



The National **Long-Term Care**
Ombudsman Resource Center



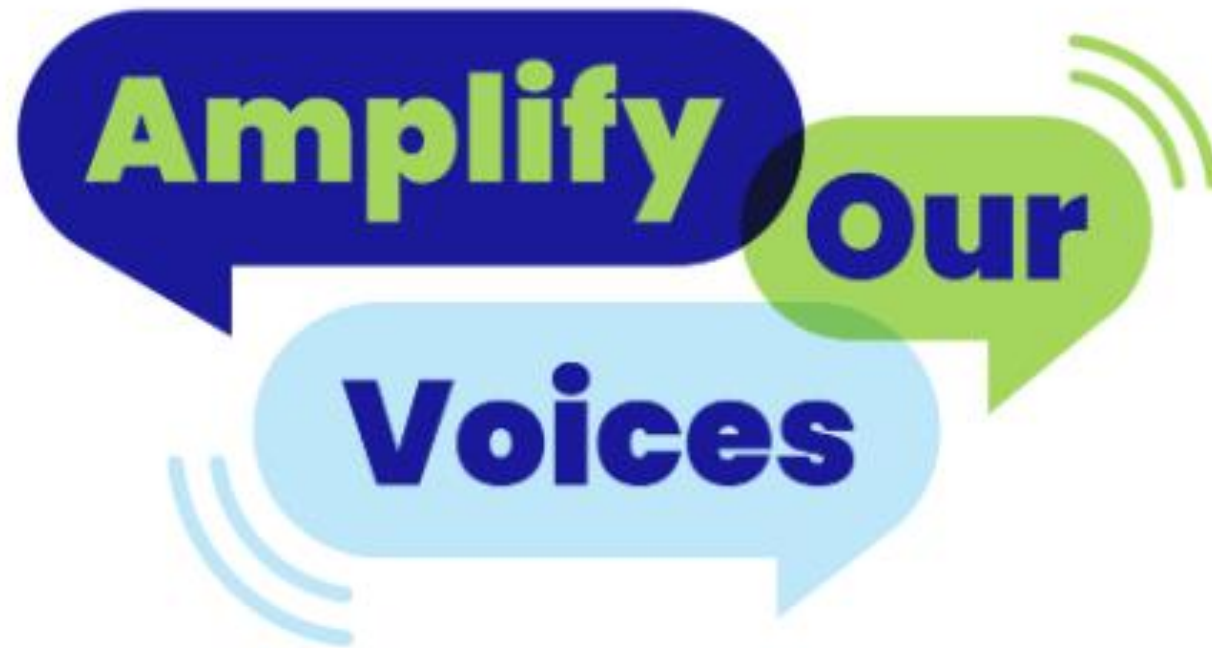
VIRTUAL OFFICE
H  **OUR** *Last
Wednesday
of the Month*

Residents' Rights Month

September 27, 2023

Housekeeping

- ▶ Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- ▶ Links to **resources** will be posted in the chat box and will be posted to the [NORC website](#).



National Consumer Voice for Quality Long-Term Care



Resident Rights We're Highlighting

Right to Voice Grievances Without Retaliation or Fear of Retaliation and Prompt Efforts to Resolve Grievances

- ▶ Each facility must establish a grievance policy.
- ▶ Residents have the right to file complaints orally, in writing, anonymously.
- ▶ The facility must make prompt efforts to resolve grievances.
- ▶ Grievance official responsible for all aspects of complaint handling.
- ▶ Residents must be given written decision regarding their grievance.

▶ Right to LTCOP/Filing a Complaint with SSA

- ▶ Long-Term Care Ombudsman Program
- ▶ File a complaint with the state survey and certification agency

