



THE VOICE

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

June 12, 2018

Resources Available to Equip and Empower Advocates

Consumer Voice has a multitude of great products and resources available to equip and empower staff, volunteers, family members and long-term care consumers!

- Early bird registration is open for our [42nd Annual Conference](#) October 22-24 in Alexandria, Virginia. Learn about the latest issues affecting long-term care consumers; hear from key experts about important policy initiatives; and network with your peers from around the country.
- Visit the [Consumer Voice Online store](#) for our new "[Speak Up](#)" buttons in honor of this year's Residents' Rights Month theme and to get copies of our popular Residents' Rights [Posters](#) and [Fact Sheets](#).
- Plus, we have brand new residents' rights resources:

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**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



Residents' Rights bookmarks are laminated 2.5" x 8" bookmarks highlighting several essential residents' rights. The bookmarks are in large, easily readable print. They are perfect to give to volunteers, residents or other advocates!

Calendar of Events

Wednesday, June 13: World Elder Abuse Awareness Day Celebration: Leveraging National Resources to Build Strong Support for Older Adults, 4:00pm ET, Webinar from Elder Justice Initiative

Friday, June 15: World Elder Abuse Awareness Day

Tuesday, June 19: National Emergency Preparedness Webinar for Providers, 1:00pm ET, Webinar from CMS

Tuesday, June 26: Ending Nursing Home Violence Between Residents: Prevention, Intervention, and Advocacy, 3:00pm ET, NORC Webinar

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!**



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

Tuesday, June 5:
Consumer Voice in attendance at the Elder Justice Coordinating Council meeting

YOU HAVE THE RIGHT

To be fully informed and participate in your own care



“ It is most important to be informed of any change that may affect the well-being of a resident. Healthcare providers should always consult the resident or the representative, such as family, before making changes, so there is no misunderstanding about care of the resident. ”

- Tyra P., nursing home resident in Maryland

For more information about Residents' Rights or to locate your Long-Term Care Ombudsman Program Representative, visit www.theconsumervoice.org.



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.



Our new Residents' Rights poster series are a useful visual reminder of residents' rights, including a photo illustrating the right and quotes from residents. See all five posters in the series [here](#).

Save more by purchasing posters and bookmarks together [here](#).

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Last Week's Most Popular Tweet:

Wednesday, June 6:

[Looking for a way to recognize a long-term care consumer, long-term care ombudsman, family caregiver, or citizen advocate?](#)

Long-Term Care Resources & News

- [12 Things That Anyone Can Do to Prevent Elder Abuse](#), NCEA

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Consumer Voice's Robyn Grant Speaks About Bed Rails on the Nursing Home Abuse Podcast

Consumer Voice Director of Public Policy Robyn Grant was interviewed on The Nursing Home Abuse Podcast regarding bed rails in nursing homes. She spoke with nursing home abuse attorneys Rob Schenk and Will Smith about the dangers of bed rails. The discussion including information on how bed rails can cause entrapment, suffocation and falls; what to do if your loved one's bed has bed rails; alternatives to bed rails; and the regulations in place to protect residents. Listen to the podcast/read the transcript [here](#). Find more information about the dangers of bed rails on the Consumer Voice [issue page](#).

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CMS Webinar on Emergency Preparedness for Providers

The Centers for Medicare & Medicaid Services (CMS) is holding a webinar on Tuesday, June 19th at 1:00pm ET on Emergency Preparedness for Providers. The national webinar will address topics and questions related to the new CMS Emergency Preparedness Rule, the 1135 waiver and Lessons Learned (observations) within the past year. Register for the webinar [here](#).

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EJCC Meeting Addresses Elder Abuse and Opioids

At the Elder Justice Coordinating Council's spring meeting, experts discussed the overlap between elder abuse and opioid addiction. Dr. Laura Mosqueda told the story of a hospice patient she treated. The patient was in pain so Dr. Mosqueda prescribed morphine, but the patient was still in pain. When Dr. Mosqueda tested the patient's blood, no morphine was in her system. Instead, someone had been stealing the patient's medication. Unfortunately, stories like this are becoming increasingly common. The meeting was attended by U.S. Secretary of Health and Human Services Alex Azar, U.S. Attorney General Jeff Sessions, and Chairman of the U.S. Securities and Exchange Commission Jay Clayton.



CORRECTION: In last week's article on the U.S. House of Representatives Seniors Task Force Holding a Nursing Home Briefing on Capitol Hill, it was incorrectly noted that Toby Edelman spoke about a federal study indicating that the average resident needs 4.1 hours of direct care to meet their basic clinical needs. Richard Mollot made these comments.

Find the corrected article [here](#).

"We know that some older adults abuse opioids themselves and that many others also experience abuse, neglect, and exploitation by others as a result of opioid addiction," said Azar. "Across HHS, we're looking at approaches to help communities across our country that are suffering from addiction, including ways to support (Adult Protective Services) as they develop effective ways to prevent, detect and remediate the harm caused by opioid abuse."

For more information, read the full [report](#) from the meeting from ACL Administrator and Assistant Secretary for Aging Lance Robertson.

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World Elder Abuse Awareness Day is This Friday

The purpose of [WEAAD](#) is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect. Around the world, events will be held this Friday to raise awareness for this important issue. Put your event on the [map](#) and find ways to [get involved](#) on the [WEAAD website](#).

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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:

[Abuse, Neglect, Exploitation and Misappropriation Fact Sheet](#)

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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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