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: