



**RESIDENT CONFERENCE CALL SERIES 2011:  
Resident-Directed Care  
December 6, 2011 from 2-3pm ET**

**NUMBER:** (800) 945-0427

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

**CONFERENCE CALL AGENDA**

- 1. Welcome and call overview**  
*Consumer Voice staff*
- 2. Basics of individualized quality care and the care planning process**  
*Deb Holtz, State Long-Term Care Ombudsman, Minnesota*
- 3. Resident involvement in the care planning process**  
*Mary DePasquale, President, Ellis Manor Resident Council, Connecticut and  
Thomas Henry Woods, President, Cambridge Place Nursing Home Resident  
Council, Kentucky*
- 4. Common health issues for residents and what residents should know**  
*Sarah Greene Burger, RN-C, MPH, FAAN, Coordinator of the Hartford Institute's  
Coalition of Geriatric Nursing Organizations, Washington, DC*
- 5. Participant Question & Answer**  
*Queued by the operator, facilitated by Consumer Voice staff*
- 6. Conclusion**  
*Consumer Voice staff*

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

