



NORC Notes

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

August 1, 2018

Resources to help Ombudsman programs prepare for Residents' Rights Month!



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

October is "Residents' Rights Month," an annual event designated by Consumer Voice to honor residents living in all long-term care facilities. Residents' Rights Month is an opportunity to

focus on and celebrate the awareness of dignity, respect, and the rights of each resident. The federal Nursing Home Reform Law guarantees residents' rights and places a strong emphasis on individual dignity, choice, and self-determination. The law also requires nursing homes to "promote and protect the rights of each resident."

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.

By participating in Residents' Rights Month Ombudsman programs can:

1. Empower residents by providing education about their rights.
2. Build relationships with residents, families, and staff.
3. Conduct program outreach and provide information and assistance.
4. Encourage residents' rights education for residents, families, staff, and community members.
5. Promote community involvement in long-term care facilities.

Resources and Materials



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](#).

Resident's Voice Challenge

Long-term care consumers are encouraged to pick up their pens, dust off their type writers or use a computer to display their writing or artistic skills by submitting essays, poems, artwork, drawings, or videos related to the theme for Residents' Rights Month "Speak Up: Know Your Rights and How to Use Them."

Find more information by reading the Residents' Voice guidelines [here](#), and view previous submissions [here](#). The deadline to submit an entry is **September 1, 2018**. Spread the word about the Resident's Voice Challenge with this [flyer](#).

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](#)

Residents' Rights Month Products

Residents Rights Fact Sheets



Consumer Voice has translated a Residents' Rights fact sheet into several different languages including: [English](#); [French](#); [Spanish](#); [Chinese](#); [Korean](#); [Tagalog](#); [Russian](#); and [Braille](#). View the fact sheet online for free or purchase bulk hard copies on their website [here](#).

2018 Residents' Rights Month Buttons



Perfect to give to volunteers, residents or other advocates! Available in packs of [20](#), [50](#), and [100](#).

Residents' Rights Bookmarks



Easy-to-read, laminated bookmarks - a tangible reminder of these important rights. Available in packs of [10](#) or [25](#).

Residents' Rights Poster Series



The set includes five 11"x17" poster each featuring a different essential residents' right and a quote from a resident illuminating the importance of the right. The poster series are a useful visual reminder of residents' rights. See all five posters [here](#). Available in a [set of 5 posters](#) or as a [bundle including 10 bookmarks](#).

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](#).

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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