



THE VOICE

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

August 7, 2018

Newly Revised "My Personal Directions" Worksheet

An updated version of Consumer Voice's "My Personal Directions for Quality Living" worksheet is now available. Consumer Voice appreciates the input from [SAGE](#) that helped us update this resource to ensure everyone has an opportunity to share what is important to them and their daily life.

The worksheet provides a way for individuals to record their personal preferences and personal information in case they need long-term care in the future. The information on the worksheet is meant to help family and caregivers to understand an individual person better and provide better care.

The newly revised worksheet includes more inclusive language such as the ability to provide one's preferred name and pronouns and to include religious, spiritual or other cultural traditions someone may practice. The worksheets are free and downloadable.

Access a blank, fillable PDF of the worksheet [here](#) and an example of how someone might fill out the worksheet [here](#).

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Calendar of Events

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

Purchase bulk hard copies of the blank worksheet in our [online store](#).

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Save the Date: NORC Webinar on Emergency Preparedness

Save the date for an upcoming NORC webinar "Emergency Preparedness: Ombudsman Program Advocacy and Facility Responsibilities" Tuesday, September 18, 3:00pm-4:30pm ET. Recent natural disasters have significantly impacted several states, including consumers of long-term care services and supports. Presenters will share their experience before, during, and after a natural disaster. Attendees will learn about CMS' emergency preparedness rule, the most common reactions of residents after a disaster and how to support them, and tips to help prepare personally and professionally. Presenters include: Maria Greene, Consultant, National Ombudsman Resource Center (NORC); Mike Milliken, Florida State Long-Term Care Ombudsman; Dania Vazquez, Puerto Rico State Long-Term Care Ombudsman; and Lisa Hayes, Managing Local Ombudsman, Houston-Galveston Area Agency on Aging/Houston-Galveston Area Council.

Registration information is forthcoming.

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Connect With Us at the Pioneer Network Conference

Are you attending this year's Pioneer Network Conference? We'd love to connect with you during the conference! Visit Consumer Voice Director of Public Policy and Advocacy Robyn Grant and NORC Program and Outreach Associate Katie Kohler in the exhibit hall; stop by and see us! Also, Katie will be presenting as a part of the "Pioneer Network and the Ombudsman Program: Partners on the Journey" session on Sunday, August 12th at 1:15pm. The presenters in this session will focus on the connection between the work of the culture change

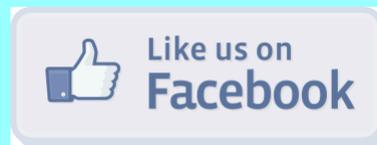
Tuesday, September 18: [Dementia Care: Opioid Use & Impact for Persons Living with Dementia](#), 1:30pm ET, Call from CMS

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!



Last Week's Most Popular Post:

Monday July 30:

["Medicare has lowered its star ratings for staffing levels in one out of 11 of the nation's nursing homes - almost 1,400 of them - because they were either inadequately staffed with registered nurses or failed to provide payroll data that proved they had the required nursing coverage"](#)



movement and the Ombudsman Program. This interactive session is especially for ombudsmen (surveyors and providers are also invited). During her presentation, Katie will review the new Ombudsman Guidance and resources available from the Center on the topic of ombudsmen and culture change. We look forward to connecting with you during the conference!

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Early Bird Consumer Voice Conference Rate Ending; Updated Hotel Information

Early bird registration for the Consumer Voice Conference ends this Friday, August 10th; this discount will not be extended again! [Register now](#) to get the best possible rate on the conference.

At the 2018 Conference, you will:

- Listen to key experts at the federal level discuss the latest policy updates;
- Hear the voice of long-term care consumers;
- Connect with advocates nationwide and learn about best practices;
- Gain skills relevant to your work; and
- Return to your state and community revitalized and equipped with new tools to put your systems and individual advocacy into action!

There are still hotel rooms available at the Crowne Plaza from October 20-22. (There are no rooms available on October 23.) If you plan to stay at the hotel those nights, [reserve your room ASAP](#); there are very few rooms left!

Another room block is available at the [Holiday Inn & Suites Alexandria - Old Town](#), a 5 minute walk to the Crowne Plaza, from October 20-24, 2018. Find more information about the additional hotel room block [here](#).

Questions about the hotel room block or other conference-related questions? No problem! Check out our [website](#) or email info@theconsumervoice.org.

Last Week's Most Popular Tweet:

Wednesday, August 1:

[Long-term care consumers are invited to share their voices in the 2018 Resident's Voice Challenge - Submissions are due in ONE MONTH!](#)

Long-Term Care Resources & News

- [How to Access Care for a Senior Who Doesn't Speak English](#), *Caring.com*, August 2, 2018

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Spotlight on Resources

FACT SHEET

Balancing Privacy & Protection: Surveillance Cameras in Nursing Home Residents' Rooms

You and your family members might have considered installing a surveillance camera in your room to help determine that you are receiving appropriate care and being treated with dignity and respect, or to be a deterrent to abuse. Surveillance cameras can record video only, audio only, or both video and audio. **While surveillance cameras and other devices can offer information about the type of care you are receiving and how you are being treated by nursing home staff, other residents, and visitors, they can be invasive and may violate your or your roommate's right to privacy.** They are also no substitute for personal involvement and monitoring.

Right to Dignity, Respect, and Privacy

Federal regulations give nursing home residents the right to be treated with dignity and respect. This includes while receiving care and during any interactions with nursing home staff, other residents, and visitors. In addition to showing good care being provided, surveillance cameras may record incidents of poor care, neglect, aggression or abuse.

Residents are also guaranteed the right to privacy.¹ This right to privacy includes the right to privacy in your resident rooms, personal care, and in any communication during visits.² A surveillance camera would be recording you and your roommate (if you have one) all the time when you are in your own room. It would be video recording you while you are receiving help getting dressed, during your visits with family members and friends, and even recording when you may want to talk to your physician to discuss confidential health issues. Some surveillance cameras may even record audio, which may mean that your conversations may no longer be private.

State Laws & Guidelines on Surveillance Cameras in Resident Rooms

Many high-profile news articles where abuse has been captured on video cameras has led some states to propose the use of surveillance cameras in nursing homes.

As of 2017, **Illinois, New Mexico, Oklahoma, Texas and Washington** have laws that permit the installation of cameras in residents' rooms. **If the resident and roommate have consented**, each state law addresses issues including consent, and who can provide it; notice requirements, including who must be notified of the camera in use and placement of notices; assumption of costs associated with the cameras; penalties for obstruction or tampering with the cameras; and access to the recordings. While not having a law in place, Maryland has issued guidelines for the use of cameras in nursing home residents' rooms, and New Jersey's Office of Attorney General will loan camera equipment to families who want to monitor their loved one's care.

If your state does not have a law or rules on this issue, or if you have questions about their use, before installing any type of recording device, you should consult an attorney to discuss your rights and options.



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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:

[Balancing Privacy & Protections: Surveillance Cameras in Nursing Home Residents' Rooms](#)

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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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