

2009 Residents' Rights Week Activity Sheet

Activity Suggestion: **Ombudsman Program Open House**

Targeted Group:

Partnering Agencies, Family Members, Facility Staff, and Elected Officials.

Purpose:

The purpose of an Ombudsman Program Open House is to educate the community about the Ombudsman program, Residents' Rights and the challenging issues facing residents and the LTCOP.

Action Steps and Supplies:

- Announcement in area newspapers and other media sources
- Invitations to local elected officials, nursing home staff, Resident and Family Council Presidents, and other agencies you frequently interact with.
- Refreshments, tables, chairs, paper plates, plastic forks, cups ...
- Residents' Rights handouts and Ombudsman brochures
- Posters with Resident quotes about Residents' Rights
- Sign in sheet (collect emails so you can keep in contact).
- Podium and Microphone for presentation

Additions or Modifications:

1. Have an Elder Services Open House with various agencies that work with Elders represented.

Sample Agenda for Ombudsman Program Open House

- I. Introductions and Welcome
[Note: Be sure to introduce any elected officials present and thank them for coming]
- II. Information About the Ombudsman Program (presented by Ombudsman)
 - a. Purpose of program
 - b. Structure of Regional Program
 - c. Introduce Staff
 - d. Challenges facing residents today
- III. Resident Rights' Presentation (presented by Ombudsman)
 - a. History of Resident Rights
 - b. Why Residents Rights are important?
 - c. Residents' Rights from a Residents point of view (presented by a Resident)
 - i. Why rights are important?
 - ii. Issues that concern residents
- IV. Closing