



# for your INFORMATION

Friends Of Residents In Long Term Care Newsletter

September 2007

Volume XXI

Issue Three

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and much more...!!!

## A RATING SYSTEM AT LAST!

*By Polly Williams, Vice Chair of the FORLTC Public Policy Committee*

Advocates for the aging enjoyed a huge victory at the very end of the General Assembly's session when a rating system for adult care homes was finally approved. This was a hard-won success, since opponents worked nights and Sundays to defeat the legislation, and final passage took the efforts of everyone. Friends of Residents has long wanted this measure and we went all out to support it. In this case grassroots advocacy meant success.

We owe thanks to members of the House Aging Committee, chaired by Jean Farmer-Butterfield, which this session was assigned some important bills and dealt with them at a level of discussion far above

what some bills receive. The original bill provided for a five-star rating system for adult care homes based on monitoring by the state's Division of Facility Services, on penalties assessed against, a home, on participation in the state's quality improvement initiatives, and on earning an NC New Organizational Vision Award. The industry lobbied hard against this bill, claiming that only private pay facilities could earn all the stars and protesting that adult care homes were being singled out from all the other types of long term care. Some well-intentioned legislators were persuaded to try to load

**RATING SYSTEM** *continued on page 4*

### 2007 Quest for Quality Awards

Friends of Residents in Long Term Care and the N.C. Regional Long Term Care Ombudsmen Association cordially invite you to the 2007 Quest for Quality Award Gala and Banquet.

Special Presentation on the future of long term care in North Carolina by Ran Coble, Executive Director for the North Carolina Center for Public Policy Research.

**What:** Quest for Quality

**When:** October 30, 2007

**Where:** NC State University Club  
4200 Hillsborough Street  
Raleigh, NC

**Time:** 6:00 pm - 9:00 pm

**Other:** Kim Genardo NBC 17 Newscaster will be honoring the 2007 Quality Awards Recipients.

More information on pages 10 and 11.

Friends of Residents in Long Term Care is committed to providing a timely and relevant newsletter to our Friends and members. We also, however, need to be responsible stewards of our limited resources. Consequently, where we can, we will give you a link to look up relevant information on the web. For those who do not have access to the web, please call 888-411-7541, our statewide, toll-free number, and we will mail a copy of requested material to you.

*The mission of Friends of Residents in Long Term Care is to promote the highest quality of life for those who cannot live independently, and for those who care for them.*

# Words from the Board Chair

By Chris Ivy

*The past is foreign country; they do things differently there.*

*L.P. Hardley*

Change can be difficult for people and organizations. Many folks want things to remain the same, it seems easier and you don't have to do anything to keep things the same. However there is always the risk of being left behind.

Things change rapidly these days and the way things were done last year don't necessarily work this year. It is important to keep evolving so we don't get trapped in the past.

FORLTC is proud to welcome Flora Lea "Flea" Louden as our new Executive Director and Debbie Conner, an MSW student intern from NC State, who will be working in the Friends office on Thursdays and Fridays. (See profiles in this newsletter.) We appreciate the work they have already done and look forward to their continued contributions in the future

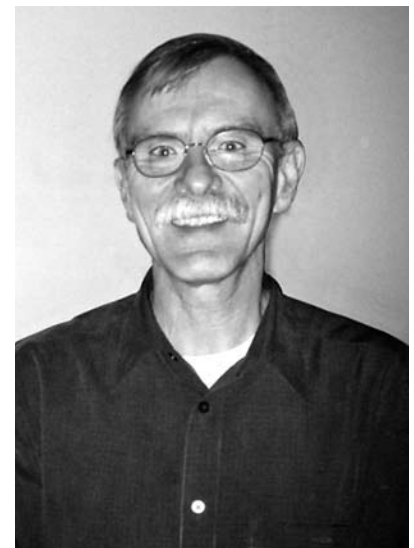
Another change that will be occurring sooner than we would probably like is that the terms of several board members will be ending. Board Members; Bill Lamb, Charles Lee, LeRoy King, and John Suddath will be coming off of the Board at the end of the year. We are all extremely grateful for their hard work over the past years. Their contributions have been many and we appreciate their perseverance.

So, if in the past you have been reluctant to serve on the board, take some time to reflect and see if now is the right time. We especially would like someone with accounting skills to help us in that area. If you are interested, have questions, or recommendations of someone that you feel would be a good Board Member (ask them first) please contact LeRoy King at [leroyking@dickensdestinations](mailto:leroyking@dickensdestinations).

The Board meets quarterly in Raleigh. In order for Friends to be a viable voice of advocacy, we need a strong Board so we can continue to assure that the voices of those in long term care are heard.

We also need volunteers to serve on our committees including; Development, Education, and Public Policy. We can also use volunteers in the office to work on special projects such as our web page, and right now we are busy preparing for the 2007 Quest for Quality Program on October 30, 2007.

If you have not been able to help in the past, look to the future. FORLTC has a place for you; do you have a place for FORLTC?



