

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

Staying Connected

Enrichment Activities



The National
CONSUMER VOICE
for Quality Long-Term Care
formerly NCCNHR

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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!

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Residents' Rights Month

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.

Resident's Voice Challenge

Consider submitting an entry into the 2020 Resident's Voice Challenge using essays, poems, videos or photos in response to one or more of the following questions:

- How do you stay connected and engaged with members of your community?
- Why does connection matter? What does connection mean to you?
- What are new ways that connection and communication has been maintained during the pandemic? It could be connections with family and friends, members of the larger community, or connections within the facility, such as with other residents and staff.
- What are the challenges to staying connected and how can they be overcome? What resources or supports are needed?

Postcard Contest

This year, residents have the opportunity to have their artwork featured on postcards! We're looking for artwork in the form of drawings, paintings, or sketches. The artwork can include anything that reflects why connections matter to you. Postcards featuring resident artwork will be available in the Consumer Voice online store as a way to stay connected while visiting is difficult.

Submissions for both the **Resident's Voice Challenge** and the **Postcard Contest** can be sent through email to info@theconsumervoice.org or through mail to:

Consumer Voice
Attn: Resident's Voice Entry **or** Attn: Postcard Contest
1001 Connecticut Ave., NW, Suite 632
Washington, DC 20036

Find full guidelines and criteria: <http://theconsumervoice.org/events/2020-residents-rights-month/residents-voice-challenge>

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



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Find word search answers on page 30

B

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
 Active
 Advocacy
 Approachable
 Attentive
 Choice

Core Values
 Enforcement
 Environment
 Esteem
 Friendly
 Fun
 Healthy

Ombudsman
 Physician
 Reliable
 Residents
 Role Models
 Safety



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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
Autonomy
Charity
Clean
Compassionate
Consistent
Courteous

Dignity
Education
Empowerment
Freedom
Independence
New Friends
Nursing

Privacy
Relatives
Religion
Resident Council
Respect
Rights
Therapy



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Find word search answers on page 31

D

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

Caregivers

Family

Accountability

Concern

Homelike

Affectionate

Consideration

Leisure

Amenities

Effectiveness

Quality of Life

Amiable

Essential

Rehabilitation

Awareness

Ethical

Responsive



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Find word search answers on page 31

			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

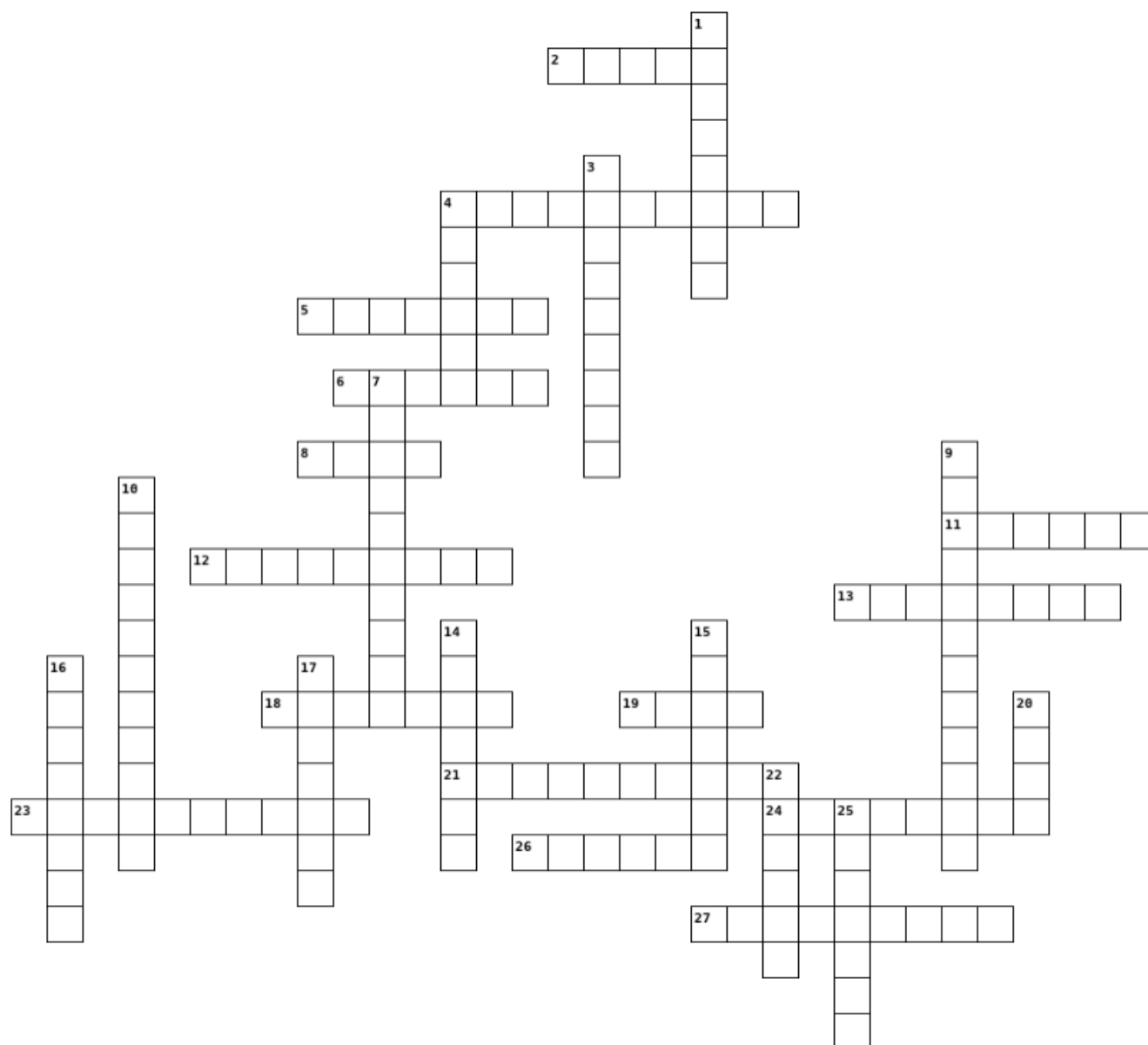
							9	5
				4	9	6	8	
		5		1	8		7	
4	1		7					
				9				
7							1	2
5								7
	6			2			3	1
3	9	7			4			

Find sudoku answers
on page 32



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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
- 18. advisory body

19. detailed proposal for doing something

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

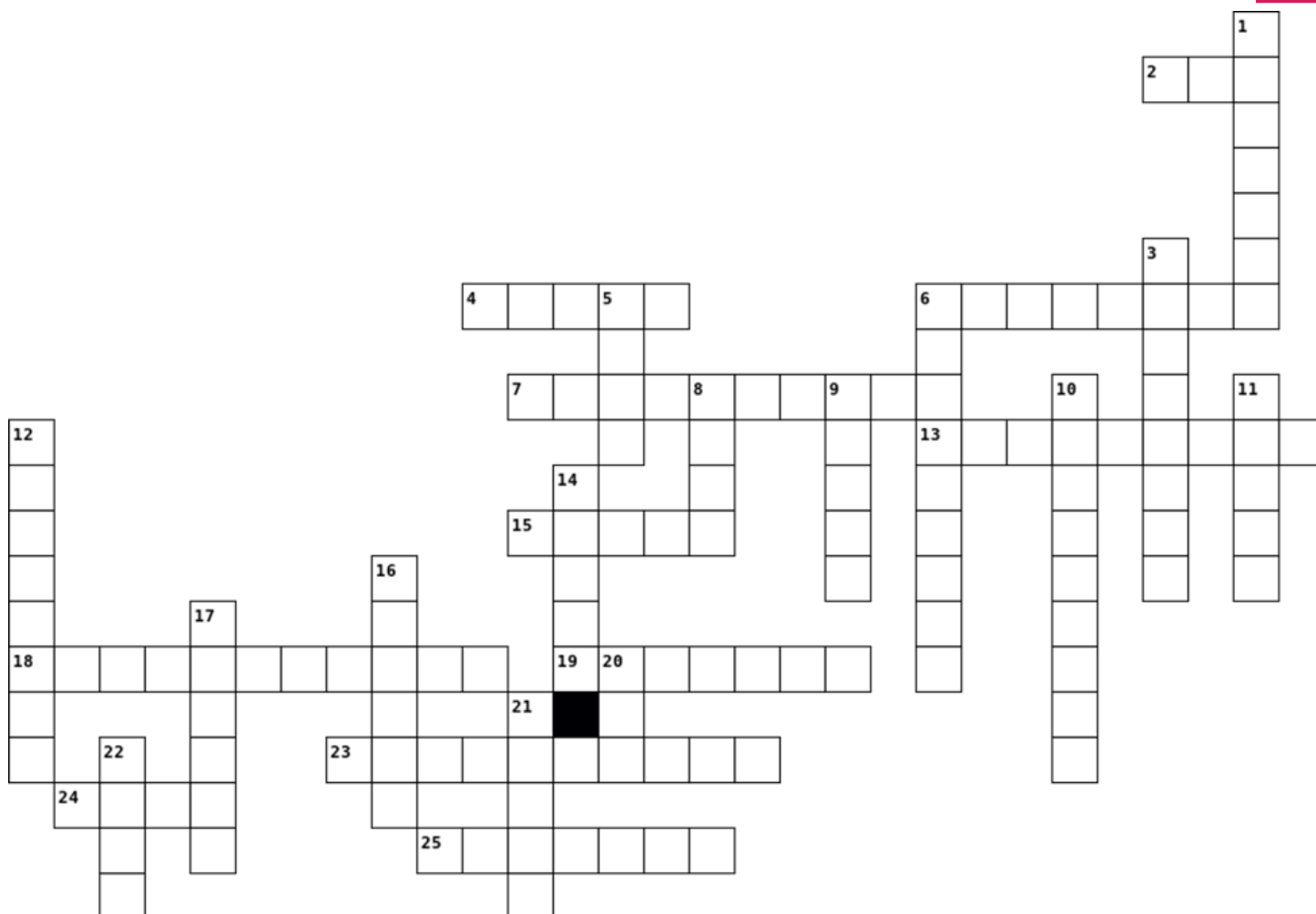
Down

- 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

**Find crossword answers
on page 33**



Across

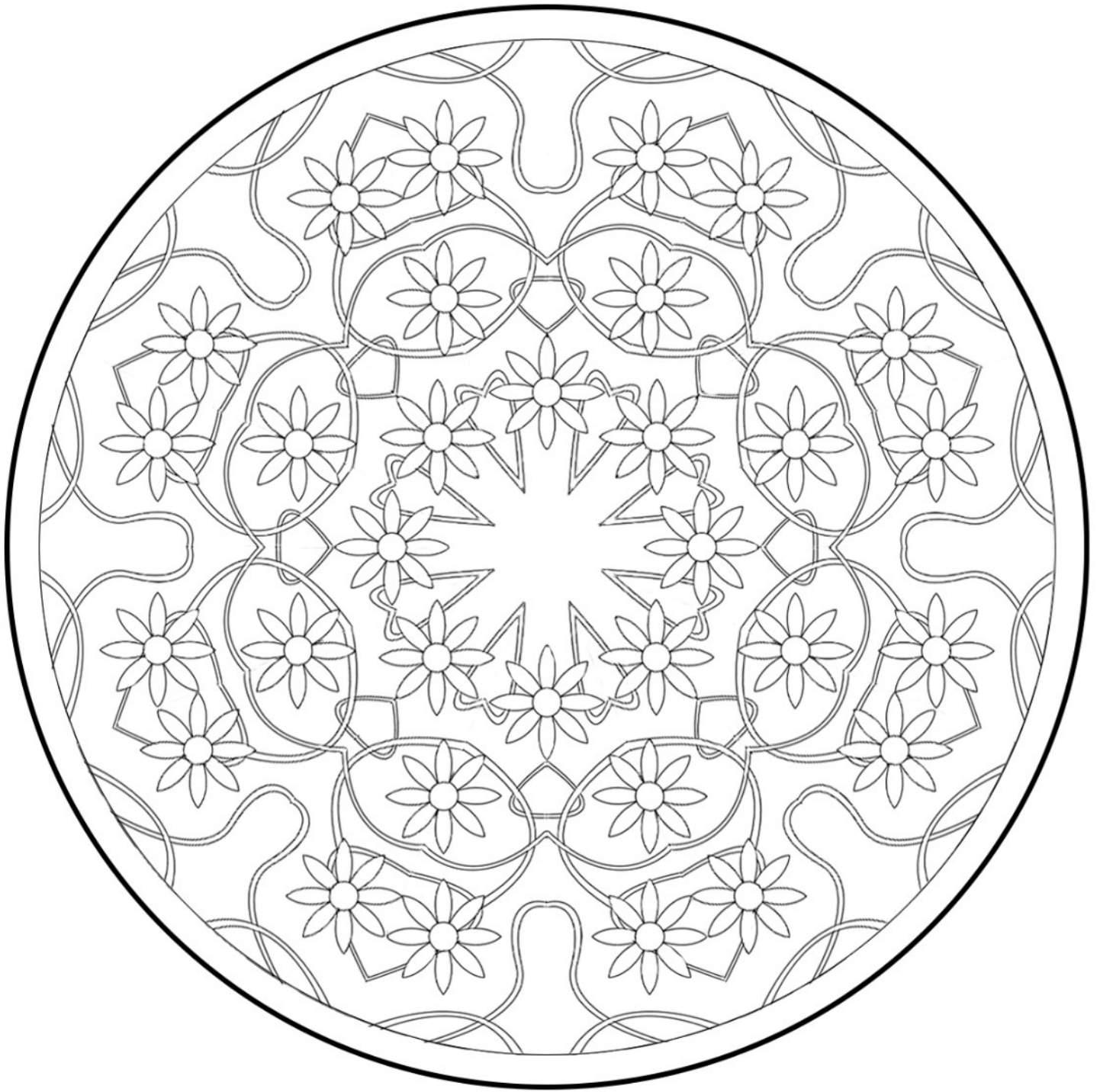
- 2. U.N. medical agcy. based in Geneva
- 4. governor with a brother on CNN
- 6. federally distributed checks
- 7. site of the first American COVID case
- 13. viral invasion
- 15. Democratic candidate
- 18. indictment, for a president
- 19. places of education
- 23. social _____
- 24. do one's civic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

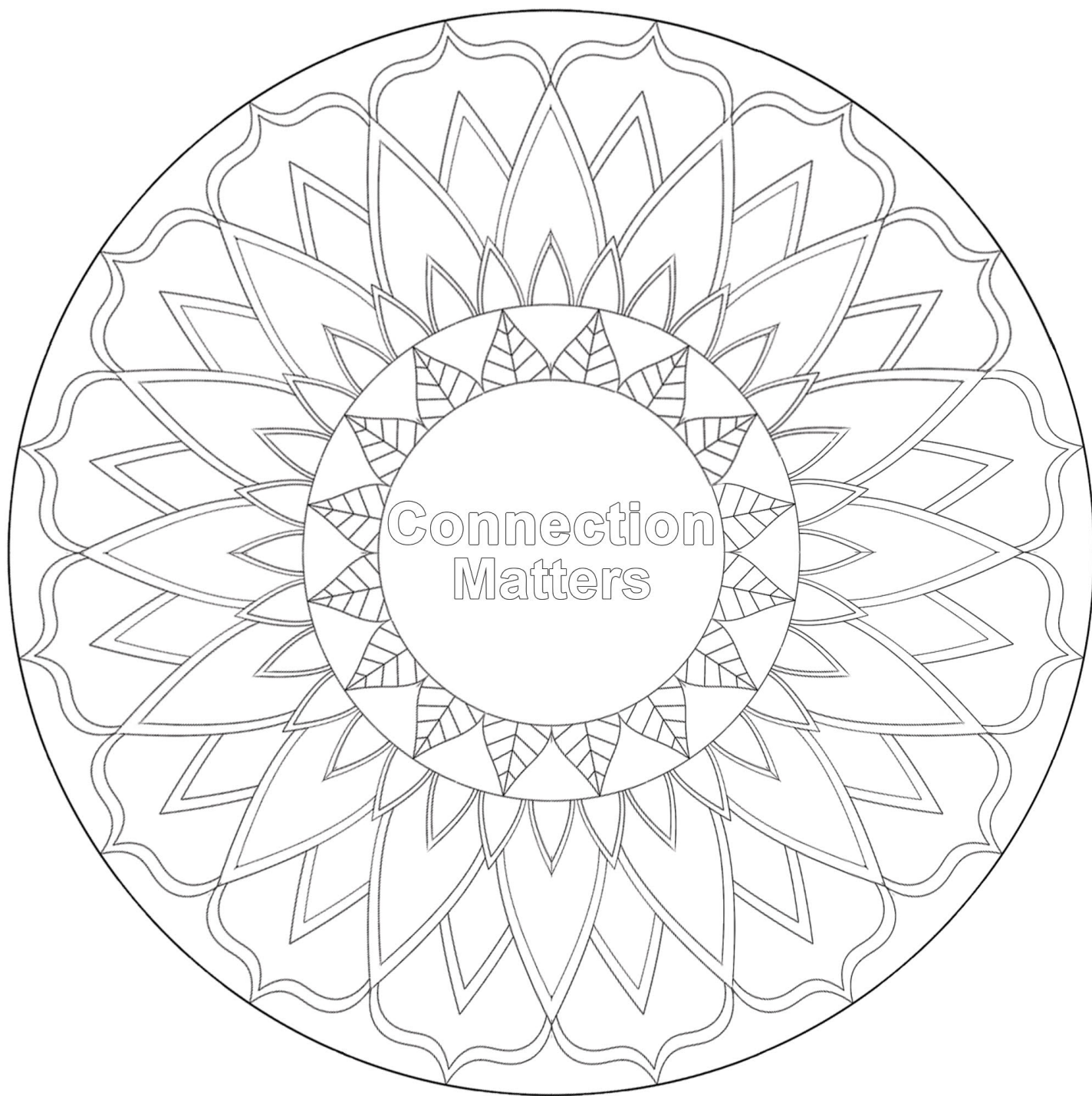
Down

- 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

**Find crossword answers
on page 34**





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?

