



NORC Notes

A monthly reminder of available resources and tips for using them.

October 1, 2018

Residents' Rights Resources

"We may not have a choice in what happened to our body, but we still have our minds and until we take our last breath, we can still contribute to our lives and choose how we live." - Sherry W., Nursing Home Resident



Residents at Colonial Park Rehab and Nursing in Rome, NY rap about Residents' Rights. Share this video to promote residents' rights and use it as a fun way to introduce training on residents' rights!

Residents' Rights Resources for Consumers

Residents' Rights and the LGBT Community: Know Your Rights as a Nursing Home Resident (UPDATED)



My Personal Directions for Quality Living Form (UPDATED)

MY PERSONAL DIRECTIONS FOR QUALITY LIVING

Name:

Date:

Please use my chosen name or nickname listed below:

My pronouns are:

To My Caregivers (paid and unpaid) & Family of Choice:

I am recording my personal preferences and information about myself in case I need long-term care services in my home or in a long-term care community in the future. Please always talk to me about my day-to-day life to see what it is that I want and enjoy. However, the information below may provide some help in understanding me and in providing my care. I hope this information will be useful to those who assist me.

PHOTO

I want my caregivers and family of choice to know the following important details about my life story:

The way I like to wake up and start my day includes (e.g., how and when to wake up, breakfast preferences, daily beauty and grooming routines, hairstyle):

The way I like to relax and prepare to sleep at night includes (e.g., nightly beauty and grooming routine, watch TV, reading, time to go to bed):

This form can be used by consumers to record their personal preferences and information about themselves in case they need long-term care services in their home or in a long-term care community in the future. The information in this form may provide some help in understanding residents and help when providing their care. View an example form [here](#).

Residents' Rights Fact Sheets in different languages:



Residents of nursing homes have rights that are guaranteed by the federal Nursing Home Reform Law. The law requires nursing homes to "promote and protect the rights of each resident" and stresses individual dignity and self-determination. Many states also include residents' rights in state law or regulation.

Right to a Dignified Existence

- Be treated with consideration, respect, and dignity, recognizing each resident's individuality
- Freedom from abuse, neglect, exploitation, and misappropriation of property
- Freedom from physical or chemical restraints
- Quality of life is maintained or improved
- Exercise rights without interference, coercion, discrimination, or reprisal
- A homelike environment, and use of personal belongings when possible
- Equal access to quality care
- Security of possessions

Right to Self-Determination

- Choice of activities, schedules, health care, and providers, including attending physician
- Reasonable accommodation of needs and preferences
- Participate in developing and implementing a person-centered plan of care that incorporates personal and cultural preferences
- Choice about designating a representative to exercise his or her rights
- Organize and participate in resident and family groups
- Request, refuse, and/or discontinue treatment

Right to be Fully Informed of

- The type of care to be provided, and risks and benefits of proposed treatments
- Changes to the plan of care, or in medical or health status
- Rules and regulations, including a written copy of residents' rights
- Contact information for the long-term care ombudsman program and the state survey agency
- State survey reports and the nursing facility's plan of correction
- Written notice before a change in room or roommate
- Notices and information in a language or manner he or she understands (Spanish, Braille, etc.)

This fact sheet is also offered in several different languages such as: [English](#), [Spanish](#), [French](#), [Chinese](#), [Korean](#), [Tagalog](#), [Russian](#), and [Braille](#).

"Put a STOP to Poor Care" Brochure, Webinar Recording, and Slides

SEEK HELP & REPORT

For help with your concerns you can:

- Talk to the **facility administrator, social worker, or staff person.**
- Contact the **Long-Term Care Ombudsman (LTCO) Program.** LTCOs are advocates for residents in long-term care facilities. For more information about the LTCO program visit www.ltcumbudsman.org.
- Contact your **state licensing and certification agency.** Each state has an agency responsible for the licensing, certification, and regulation of long-term care facilities and investigations of complaints.
- Contact **Adult Protective Services (APS).** APS investigates reports of abuse, neglect, and exploitation of elders and, in many states, individuals with disabilities.
- Contact **local law enforcement.** Mistreatment with willful intent could be a crime.



Contact **Eldercare Locator** to find resources in your state. Eldercare Locator is a national public service to help older adults and caregivers connect with local aging and disability services.

CALL: **1-800-677-1116**
VISIT: **www.eldercare.gov**



For information regarding elder abuse, neglect, or exploitation visit the **National Center on Elder Abuse (NCEA):**

CALL: **1-855-500-3537**
VISIT: **www.ncea.aoa.gov**

This brochure was completed for the NCEA (Grant Number 90-AB0002) and is supported in part by a grant from the Administration on Aging, U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging or DHHS policy. NCEA: www.ncea.aoa.gov.



All long-term care residents have the right:

- To receive quality, individualized care
- To be protected from mistreatment, including abuse, neglect, and exploitation.

Quality care promotes resident dignity, choice, and self-determination in all aspects of life and care.

Individuals living in nursing homes and assisted living facilities **maintain the same rights as individuals in the larger community** and have additional rights and protections in federal and state law.

Nursing homes must meet federal requirements if they participate in Medicare and Medicaid. There are no federal regulations for assisted living facilities so requirements are different in each state.¹



¹ Fact sheets and information regarding residents' rights, abuse, and advocating for quality care are available on the Consumer Voice website www.theconsumervoice.org.

