



THE VOICE

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

May 1, 2018

Quality NOW!

Dear Friends –

Quality NOW! Quality care, quality of life, protection of rights, empowerment of all individuals receiving care and services, NOW!

Quality is what we seek for people receiving long-term care, no matter what the setting. Advocating for quality is why the Consumer Voice (as NCCNHR) was created more than 40 years ago. While strides have been made in the past 40 years, experiences shared by consumers who guide us, recent news stories, research, data, and reports indicate our work is not yet done.

The millions of individuals residing in nursing homes, assisted living facilities, and other care settings are too often out of sight and out of the minds of the rest of society instead of receiving the care and respect they deserve. And this is why we need your help!

Please continue to support our advocacy by [making a donation](#) today! Find more information and leave us a message on our [Quality Now! webpage](#) which will highlight contributor comments about your support of the Consumer Voice.

[Back to Top](#)

In this Issue

[Quality NOW!](#)

[Eldercare Locator Has New Web Address](#)

[NCEA Releases Elder Justice Policy Highlights](#)

[NORC Notes: Engaging Consumers](#)

[Spotlight on Resources](#)

Calendar of Events

May: [Older Americans Month](#)

Tuesday, May 8: [Legal Basics: Supplemental Security Income \(SSI\) Resources](#), 2:00pm ET, Webinar from the National Center on Law & Elder Rights

Eldercare Locator Has New Web Address

Eldercare Locator's website address has changed due to federal security mandates. Eldercare.gov is now <https://eldercare.acl.gov>. The Administration for Community Living's Eldercare Locator provides information on services for older adults and their families in local communities. The old address no longer automatically redirects to the new address, so it is necessary to update all links and bookmarks.

For more information, call 1-800-677-1116.

[Back to Top](#)

NCEA Releases Elder Justice Policy Highlights

The National Center for Elder Abuse has released its newest Elder Justice Policy Highlights. The Policy Highlights contain legislation elicited from the Elder Abuse Listserv and independent websites from October 2017-January 2018. This policy compilation is intended to reflect highlights across the nation and does not include all legislation related to elder justice. However, updates will be sent quarterly, and states are encouraged to send significant legislative action to [Ageless Alliance](#). This document reflects activity in 14 states and highlights at the federal level.

Access the Elder Justice Policy Highlights Report [here](#).

[Back to Top](#)

NORC Notes: Engaging Consumers

An important element in quality care is the ongoing process of engaging consumers in the decisions made regarding their care and life. To give good care, staff must assess each resident and plan care to support each person's life-long patterns, current interests, strengths, and needs. Resident and family involvement in care planning gives staff information they need to make sure residents get good care and the care they deserve. The May issue of NORC's

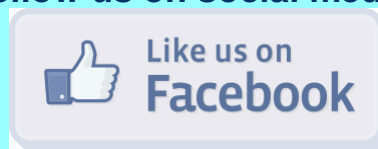
Friday, May 11: [Dr. Joshua M. Wiener's Legacy: Keep on Marching!](#), 1:00-5:00pm ET, Symposium in Washington, DC

Friday, June 15: [World Elder Abuse Awareness Day](#)

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:

Friday, April 27:

[Older Americans Month begins May 1, and this year's theme is Engage at Every Age.](#)



Last Week's Most Popular Tweet:

Thursday, April 26:

[OK State Ombudsman Bill Whited and Elder Justice Coalition Chair Bob Blancato testified before the House Appropriations Subcommittee](#)

monthly newsletter [NORC Notes](#) includes resources and information about engaging consumers in their care.

If you are an ombudsman representative and would like to receive *NORC Notes* directly to your inbox, email ombudcenter@theconsumervoice.org

[Back to Top](#)

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:

[Consumer Voice and NORC's New On-Demand Training Center](#) - In case you missed it - Consumer Voice and NORC launched an online learning centers for all those interested in achieving long-term care.

[Back to Top](#)

[calling for protection of long term care residents and Ombudsman program funding.](#)

Long-Term Care Resources & News

- [The Road to Medicare-Covered Home Health Care](#), Infographic from Center for Medicare Advocacy

DONATE NOW

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

Support the Consumer Voice While You Shop Online

amazon smile
You shop. Amazon gives.

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.

If you did not receive The Voice through a subscription, but would like to join our mailing list to receive future issues, click [here](#).

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.

[Click here to unsubscribe](#)