National Citizens' Coalition for Nursing Home Reform  
http://www.nursinghomeaction.org, 202-332-2275  
This site provides up-to-date information on public policies that affect nursing home residents' rights and the quality of nursing home care. Learn how you can make a difference in the care of your loved one in a nursing home and access information on how NCCNHR works to improve care.

National Long Term Care Ombudsman Resource Center  
http://www.ltcombudsman.org, 202-332-2275  
Check out this site to learn more about the fifty-two State Long-Term Care Ombudsman Programs, and their statewide networks of 600 regional (local) programs. Access information on training and advocacy opportunities as well as previous Residents' Rights Weeks packets are available.

A consumer guide, written by Sarah Greene Burger, Virginia Fraser, Sara Hunt, and Barbara Frank, on achieving the best possible nursing home experience for a relative or friend. With clarity and compassion, the authors use everyday language and real-life examples to show that care respecting each resident's individuality, dignity and physical and emotional well-being is within reach. Order from NCCNHR. Price: $11.95  
Contact: National Citizens' Coalition for Nursing Home Reform  
1828 L St. NW, Suite 801  
Washington, DC 20036  
(202) 332-2275  
http://nursinghomeaction.org

State Operations Manual – Appendix PP – Guidance to Surveyors for Long-Term Care Facilities  
Guidelines for surveyors of long-term care facilities to use in surveying regulatory requirements in nursing homes. Developed by the Centers for Medicare and Medicaid Services.

Minimum Data Set & Resident Assessment Instrument  
www.cms.hhs.gov/quality/mds20/  
The MDS and the Resident Assessment Instrument are the tools developed by the Centers for Medicare and Medicaid Services for assessing a resident's abilities and functional status.

State Quality Improvement Organizations  
A detailed overview of numerous Clinical Care topics can be obtained by contacting your state Quality Improvement Organization (QIO). Visit  
http://www.medqic.org/QIOListings.
The Residents' Rights Bingo can make learning residents' rights fun. It's played just like regular bingo. Game includes Bingo cards and markers.

Contact Information:
The Legal Center
455 Sherman St., #130
Denver, CO 80203
Fax: (303) 722-0720

CULTURE CHANGE

Pioneer Network: http://www.pioneernetwork.net/

Eden Alternative: http://www.edenalt.com/

Wellspring: http://www.wellspringis.org/

RESIDENT AND FAMILY COUNCILS


A 82 page handbook for use in creating, or restructuring resident councils in health care facilities. Acts as a how-to manual, offering hands-on guidelines to developing a resident council in your senior residence, nursing home or health care facility. The handbook includes samples of bylaws, minutes, slate of officers, and committees.

Contact: Resident Councils of Washington
220 E. Canyon View Road
Belfair, WA 98528-9597
Phone: (360) 275-8000
www.residentcouncil.org
Council Assistance

- Family Councils in Action: A Manual for Organizing and Developing Family Councils in Nursing and Boarding Care Homes. (1994).
- Recruiting Members for Your Family Council.
- Team Building in Resident and Family Councils. (1997).

Contact: Advocacy Center for Long-Term Care
2626 East 82nd Street, Suite 220
Bloomington, MN  55425
Phone: (952)854-7304

Friends & Relatives of Institutionalized Aged (FRIA)  http://www.fria.org

California Advocates for Nursing Home Reform
Getting Involved in the Care Plan: A Guide for Family Members/Legal Representatives of Nursing Home Residents.

Organizing Family Councils in Long Term Care Facilities: This document is available on the web at http://www.canhr.org/pdfs/FCBook.pdf.


Resident Councils Bests Practices, Vol. 3
Contact: Connecticut Long Term Care Ombudsman Program
CT Department of Social Services
25 Sigourney Street
10th Floor
Hartford, CT 06106-5033
Phone: (860)424-5200