

RESIDENT RIGHTS



Connection
Matters NATIONAL CONSUMER
VOICE FOR QUALITY
LONG-TERM CARE

ACTIVITY BOOK

Presented By:



39 East Calhoun Street
Sumter, SC 29150

This book belongs to: _____

It's important to stay engaged and active while visitation is limited, and activities are changed to accommodate safe physical distancing. Enjoy the activities in this workbook to stay entertained, active, and connected!

Residents' Rights Month October 2020



**Connection
Matters**
NATIONAL CONSUMER
VOICE FOR QUALITY
LONG-TERM CARE

Residents' Rights Month is an annual event celebrated in October to honor residents living in all long-term care facilities and consumers receiving services in their home or community.

This year's theme emphasizes connections – to family, to friends, and to the community – as an essential component of good health and quality of life for residents. The months of restrictions on visitation in long-term care facilities and the inability of residents, families, and friends to be together during the coronavirus pandemic has emphasized the importance of connection, of relationships, and the impact they have on all of our well-being.

For local information and resources contact: facilities.

Santee-Lynches Regional Council of Governments
Area Agency on Aging
Regional Ombudsman Program

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Dignity

Respect

Freedom



RESIDENTS' RIGHTS: AN OVERVIEW

Residents' Rights are guaranteed by the federal 1987 Nursing Home Reform Law. The law requires nursing homes to "promote and protect the rights of each resident" and places a strong emphasis on individual dignity and self-determination. Nursing homes must meet federal residents' rights requirements if they participate in Medicare or Medicaid. Some states have residents' rights in state law or regulation for nursing homes, licensed assisted living, adult care homes, and other board and care facilities. A person living in a long-term care facility maintains the same rights as an individual in the larger community.

RESIDENTS' RIGHTS GUARANTEE QUALITY OF LIFE

The 1987 Nursing Home Reform Law requires each nursing home to care for its residents in a manner that promotes and enhances the quality of life of each resident, ensuring **dignity, choice, and self-determination**.

All nursing homes are required "to provide services and activities to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident in accordance with a written plan of care that... is initially prepared, with participation, to the extent practicable, of the resident, the resident's family, or legal representative." ***This means a resident should not decline in health or well-being as a result of the way a nursing facility provides care on a regular basis.***

The 1987 Nursing Home Reform Law protects the following rights of nursing home residents:

The Right to Be Fully Informed of

- Available services and the charges for each service
- Facility rules and regulations, including a written copy of resident rights
- Address and telephone number of the State Ombudsman and state survey agency
- State survey reports and the nursing home's plan of correction
- Advance plans of a change in rooms or roommates
- Assistance if a sensory impairment exists
- Residents have a right to receive information in a language they understand (Spanish, Braille, etc.)

Right to Complain

- Present grievances to staff or any other person without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- To complain to the ombudsman program
- To file a complaint with the state survey and certification agency

Right to Participate in One's Own Care

- Receive adequate and appropriate care
- Be informed of all changes in medical condition
- Participate in their own assessment, care planning, treatment, and discharge
- Refuse medication and treatment
- Refuse chemical and physical restraints
- Review one's medical record
- Be free from charge for services covered by Medicaid or Medicare

Right to Privacy and Confidentiality

- Private and unrestricted communication with a person of their choice
- During treatment and care of one's personal needs
- Regarding medical, personal, or financial affairs

Rights During Transfers and Discharges

Remain in the nursing facility unless a transfer or discharge:

- is necessary to meet the resident's welfare;
- is appropriate because the resident's health has improved and s/he no longer requires nursing home care;
- is needed to protect the health and safety of other residents or staff;
- is required because the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request
- Receive thirty-day notice of transfer or discharge which includes the reason, effective date, location to which the resident is transferred or discharged, the right to appeal, and the name, address, and telephone number of the state long-term care ombudsman
- Safe transfer or discharge through sufficient preparation by the nursing home

Right to Dignity, Respect, and Freedom

- To be treated with consideration, respect, and dignity
- To be free from mental and physical abuse, corporal punishment, involuntary seclusion, and physical and chemical restraints
- To self-determination
- Security of possessions

Right to Make Independent Choices

- Make personal decisions, such as what to wear and how to spend free time
- Reasonable accommodation of one's needs and preferences
- Choose a physician
- Participate in community activities, both inside and outside the nursing home
- Organize and participate in a Resident Council
- Manage one's own financial affairs

Right to Visits

- By a resident's personal physician and representatives from the state survey agency and ombudsman programs
- By relatives, friends, and others of the residents' choosing
- By organizations or individuals providing health, social, legal, or other services

Residents have the right to refuse visitors

Advocates for Residents Rights

Where do you go for help if you are concerned a facility is not guaranteeing the rights of residents? Contact your local or state long-term care ombudsman or, if one exists, your state's citizen advocacy group. The Long-Term Care Ombudsman Program is required by federal law to promote and protect the rights of residents in licensed long-term care facilities. The Consumer Voice can help you locate advocates and ombudsmen in your area.

Visit our website www.theconsumervoice.org to view a map listing ombudsmen and citizen advocacy groups nationwide

* National Consumer Voice for Quality Long-Term Care (formerly NCCNHR) is a nonprofit organization founded in 1975 by Elma L. Holder to protect the rights, safety and dignity of American's long-term care residents. ©2016 The Consumer Voice for Quality Long-Term Care, 1001 Connecticut Ave, NW, Suite 632, Washington, D.C. 20036

A

A E L K C L C A Y F
S C F E V A O Z G A
T N T Z G U N H O C
A E R I H T N Y L E
Y L W T V R E K O M
S L Y I W I C I N A
A E Z N N V T G H S
F C O A P D I I C K
E X O S Q B O E E P
N E M Z D H N W T S

Activities
Connection
Excellence
Facemask
Sanitize

Stay Safe
Technology
Virtual
Window
Zoom

E	G	A	S	E	M	E	R	A	N	N	E	N	F
Z	V	G	D	E	V	E	E	A	G	S	N	A	R
O	M	I	E	V	L	I	I	X	A	A	V	M	I
T	E	T	T	I	O	C	T	F	P	C	I	S	E
Q	S	N	A	N	I	C	E	C	O	S	R	D	N
E	Z	B	F	S	E	T	A	R	A	G	O	U	D
Y	L	F	Y	O	Y	T	E	C	Q	Y	N	B	L
E	Y	H	G	R	R	V	T	X	Y	N	M	M	Y
A	P	P	R	O	A	C	H	A	B	L	E	O	E
N	U	F	O	L	S	S	E	C	C	A	N	V	C
J	K	G	U	V	F	Q	O	M	F	O	T	H	I
N	S	E	S	L	E	D	O	M	E	L	O	R	O
Z	S	L	I	R	E	S	I	D	E	N	T	S	H
H	E	A	L	T	H	Y	N	G	Q	C	T	M	C

Access	Core Values	Ombudsman
Active	Enforcement	Physician
Advocacy	Environment	Reliable
Approachable	Esteem	Residents
Attentive	Friendly	Role Models
Choice	Fun	Safety
	Healthy	