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Share Your Story

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

[illegible]

What is your fondest memory?

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Share Your Story

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

What was your first job? Your favorite job?



Share Your Story

What advice would you give young people for having a happy life?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

What are you most proud of?

[illegible]

Share Your Story

What is your favorite family tradition?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

What is your favorite community engagement or volunteer activity?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Share Your Story

How has your perspective on the world changed over time?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

What quality do you look for in a friend?

[illegible]

Trivia

The following trivia questions can be used to test your own knowledge or to compete against your roommates or neighbors. Try arranging a trivia night with someone reading the questions over the intercom. Residents can sit in their doorways and call out the answers.

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"?
9. What benefit concert was held in the 80s to raise money for Ethiopian famine relief?
10. What music duo had a number 1 hit with "Bridge Over Troubled Water"?



Trivia

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?
9. Following the death of JFK, who became president?
10. Which Apollo mission was the final moon landing by NASA?



Trivia

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 what 1961 bestseller by Harper Lee?
8. What American city was said to be the birthplace of the hippie movement?
9. What theme park opened in Florida in 1965?
10. What major award-winning 1972 film starred Al Pacino and Marlon Brando?



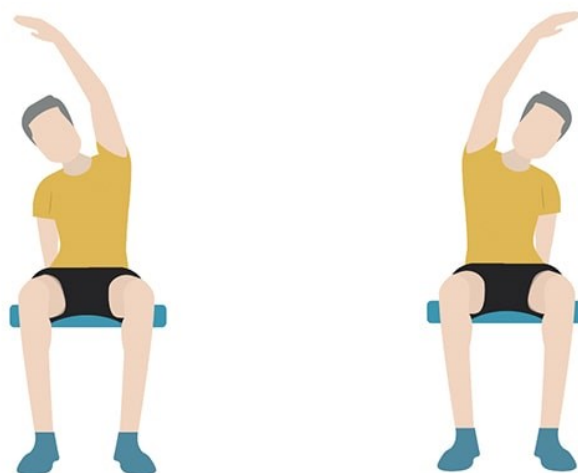
Exercises

These stretches and more can be found at California Mobility's website, along with video demonstrations.

<https://californiamobility.com/21-chair-exercises-for-seniors-visual-guide/>

Seated Side Stretch

1. Sit comfortably at the edge of the chair. Secure the core by keeping the back upright and the spine straight. Keep both feet flat on the floor. Keep the hips and lower body in this stable position.
 2. With the right hand, grip the right side of the seat to stabilize.
 3. Extend the left hand above the head making a similar shape to that of a spoon or a lengthened "C".
 4. Simultaneously, slowly shift the upper torso to the right side without collapsing the abdomen (keep it tight).
 5. Hold the position for 10-20 seconds then shift sides.
- Repeat 3-5 times, or as comfortable, per side.



Seated Backbend

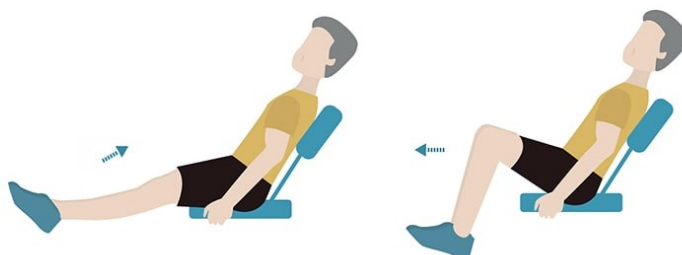
1. Sit comfortably at the edge of the chair. Secure the core by keeping the back upright and the spine straight. Keep both feet flat on the floor. Keep the hips and lower body in this stable position.
2. Place both hands on the hips.
3. Slowly arch the back inward, with the stomach pushing outward, then lean backward using only the upper body.
4. Extend the back in this pose until a comfortable stretch is obtained.
5. Keep in this position for 10-20 seconds, then release and return to the starting position.



Exercises

Seated Knee-to-Chest

1. Sit comfortably at the edge of the chair without feeling like falling over.
2. Keep the back straight and the core (abs and lumbar) tight. Stick the chest out.
3. Place both hands at the sides of the chair and grip the seat to keep stable.
4. Place both feet far out in front of the body and point the toes to the ceiling. Both feet should be diagonal to the hips.
5. Slowly, raise both legs closer to the body while bending the knees. Get to as close to the chest with both knees as possible.
6. Slowly, perform this motion in the exact opposite direction back to starting position. This equals one “rep”.



Note: You can isolate this movement with one leg at a time as well. Just make sure the opposite leg is firmly planted on the ground before you begin lifting.