The "Put a STOP to Poor Care" [brochure](#), [webinar recording](#), and [slides](#), provide a basic framework to help long-term care residents, their family members, and other advocates identify quality care and potential issues. The materials include indicators of quality care, warning signs, red flags of potential abuse, and advocacy and communication tips to address concerns.



SPEAK UP:
Know Your Rights
And How To Use Them
National Consumer Voice For Quality Long-Term Care

Residents' Rights Month

October is Residents' Rights Month. This year's theme is "Speak Up: Know Your Rights and How to Use Them." The theme emphasizes the importance of residents being informed about their rights; being engaged partners in

achieving quality care and quality of life; and feeling confident in speaking up about what is important to them.

Residents' Rights Month Resources for Ombudsmen



Each year a packet of materials is put together and features ready-to-use items, including promotional materials, activity ideas, training tools, and resources.

Ombudsman programs can:

- share the free resources and activity ideas with residents, families, and facility staff,
- encourage residents to participate in the Resident's Voice Challenge, and
- use the outreach examples to promote Residents' Rights Month.

Promotional Materials

- [Reasons Facilities Should Participate in Residents Rights' Month](#)
- [Sample Ombudsman Newsletter Article](#)
- [Sample Letter to the Editor](#)

- [Sample Press Release](#)
- [Proclamation - Governor](#)
- [Proclamation - Mayor](#)
- Logo - [JPEG](#), [PNG](#)
- [Flyer](#)

Activity Ideas for Facilities

- [Residents' Rights Month Activity Calendar](#) - A printable calendar (updated for 2018) with event and activity ideas for each day during October. Ombudsman programs can share this with facility staff.
- [Getting to Know You Activities](#)
- [Resident Idol](#)
- [Residents' Rights Rally](#)
- [Residents' Rights Bingo Game](#) (provided by Disability Law Colorado)
- More activity examples available [here](#).

Resources

- [NORC Residents' Rights Issue Page](#)
- [Communication Tips Fact Sheet](#)
- Nursing Home Fact Sheets:
 - [Residents' Rights Fact Sheet](#)
 - [How to Solve Problems in a Nursing Home](#)
 - [Steps for Getting Quality Care in a Nursing Home](#)
- Assisted Living Fact Sheets:
 - [6 Steps for Getting Quality Care in an Assisted Living Facility](#)
 - [How to Solve Problems in an Assisted Living Facility](#)
- Home Care Consumers Fact Sheets:
 - Steps to Getting Quality Home Care from an [Agency](#) or from a [Home Care Worker You Hired](#)
 - How to Address Concerns with a Home Health or Home Care [Agency](#) or with the [Home Care Worker You Hired](#)

Click on the image below to view a calendar filled with activity ideas for each day in October!

October 2018
Resident's Rights Month Activities Calendar



The 2018 Residents' Rights Month Activity Calendar provides ideas for events and activities throughout the month of October. Events and activities listed highlight this year's theme "Speak Up: Know Your Rights and How to Use Them" and provide an opportunity for education, discussion and community-building for residents, staff, and family members. Put together a committee to organize Residents' Rights Month activities; each staff member can lead an event or choose 1-2 events per week to put on.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Celebrating Resident Rights Month Kick-off Event - Review this year's theme and highlight the residents' rights poster. http://theconsumervoice.org/events/residents-rights-month-2018	2 "My Life" Project - Spend the week interviewing residents/family. Show the results in a presentation at the end of the week or the month. (Example questions: Tell me about where you grew up; How big was your family? Best vacation you took; places you have lived; Greatest accomplishment? etc.)	3 Book Club - Have residents select a book and hold a discussion at the end of the month.	4 Get to Know You Bingo - An easy icebreaker to find out about one another! http://theconsumervoice.org/uploads/files/events/Getting-to-know-you-activities.pdf	5 Resident Idol - A fun opportunity for residents to share their talents http://theconsumervoice.org/uploads/files/events/Resident-Idol-RR07.pdf	Residents' Rights Month Presentation - Invite staff, family & residents to a presentation on Residents' Rights. Invite the Residents' Rights presentation here: http://theconsumervoice.org/events/residents-rights-month-2017#packet & add about this year's theme & activities planned for October
7 Finish the Sentence - Post a bulletin board where residents can finish the sentence about residents' rights and quality care. Examples: "I feel good when my caregivers...." or "When my caregiver....it puts a smile on my face."	8 Residents' Rights Crossword Puzzle - http://theconsumervoice.org/uploads/files/events/RR Packet 2015 (2).pdf	9 Know Your Rights and How to Use Them - Talk to residents about the rights they have and make sure to have available resources: http://theconsumervoice.org/events/residents-rights-month-2018#packet	10 Pets Day - Work with your local animal shelter (or have family members bring in pets) to coordinate a time for residents and staff to spend time with man's best friend!	11 Food: The Great Communicator - Residents share what food means to them. http://theconsumervoice.org/uploads/files/events/Food_Activity.pdf	12 Two Truths and a Lie - Try to pull one over on others by sharing two truths about yourself and one lie; have the others guess which is the fib!	Host a Resident's Rights Rally - Get in the spirit! http://theconsumervoice.org/uploads/events/RR-Rally-0



Be sure to let NORC know how you are celebrating Residents' Rights Month by emailing ombudcenter@theconsumervoice.org so you can be featured on our website and social media!

For more information on Residents' Rights Month visit the NORC [website](http://theconsumervoice.org).

Read archived issues of NORC Notes [here](#). If you have a question, are not able to find a resource, or want to share training materials or program practices, please email ombudcenter@theconsumervoice.org.

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