



NORC Notes

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

May 1, 2018

Engaged at Every Age: Resources for Consumers

An important element in quality care is the ongoing process of engaging consumers in the decisions made regarding their care and life. To give good care, staff must assess each resident and plan care to support each person's life-long patterns, current interests, strengths, and needs. Resident and family involvement in care planning gives staff information they need to make sure residents get good care and the care they deserve. Below are resources and information about engaging consumers in their care.



Resources for Ombudsman Program Representatives to Share with Consumers



Fact sheet: Nursing Home Discharges You've Been Told to Leave...Now What?

This fact sheet was developed to inform residents and their family members about residents' rights regarding facility-initiated discharges. This fact sheet can also be used in training by and for Ombudsman program representatives, for members of resident and family councils, facility-in-service training, and community education. Read the fact sheet [here](#).

What You Must Know the long-term care Ombudsman program residents' rights, and sheet [here](#).



Long-Term Care Ombudsman Program:

This resource walks readers through what Ombudsman program is, what the does and does not do, links to information on some helpful FAQs. Read the fact



Training Materials: Abuse, Neglect, Exploitation, and Misappropriation of Property

These materials can be used in training by and for Ombudsman program representatives, for members of resident and family councils, facility in-service training, and community education.

- [Prezi - video, with voiceover](#)
- [Prezi - clickable, without voiceover](#)
- [Prezi script](#)
- [PowerPoint \(includes presenter notes\)](#)
- [Abuse, Neglect, Exploitation, and Misappropriation of Property Fact Sheet](#)

Information for Consumers

The NORC [issue pages](#) include a section at the bottom of each page titled, "Information to Share with Consumers" where Ombudsman program representatives can find factsheets, brochures, websites, and other resources specifically for consumers on a particular issue that can be easily shared with residents.

Additional resources for long-term care consumers from Consumer Voice can be found [here](#).

Engage at Every Age: Older Americans Month 2018



Older Americans Month is a chance for us to pay tribute to, celebrate, and honor the older citizens of our nation. In 1963, John F. Kennedy established Older Americans Month and ever since then every president has issued a formal proclamation asking the nation to celebrate older people in our communities.

The theme for Older Americans Month 2018 is **Engage at Every Age**. This theme emphasizes that you are never too old (or young) to take part in activities that can enrich your physical, mental, and emotional well-being. It also celebrates the many ways in which older adults make a difference in our communities.

Click [here](#) for more information on Older Americans Month. View materials such as logos, posters, badges, buttons, and banners [here](#) and a list of activity ideas [here](#).

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@theconsumervoic.org.

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National Consumer Voice for Quality Long-Term Care - 1001 Connecticut Avenue, NW, Suite 632 - Washington, DC
20036 - telephone: (202) 332-2275 - fax: (866) 230-9789 - info@theconsumervoice.org