



THE VOICE

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

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](#).

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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

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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](#).

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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.

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In Memory of Michelle Brown



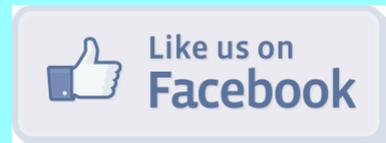
Consumer Voice is saddened by the passing of Michelle Brown. Michelle was a local ombudsman from Missouri who was in her second term on the Consumer Voice Leadership Council. She served as secretary for several years and has been a long-time member of Consumer Voice.

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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.](#)

follow us on
twitter

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.](#)

Long-Term Care Resources & News

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](#).

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Spotlight on Resources

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

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CONSUMER VOICE
for Quality Long-Term Care
— THE NATIONAL OMBUDSMAN RESOURCE CENTER

FACT SHEET

HOW TO SOLVE PROBLEMS IN A NURSING HOME

Despite efforts by facility staff and administration, you may sometimes have trouble getting the quality care you need in a nursing home. If so, there are steps you can take to solve such problems. Below are some tips and resources to help you in these situations.

Communication Tips

- **Ask open-ended questions**
These are questions that cannot be answered with "yes" or "no." These questions build rapport and help you get more information.
- **Listen**
Restate in your own words what someone has said. It shows you are truly listening and trying to understand the other person.
- **Say "we" whenever possible**
By saying "we," this sends a message that you want to work with the facility to ensure quality care.
- **Write down any problems or incidents that occur**
Be sure to include the date, time, person(s) involved and what action(s) were taken following the incident.

Steps You Can Take to Solve a Problem

Within the facility

- Consider asking a family member, friend or staff person you respect for help in resolving your issue.
- Speak with the staff person you were told to contact with any questions or concerns. If you do not know who that person is, start by talking with the facility social worker, or ask who the person is to contact.
- Talk to the staff person involved in the

issue. If this does not resolve the problem, go to someone with more responsibility. Speak to:

- A supervisor
- The administrator of the facility
- The person to whom the administrator reports

- Use the facility's grievance policy.
 - Submit a written description of your problem or complaint to the facility. Include information about who is involved, what is happening, and when and where it is happening. Pull from what you wrote down about problems (see "Communication Tips").
 - Keep a copy for your records.
- Ask for a care plan meeting.
 - Include family, friends and/or others who will advocate on your behalf.
 - Be sure that the person who can fix the problem is at that meeting.
- Take the concern to the resident or family council.
 - Resident or family councils help resolve complaints before the initial problem becomes more serious and tensions arise between residents, family and administration. If a council exists at your facility, ask a staff member to connect you with the council president.

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](#)

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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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