https://theconsumervoice.org/get_help

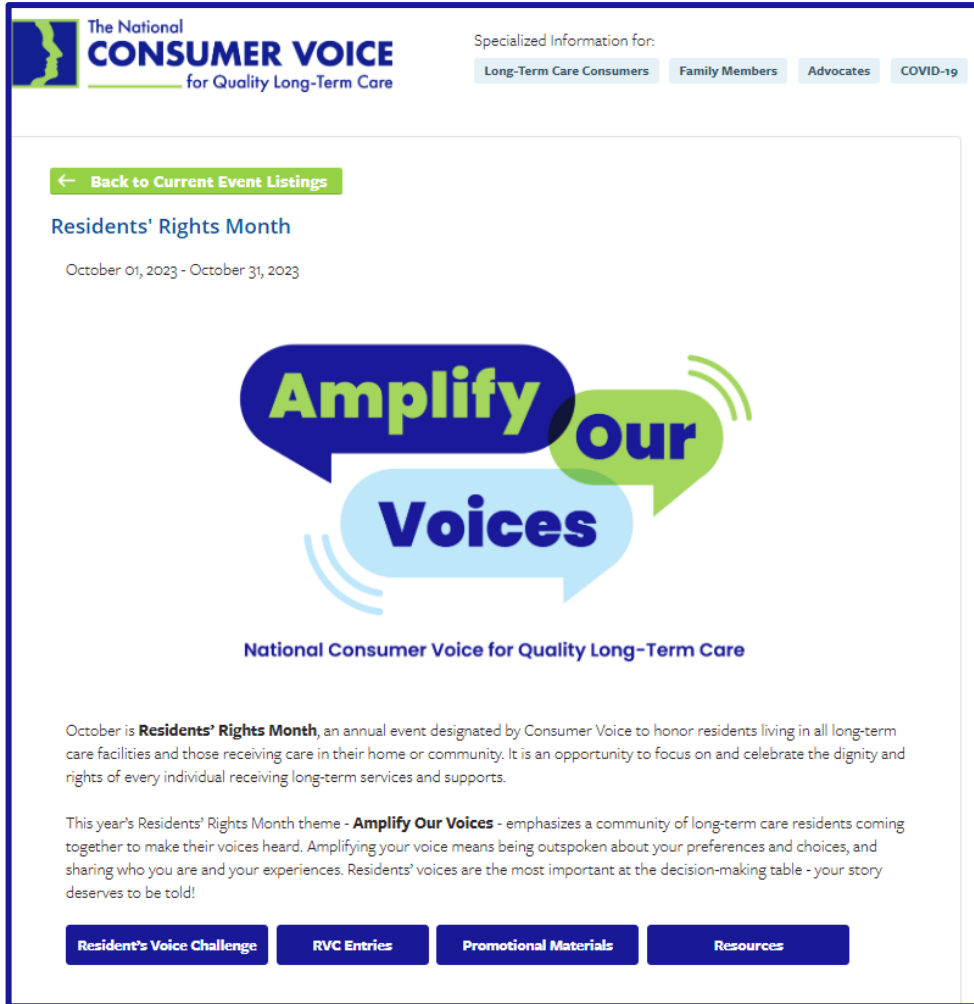
Right to Organize and Participate in Resident Councils

- ▶ Residents have the right to form and participate in a resident group.
- ▶ The facility must provide a resident group with private space
- ▶ Staff or visitors may attend meetings only at the group's invitation
- ▶ The facility must provide a designated staff person responsible to assist and respond to written requests from the council
- ▶ The facility must listen to the views and act upon the grievances and recommendations of residents and families concerning proposed policy and operational decisions affecting resident care and life in the facility



Resources

Residents Rights Month



The screenshot shows the website for The National Consumer Voice for Quality Long-Term Care. At the top left is the logo. To the right, it says "Specialized Information for:" followed by tabs for "Long-Term Care Consumers", "Family Members", "Advocates", and "COVID-19". Below this is a green button that says "← Back to Current Event Listings". The main heading is "Residents' Rights Month" with the dates "October 01, 2023 - October 31, 2023". The central graphic features three overlapping speech bubbles in blue, green, and light blue, containing the text "Amplify Our Voices". Below the graphic is the text "National Consumer Voice for Quality Long-Term Care". A paragraph of text explains that October is Residents' Rights Month, an annual event to honor residents in long-term care facilities and those receiving care at home. It states that this year's theme is "Amplify Our Voices", which emphasizes a community of residents coming together to make their voices heard. At the bottom, there are four blue buttons: "Resident's Voice Challenge", "RVC Entries", "Promotional Materials", and "Resources".


