

TABLE 3

**HOW FACILITIES CAN PROMOTE AND
IMPLEMENT RESIDENTS' RIGHTS**

- Educate residents and their families about their rights
- Educate and sensitize every level of staff about residents' rights.
- Incorporate resident participation and self-determination into every aspect of nursing home services (e.g., resident advisory committees for food services, activities, housekeeping)
 - Provide more support to workers, including sufficient staffing ratios, training, better supervision, dignified working conditions, and increased salaries and benefits.
 - Orient nursing assistants to the residents they will work with, and promote relationship building between staff and aides
 - Utilize the information and wisdom of residents and their representatives to help develop and conduct training programs for staff.
 - Help staff, residents, and families overcome the tension between dependence and empowerment. Residents need assistance, but the help they receive should increase their ability to help themselves.
 - Establish a grievance committee comprised of residents, family, staff, and administration.
 - Encourage and promote an open exchange of ideas, recommendations, and concerns throughout the facility among residents, families, staff, and administration.
 - Build more private rooms for individual residents and public rooms for private use by residents as needed.
 - Promote a sense of community within the nursing home. For example, organize activities for each wing and each floor or design activities that promote interaction and intellectual and emotional stimulation.

Source: National Citizens' Coalition for Nursing Home Reform, Nursing Home Residents' Rights Project, 1828 L Street, NW, Suite 801, Washington, DC 20036