

# 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](mailto:voice@nccnhr.org)  
or calling 202-332-2275 x207.

AVAILABLE NOW – CALL #3  
AUGUST 22, 2006 – 3PM (ET)

Educational Call on:

**“Affirming Dignity and Individuality: A look  
at Residents’ Rights”**

Introducing Expert Speakers:

Carol Scott, Missouri State Long-Term Care  
Ombudsman & Past President of the National  
Association of State LTC Ombudsman Programs

Michael Connors, Advocate for CANHR - California  
Advocates for Nursing Home Reform

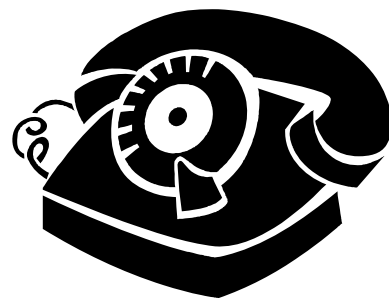
**Don't forget the Residents' Rights Follow-up  
Call on: September 7, 2006 3pm (ET)**

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](http://www.nccnhr.org/consumervoice)

*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.*



### QUESTIONS/COMMENTS

Call 202-332-2275 or email [voice@nccnhr.org](mailto:voice@nccnhr.org)