

# ***Giving Voice to Quality***

*The National Citizens' Coalition for Nursing Home Reform consumer education project;  
Funded by the Retirement Research Foundation*

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**EDUCATIONAL CONFERENCE CALL #4 IN OUR SERIES:  
“Staff Communication & Respectful Work Environments”  
WEDNESDAY, SEPTEMBER 13, 2006 – 3PM (ET) [2PM CT / 1PM MT / 12PM PT]**

**NUMBER: 1-800-817-2743**

**CODE: 4184555**

## **EDUCATIONAL CONFERENCE CALL AGENDA**

1. Welcome, Introductions and Conference Overview  
Robyn Grant, Conference Call Special Facilitator
2. Expert Speaker Presentations: Hollis Turnham and Kate Waldo
3. Participant Questions and Answers – *cued by the telephone operator*
4. Presentation: Bonnie Kisielewski
5. Participant Questions and Answers – *cued by the telephone operator*
6. Wrap-up and Project Announcements

The Follow-up Call will be held on Friday, September 29, 2006 at 3:00 p.m. ET, to discuss how this information was used or could be used in your facility. This will be an additional opportunity for discussion, to network with others across the country and to ask questions. Please register for the Follow-Up call by emailing [voice@nccnhr.org](mailto:voice@nccnhr.org) or by calling 202-332-2275.