

OUTLINE FOR RESIDENTS' RIGHTS WEEK 2010



Goal:

- To educate people about Residents' Rights and to improve the dining experience for residents by highlighting their concerns and comments on this issue.
- Every ombudsman program in the country will participate in Residents' Rights Week.

Resident Voice:

Residents will be asked to respond to the following questions:

1. How can dining services be improved to make your meals more enjoyable?
2. What makes your meals and dining experience a good one? What is your favorite part of meal time?
3. What is your favorite recipe? Why is it special to you?

Residents can respond to the questions in writing (poems, stories), through art of any kind or with videos/recordings and submit them to the Consumer Voice. We will use select recipes and submissions in the development of a cook book. Residents who submit recipes or artwork will receive a certificate of participation. Submissions are due July 14.

Ombudsman Program Challenge:

Do one thing this year to call attention to Residents' Rights and the Long-Term Care Ombudsman Program. Residents' Rights Week offers the ombudsman program a unique opportunity for free publicity. If you have never hosted a Residents' Rights event, try something small like a letter to the editor or any of the other activities listed in the packet. We are all very busy, but challenge your self to do at least one thing for Residents' Rights Week this year.

Develop ideas for bringing the Resident Voice to ombudsman program and facility decision making. Talk to residents and find out what makes their dining experience a good one. Remind people that dining does not just mean food; it means the environment, who you eat with, and other issues. Use one of the activities below to target that group.

The Consumer Voice and the National Long-Term Care Ombudsman Resource Center will highlight ombudsman programs celebrating Residents' Rights Week on the website by including:

- ✓ Ideas for celebrating Residents' Rights
- ✓ Why Residents' Rights Week is important
- ✓ Asking Ombudsmen to share how they have brought the Resident Voice to Ombudsman Program activities

Send examples and information about Residents' Rights Week activities to Milissa Lake Spencer at mlakespencer@theconsumervoice.org.

Training:

1. PowerPoint presentation on the dining experience
2. Paper on Ombudsman role in culture change
3. Ombudsman tip sheet on dining
4. Let me tell you about my Mother

Activities:

1. Cook-off Event
2. Alternate Activities
3. Recipes submitted to the Consumer Voice
4. Encouraging facilities to participate in Resident's Rights Week