R E E R S L W A Z T P I S C C A
 E E F L P T U D N U N P D O O X
 C T S Q B T H E I D J Y N M U I
 B A V I O A T G E U P O E P R D
 P Y L N D S T P I A U C I A T L
 X R O R I E E P R R L Z R S E E
 Q M I S E N N E E X F B F S O T
 Y O N V D L H T S C I M W I U C
 H O R E A T A M C E C Y E O S E
 C G N B I C S T O O H A N N N P
 Z C S E I E Y N I D U U L A A S
 E D U C A T I O N V E N X T E E
 T N E M R E W O P M E E C E L R
 S R O T I S I V H B F S R I C D
 N U R S I N G I C B B I T F L D
 V J B Y T I N G I D I I X Q M P

Acceptable	Dignity	Privacy
Autonomy	Education	Relatives
Charity	Empowerment	Religion
Clean	Freedom	Resident Council
Compassionate	Independence	Respect
Consistent	New Friends	Rights
Courteous	Nursing	Therapy

E Z E K X L Z K B E R S P G A A E S
 F E K E D H G A L Q R C N C W M T S
 F T I L W A N B Q E Y I C A V E H E
 E A L B W S A L V W T O R P P N I N
 C N E X K I E I B A U E E Q U I C E
 T O M E M I G G D N N K X B B T A V
 I I O A S E R O T E C P R S X I L I
 V T H U R V M A S I V G V J P E R S
 E C R A U M B S C O N C E R N S Z N
 N E C N O I T A T I L I B A H E R O
 E F S C L V O L U N T E E R S Z C P
 S F C I E F I L F O Y T I L A U Q S
 S A T C O N S I D E R A T I O N K E
 O Y L A I T N E S S E C Z O X Y G R
 Y L I M A F P N A H X R V J G E V C
 J I H F M O X R M T D U W N E W L X
 Z U V G P I O I R C F U N H V R W I
 S M M W H D M F K N K R S Z D I J J

Accommodating

Accountability

Affectionate

Amenities

Amiable

Awareness

Caregivers

Concern

Consideration

Effectiveness

Essential

Ethical

Family

Homelike

Leisure

Quality of Life

Rehabilitation

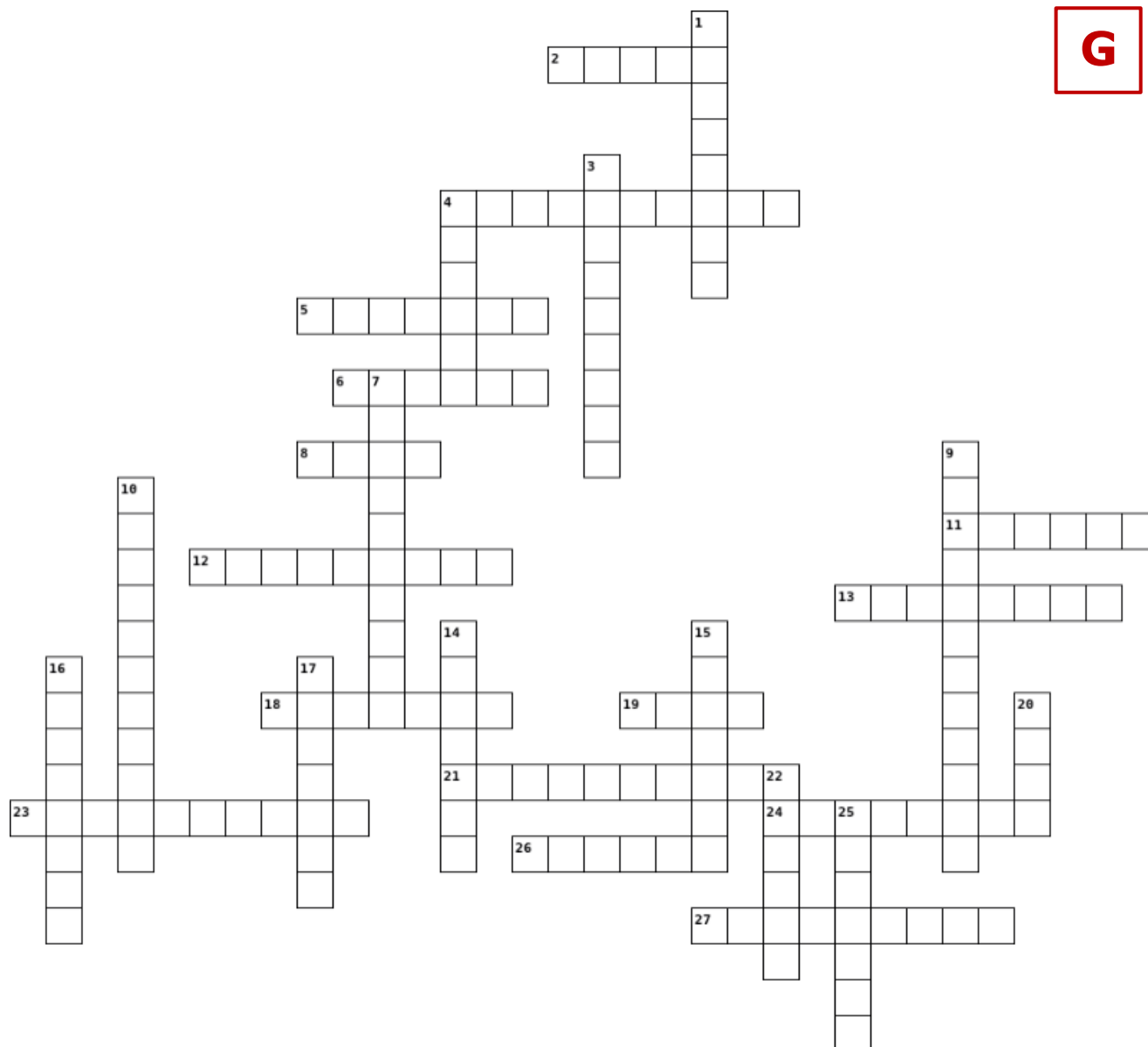
Responsive

			5	8		2		4
3			6	2			1	
9					4			
		6	8					5
				3				1
7		2	9					
	4	3	1	9				
8		7						
5	1				6		3	

E

F

							9	5
				4	9	6	8	
		5		1	8		7	
4	1		7					
				9				
7							1	2
5								7
	6			2			3	1
3	9	7			4			



Across

- 2. frontline worker of 2020
- 4. link or bond
- 5. the state of being worthy of respect
- 6. right to use or benefit from something
- 8. the place where one lives
- 11. notification of something
- 12. official who investigates complaints
- 13. health insurance program
- 19. advisory body

- 18. detailed proposal for doing something

- 21. recreational pursuits
- 23. safeguarding someone
- 24. push for something
- 26. group of related people
- 27. science of eating

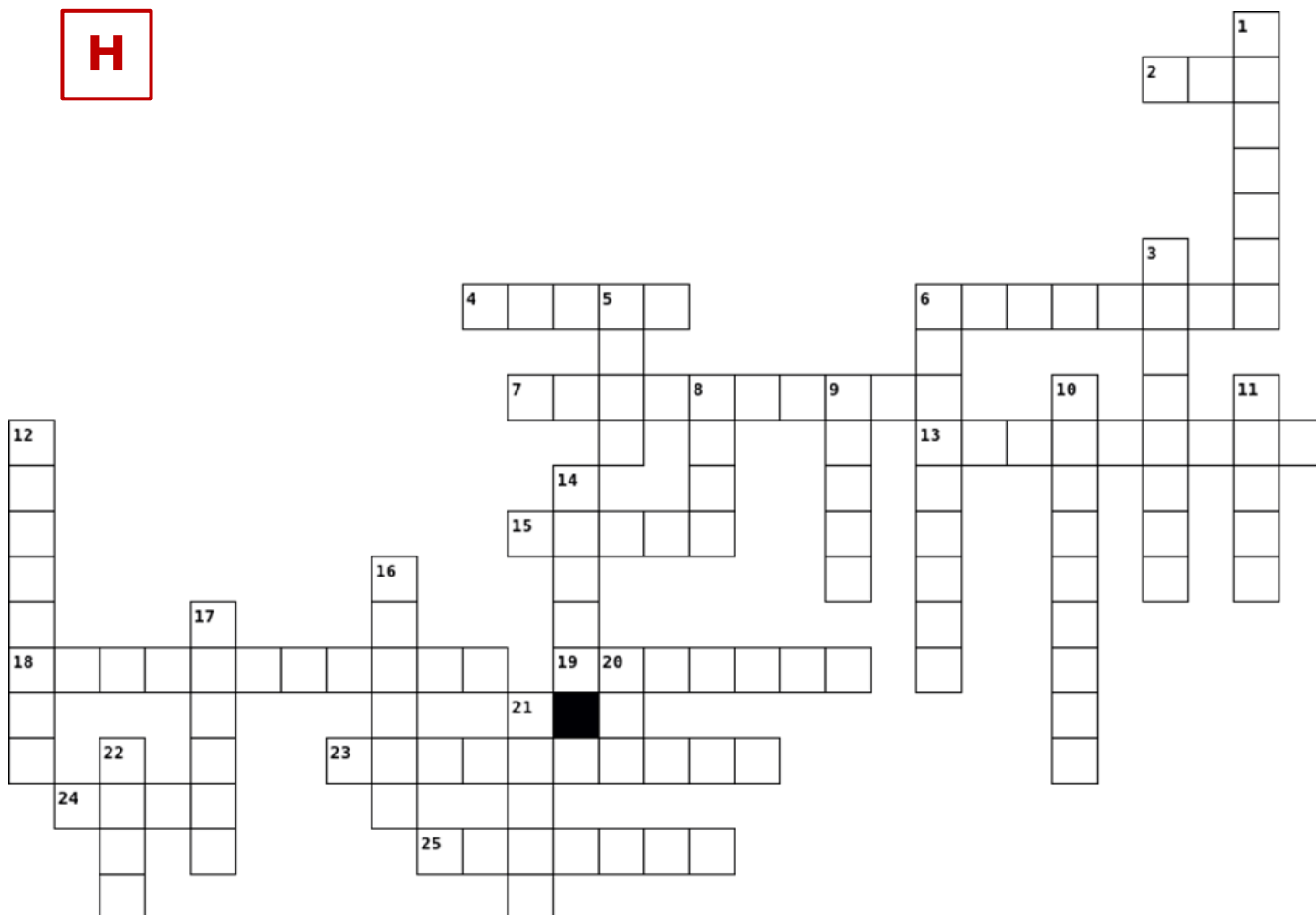
Down

- 1. drug
- 3. communication device
- 4. the right to make a selection
- 7. sympathy for another's suffering
- 9. told in secret

- 10. take part
- 14. being free from observation
- 15. degree of goodness
- 16. having knowledge of a situation
- 17. state of ease
- 20. word after "health" or "self"
- 22. protection from risk
- 25. one coming calling

Answers on page 33

H



Across

2. U.N. medical agcy. based in Geneva
4. governor with a brother on CNN
6. federally distributed checks
7. site of the first American COVID case
13. viral invasion
15. Democratic candidate
18. indictment, for a president
19. places of education
23. social
24. do one's civic duty
25. taking place in cyberspace

Down

1. large wasps with a severe sting, killer
3. choice event
5. facial covering
6. germaphobe's need
8. one hurried from a Middle Eastern county
9. Republican candidate
10. Harvey of Hollywood
11. 2020 (now 2021) Olympics location
12. uncontrolled outdoor blaze
14. disorganized demonstrations

16. U.K. withdrawal from the E.U.
17. Black Lives
20. Gov. health agency
21. British prince who gave up his title
22. late Laker's legend Bryant

Brain teaser: can you count the Fs in this sentence?

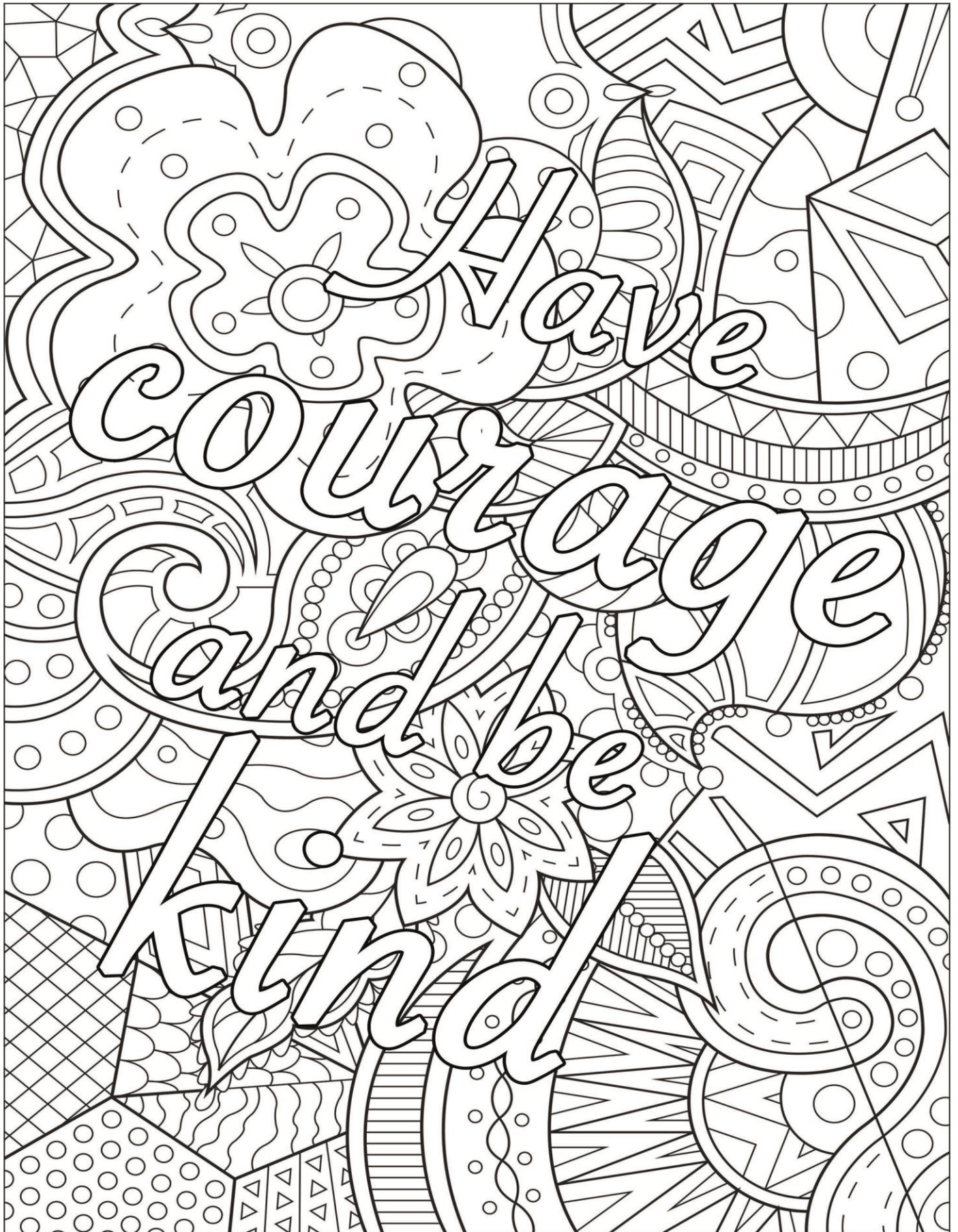
Quick! Count the number of times that the letter F appears in the following sentence:

“Finished files are the result of years of scientific study combined with the experience of years.”

How many did you find?

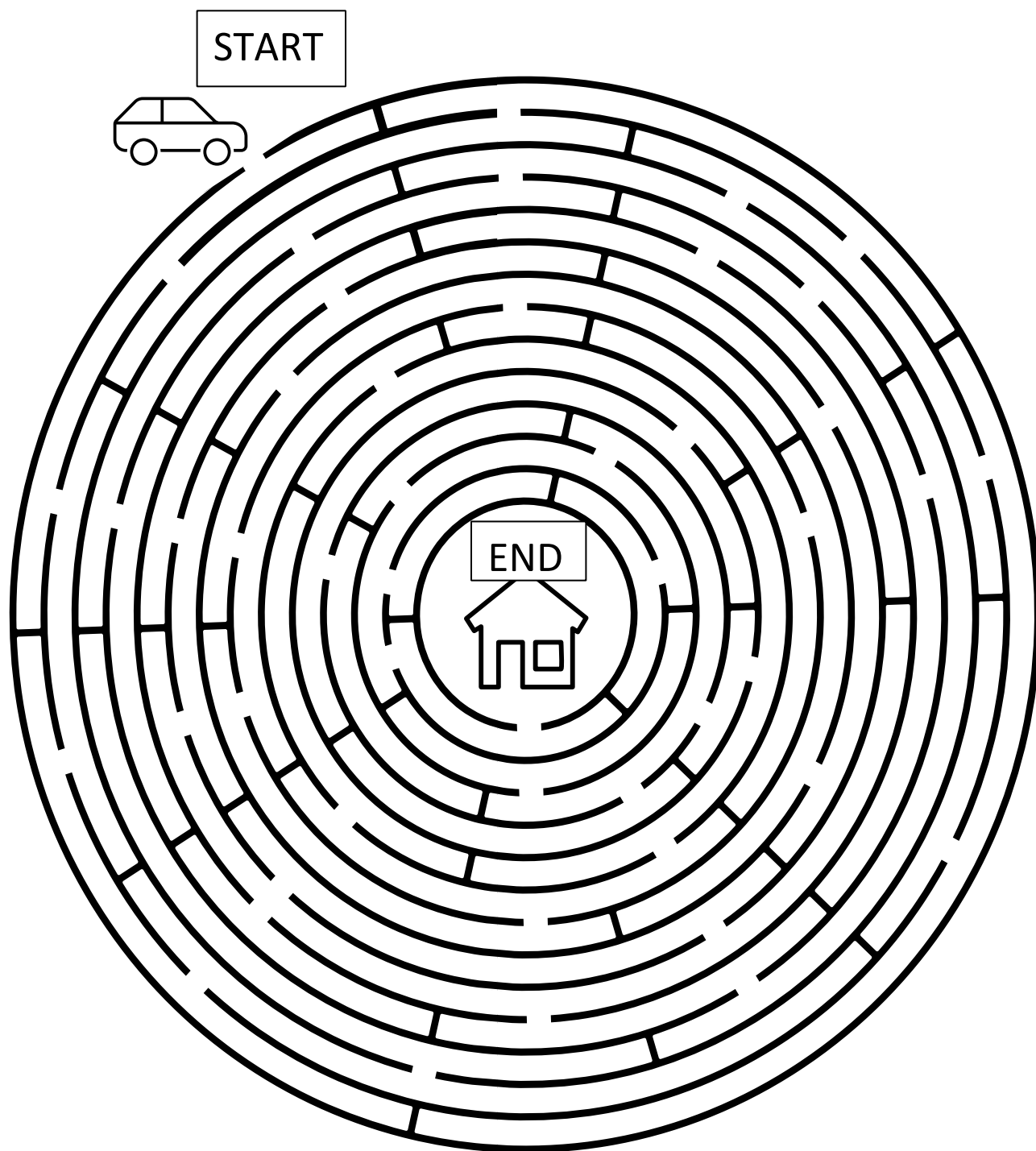
*Credit - <https://sharpbrains.com/blog/2006/09/10/brain-exercise-brain-teaser/>

Solution: Six - Most people say three. Why? We often don't correctly process the word "Of" for two reasons. First, the letter F usually makes the "f" sound, like in "fox". However, in the word "of", it makes a "v" sound. Second, you have probably read the word "of" so many times in your life that you process it as one unit, overlooking the second letter/sound



