

**Hear Our Voice:
Residents of Long Term Care Facilities Speak Out About Residents' Rights.**

Responses by Mr. Wayne S. Miller
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1) *What does it mean to you when someone listens to your opinion or asks for your advice?*

I feel two ways – proud that my advice is valued and satisfied that my opinion is useful. Being asked our opinions and thoughts is important to our self-esteem. We are not children. We are accomplished adults with vast life experience.

2) *Why are Residents' Rights important; and what would you like staff members to know about your rights?*

Rights – human rights – are extremely important to the well-being of all people. For example, when the First U.S. Congress met in New York City in 1789, the Founding Fathers amended the new Constitution to add a number of human rights clauses. In the course of business, they considered that while several states already had such clauses, residents of those states that did not have them would be at an unfair disadvantage. So because such rights were of outstanding importance, it was well worth the trouble to amend the Constitution to include the rights of all American citizens. Similar rights that the Founding Fathers established also apply to residents at long term care facilities.

Regarding the second half of the question, I would like staff members to know that our rights empower us, enrich us and make us stronger people.

3) *How are residents involved in decision-making at your facility?*

Administrators and staff never hesitate to ask the residents' opinions about day-to-day decisions. For example, I make important contributions regarding activities, such as games, movies and other recreational and educational exercises. Not only that, I lead daily discussion groups where the residents get to talk about news, current events and religion.

In conclusion, ManorCare does a good job ensuring our rights and including us in decision-making processes. This makes us feel like equals, and by treating us as equals, our self-worth and happiness is strengthened.

Thank you for your consideration,

Wayne S. Miller
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