



THE VOICE

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

May 21, 2019

Registration is Open for Consumer Voice Annual Conference

Registration for the 2019 Consumer Voice Annual Conference, November 3-6 in Arlington, Virginia, is now open! At the Consumer Voice Conference, you will hear the latest policy updates from experts; listen to the voices of long-term care consumers; learn nationwide best practices; and acquire new skills, tools and takeaways to put your advocacy into action when you return home. [Register](#) during Early Bird Registration in order to get the best possible rate!

Come together with a community of advocates for engaging sessions on topics like:

- Federal Public Policy Update
- Nursing Home Regulations – Where are we now
- Effective advocacy around Transfer-Discharge
- Partnering with Legal Advocates
- Addressing Abuse, Neglect, & Suspicion of Crime Against Residents
- Let's Talk NORS
- Successful Advocacy Practices for Managed Care
- Social Media Advocacy
- Identifying and Reducing Abuse Through Collaboration and Person-Centered Approaches
- Finding the Consumer's Voice – Nursing Home Complaints
- Reform in MN's Assisted Living Facilities – Lessons for Other States
- Inclusive Dementia Care
- Engaging and Empowering Consumers Transitioning to MLTSS
- Virtual Visitation in LTCFs
- Preventing and Responding to Bullying
- Protecting Residents from Financial Exploitation

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Calendar of Events

May: [Older Americans Month](#)

Thursday, May 30: [Ten Common Nursing Home Problems, and How to Resolve Them](#), 2:00pm ET, Webinar from Justice in Aging

And three can't-miss post-conference intensives:

- Behavioral Health Intensive: Taking the Mystery Out of Mental Illness - *Speaker: Dr. Susan Wehry, Chief of Geriatrics at the University of New England, College of Osteopathic Medicine*
- Using Data to Strengthen Your Nursing Home Advocacy - *Speaker: Richard Molloy, Executive Director, Long Term Care Community Coalition*
- Good Care is Restraint Free! Changing the Culture of Care

Visit our [website](#) to learn more about post-conference intensives, an updated preliminary agenda, available discounts and hotel reservations.

[Register now!](#)

Questions? Email info@theconsumervoice.org.

Can't wait to see you at this year's conference!

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NCEA Video Lecture Series on Reframing Elder Abuse Available Free through June 14

The National Center on Elder Abuse (NCEA) created an online video lecture series on how to effectively reframe the way we talk about elder abuse with the public - [Reframing the Conversation on Elder Abuse](#). The videos provide training on how to communicate powerfully about elder abuse as a social policy issue. The course provides a comprehensive communications strategy that has been empirically tested to improve public understanding and support for policy solutions that address and prevent elder abuse. The series is provided through FrameWorks Academy and is currently available for free using the coupon code: WEAAD2018. The coupon code expires June 14, 2018.

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LTCCC and CMA Elder Justice Newsletter Highlights "No Harm" Deficiencies

The Long Term Care Community Coalition (LTCCC) and the Center for Medicare Advocacy (CMA)'s recent Elder Justice Newsletter provided further information on so-called "no harm" deficiencies. The Newsletter highlights real citations from specific facilities around the country, including

Friday, June 7: [Stronger Together: Elder Justice Tools for WEAAD and Beyond](#), 12:00pm ET, NCEA webinar

Monday, June 10: [Trauma-Informed Care: Nursing Home Responsibilities and Ombudsman Program Advocacy](#), 3:00pm ET, NORC Webinar

Saturday, June 15: [World Elder Abuse Awareness Day - Lifting Up Voices](#)

October: [Residents' Rights 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:

Wednesday, May 15: [AARP BankSafe training is now available to banks and credit unions nationwide.](#)



Last Week's Most Popular Tweet:

Thursday, May 16:

deficiencies related to abuse, neglect, and substandard care, that have been identified as not causing any resident harm. The goal of the newsletter is to bring attention to these "no harm" deficiencies, which frequently do not result in a fine or penalty to the nursing home. Read the newsletter [here](#).

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Residents: How do you stand for quality?

For this year's [Resident's Voice Challenge](#), as a part of [2019 Residents' Rights Month](#), nursing home residents and all long-term care consumers are encouraged to respond to the theme "Stand for Quality." Residents can finish the sentence "I stand for quality..." explaining how or why they stand for quality. Residents are encouraged to use the [sign](#) created by Consumer Voice and to submit a photo of themselves with the response. Alternatively, residents can answer one of the following questions in a video or audio recording, poem, word collage, song, artwork or drawing, photo or essay:

- What does quality mean to you and how do you stand for quality?
- How can you partner with others to define quality? How can you talk to facility staff, family members and others to define quality?
- Give an example of quality care that was provided or an example of how you experience quality of life.

Submissions are due September 1, 2019.

Submit by email to info@theconsumervoice.org or by mail to:

Consumer Voice

Attn: Resident's Voice Submission

1001 Connecticut Ave. NW, Suite 632

Washington, DC 20036

For full details, refer to the Resident's Voice guidelines [here](#). Spread the word about the Resident's Voice Challenge with this [flyer](#), and find more information about this year's Residents' Rights Month theme - Stand for Quality - on our [website](#).

Note: All participants featured in a photo or video must submit a completed [release form](#).

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Spotlight on Resources

[Registration is NOW OPEN for the 2019 Consumer Voice Annual Conference!](#)

Long-Term Care Resources & News

- [Identity Theft and Fraud](#), Research brief from the Center for Victim Research

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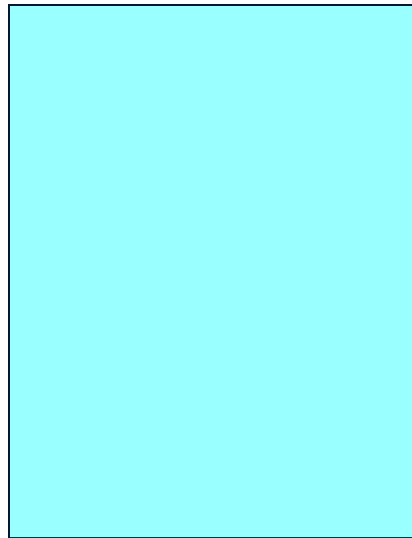
amazon smile
You shop. Amazon gives.



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:

[NORC App for Ombudsman Programs](#)

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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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