The National
CONSUMER VOICE
for Quality Long-Term Care

Specialized Information for:
Long-Term Care Consumers Family Members Advocates COVID-19

← Back to Current Event Listings

Residents' Rights Month

October 01, 2023 - October 31, 2023



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 and those receiving care in their home or community. It is an opportunity to focus on and celebrate the dignity and rights of every individual receiving long-term services and supports.

This year's Residents' Rights Month theme - **Amplify Our Voices** - emphasizes a community of long-term care residents coming together to make their voices heard. Amplifying your voice means being outspoken about your preferences and choices, and sharing who you are and your experiences. Residents' voices are the most important at the decision-making table - your story deserves to be told!

Resident's Voice Challenge RVC Entries Promotional Materials Resources

<https://theconsumervoice.org/events/2023-residents-rights-month>

Current Resources

The screenshot shows the website for The National Consumer Voice for Quality Long-Term Care. The page is titled "Residents' Rights Month Resources" and features three main navigation buttons: "RRM Home", "RVC Entries", and "Promotional Materials".

Under "RRM Home", there are three featured items:

- Nursing Home Residents' Rights!**: A graphic with the text "Nursing Home Residents' Rights!" and a list of key rights including: the right to dignified care, the right to self-determination, and the right to be fully informed.
- CONSUMER VOICE FACT SHEET COMMUNICATION TIPS**: A document titled "CONSUMER VOICE FACT SHEET COMMUNICATION TIPS" with sections for "Key Takeaways", "Communication Tips", and "Additional Resources".
- STAYING ENGAGED Amplify your voice**: A graphic with the text "STAYING ENGAGED Amplify your voice" and illustrations of pencils and speech bubbles.

Under "Other Resources", there are several links:

- My Personal Directions for Quality Living
- Put a STOP to Poor Care
- Advocacy Suggestions for Residents and Families
- 6 Steps for Getting Quality Care
- Starting a Resident Council

<https://theconsumervoice.org/events/2023-residents-rights-month/resources>

Promotional Materials

<https://theconsumervoice.org/events/2023-residents-rights-month/promo-materials>



The screenshot shows the website for The National Consumer Voice for Quality Long-Term Care. The header includes the organization's logo and name, and a navigation menu with options for 'Specialized Information for: Long-Term Care Consumers', 'Family Members', 'Advocates', and 'COVI'. The main content area is titled '2023 Residents' Rights Month Promotional Materials' and features three buttons: 'RRM Home', 'RVC Entries', and 'Resources'. A list of resources is provided, including 'History of Residents' Rights Month', 'Reasons Why Ombudsmen Should Participate', 'Reasons Facilities Should Participate', 'Sample Ombudsman Newsletter Article', 'Sample Letter to the Editor', 'Sample Press Release', 'Proclamation - Governor', 'Proclamation - Mayor', and 'Logo (Logo usage policy)'. A graphic with the text 'Amplify our Voices' is also visible, along with the organization's name at the bottom.

The National
CONSUMER VOICE
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Specialized Information for:

