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: