

Residents' Rights Resource List

The source of each item is indicated in parentheses following the description. Ordering information for items contained in this resource list appears on page 6.

Residents' Rights Booklets

A Matter of Rights: A Guide to Your Rights and Responsibilities as a Resident. (2000). Caresource Healthcare Communications, Inc. (31 pages).

Covers each right individually along with the types of facility policies and procedures that support these rights. (Caresource)

What Everyone Should Know About Residents' Rights Booklet #37283. Channing L. Bete Co., Inc.

A scriptographic booklet that explains each resident right in clear language with illustrations. The booklet categorizes the rights into 3 groups: Legal Rights, Human Rights, and Special Rights. (Channing)

Nursing Home Residents' Rights in English and Spanish (revised 2003).

Two to four page handouts that list the nursing home residents' rights in easy to understand language. (Briggs)

Books

Nursing Homes: Getting Good Care There (2nd edition) (2002). By Sarah Greene Burger, Virginia Fraser, Sara Hunt, and Barbara Frank.

A consumer guide on achieving the best possible nursing home experience for a relative or friend. With clarity and compassion, the authors use everyday language and real-life examples to show that care respecting each resident's individuality, dignity and physical and emotional well-being is within reach. (NCCNHR)

Nursing Home Staffing: A Guide for Residents, Families, Friends, and Caregivers (2002) By Sarah Greene Burger.

This guide was designed to assist individuals in defining good and adequate staffing. The guide will help you evaluate staffing in your loved one's facility, and it provides tips to assist you in advocating for good, adequate nursing care staff. (NCCNHR)

Consumer Perspective on Quality Care: The Residents' Point of View (1985).

NCCNHR's study of quality care - as defined by the experts: nursing home residents. Recounts the research, discussions and findings of this classic, oft-quoted NCCNHR survey of 400

residents in fifteen cities. Executive summary (20 pages) or entire document (250 pages). (NCCNHR)

Resident Council Handbook (2001). 82 pages.

A handbook for use in creating or restructuring resident councils in health care facilities. A how-to manual, offering hands-on guidelines to developing a resident council in your senior residence, nursing home or health care facility. Includes samples of bylaws, minutes, slate of officers, and committees. (RCW)

Audio CDs

2006 Giving Voice to Quality CD (2006)

The 5 CD packet contains: Affirming Dignity and Individuality; A Look at Residents' Rights; Staff Communication & Respectful Work Environments, Eating with Dignity: Nutrition and Hydration; and Incontinence and Quality Care. This CD packet provides information on specific topics of interest to consumers, advocates, and ombudsmen as well as the necessary strategies for achieving quality resident-directed practices at the facility level. The CD contains 4 conference calls conducted by NCCNHR for consumers in 2006 with presentations by various experts on subject matter and informal discussions by consumers. (NCCNHR)

Videos

A Collection of Films from the Resident's Perspective (available in DVD or VHS format)

Produced by Whiteford-Hadary Productions for the University of Maryland School of Medicine).

Great Nursing Assistants: The Resident's Perspective (17 minutes).

What makes a great nursing assistant? Long-term care residents in this *new* video tell you! Great nursing assistants: listen and communicate with them; show patience and kindness at all times, and don't rush their care; give them choices about their daily care. This personal "checklist" from residents will help staff to better understand how to meet the overall needs of residents. (Terra Nova)

Abuse: The Resident's Perspective (18 minutes).

This video allows residents to tell what abuse is—from their perspective. These eye-opening instances of perceived abuse will heighten sensitivity to situations that may alienate, anger, or hurt the pride of residents. (Terra Nova)

Pain: The Resident's Perspective (17 minutes).

Many residents "live" with chronic pain. This video allows residents to describe their pain, the effect it has on their livelihood, and why they hesitate to tell caregivers about their pain. It will sensitize staff to their ongoing responsibility to respond to pain in a timely manner.

Living in Long-Term Care: The Resident's Perspective (19 minutes)

This first-hand perspective offers valuable insight into resident dignity needs as residents reveal how they feel about the reality of life in long-term care. This enlightening video also sheds light on the fact that residents feel their emotional and spiritual needs are as important as their physical needs.

Everyone Wins! Quality Care without Restraints: A Family Guide to Restraint-free Care (11.5 minutes) Independent Production Fund.

Every family worries about relatives in nursing homes. Will they be safe? This moving documentary follows a husband who needed significant support before he could accept restraint-free care for his wife. Learn what he learned; that restraint-free care is safe, dignified, and part of quality care. **(Kendal Corporation)**

Residents Have the Answers: Improving Quality of Life in Long Term Care (33 minutes). Developed by *The Nursing Home Community Coalition* and the *Coalition of Institutionalized Aged* (New York).

Developed by consumer experts Cynthia Rudder (Long Term Care Community Coalition) and Geoff Lieberman (Coalition of Institutionally Aged and Disabled), this compelling video shows true resident involvement in facility management. Purchase copies to use in advocate training and to share with assisted living and nursing home staff to help them engage residents in defining and achieving better quality of life. Video includes a computer disc with templates and a detailed resource guide. **(NCCNHR)**

Residents' Rights: Resident and Family Program (20 minutes). Produced by Eldercare Communications.

This is a comprehensive 2 video training program regarding residents' rights. Can be used as an introduction for residents and their families. Video uses vignettes to show how rights are protected throughout a typical day. **(Terra Nova)**

Residents' Rights: Staff Program (20 minutes). Produced by Eldercare Communications.

Comprehensive two video program - can be used to train staff members in how to fulfill their role as guardians of resident rights. Emphasis is placed on what staff can do on a daily basis to make sure resident rights are protected and respected. **(Terra Nova)**

Residents' Rights Today: Respectful Care in Changing Times (17 minutes).

Produced by Caresource Healthcare Communications, Inc. (2002)

Video covers protections of residents' rights and respectful care in relation to other characteristics of the long-term care environment. Describes what staff, residents, and family members should know about dealing with concerns and complaints early and effectively. **(Caresource)**

Residents' Rights Week Packets

Care Matters, RR Week Packet 2006

This packet contains Resident's Rights Week promotional materials and events that can be used during any year to promote resident choice and involvement in decision making. Appropriate for nursing homes and assisted living. The packet includes stories of resident empowerment from across the country, materials for ombudsman, social workers and others involved in the care at nursing homes, assisted living, board and care facilities. Activity ideas for residents, training programs and ideas for facility staff, fact sheets and much more! *Includes a copy of the 2006 CARE Matters to Residents! A collection of Essays/Poems* (NCCNHR)

Together We Can... Achieve Resident Directed Care, RR Week Packet 2005

This packet can be used at *anytime* to promote residents' rights and quality care. Assessment and Care Planning are the cornerstones of providing good, individualized care for each resident, and residents have the right to direct the care they receive and participate in the planning process. This packet is full of information on resident assessment, care planning, and individualized care; as well useful tools and promotional materials. Also includes examples of how to get involved in care planning as a resident or family member, as well as strategies for facilities and advocates to use to promote a comprehensive and resident-directed care planning process. *Includes a copy of the 2005 Residents' Rights Week Poster, "Choiceville"* (NCCNHR)

Spotlight on Quality: Focus on Residents' Rights, RR Week Packet 2004

Whether it's choosing what to eat, when to bathe, or which presidential candidate to vote for, long-term care residents have the right to be engaged in the decision making process. The 2004 Residents' Rights Packet contains two distinct sections: one focusing on resident decision making and the other on exercising the right to vote. Visit the "Our Town" section for ways to involve residents in day-to day decision making, and the voting section to find specific techniques for engaging residents in the electoral process. What better way to honor residents' rights in an election year than to engage residents in decision making and help them exercise their constitutional right to vote? (NCCNHR)

24/7 Residents' Rights Around the Clock, Residents Rights Toolkit (2003)

In response to requests from advocates and facility staff, the 2003 Residents' Rights packet is a "Tool Kit" with resources and ideas for year-round effective residents' rights training. The Toolkit includes: laminated posters for bulletin boards and educational programs showing how rights are respected throughout each day; successful strategies for helping residents, their families and the public understand residents' rights; PowerPoint presentations; ready to use training materials; and sample residents' rights brochures. (NCCNHR)

Giving Voice to Quality: Affirming Residents' Rights in Long-Term Care (2002).

This Residents' Rights Week packet was designed to include a variety of ideas and tools to promote residents' rights week with a special focus on resident and family councils. Includes professionally developed activities that can be used by facility staff, ombudsmen or advocates to

promote resident and family involvement in defining quality, detailed explanations of the rights specifically related to quality, tips for developing successful councils, sample promotional materials, a resource list, and a laminated poster on resident councils. (NCCNHR)

Other

Residents' Rights Bingo (1990).

