

# 2009 Residents' Rights Week Activity Sheet

## Activity Suggestion: Town Hall Meeting

### Targeted group:

Residents, family members, facility staff and administration, ombudsmen, and citizen advocates depending on the forum you choose.

### Purpose:

There are many discussions about quality and excellence in long-term care, but too often we forget to ask residents what quality means to them. The town hall provides a forum for residents to discuss key issues that impact care and to provide direction to facility staff on how to incorporate the resident perspective in quality discussions. The town hall discussion could also include family members, elected officials or other community members.

### Action Steps and Supplies:

- Location to hold meeting (facility dining hall or other common area with the capacity to hold 40+ people)
- Flyers and/or letters to invite and inform people about the meeting
- Discussion questions to be used during the meeting (see sample discussion questions included)
- A facilitator to keep conversation going
- Head table or podium for resident speakers
- Microphone for resident speakers and/or audience (depending on size of room and audience)

### Description:

Invite 3-5 residents to be part of a panel discussion on Residents' Rights. In advance, share with them some sample discussion questions so they can think about and prepare their responses. The discussion questions that follow will help guide town hall participants in meaningful discussion. The discussion should be facilitated so that both resident members of the panel and those participating in the town hall meeting have time to speak and express their perspectives. The focus should be on residents, but there should be time allotted at the end for family members and/or staff to provide additional comments.

### Additions or Modifications:

- Instead of one town hall meeting, hold a series of mini-town hall events on different topics related to Residents' Rights Week (i.e. autonomy, respect, dignity, exercising residents' rights).
- Use information from these discussions as a way to get resident, family, staff or community input for quality improvement processes.
- Host a town hall meeting at a Senior Center or Area Agency on Aging, for Agencies that work with Senior's and Elected officials. Be sure to include residents.

## Sample Discussion Questions

Following is a sample list of discussion questions that might be utilized by the facilitator to open up and guide the conversation. Use some or all of the questions. The facilitator might want to share each of the questions with the lead speakers ahead of time to allow them to prepare comments. Audience participants should also be given time to share their remarks.

### **What are Residents' Rights and why are they important?**

*Facilitator note: If the question above doesn't spark conversation, try some of the bulleted questions below.*

- How do they benefit residents?
- How do they benefit staff?

### **From your perspective, what Rights are most important?**

*Facilitator note: If the question above doesn't spark conversation, try some of the bulleted questions below.*

- What does it mean to be treated with respect?
- How important is privacy to you?
- Define dignity.

### **How do you Voice your opinion on issues important to you?**

*Facilitator note: If the question above doesn't spark conversation, try some of the bulleted questions below.*

- What is the food like here? What would make your dining experience more enjoyable?
- What kind of activities are there to get involved in? What kinds of activities do you wish were offered?
- With whom can you share your opinions?
- What do you do if you have a concern about your care?