

# Giving Voice to Quality

The National Citizens' Coalition for Nursing Home Reform Consumer Education Project  
Funded by the Retirement Research Foundation

**Free Consumer Education Call for  
Nursing Home Residents and Family Members**  
Please register for by e-mailing [voice@nccnhr.org](mailto:voice@nccnhr.org)  
or calling 202-332-2275.

AVAILABLE NOW – CALL #4  
SEPTEMBER 13, 2006 – 3PM (ET)

Educational Call on:

"Staff Communication & Respectful Work  
Environments"

Introducing Expert Speakers from the  
Paraprofessional Healthcare Institute:

- Hollis Turnham, Michigan Policy Director
- Kate Waldo, Organizational Change Specialist

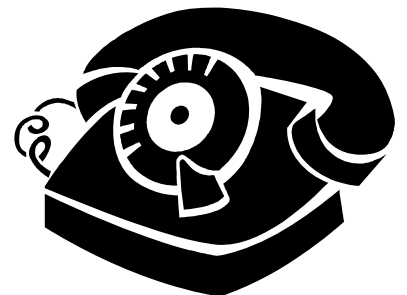
**Don't forget the Staff Communication  
Follow-up Call on: September 29, 3pm (ET)**

*It is easy to participate  
from your own home,  
room, or phone!*

*Join the call as an  
individual... Or, these  
calls are a great reason  
to get a group together  
and call-in on a speaker  
phone! You can lead  
your own meeting after  
the call to discuss what  
you've learned and how  
to apply it.*

This series of national conference calls provides  
residents and their families with information they  
can use to achieve quality care in nursing homes.

You can view all information & resources related to  
our educational call series on our web site  
[www.nccnhr.org/consumervoice](http://www.nccnhr.org/consumervoice)



**QUESTIONS/COMMENTS**

Call 202-332-2275 or [voice@nccnhr.org](mailto:voice@nccnhr.org)