



**RESIDENT CONFERENCE CALL SERIES 2010:
STAFFING FOR QUALITY CARE:
IMPORTANT ELEMENTS AND RESIDENT INVOLVEMENT
TUESDAY, DECEMBER 7, 2010: 2:30-3:30PM ET**

NUMBER: 1.800.672.5142

PLEASE CALL IN 10 MINUTES BEFORE THE START OF THE CALL.

CONFERENCE CALL AGENDA

1. Welcome, Background, Conference Call Overview and Introductions:
Jessica Brill Ortiz, Consumer Voice program manager
2. Staffing: Essential Components and the Importance of Resident Involvement
Speakers:
 - Overview of key staffing issues, including staff ratios, turnover, consistent assignment and training requirements
 - Robyn Grant, long-term care policy director, United Senior Action, Indiana
 - Methods for ensuring that residents are empowered and involved in hiring staff
 - Becky Haldorson, assistant administrator, Sunny Hill Nursing Home of Will County, Illinois; president, Illinois Pioneer Coalition
 - A resident perspective on resident involvement in hiring staff
 - Marcella Swanson and Frank Temmerman, Sunny Hill Nursing Home of Will County, Illinois
3. Participant Question and Answer – *cued by the telephone operator*

Support for resident participation in this conference call series is provided in partnership with Kendal affiliates, including:

