



THE VOICE

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

February 26, 2019

Materials Available for 2019 Older Americans Month

Materials are now available for Older Americans Month 2019, celebrated in May. The theme for this year is "Connect, Create, Contribute" which encourages older adults and their community to connect with friends family and services that support participation; create by engaging in activities that promote learning, health and personal enrichment; and contribute time, talent and life experience to benefit others. Materials available include logos, posters and postcards available in English and Spanish. Find more information on the OAM website at acl.gov/oam.

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Eldercare Workforce Identifies Guiding Principles Regarding the Healthcare Workforce and Immigrant Policy

Eldercare Workforce has released its guiding principles highlighting the need to support the immigrant health workforce. The Eldercare Workforce (EWA) is a coalition of 34 national organizations which represent health

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professionals across the US. The principles provide a framework to explain the connection between the vital but often unrecognized health workforce of immigrants and immigrant policy. The guiding principles include five priorities:

1. Immigrant Health Care Workers Are Vital to Caring For Us As We Age
2. Direct-Care Workers, Many of Whom Are Immigrants, Are an Essential Part of the Care Team
3. Immigration Restrictions Limit the Availability of Family Caregivers
4. A Multicultural Workforce Reflects Changing Demographics and Affirms the Need to Deliver Culturally and Linguistically Competent Care
5. Policies That Target Individuals and Groups on the Basis of Race, Color, Gender, Disability, Age, Religion, National Origin, or Other Protected Categories Impede Health Care Delivery

Read more about the guiding principles [here](#).

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New Emergency Planning Toolkit for Aging and Disability Networks

A new capacity-building toolkit is available for including aging and disability networks in emergency planning. The toolkit was written by the National Association of County & City Health Officials and the Association of State and Territorial Health Officials, in partnership with the Office of the Assistant Secretary for Preparedness and Response and the Administration for Community Living. The toolkit provides resources for aging and disability networks to increase their ability to plan for and respond to public health emergencies and disasters. The toolkit can help programs that support older adults and people with disabilities with emergency planning, response, recovery and mitigation activities. Access the toolkit [here](#).

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Wednesday, February 27: [Finding Local Providers and Resources Through the Eldercare Locator](#), 2:00pm ET, Webinar from CMS

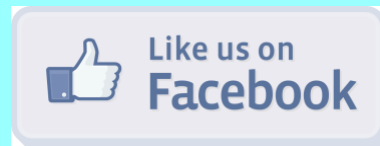
Tuesday, March 12: Traumatic Brain Injury Stakeholder Day, Hosted by ACL in Washington, DC, RSVP to NCAPPS@acl.hhs.gov

Tuesday, March 12: [Dementia Care & Psychotropic Medication Tracking Tool Call](#), 1:30pm ET, Call from the National Partnership to Improve Dementia Care

May: [Older Americans 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:

Tuesday, February 19:

[Did you know that the long-term care ombudsman can help you resolve problems in a nursing home?](#)



Revised NORs Training Webinar Series for Long-Term Care Ombudsman

The purpose of the Revised National Ombudsman Reporting System (NORS) Training five-part webinar series is to introduce the new training materials to help programs prepare for the transition to new codes, definitions, and activities on October 1, 2019. The introductory webinar was held February 5, 2019 and the recording and materials are available [here](#). The following four webinars will cover each part of the revised four-part training.

The Part I: Case, Complaint, Complainant, and Information and Assistance NORs training materials are [available now](#). You are encouraged to review these materials prior to the Part I: Case, Complaint, Complainant and Information and Assistance webinar on February 27, 2019 3:00 – 4:30 ET.

Participants only need to register once to attend all five webinars.

- **Part I: Case, Complaint, Complainant and Information and Assistance** February 27, 2019 3:00 – 4:30 ET
- **Part II: Coding Complaints** March 19, 2019 3:00 – 4:30 ET
- **Part III: Closing the Case** – Verification, Referral, and Disposition April 30, 2019 3:00 – 4:30 ET
- **Part IV: Activities** May 29, 2019 3:00 – 4:30 ET.

[Register now.](#)

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National Nursing Home Quality Improvement Campaign Call on Dementia Care & Psychotropic Medications Tracking Tool

Join the National Nursing Home Quality Improvement Campaign Tuesday, March 12th at 1:30pm ET for a call on the [Dementia Care & Psychotropic Medications Tracking](#)

Last Week's Most Popular Tweet:

Tuesday, February 19:

[A new button on the NORC homepage serves as a shortcut to access key NORC resources quickly!](#)

Long-Term Care Resources & News

- [Why do nursing homes improperly medicate residents?](#) *The Nursing Home Abuse Podcast*

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Tool. The call will review this free, publicly available electronic tool that facilitates a structured approach to tracking preference-based care and psychotropic medication use among residents living with dementia. The call will also cover the recently released Nursing Home Staff Competency Assessment toolkit, and CMS will provide updates on the Phase 3 Requirements for Participation from the Reform of Requirements for Long-Term Care Facilities final rule and the progress of the National Partnership to Improve Dementia Care in Nursing Homes. Register for the call [here](#).

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Spotlight on Resources

The screenshot shows a fact sheet from 'The National CONSUMER VOICE for Quality Long-Term Care'. The title is 'EMERGENCY PREPAREDNESS: QUESTIONS CONSUMERS SHOULD ASK'. The text explains that nursing homes, assisted living, or other long-term care facilities should have a comprehensive emergency plan in place just like a family should, so that people can be protected and supported in times of crisis. It lists several key questions consumers should ask, such as 'Are there enough staff to carry out the evacuation plan during all shifts?' and 'How does the facility discuss the plan with the residents?'. The fact sheet also includes sections for 'THE PLAN', 'STAFFING CONCERNS', 'COORDINATION WITH OTHER RESOURCES', and 'ROLE OF THE FAMILY'. At the bottom, it provides contact information for more information and resources on emergency preparedness, including the website www.theconsumervoice.org.

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:

[Emergency Preparedness: Questions Consumers Should Ask](#)

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About The Voice

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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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