Extended Leg Raises

1. Sit comfortably at the edge of the chair without feeling like falling over.
2. Keep the back straight and the core (abs and lumbar) tight. Stick the chest out.
3. Place both hands at the sides of the chair and grip the seat to keep stable.
4. Place both feet far out in front of the body and point the toes to the ceiling. Both feet should be diagonal to your hips.
5. Lift one leg up to the highest point possible (optimal range ending at the hips) without moving the center of the body. The other leg will stay in starting position.
6. Slowly lower the leg back to starting position then repeat with the opposite leg.
7. Kicking both legs equals one “rep”.



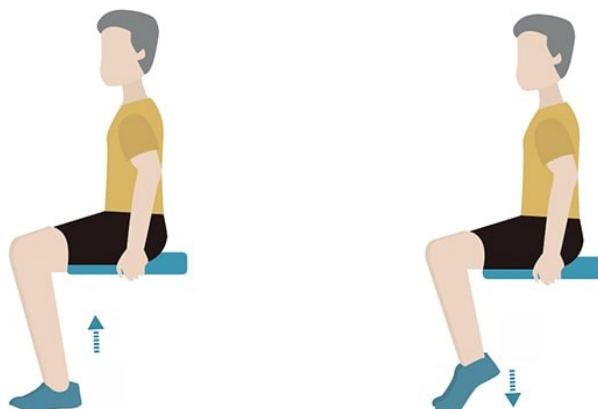
Note: This movement can be isolated with one leg at a time as well. Just make sure the opposite leg is firmly planted on the ground before beginning lifting the leg.



Exercises

Seated Calf Raises

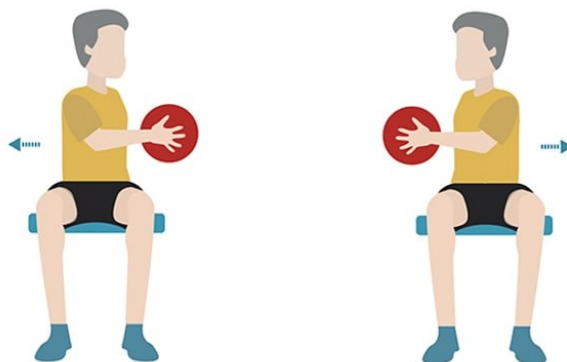
1. Sit comfortably in the chair with the hips as far back as possible. Ensure that the back is firm to the backrest of the chair.
2. Keep the core (abs and lumbar) tight. Stick the chest out.
3. Place both hands at the sides of the chair and grip the seat to keep stable.
4. Keep both legs at a 90-degree angle with the chair. Both feet should be flat on the floor.
5. Slowly, extend the heels of your feet upward, pushing the toes on the ground and lifting the heels in the air.
6. Place both feet back to the starting position.



Repeat this movement for 20 or more reps to create a “burning” feeling in the calves.

Tummy Twists

1. Grab a medicine ball (or similar object, such as a heavy book).
 2. Sit comfortably in the chair toward the edge of the seat for extra room. Keep the core (abs and lumbar) tight. Stick the chest out. Both hands should be in front of the body gripping the sides of the medicine ball, with elbows bent.
 3. Lift the ball a couple inches off the lap then rotate the upper body to the right, keeping the ball in front of the body.
 4. Rotate to the middle of the body then rotate to the left, finish by rotating back to the middle.
- Each “rep” is one full rotation.



These stretches and more can be found at California Mobility's website, along with video demonstrations.

<https://californiamobility.com/21-chair-exercises-for-seniors-visual-guide/>



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MY PERSONAL DIRECTIONS FOR QUALITY LIVING

Name:

Date:

Please use my chosen name or nickname listed below:

My pronouns are:

To My Caregivers (paid and unpaid) & Family of Choice:

I am recording my personal preferences and information about myself in case I need long-term care services in my home or in a long-term care community in the future. Please always talk to me about my day-to-day life to see what it is that I want and enjoy. However, the information below may provide some help in understanding me and in providing my care. I hope this information will be useful to those who assist me.

PHOTO

I want my caregivers and family of choice to know the following important details about my life story:

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

The way I like to relax and prepare to sleep at night includes (e.g., nightly beauty and grooming routine, watch TV, reading, time to go to bed):

Clothing I like to wear for daily use, casual attire, special occasions, sleepwear, etc.:

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

Things that I would like to have in my room:

Foods that I enjoy:

Things I do not like:

I become anxious when:

Things that calm or soothe me:

Things that make me laugh:

Religious, spiritual, or other cultural traditions I celebrate or practice:

Other information that I want you to know:

At the end of my life, I would like or not like, the following:

NOTE: This document is not intended to take the place of advance care planning. Advance care planning allows you to make decisions for your future care in case you cannot speak for yourself. We encourage everyone to speak with their doctor, loved ones, and/or an attorney about completing an advance directive.