Long-Term Care Consumers Family Members Advocates COVI

2023 Residents' Rights Month Promotional Materials

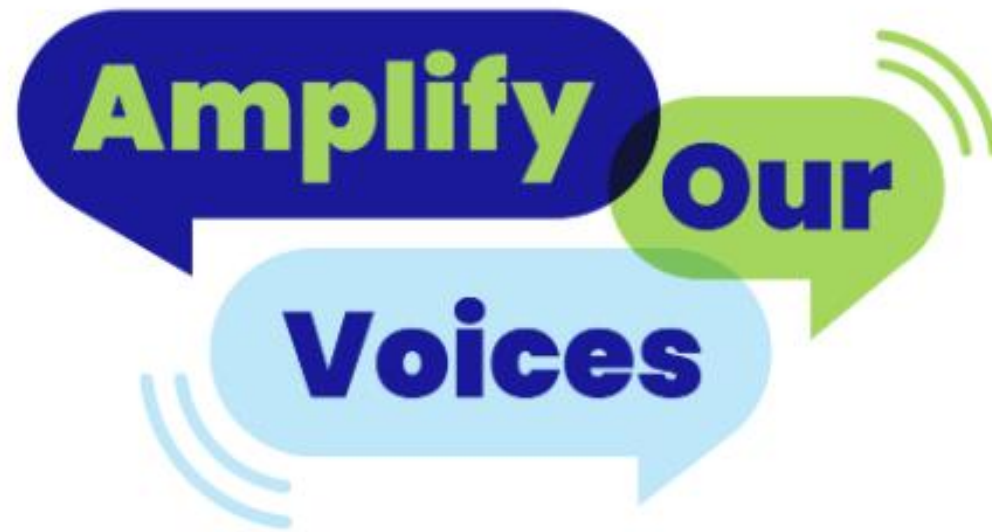
RRM Home RVC Entries Resources

- History of Residents' Rights Month
- Reasons Why Ombudsmen Should Participate
- Reasons Facilities Should Participate
- Sample Ombudsman Newsletter Article
- Sample Letter to the Editor
- Sample Press Release
- Proclamation - Governor
- Proclamation - Mayor
- Logo (Logo usage policy)

Amplify our Voices

National Consumer Voice for Quality Long-Term Care

▶ What's Coming...



National Consumer Voice for Quality Long-Term Care



Questions?



Discussion

Discussion

- ▶ What are your plans for residents' rights month?
- ▶ What kind (if any) training or consumer education regarding residents' rights do you provide during October?
- ▶ Have you written letters to the editor or your representatives about residents' rights month?

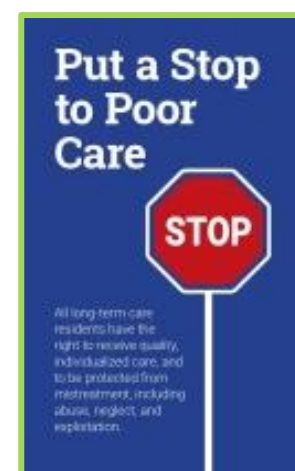
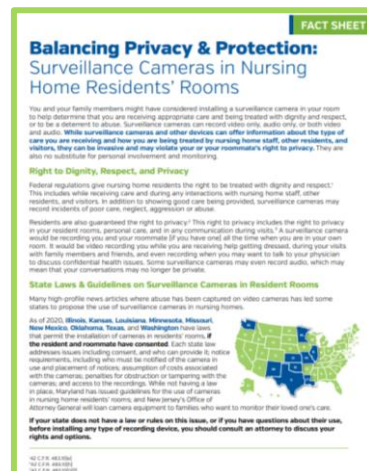
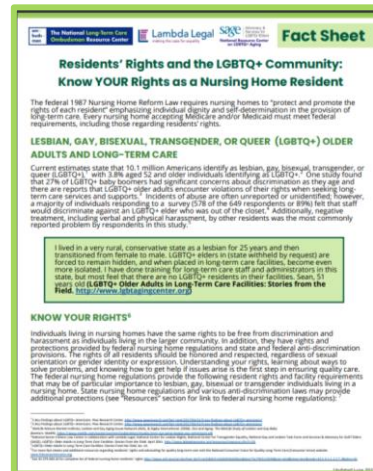


Resources

Residents' Rights Materials

<https://ltcombudsman.org/issues/residents-rights>

- ▶ Residents' Rights Fact Sheets (12 languages and Braille)
- ▶ [Residents' Rights and the LGBT Community: Know Your Rights as a Nursing Home Resident](#)
- ▶ [Balancing Privacy & Protection: Surveillance Cameras in Nursing Home Residents' Rooms Fact Sheet](#)
- ▶ Put a Stop to Poor Care! Brochure ([brochure 1](#) and [brochure 2](#)) and [pocket guide](#)



Residents' Rights Materials

<https://ltcombudsman.org/issues/residents-rights>

▶ Residents' Rights: Your Life, Your Care, Your Choices

- ▶ [Video \(clickable, without voiceover\)](#)
- ▶ [Video](#)
- ▶ [Consumer Education PowerPoint](#)
- ▶ [In-Service PowerPoint](#)



Join NORC's Email List



Join NORC's email list to receive information about **training opportunities, resources, and more.**

Visit ltcombudsman.org/sign-up.



The National **Long-Term Care**
Ombudsman Resource Center

Connect with us!

 ltcombudsman.org

 ombudcenter@theconsumervoice.org

 The National LTC Ombudsman Resource Center

 @LTCombudcenter



Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

This project was supported, in part, by grant number 900MRC0002-02-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.