October 9, 2018

Exercise Your Right to Vote This Fall

With the November 6, date of the 2018 midterm elections quickly approaching, voters across the country are readily preparing to participate in this monumental election. Long-term care consumers face unique challenges exercising their right to vote. To learn about how you can register to vote and promising practices facilities can employ on voting day, please visit our Issue Page on voting rights. Resources include fact sheets for consumers, voter ID requirements by state, and promising practices for accessible voting. For more information, go to our Issue Page by clicking here.

Consumer Voice Statement on Sexual Assault Against Residents of Long-Term Care Facilities

The current national dialogue on sexual assault raises many parallels with the affects of assaults against residents of long-term care facilities and people with dementia. Consumer Voice has prepared the following statement on this issue that we have shared with members of the Senate Aging and Judiciary Committees - as they have jurisdiction over issues around aging and elder justice. We encourage you to use the opportunity of raised visibility of this issue to contact your members of Congress, letting them know that this is a serious problem for vulnerable
adults receiving long-term care and services, and we can do more to protect them.

For more information on this topic, see our webpage that includes our recently released webinar and issue brief.

Read Consumer Voice's statement here.

Updated Guide on Assisting Victims of Financial Fraud

The Financial Industry Regulatory Authority Investor Education Foundation and the National Center for Victims of Crime have updated their publication "Taking Action: An Advocate's Guide to Assisting Victims of Financial Fraud" to include new resources that were released within the five years since the guide's initial publication. Additions to the publication include:

- the Federal Trade Commission's interactive online tool IdentityTheft.gov;
- amended action steps and reporting measures;
- a separate, dedicated section for fraud prevention techniques; and
- an updated and improved layout.

Click here to download the guide or order a hard copy.

In Memory of Michelle Brown

Consumer Voice is saddened by the passing of Michelle Brown. Michelle was a local ombudsman from Missouri who was in her second term on the Consumer Voice Leadership Council. She served as secretary for several years and has been a long-time member of Consumer Voice.

Residents' Rights Month Celebrated Across the Country

October 22-24: Consumer Voice Annual Conference, Alexandria, Virginia

Join the conversation and follow us on social media!

Last Week's Most Popular Post:

Tuesday, October 2:
Far too often there are not enough certified nursing assistants and nurses in nursing homes to provide the care each resident requires.

Last Week's Most Popular Tweet:

Monday, October 1:
It's Residents' Rights Month - an annual event designated by Consumer Voice to honor residents living in all long-term care facilities.
Residents, facility staff, ombudsmen and other advocates across the country are celebrating Residents' Rights Month! Media outlets nationwide have published letters-to-the-editors and articles about Residents' Rights Month events. Do you have an event planned? Let us know! Email info@theconsumervoice.org. Plus, find activity ideas on our website.

We received many outstanding entries to this year's Resident’s Voice Challenge. Check out the video below submitted by the residents of Kensington Park Senior Living in Maryland:

See more Resident’s Voice entries here.

### Spotlight on Resources

- **Fact Sheets: New Resources on How Trump's Public Charge Impacts Older Adult Immigrants**, Justice in Aging, September 17, 2018

[Donate Now]

[Read past issues of The Voice here.]

[Support the Consumer Voice While You Shop Online]
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:

**How to Solve Problems in a Nursing Home**

**Communication Tips**
- Ask open-ended questions. These are questions that cannot be answered with “yes” or “no.” These questions show interest and help you get more information.
- Listen. Relate to your own experience what someone has said, if you see the הייתי aumento and you want to understand the other person.
- Stay “yes” whatever position you are in. This shows interest and a concern to ensure quality care.
- Write down any problems or incidents that occur. Be sure to include the date, time, person(s) involved and any actions that were taken following the incident.

**Steps You Can Take to Solve a Problem**
- Contact the facility's administrator. Ask if they can help or refer you to another person.
- Speak with the staff person you were told to contact with any problem you or a family member has. If you don't know who that person is, ask the facility's administrator.
- Speak with a family member who can help.
- Speak with the administrator. They have the power to resolve problems.

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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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