



**RESIDENT CONFERENCE CALL SERIES 2011:
Advocacy Basics for Residents of Nursing Homes
November 9, 2011 from 2-3pm ET**

NUMBER: (800) 936-4761

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

CONFERENCE CALL AGENDA

- 1. Welcome and call overview**
Consumer Voice staff
- 2. Residents' Rights**
Sherry Culp, Executive Director, Nursing Home Ombudsman Agency of the Bluegrass, Kentucky
- 3. Filing a complaint**
Sherry Culp
- 4. Avenues and examples of resident advocacy**
Brian Capshaw, Resident Council President, Aurora Senior Living East Hartford, Connecticut
- 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:

