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...
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.

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 mind and we still have our best breath, we can still contribute to our lives and abuse how we live.”

Dr. Marjorie, nursing home resident in Pennsylvania

THINK ABOUT: Be fully informed and participate in your own care
Voice your concerns
Privacy and confidentiality
Make your own choices
Dignity and respect

GET HELP
For more information or to locate your ombudsman program representative, visit www.omicroncenter.org.

SPEAK UP: Know Your Rights! And How To Use Them
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.

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

Support the Consumer Voice While You Shop Online

[Amazon](#)

**Spotlight on Resources**
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@theconsumervoice.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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