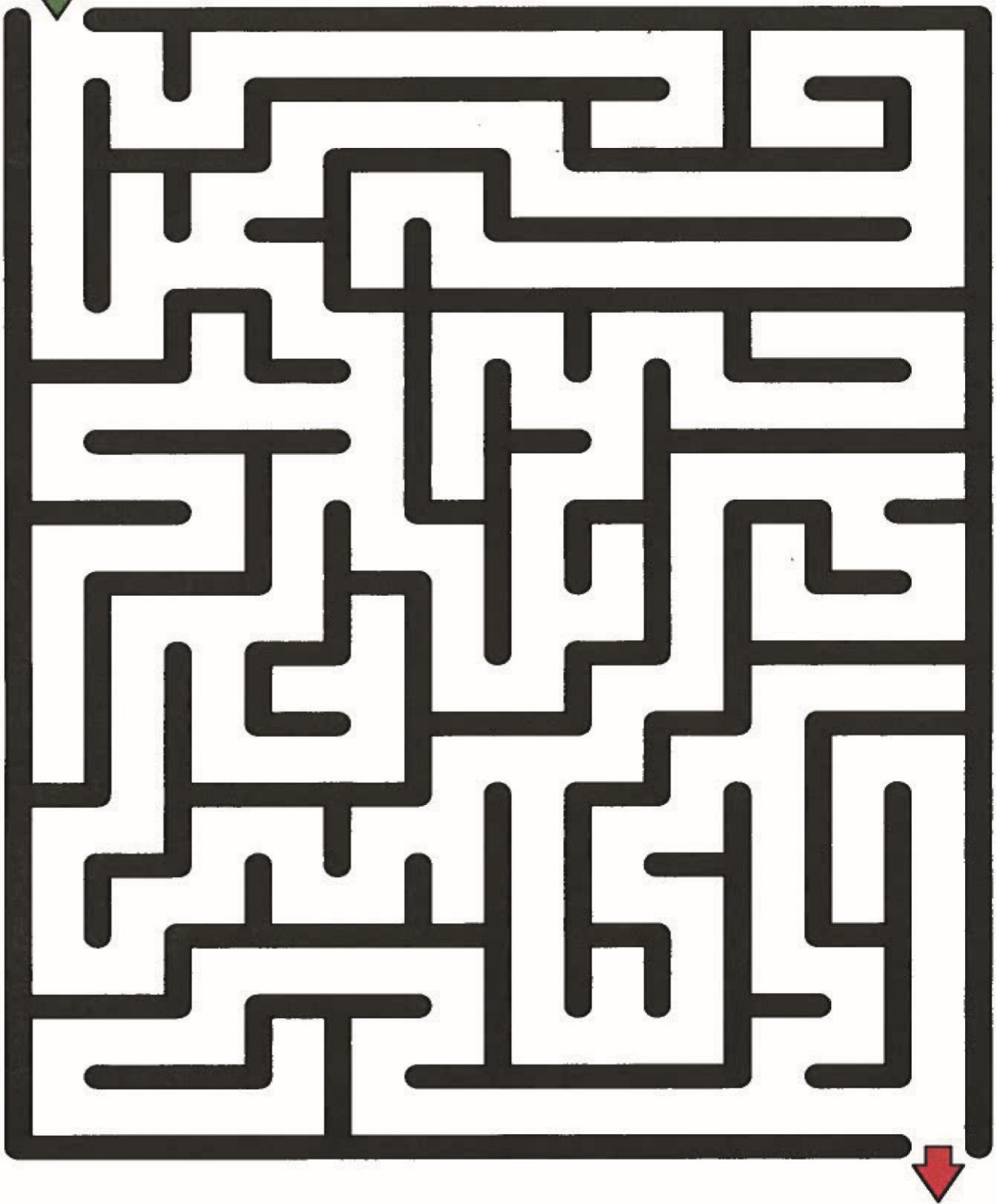


Magic Maze



START

MAGIC MAZE



END

Would You Rather?

Have a magic carpet that flies or your own personal robot?	See a firework display or go to a concert?
Eat a salad or a cheeseburger?	Go on a picnic or go to a restaurant?
Be a famous singer or a famous actor?	Be able to create a new holiday or create a new language?
Be the funniest person alive or the smartest person alive?	Be able to fly or be invisible?
Take a plane ride or ride a bus across country?	Eat donuts or candy?
Go water skiing or snow skiing?	Fly a kite or ride a scooter?
Go hiking or fishing?	Swim with a goose or a whale?

Two True Statements and A False Statement

Residents Rights Edition

Pick Out the False Statement About Residents Rights in Each of The Following Questions:

1. Right to Make Independent Choices

- A. Residents have a right to Make personal decisions, such as what to wear and how to spend free time
- B. Residents have a right to Reasonable accommodation of one's needs and preferences
- C. Residents do not have a right to choose a physician

2. Right to Complain

- A. Residents have a right to Present grievances to staff or any other person without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- B. Residents do not have a right to complain to the ombudsman program
- C. Residents have a right to file a complaint with the state survey and certification agency

3. The Right to Be Fully Informed

- A. Residents have a right to State survey reports and the nursing home's plan of correction
- B. Residents do not have a right to advance plans of a change in rooms or roommates
- C. Residents have a right to assistance if a sensory impairment exists

Answers: 1. C, 2. B, 3. B

Can You Find the Seven Differences in the Following Two Images?



