CARE OMBUDSMAN PROGRAM (LTCP)?**  
 Under the Federal Older Americans Act (OAA) every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system. Each state has an Office of the State Long-Term Care Ombudsman (OLTCOP), headed by a full-time State Long-Term Care Ombudsman (ombudsman) who directs the program statewide. Across the nation, staff and thousands of volunteers are designated by State Ombudsmen as representatives to directly serve residents.

**WHAT DOES THE OMBUDSMAN PROGRAM DO?**  
 The Ombudsman program advocates for residents of nursing homes, board and care homes, assisted living facilities, and other similar adult care facilities. State Ombudsmen and their designated representatives work to resolve problems individual residents face and effect change at the local, state, and national levels to improve quality of care. In addition to identifying, investigating, and resolving complaints, **Ombudsman program responsibilities include:**

- Educating residents, their family and facility staff about residents' rights, good care practices, and similar long-term services and supports resources.
- Ensuring residents have regular and timely access to ombudsman services.
- Providing technical support for the development of resident and family councils.
- Advocating for changes to improve residents' quality of life and care.
- Providing information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues.
- Representing residents' interests before governmental agencies, and
- Seeking legal, administrative and other remedies to protect residents.

**Ombudsman programs do not:**

- Conduct licensing and regulatory inspections or investigations.
- Perform Adult Protective Services (APS) investigations; or
- Provide direct care for residents.

**RESIDENTS' RIGHTS**  
 Ombudsman programs help residents, family members, and others understand residents' rights and support residents in exercising their rights guaranteed by law. Most nursing homes participate in Medicare and Medicaid, and therefore must meet federal requirements, including facility responsibilities and residents' rights. For more information about residents' rights visit <http://theconsumerveice.org/issues/residents-rights> and <http://theconsumerveice.org/assisted-living>. Regardless of the type of facility all residents have the right to be protected from abuse and mistreatment and facilities are required to ensure the safety of all residents and investigate reports of mistreatment.

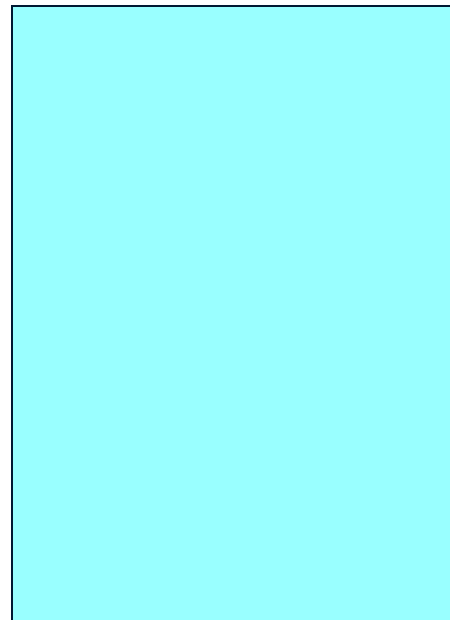
\*Some assisted living facilities provide services for residents receiving Medicaid benefits and must meet federal standards for that program.

Keck School of Medicine of USC | NCEA | CONSUMER VOICE | The National Long-Term Care Ombudsman Resource Center

The Consumer Voice and the National Ombudsman Resource Center (NORC) have a multitude of resources available online covering a wide range of long-term care topics. Visit the [Consumer Voice website](#) and the [NORC website](#) to explore all the available resources. Take a look at this week's highlighted resource:

[Long-Term Care Ombudsman Program: What You Must Know](#)

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## 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@theconsumerveice.org](mailto:info@theconsumerveice.org). Copyright © 2018.

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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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