

Our History

INCREASED SCOPE THROUGH THE YEARS

The National Consumer Voice for Quality Long-Term Care was founded out of public concern for the quality of care in nursing homes by Elma L. Holder in 1975 as the National Citizens' Coalition for Nursing Home Reform (NCCNHR). Twelve citizen advocacy groups met that year in Washington, DC, with a common goal – to represent a strong, united voice for long-term care residents. Today, the **Consumer Voice** continues to advocate to improve nursing-home care and has expanded its focus to become an advocate for people who need long-term care in anywhere, including assisted living and home and community-based settings. For more than 35 years, the **Consumer Voice** has been recognized as the only national organization to bring long-term care consumers' voices directly to federal policy discussions and serves as a leader in empowering consumers.



Get Involved

Help improve the quality of long-term care by visiting www.theconsumervoice.org to learn more about our efforts, including publications and training, volunteer and sponsorship opportunities or to make a individual donation. The **Consumer Voice** depends on you to help us protect the rights, safety and dignity of long-term care consumers.



Contact Us

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The **National Consumer Voice for Quality Long-Term Care** advocates for public policies that support quality care and quality of life in all long-term care settings. The **Consumer Voice** empowers and educates consumers and families by providing them with the knowledge and tools they need to advocate for themselves and their loved ones. The **Consumer Voice** also advocates for a strong, sufficient direct-care workforce and promotes best practices in delivering quality care.



What We Do

The **Consumer Voice** represents consumers and advocates who define and achieve quality for people with long-term care needs.

We accomplish these efforts through:

- **Advocating** for public policies that support quality care and life;
- **Empowering and educating** consumers and families;
- **Training and supporting** individual and groups to advocate for and empower consumers; and
- **Promoting** the critical role of direct-care workers and best practices in quality-care delivery

Want more information?

Contact us at **(202) 332-2275** or **info@theconsumervoice.org**.

Our Vision for the Future

The **Consumer Voice** envisions a world in which all consumers of long-term care, services and supports are treated with respect and dignity and have a wide range of affordable, quality options across all care settings. These options will make it possible for individuals to receive care and services in the location and manner of their choice and to attain a high quality of life.

Our Work

The **Consumer Voice's** priority activities include:

- **Addressing poor care**
- **Advocating for residents' rights and empowering residents and families**
- **Supporting family members and family council development**
- **Providing skills development and support for long-term care ombudsmen**
- **Minimizing the use of physical and chemical restraints and supporting better practices and culture change**
- **Calling attention to the high cost of poor care**
- **Promoting accountability and transparency**
- **Advocating for higher standards and better government oversight**

Who Are We? OUR STRUCTURE

The **Consumer Voice's** Governing Board and Leadership Council include long-term care consumers and a diverse group of national, state and local leaders advocating for quality long-term care nationwide. The **Consumer Voice** also operates the National Long-Term Care Ombudsman Resource Center in partnership with NASUAD, funded by the Administration on Aging.



Where Are We? OUR MEMBERS

The **Consumer Voice's** members come from more than 40 states and the District of Columbia. They comprise a diverse and caring coalition of consumers, citizen advocacy groups, state and local long-term care ombudsmen, lawyers, professional groups, frontline workers and unions, concerned providers, national organizations and family and resident councils.

TOGETHER WE CAN
Make a Difference for Long-Term Care Consumers