



THE VOICE

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

May 22, 2018

World Elder Abuse Awareness Day Virtual Art Gallery

In honor of this year's World Elder Abuse Awareness Day (WEAAD) on June 15th, the Elder Justice Roadmap Steering Committee is creating a WEAAD Virtual Art Gallery. This virtual art gallery invites people to create and submit art that provides an artistic representation of the aging process with one or all of the following themes: equality and justice, respect, empowerment, connections, engagement, community, and happiness. Any adult (age 18+) living in the U.S. is invited to submit art pieces to EARoadmap@gmail.com. Art pieces can include graphic designs, short videos (under 3 minutes), photos, poems and drawings. Submit by June 1, 2018. For more information, visit the [website](#).

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Materials Available from Resident Satisfaction and Quality Measures Webinar

Consumer Voice held a webinar with national experts from the University of Massachusetts - Boston on the principles of consumer satisfaction in nursing homes. This webinar

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discussed research examining the relationship between satisfaction and existing quality measures and facility characteristics, and the implications of this evidence for building the case for pushing policymakers to require nursing homes to collect and report consumer satisfaction data to the benefit of consumers. Presenters also discussed feedback on this research, along with expert perspectives, garnered at the Consumer Voice Annual Meeting last November. Find more information, including the webinar recording and Powerpoint slides, [here](#).

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New Course on Advocacy in Online Training Center

A new course is now available in the NORC and Consumer Voice Online Training Center. "Advocacy Toolkit: How to Create and Deliver Advocacy Messages" demonstrates how to effectively advocate on long-term care issues. The course includes information on crafting and delivering an effective message; tips on in-district visits and visits on the Hill; how to get on the record at town halls and public hearings; and creating engaging media strategies. The course is appropriate for anyone interested in advocating for long-term care consumers at the state, local and federal levels.

To enroll in a course, you must create an account. Watch this [video](#) for an overview of the Training Center. Step-by-step instructions for enrolling and navigating a course are available [here](#). New courses are located in the Consumer Voice Courses category. Access the Online Training Center at consumervoice.mrooms.net.

*Current Training Center users - be sure you are receiving emails from the training center by adding the following email domain to your contact or "allowed" email list - @theconsumervoice.mrooms.net.

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Why do you advocate for QUALITY NOW?

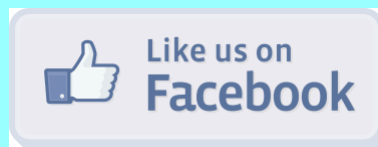
Friday, June 15: [World Elder Abuse Awareness Day](#)

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!



Last Week's Most Popular Post:

Wednesday, May 16:

[Consumer Voice sent a letter to the House Committee on Appropriations recommending an increase of \\$24.98 million in funding for the Long-Term Care Ombudsman Program](#)



Last Week's Most Popular Tweet:

Wednesday, May 16:

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!](#)

Consumer Voice supporters are [sharing](#) why we need QUALITY NOW, why they support Consumer Voice and who they honor with their support. Add your message by making a [donation](#) to the 2018 Spring Appeal Campaign.

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Pioneer Network Conference Scholarship

The Pioneer Network recently announced the Ginny Fraser Memorial Scholarship. Ginny Fraser was the Colorado State Ombudsman from 1980 – 2001 and she developed an Ombudsman program of high principles, ethics and inclusiveness. To download the scholarship application click [here](#) or contact info@pioneernetwork.net. The Pioneer Network Conference will be held August 12 – 15, 2018 in Denver, Colorado. Additional information about the conference can be found [here](#).

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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](#)

[Consumer Voice sent a letter to the House Committee on Appropriations recommending an increase of \\$24.98 million in funding for the Long-Term Care Ombudsman Program.](#)

Long-Term Care Resources & News

- [Fraud versus financial abuse and the influence of social relationships](#), National Adult Protective Services Association and National Committee for the Prevention of Elder Abuse Research to Practice Brief

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

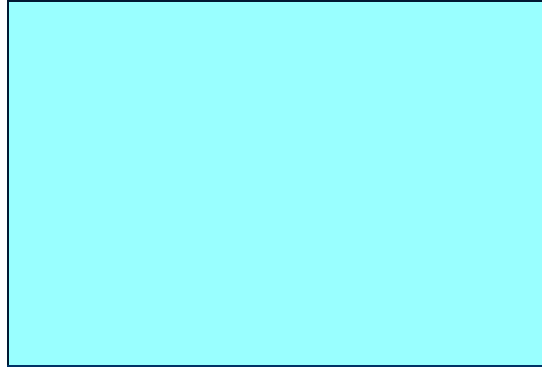
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[website](#) to explore all the available resources. Take a look at this week's highlighted resource:

[Abuse, Neglect, Exploitation & Misappropriation of Property](#) - These newly updated training materials can be used for training and consumer education for Ombudsman program representatives, members of resident and family councils, facility in-services, and community education.

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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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