



# THE VOICE

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

August 20, 2019

## Early Conference Registration Ends August 31; Newly Updated Agenda Available

**Register by August 31st** to take advantage of the early bird rate for the 2019 Consumer Voice Conference November 3-6 in Arlington, Virginia. Save up to \$55 off of the regular rate! Bringing a group of five or more? Be sure to check out our [additional discounts for groups](#).

The [conference agenda](#) has been newly updated with session titles. Do not miss sessions including:

- Finding the Consumer's Voice - Nursing Home Complaints
- Let's Talk NORS
- Social Media Advocacy - Building a Bigger Base
- Addressing Abuse, Neglect & Suspicion of Crime Against Nursing Home Residents
- Engaging and Empowering Consumers  
Transitioning to Managed LTSS
- Elder Justice Coordinating Council Listening Session with Official Listener Lance Robertson, Administrator, Administration for Community Living and Assistant Secretary for Aging
- Plus, in-depth [post-conference intensives](#):
  - Behavioral Health Intensive: Taking the Mystery out of Mental Illness

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## Calendar of Events

**August 31:** Early Bird Registration ends for [2019 Consumer Voice Conference](#)

**October:** [Residents' Rights Month](#)

**November 3-6, 2019:** [Consumer Voice Annual Conference](#), Crystal Gateway Marriott, Arlington, Virginia

- Using Data to Strengthen Your Nursing Home Advocacy
- Good Care is Restraint Free! Changing the Culture of Care

[REGISTER BY AUGUST 31ST](#)

The conference hotel block is nearly full - make your hotel reservations ASAP. [Find more information about the hotel here.](#)

We're looking forward to seeing everyone in November! Questions? Email [info@theconsumervoice.org](mailto:info@theconsumervoice.org).

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## Resident's Voice Challenge Entries Due September 1

We are excited to see so many great [Resident's Voice Challenge entries!](#) Be sure to [send your entry](#) by September 1st.

Long-term care consumers are invited to reflect on this year's Residents' Rights Month theme - [I Stand for Quality](#) - by finishing the sentence "I Stand for Quality..." or by answering questions related to the theme. Residents can fill out the ["I Stand for Quality..." sign](#) and send a photo with their sign or [respond to the prompt questions](#) in the form of an essay, video, photo, art or poem. Find more information about how to participate in the challenge [here](#).

Plus, all advocates are also invited to share how or why they stand for quality by filling out the ["I Stand for Quality..." sign](#) and by using our ["I Stand for Quality" Facebook frame!](#)

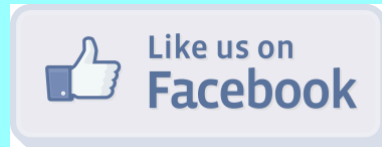
Find more resources, promotional materials, and activity ideas for Residents' Rights Month on our [website](#).

Order now to get ["I Stand for Quality" buttons](#) in time for Residents' Rights Month in October!

Do you have an activity planned to celebrate RRM? Let us know by emailing [info@theconsumervoice.org](mailto:info@theconsumervoice.org).

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



**Last Week's Most Popular Post:**

**Thursday, August 15:**

["They Work for You" - a Resident's Voice Challenge entry from residents at Country Terrace in Wellsboro, PA](#)



**Last Week's Most Popular Tweet:**

**Friday, August 16:**

[#ICYMI Materials are available from our recent webinar - Changes to the 2016 Federal Nursing Home Regulations: What's Proposed, What's Final, and What to Do About It](#)

## Long-Term Care Resources & News

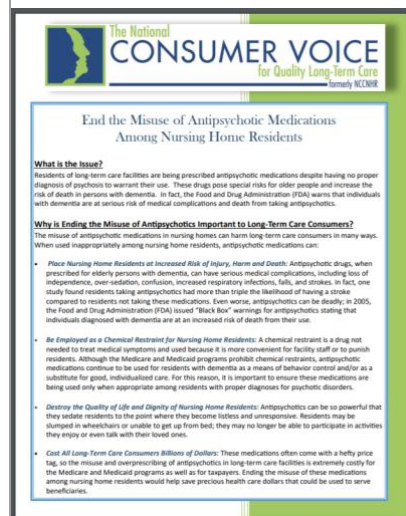
- [Most nursing facilities failing in CMS requirements around RN staffing, analysis finds, McKnight's, August 15, 2019](#)

## Montana Hiring State Long-Term Care Ombudsman

The state of Montana is accepting applications for the position of State Long-Term Care Ombudsman. The position is a full-time, contract position. [Find the posting here](#) (search "ombudsman"). If interested in applying, contact Carol Scott at [cscott@theconsumervoice.org](mailto:cscott@theconsumervoice.org) for full information on how to apply.

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## 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:

### [Issue Brief: End the Misuse of Antipsychotic Drugs Among Nursing Home Residents](#)

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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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