



THE VOICE

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

May 28, 2019

Join NORC Tomorrow for Final Webinar on Revised NORS Training

Join the National Long-Term Care Ombudsman Resource Center (NORC) for the last webinar in their series on the revised NORS training. The purpose of the revised NORS training five-part webinar series is to introduce the new training materials and help programs prepare for the transition to new codes, definitions, and activities on October 1, 2019. The final webinar in the series, Part IV: Ombudsman Program Activities will be held May 29, 2019 at 3:00 - 4:30 ET. Recordings and materials from past webinars in the series are available [here](#).

Register [here](#) for tomorrow's webinar.

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NORC Webinar on Trauma-Informed Care

Register for a NORC webinar titled, [Trauma-Informed Care: Nursing Home Responsibilities and Ombudsman Program Advocacy](#) on Monday, June 10th at 3:00pm – 4:30pm ET.

Ensuring that residents who are trauma survivors receive culturally competent, trauma-informed care is one of several new federal requirements which will go into effect when Phase 3 of the revised federal

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May: [Older Americans Month](#)

nursing home regulations are implemented November 28, 2019. Attendees will learn about trauma-informed care, the new federal requirement, how trauma-informed care relates to resident-centered care, and what this means for Ombudsman program advocacy and communication.

Presenters include Nancy Kusmaul, Assistant Professor at the University of Maryland Baltimore County, and Patricia Hunter, Washington State Long-Term Care Ombudsman. This training is open to all Ombudsman programs.

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New Online Training on Decision-Making Supports and Guardianship

The National Center for State Courts launched an online training entitled - [Finding the Right Fit: Decision-Making Supports and Guardianship](#). The interactive course - intended for friends and family members, guardians, and individuals how want to plan for their own future or need help now - explains legal concepts in plain language and helps users develop strategies for their own lives. The course includes three tracks - supporting decisions; using legal options to support or substitute decision-making; and serving as a guardian.

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NCLER Webinar - When the Guardian is an Abuser

Join the National Center on Law and Elder Rights (NCLER) for a webinar on Wednesday, June 19th at 2:00pm ET entitled "[When the Guardian is an Abuser](#)." Recent reports by the media and by the Senate Special Committee on Aging and the Government Accountability Office have highlighted cases in which guardians, who are appointed to protect adults from abuse, neglect, or exploitation, become the perpetrators of such actions. NCLER's webinar will cover case examples, detection, reporting, court response and intervention, and systemic solutions for abuse, neglect, and exploitation by family or guardians.

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

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](#)

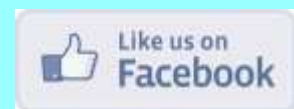
Wednesday, June 19: [When the Guardian is an Abuser](#), 2:00pm ET, Webinar from National Center on Law & Elder Rights

Thursday, June 27: [Palliative Care in the Continuum of Care](#), 2:30pm ET, Webinar from Quality Insights Quality Innovation Network

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!



Webinar on Palliative Care

Join Quality Insights Quality Innovation Network for an interactive webinar on Thursday, June 27 at 2:30pm ET entitled "[Palliative Care in the Continuum of Care](#)." The webinar will discuss the advancement in palliative care for both inpatient and outpatient settings. Featured guest speaker is Dr. Amy Wirts, Chair of the Palliative Care Coalition for the West Virginia Legislature, Medical Director of the Palliative Care Center and HospiceCare of Charleston, WV. She is Board Certified in Internal Medicine and Hospice Palliative Care Medicine.

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Consumer Voice Conference Registration is OPEN!

National Consumer Voice for Quality Long-Term Care



Register now to get the best possible rate on the conference! Find a preliminary agenda, session topics, and more at theconsumervoice.org/2019-conference.

Spotlight on Resources



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:

Last Week's Most Popular Post:

Monday, May 20:

[Join NORC for a webinar entitled "Trauma-Informed Care: Nursing Home Responsibilities and Ombudsman Program Advocacy"](#)



Last Week's Most Popular Tweet:

Monday, May 20:

[Tell your story! @sageusa with @StoryCorps is helping preserve the stories of LGBTQ elders](#)

Long-Term Care Resources & News

- [Mental Health Discussion: Caregiver Burnout](#), WFMY CBS News, May 26, 2019

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NORC Issue Page: LGBT Elders

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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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