posoc

deanus

mcaer

alalvin

etcoohcal

stun

kesha

noce

gufde

rwasbrteyr

rehryc

kpsirelsn

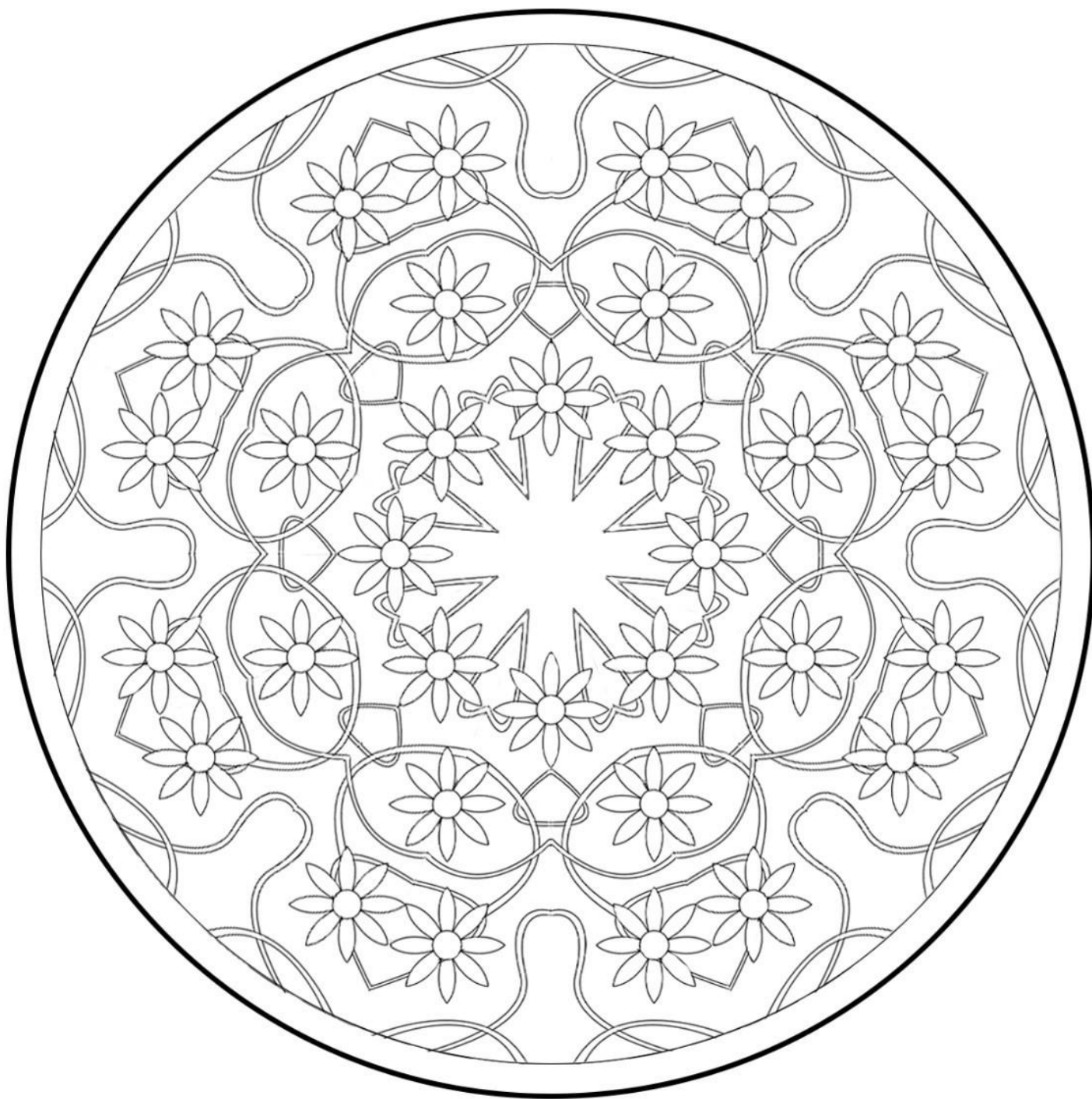
lacrema

ICE CREAM PARLOR WORD SCRAMBLE

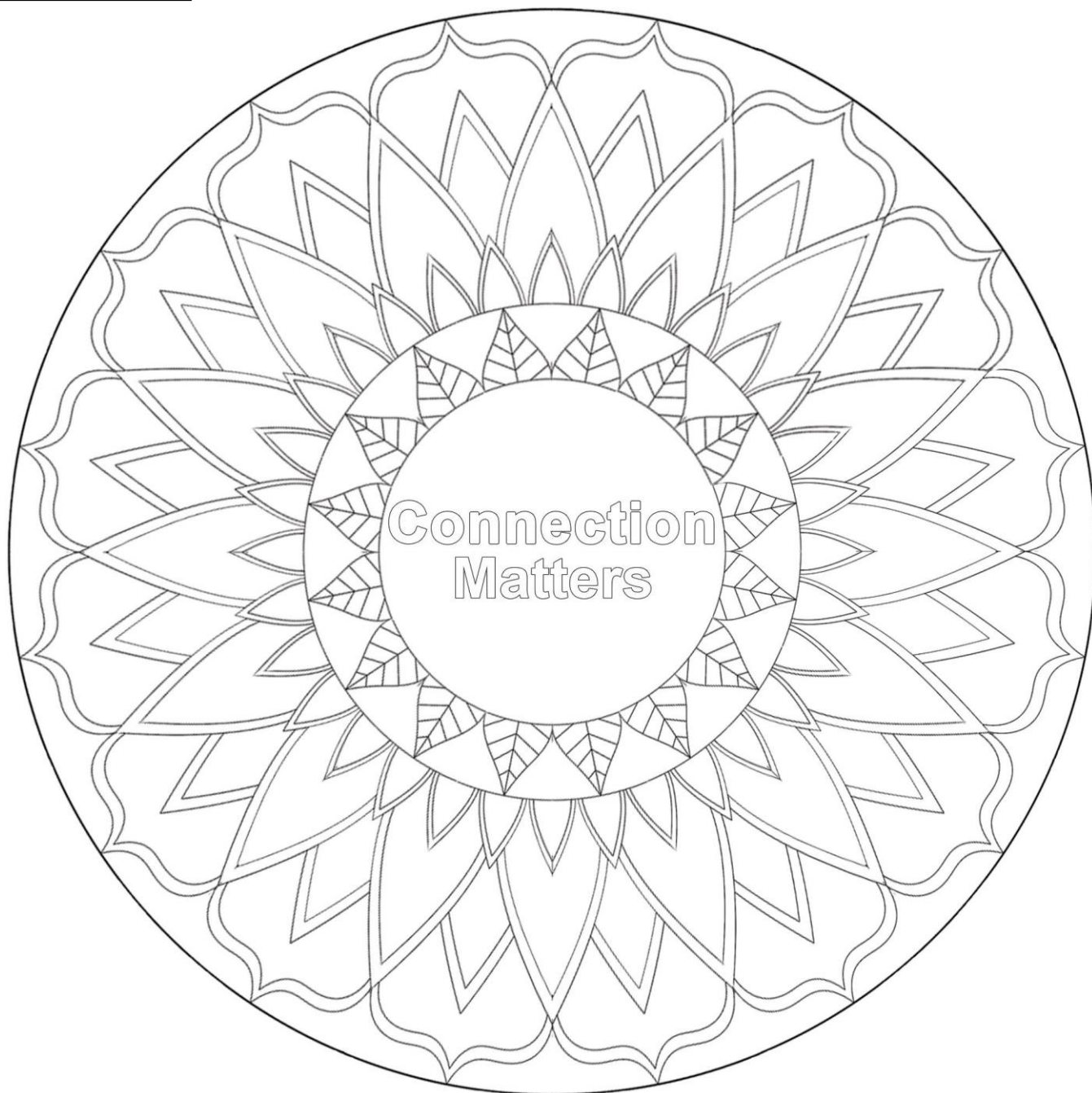


scoop, sundae, cream, vanilla, chocolate, nuts, shake, cone, fudge,
strawberry, cherry, sprinkles, caramel

Color your way



Color your way



Share Your Story

So much of our own life story includes connections—with people, places, pets, experiences. Use these next few pages to tell your story!

Describe your childhood. Where did you live? Who were your family and friends?

What was the most significant event in your life? Why?

What is your fondest memory?

Share Your Story

What person made the biggest impact on your life? Why?

What was your first job? Your favorite job?

What are you most proud of?

What is your favorite family tradition?

Trivia

Test your knowledge with following trivia questions or compete against your roommates or neighbors

Music

1. The Beatles made their American TV debut on the *Ed Sullivan Show* in what year?
2. The letters in ABBA's name stand for what?
3. Which Grammy Award winning artist went solo from her musical group "The Supremes" in 1970?
4. Which Beatles member was killed in New York City in 1980?
5. Which music genre rose to popularity in the 50s, led by artists such as Elvis Presley and Chuck Berry?
6. What music festival took place in 1969?
7. John Denver's song "Leaving on a Jet Plane" was made famous by what music trio?
8. Which song by The Temptations begins with the lines, "I've got sunshine on a cloudy day/ When it's cold outside I've got the month of May"?

