



THE VOICE

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

May 7, 2019

NORC App for Ombudsman Programs Now Available!

Produced by the National Ombudsman Resource Center (NORC), the LTC Ombudsman Resource Center app was designed in collaboration with State Ombudsmen, program representatives, and stakeholder feedback to help Long-Term Care Ombudsman programs (LTCOPs) access key resources while working in the field.

In this app, users can find consumer fact sheets, information on federal laws and regulations, resources on long-term care issues, materials related to the National Ombudsman Reporting System (NORS), and contact information for Ombudsman programs around the nation. The NORC website is filled with information and resources to support and inform LTCOPs across the country. The app provides key information from the NORC website in an easy to access format.

To download the app search, "LTC Ombudsman Resource Center" in the Apple or Google Play Store. If you have any questions, email ombudcenter@theconsumervoice.org.

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Guidance Available on Inappropriate Use of

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Antipsychotics in Community Settings

The Substance Abuse and Mental Health Services Administration (SAMHSA) along with the Centers for Medicare & Medicaid Services (CMS), the Health Resources & Services Administration (HRSA), and the Administration for Community Living (ACL) have released guidance on inappropriate use of antipsychotics for older adults and individuals with intellectual and developmental disabilities in community settings. This guidance is intended primarily for physicians and other prescribers as well as support staff, administrators, and caregivers working with people with dementia and persons with intellectual and developmental disabilities in community settings. The guidance reviews the issue of inappropriate antipsychotic use and provides principles of care to be considered when developing a care plan. Principles of care include: assessment, goals of care, care plan including non-pharmacologic approaches and treatment, monitoring and reassessment, and preventing caregiver burnout. The guidance also addresses workforce training. Read the guidance [here](#).

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New Resources Available for Residents' Rights Month Activities

New resources are available to begin planning your Residents' Rights Month activities. Additional information about Residents' Rights Month is available on our website.

DIY Door Hanger:

This residents' rights activity combines the fun creative release of decorating door hangers with an opportunity to discuss this year's theme for Residents' Rights Month – Stand for Quality. Print the black and white "[I Stand for Quality](#)" door hangers for each resident participating in the activity and while residents decorate their door hangers, facilitate a discussion about quality. Encourage residents to display their completed door hangers on their doors to show that they stand for quality. Discussion questions and additional instructions are available [here](#).

May: [Older Americans Month](#)

Monday, May 20: National Older Adult Mental Health Awareness Day, 1:00-3:30pm ET, RSVP for the in-person event in Washington, DC [here](#) or watch the [livestream](#)

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

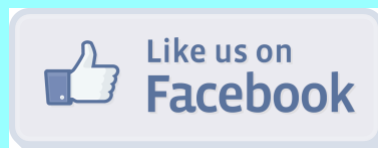
Friday, June 7: [Stronger Together: Elder Justice Tools for WEAAD and Beyond](#), 12:00pm ET, NCEA webinar

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:

Thursday, May 2:

[A new issue of The Resident Advocate, a newsletter for residents of long-term care facilities, is now available.](#)

Activity Calendar

The [2019 Residents' Rights Month Activity Calendar](#) provides ideas for events and activities throughout the month of October. Events and activities listed highlight this year's theme "Stand for Quality" and provide an opportunity for education, discussion, and community-building for residents, staff, and family members.

Additional activities for residents, staff, and Ombudsmen are available on our [website](#).

Plus, participate in the [Resident's Voice Challenge!](#) Entries due September 1.

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HHS Issues Final Conscience Rule

The U.S. Department of Health and Human Services Office for Civil Rights issued the Final Conscience Rule. The rule protects individuals and health care entities from discrimination on the basis of their exercise of conscience. The rule is intended to protect healthcare entities and professionals who decline to participate in actions that violate their conscience and religious freedom. Read more about the rule [here](#).

Consumer Voice will be analyzing the final rule. Stay tuned for more information and Consumer Voice's perspective.

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Senate Hearing Tomorrow on the Older Americans Act

Tomorrow, Wednesday, May 8, the Senate Committee on Aging will be holding a hearing entitled "[The Older Americans Act: Protecting and Supporting Seniors as they Age.](#)" Witnesses will include Lance Robertson, Administrator & Assistant Secretary for Aging, Administration for Community Living; Richard Prudom, Secretary, Florida Department of Elder Affairs; Laurence W. Gross, CEO, Southern Maine Area Agency on Aging; Faith

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Last Week's Most Popular Tweet:

Thursday, May 2:

[Calling all residents! Join the Resident's Voice Challenge!](#)

Long-Term Care Resources & News

- [Community Conversations about Mental Health](#), Information on holding a community dialogue that builds awareness and support around mental health issues from SAMHSA

DONATE NOW

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

Support the Consumer Voice While You Shop Online

Lewis, great-grandparent from Simpson, PA with her great-granddaughter Xziylan Everitt. The hearing will be held at 2:30pm ET in the Senate Dirksen Office Building.

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WEAAD Webinar on Elder Justice Tools

Join the National Center on Elder Abuse (NCEA) for a webinar on Friday, June 7th at 12:00pm ET entitled "Stronger Together: Elder Justice Tools for World Elder Abuse Awareness Day (WEAAD) and Beyond." The webinar will feature speakers from NCEA, the Administration for Community Living, the Elder Justice Initiative at the Department of Justice, the Social Security Administration, the Security and Exchange Commission, and the Consumer Financial Protection Bureau. It will showcase innovations highlighting all the latest in-demand tools created by organizations that are committed to providing consumer and professional education, and dedicated to the goal of justice for all. Plus, the webinar will feature special guest, Dr. Elizabeth Podnieks, the creator of WEAAD. Register for the webinar [here](#).

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Spotlight on Resources



May 1, 2019

Financial Exploitation in Long-Term Care Facilities



Financial exploitation happens when someone illegally or improperly uses someone else's money or belongings for their personal use. Financial exploitation is the fastest growing form of elder abuse. It is a crime and is often not reported. In 2017, the Ombudsman program investigated 3,847 complaints involving financial exploitation (see below).

Long-Term Care Ombudsman programs (LTCOPs) are often the first to notice the warning signs of possible financial exploitation or the first a resident confides in regarding being a victim of financial abuse. Included below are tips, tools, and action steps to help Ombudsman programs protect long-term care consumers from financial exploitation.

Consumer Voice and the National Ombudsman Resource Center have a multitude of resources available online covering a wide range of long-term care

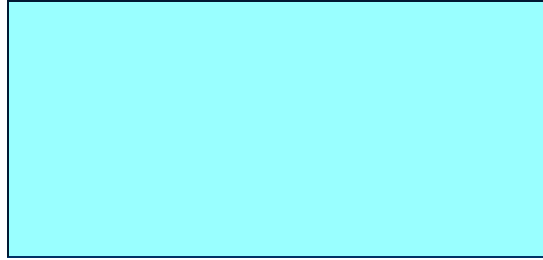
topics. Visit the [Consumer Voice](#) and [NORC](#) websites to



explore all the available resources. Check out this week's highlighted resource:

NORC Notes: Financial Exploitation in LTC Facilities

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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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