For more information about me, please talk to:

This form was developed by The National Consumer Voice for Quality Long Term Care to encourage communication between those of us who might need care and those who will be providing the care. Please adapt this tool to express your personal preferences, requests and wishes. Be sure to give a copy to your family members and/or trusted friends and talk with them about what you have written.

The National Consumer Voice for Quality Long-Term Care
202-332-2275 www.theconsumervoice.org

Special thanks to SAGE for helping us update this resource to ensure everyone has an opportunity to share what is important to them and their daily life. <https://www.sageusa.org/>



Answer Keys



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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

A

B

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



C

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

D

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



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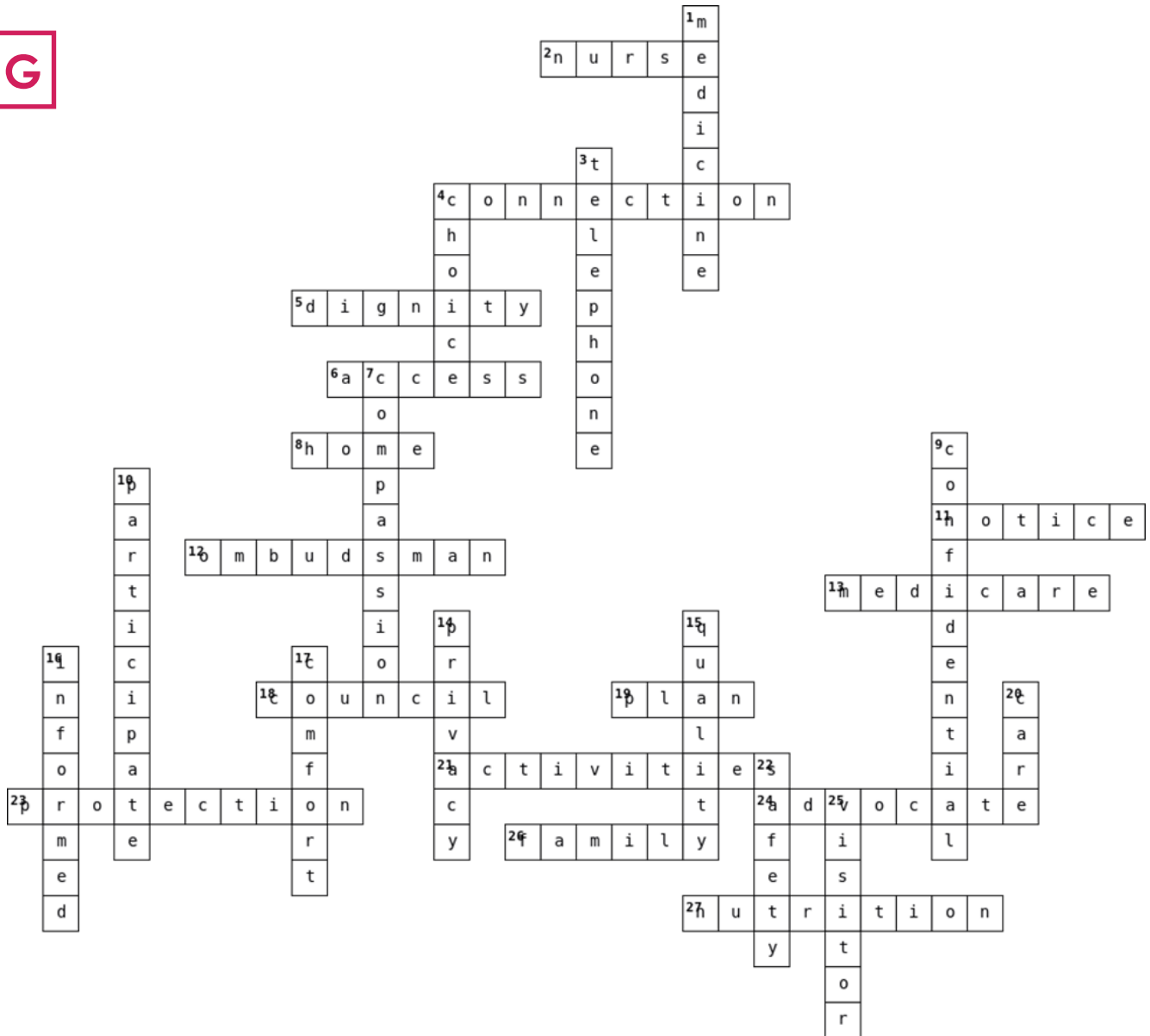
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9	6	4	7	5	2	8	3	1
7	8	2	3	1	6	5	4	9
6	4	9	2	3	8	1	5	7
8	2	1	5	4	7	3	9	6
3	7	5	6	9	1	2	8	4