Politics

1. The first televised presidential debate was held between which two candidates?
2. What pilot, who was also an American spy, was exchanged in a spy swap between the US and the Soviet Union in 1962?
3. What US President was an actor before entering into politics?
4. Protests were held across the country in the 60s and 70s over what war?
5. The USSR tested what type of bomb, making the largest explosion in history?
6. Who was the first African American to be a Supreme Court Justice?
7. Richard Nixon was the first president to visit what country?
8. Nancy Reagan created what anti-drug campaign?

Pop Culture

1. Fred, Wilma, Betty, and Barney were characters on which animated television show?
2. What New York Yankees player beat Babe Ruth's record of 60 home runs in a single season?
3. What American actress, whose real name was Norma Jean, was found dead in August 1962?
4. Who was the original host of *Tonight*, which would later be called *The Tonight Show with Johnny Carson*?
5. Betty Friedan wrote what groundbreaking novel that sparked the second-wave feminist movement in the US?
6. The Cleaver family was part of what sitcom that began in 1957?
7. Scout and Finch were characters in 1961 bestseller by Harper Lee?
8. What American city was said to be the birthplace of the hippie movement?

Answers on page 34

HOW MANY WORDS CAN YOU MAKE FROM

RESIDENTS' RIGHT

Using each letter only once, see how many different words can you make out of "RESIDENTS' RIGHT". Write as many as you can on the lines below.

- | | | |
|-----------|-----------|-----------|
| 21. _____ | 1. _____ | 11. _____ |
| 22. _____ | 2. _____ | 12. _____ |
| 23. _____ | 3. _____ | 13. _____ |
| 24. _____ | 4. _____ | 14. _____ |
| 25. _____ | 5. _____ | 15. _____ |
| 26. _____ | 6. _____ | 16. _____ |
| 27. _____ | 7. _____ | 17. _____ |
| 28. _____ | 8. _____ | 18. _____ |
| 29. _____ | 9. _____ | 19. _____ |
| 30. _____ | 10. _____ | 20. _____ |

ABOUT ME

PHOTO

The way I like to start my day includes (e.g., when to wake up, breakfast preferences, daily beauty and grooming routines):

Food I enjoy

Things that make me laugh:

Activities and special events I enjoy (e.g., hobbies, exercise, community events):

Things that I would like to have in my room:

My favorite TV show/movies:

My favorite color and why:

If I can go anywhere in the world, I would go...why:

Answer Keys

A
 L K C A
 F V Z
 G H
 R H Y
 W Y K
 Y W I
 G
 P E
 Q B
 D H
 N M Z

A

B

G S E A N
 Z G E G
 O M X A
 T P
 Q S
 Z G
 Y F Q Y
 L Y G R X N
 O V
 J K G V F Q O F O H
 N S
 Z S L I
 N G Q C M

E R L W Z P
 E F P D U P
 C T Q I J
 B A V U O
 Y L U C
 X L Z
 Q X F B
 O S I M
 H R E Y
 G B I S H
 Z S E I E N U L
 X
 H B F
 I C B B I T
 V J B I I X Q M P

C

D

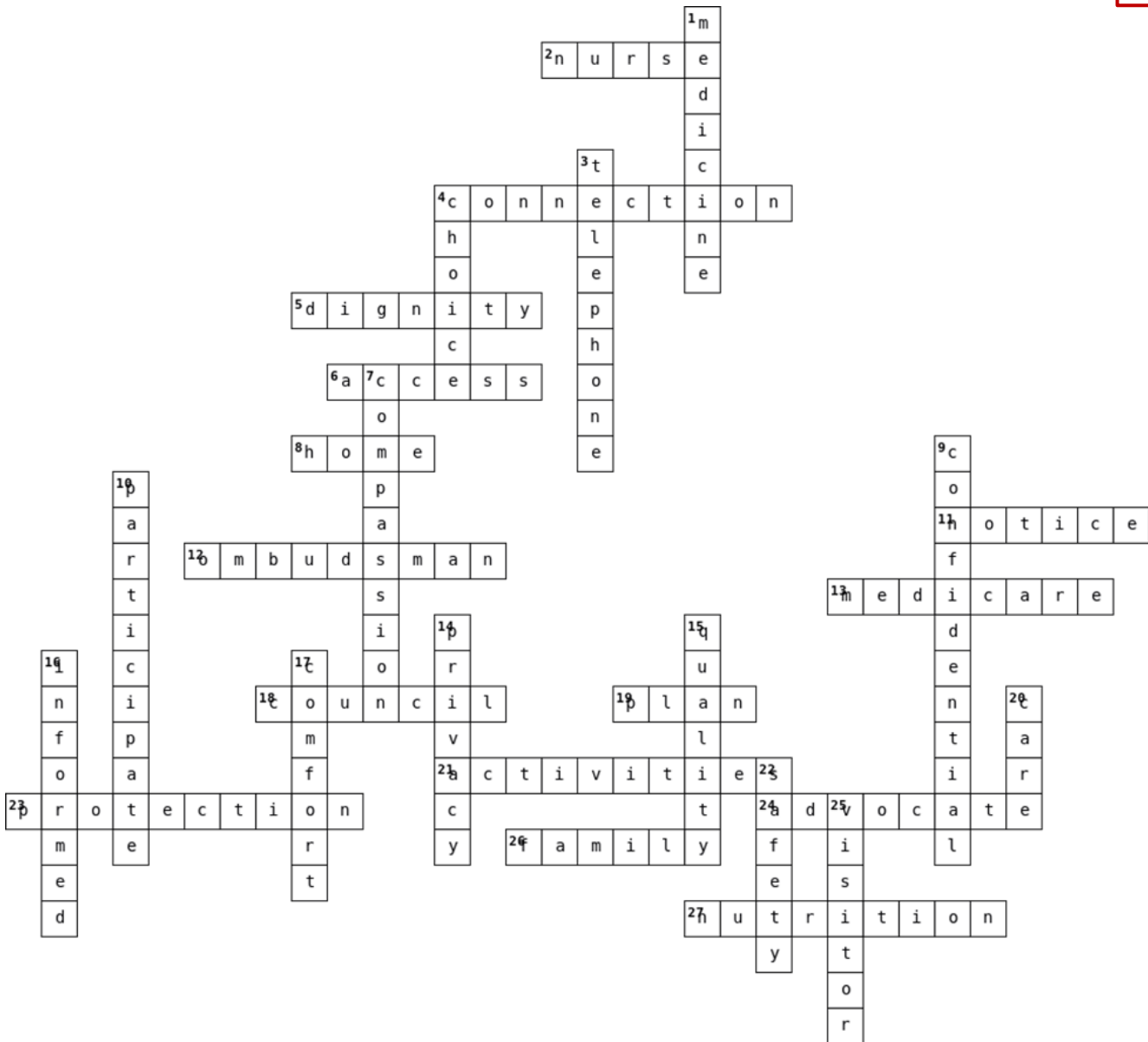
Z K X L Z K B R P G S
 E D H G A Q C S
 L W A N Q Y V E
 B W S W P P N
 X K B E Q U
 E G K X B B
 R C P R S X
 V I V G V J P R
 U Z
 S Z C
 O C Z O X Y G K
 P N A H X R V J G E V C
 J I H F M O X R M T D U W N E W L X
 Z U V G P I O I R C F U N H V R W I
 S M M W H D M F K N K R S Z D I J J