The Residents' Rights Bingo can make learning residents' rights fun. It's played just like regular bingo. Game includes Bingo cards and markers.

Contact Information:

The Legal Center
455 Sherman St. , #130
Denver, CO 80203
1-800-288-1376

Order Information

Briggs Corporation

Des Moines, IA 50306.

(877) 307-1744

<http://www.briggscorp.com/>

English Version of RR – Stock No. 3126R

Spanish Version of RR – Stock No. CFS1-16

Caresource Healthcare Communications

2200 Sixth Avenue, Suite 833

Seattle, WA 98121

(800) 448-5213

E-mail: service@caresource.com

<http://www.caresource.com/>

Channing L. Bete Co., Inc.

200 State Road

South Deerfield, MA 01373

(800) 628-7733

<http://www.channing-bete.com/>

The Kendal Corporation

1107 E. Baltimore Pike

Kennett Square, PA 19348

(610) 388-5594

<http://www.kendal.org/>

NCCNHR: The National Consumer Voice for Quality LTC (NCCNHR)

1828 L Street, NW, Suite 801

Washington, DC 20036

(202) 332-2275

E-mail: nccnhr@nccnhr.org

<http://www.nccnhr.org>

Resident Councils of Washington (RCW)

220 E. Canyon View Road

Belfair, WA 98528-9597

(360) 275-8000

E-mail: rcwexec@residentcouncil.org

<http://www.residentcouncil.org/>

Terra Nova Films, Inc.

9848 South Winchester Avenue

Chicago, IL 60643

(800) 779-8491

E-mail: tnf@terranova.org

<http://www.terranova.org/>

Related Websites

NCCNHR: The National Consumer Voice for Quality Long-Term Care

<http://www.nccnhr.org>

This site provides up-to-date information on public policies that affect nursing home residents' rights and the quality of nursing home care. Learn how you can make a difference in the care of your loved one in a nursing home and access information on how NCCNHR works to improve care. Also, be sure to check out the family and resident council information and consumer friendly fact sheets.

National Long-Term Care Ombudsman Resource Center

<http://www.ltcombudsman.org>

Check out this site to learn more about the fifty-two State Long-Term Care Ombudsman Programs, and their statewide networks of 600 regional (local) programs. Sections of previous Residents' Rights week packets are available as well as many documents about ombudsman training, advocacy, program management, and program promotion. Also access the Nursing Home Reform Law and Regulations in an indexed format that makes searching easier.

Pioneer Network

<http://www.pioneernetwork.net>

An emerging effort to promote a new way of living and working in nursing homes is known as “culture change.” Culture change involves rethinking values and practices of a nursing home from top to bottom, inside and out. It is not about change for its own sake. It is about change that brings all who are involved in the nursing home culture – staff, management, residents, and families – to a new way of working that creates a humane environment supporting each resident’s life, dignity, rights, and freedom. To learn more about culture change in nursing homes visit the Pioneer Network website.

Eden Alternative

<http://www.edenalt.com>

The Eden Alternative is a small not-for-profit organization making a big difference in the world. Based on the core belief that aging should be a continued stage of development and growth, rather than a period of decline, The Eden Alternative is seeking to remake the experience of aging around the world. Visit the Eden Alternative website to learn more.

Wellspring

<http://www.wellspringis.org>

Wellspring Innovative Solutions for Integrated Health Care came together in 1994 as a proactive response to the managed care environments, with its inherent challenges of reduced reimbursements and limited human resources. Wellspring members' commitment to continued quality care required a cooperative effort to address the formidable challenges the industry faces. To learn more about Wellspring, visit their website.

Advancing Excellence in America's Nursing Homes campaign

www.nhqualitycampaign.org

High quality nursing home care – where each resident gets the care that is right for them – is important to all of us. Nursing home residents, their families, and people who may someday choose a nursing home should be able to expect the best possible care and quality of life. The *Advancing Excellence in America's Nursing Homes* campaign is the first national effort to measure quality by setting measurable “clinical quality goals” and “organizational improvement goals.” To learn more about the campaign and how you can become involved, visit the website. Be sure to register as a supporter of the campaign if you haven't done so already.