

Giving Voice to Quality

The National Citizens' Coalition for Nursing Home Reform Consumer Education Project
Funded by the Retirement Research Foundation

**Free Consumer Education Call for
Nursing Home Residents and Family Members**
Please register for by e-mailing voice@nccnhr.org
or calling 202-332-2275.

AVAILABLE NOW – CALL #4
SEPTEMBER 13, 2006 – 3PM (ET)

Educational Call on:

“Staff Communication & Respectful Work
Environments”

Introducing Expert Speakers from the
Paraprofessional Healthcare Institute:

- Hollis Turnham, Michigan Policy Director
- Kate Waldo, Organizational Change Specialist

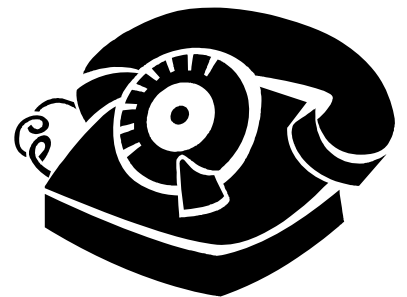
**Don't forget the Staff Communication
Follow-up Call on: September 29, 3pm (ET)**

*It is easy to participate
from your own home,
room, or phone!*

*Join the call as an
individual... Or, these
calls are a great reason
to get a group together
and call-in on a speaker
phone! You can lead
your own meeting after
the call to discuss what
you've learned and how
to apply it.*

This series of national conference calls provides
residents and their families with information they
can use to achieve quality care in nursing homes.

You can view all information & resources related to
our educational call series on our web site
www.nccnhr.org/consumervoice



QUESTIONS/COMMENTS

Call 202-332-2275 or voice@nccnhr.org