2	9	6	8	7	3	4	1	5
4	3	7	1	6	5	9	2	8
5	1	8	9	2	4	7	6	3
1	5	3	4	8	9	6	7	2
9	6	4	7	5	2	8	3	1
7	8	2	3	1	6	5	4	9
6	4	9	2	3	8	1	5	7
8	2	1	5	4	7	3	9	6
3	7	5	6	9	1	2	8	4

E

F

9	6	2	3	7	8	4	1	5
1	8	5	4	2	9	7	6	3
3	7	4	5	6	1	9	2	8
4	9	6	8	3	2	1	7	2
2	1	8	7	4	5	3	9	6
7	5	3	1	9	6	2	8	4
5	3	1	9	8	4	6	7	2
8	2	7	6	1	3	5	4	9
6	4	9	2	5	7	8	3	1

**Across**

2. nurse
4. connection
5. dignity
6. access
8. home
11. notice
12. ombudsman
13. Medicare
18. council
19. plan

21. activities

23. protection

24. advocate

26. family

27. nutrition

Down

1. medicine
3. telephone
4. choice
7. compassion
9. confidential

10. participate

14. privacy

15. quality

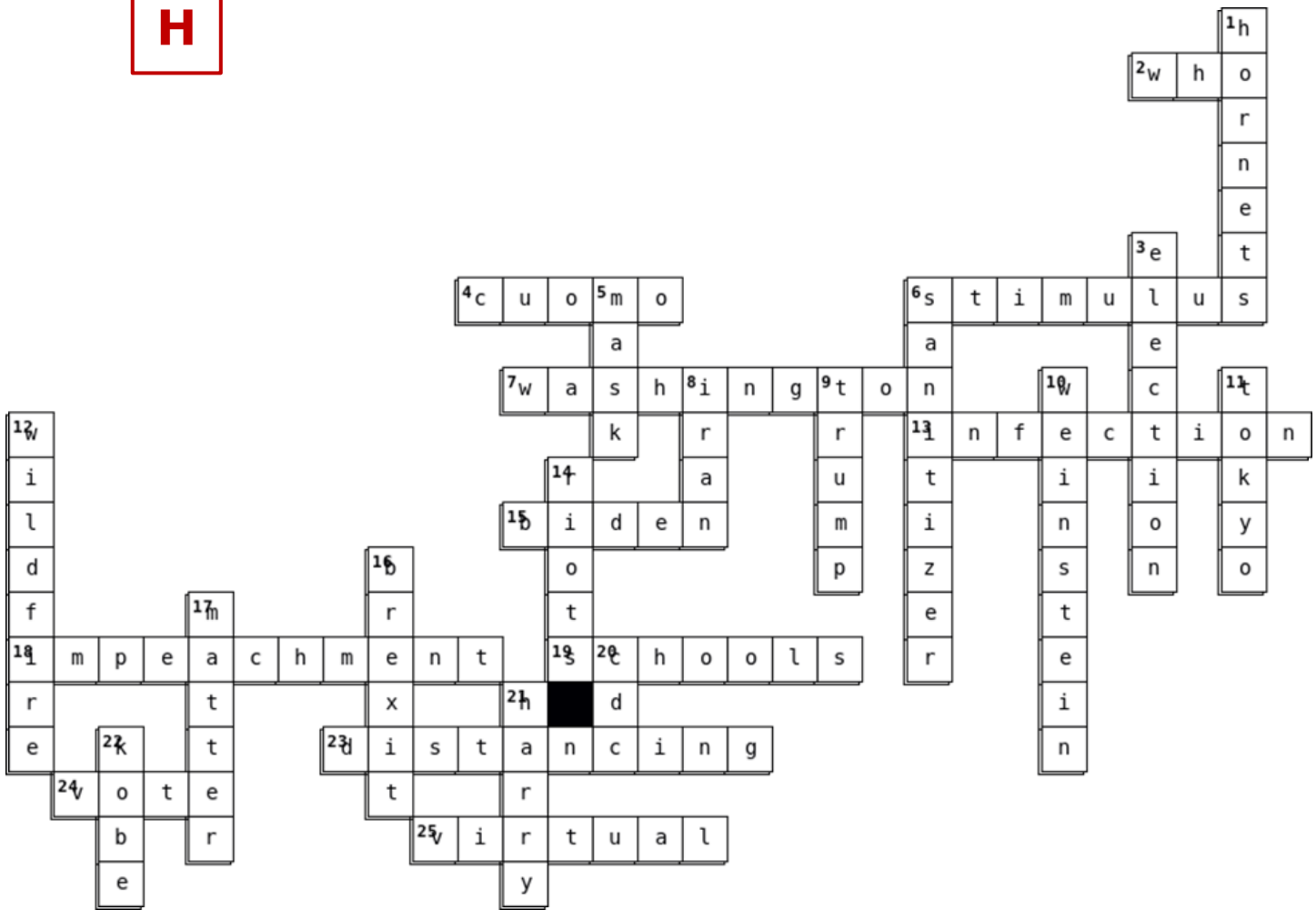
16. informed

17. comfort

20. care

22. safety

25. visitor



Across

- 2. WHO
- 4. Cuomo
- 6. Stimulus
- 7. Washington
- 13. Infection
- 15. Biden
- 18. Impeachment
- 19. Schools
- 23. Distancing
- 24. Vote
- 25. Virtual

Down

- 1. Hornets
- 3. Election
- 5. Mask
- 6. Sanitizer
- 8. Iran
- 9. Trump
- 10. Weinstein
- 11. Tokyo
- 12. Wildfire
- 14. Riots
- 16. Brexit
- 17. Matter
- 20. CDC
- 21. Harry
- 22. Kobe

Trivia

Music

1. 1964
2. The band member's names
(Agnetha, Benny, Bjorn, and Anni-Frid)
3. Diana Ross
4. John Lennon
5. Rock and Roll
6. Woodstock
7. Peter, Paul, and Mary
8. My Girl

Politics

1. Richard Nixon and John F. Kennedy
2. Gary Powers
3. Apollo 17
4. The Vietnam War
5. The Hydrogen bomb
6. Thurgood Marshall
7. China
8. Ronald Reagan

Pop Culture

1. *The Flintstones*
2. Roger Maris
3. Marilyn Monroe
4. Steve Allen
5. *Feminine Mystique*
6. *Leave it to Beaver*
7. *To Kill a Mockingbird*
8. San Francisco

Connections Matter

Do you know your rights?



- ✓ Be fully informed
- ✓ Right to receive visits
- ✓ Make independent choices
- ✓ Privacy and confidentiality
- ✓ A safe transfer or discharge
- ✓ Right to voice your concerns
- ✓ Participate in one's own care
- ✓ Dignity, respect, and freedom

We're in this together



South Carolina Strong