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

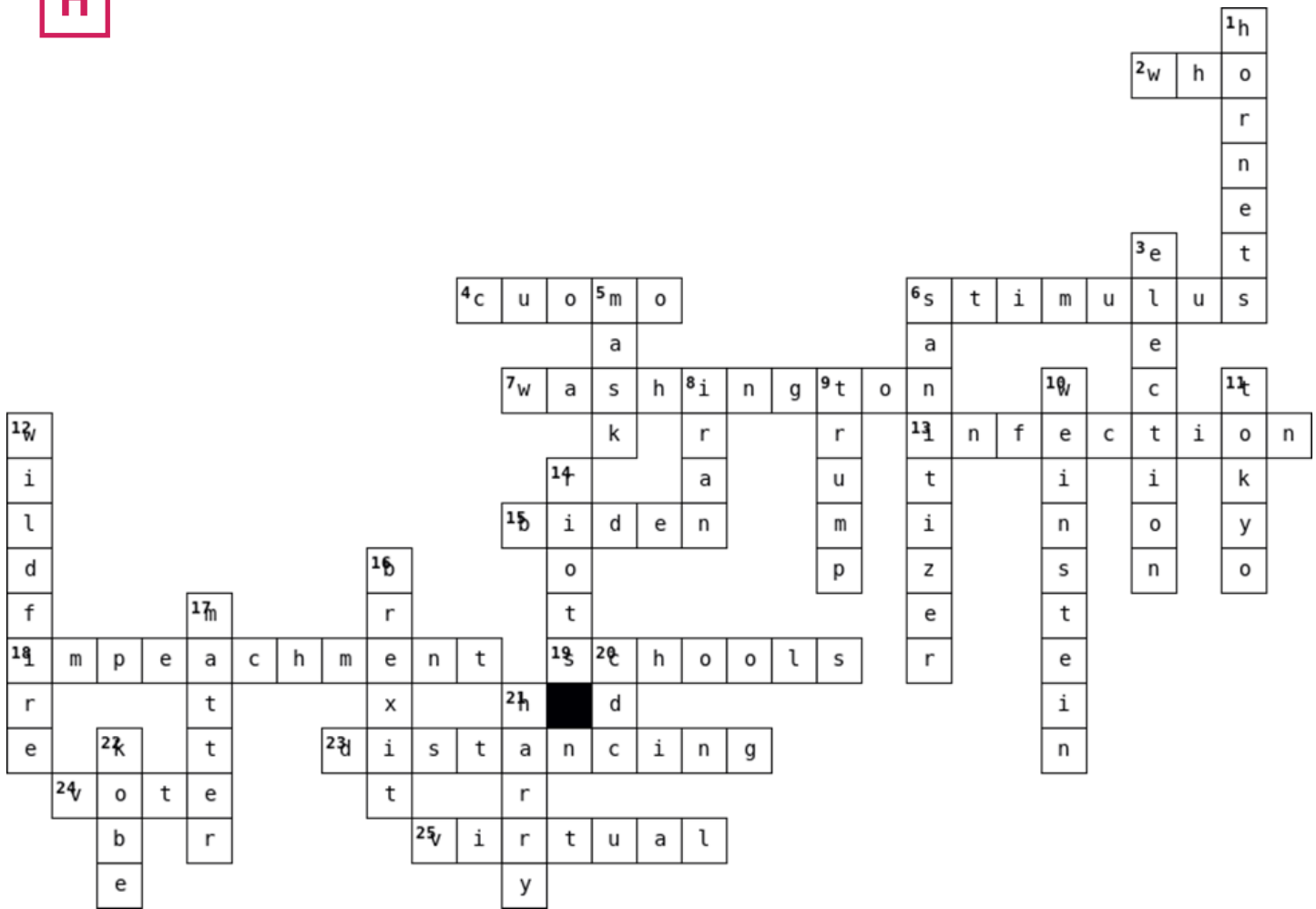
10. participate

- 14. privacy
- 15. quality
- 16. informed
- 17. comfort
- 20. care
- 22. safety
- 25. visitor



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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
8. Iran
9. Trump
10. Weinstein
11. Tokyo
12. Wildfire
14. Riots
16. Brexit

17. Matter
20. CDC
21. Harry
22. Kobe



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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
9. Live Aid
10. Simon & Garfunkel

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
9. Just Say No
10. Lyndon B. Johnson

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
9. Disney World
10. *The Godfather*