**FORLTC Board Chair Chris Ivy**

## Key Aging and Disability Legislation

In this newsletter we have tried to summarize key legislation from their past session that directly relates to long term care and our constituency. For a more complete summary of Aging and Disability Related legislation check out the 2007 Legislative Highlights from the AARP-NC website:

<http://www.aarp.org/states/nc/>.

## For Your Information

The newsletter of Friends of Residents in Long Term Care

### 2007 Officers

Chair .....Christopher Ivy  
Immediate Past Board Chair..... Bill Lamb  
Vice Chair.....Dr. J. LeRoy King  
Secretary ..... Charles Lee  
Treasurer ..... Helen Savage

### Staff

Executive Director ..... Flora Lea Louden  
Layout and Printing..... Sir Speedy Printing  
Hillsborough Street, Raleigh, NC

*For Your Information* is published four times yearly and is a benefit of annual membership in Friends of Residents in Long Term Care.

## FORLTC Testifies to Medical Care Commission

Friends of Residents Public Policy Chair, Bob Konrad, testifies before a subcommittee of the Medical Care Commission. As a result of the enactment of SB 56, the Medical Care Commission is charged with developing rules to require development of a rating system based on both inspections and complaint investigations conducted by the Department of Health and Human Services. Specific areas to be reviewed include admissions and discharge procedures, medication management, physical facility, resident care and services (including food, activities and safety measures), sanitation grade, residents' rights, special care units and use of physical restraints and alternatives. See FORLTC testimony and recommendations submitted to the Medical Care Commission on the FORLTC website at <http://www.forltc.org>.

### Membership Contributions from June through September of 2007

*Thank you to these contributors for helping continue our mission!*

#### **BENEFACTORS AND SUPER FRIENDS (\$1,000 and up)**

Mr. and Mrs. Seymour (Robert and Pearl)

#### **PATRON (\$500-999)**

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#### **IN HONOR OF**

##### **Elizabeth Bastic**

By Mary B. Sigmon

##### **Marlene and Al Chasson**

By Elizabeth L. Ivester

##### **Dr. J. LeRoy King**

By Madelinea Katavolos

##### **Bill Lamb**

By Ann Robson

#### **IN MEMORY OF**

##### **Winifred M. Duvoisin**

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##### **Harry and Doris Louden**

By Flora Lea Louden

##### **Ethel M. Rhyne**

By Gail R. Cloninger

##### **Charles Lee**

By Nancy Greene

#### **NEW AND RENEWING MEMBERS**

Phyllis and David Bertke  
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Deborah Conner  
Lynn Creech  
Michele A. Haber  
Richard and Betty Hatch  
Dana and Nancy Hershey  
Charles D. and Lois B. Lee  
Flora Lea Louden  
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Sandra Peyser  
Jack J. Preiss  
Diane Robinson  
Georgia M. Springer  
Alan Stirling  
David Warren  
Rebecca Weaver Lewis  
Kate Wewhinney - The Elder Law Clinic

**RATING SYSTEM** *continued from page 1*

up the bill with so many ratings for so many different types of facilities that the bill was bound to be way too encumbered and expensive for the heavy lifting required for passage. Meanwhile in an appropriations subcommittee, the bill's funding was transferred to the Health Care Personnel Registry. The situation looked bad.

When Representative Jennifer Weiss was appointed chair of a subcommittee to rework the bill, she offered alternative stripped-down versions, one of which was doctored up by the subcommittee but was really just a study bill. Still it went nowhere. The companion bill in the Senate was stalled as well. Suddenly inspired, Representative Weiss and other legislators managed to cram ratings certification (along with the measure to expand the Health Care Personnel Registry) into a bill that had already passed the Senate, S56, a bill making changes in the Penalty Review Committee system. S56 was passed by the House, but the Senate refused to concur, and the bill went to a conference committee where it encountered the same arguments in opposition. Bob Konrad and Mary Bethel of FOR's policy committee testified for the bill at a committee hearing. We generated as many e-mails and phone calls as we could. In the end, both houses agreed to it.

What in the end did they agree to? A minimal rating system based on inspections of a facility, penalties levied on it, and substantiated complaints against it. If an adult care home passes muster on basic standards, it gets a good rating. No

credit is given for quality improvements or NOVA, though information is to be available on the web and at the facility on these matters. The rating certification will be displayed at the home and on the web, and those who are interested can be informed about the basis for the rating. A further provision requires a study of expanding rating certification to other types of facilities.

No one thinks a choice of a home for Grandma should be based on a rating alone. But when time is short and the family is far away, a rating is a whole lot better than nothing. And for those who live nearby, the ratings give important clues about where to start looking further. Many family care homes should get a high rating as well as any decently run adult care home, even one whose residents are primarily recipients of State/County Assistance..

With time, as the system is tried out, we can work to improve the system so that ratings reflect not only a basic level of care but all-around excellence as well.

## THANK YOU!

When advocates gain a victory, they know it comes because they made themselves count in the legislative process. In the campaign for ratings certification for adult care homes, we need to credit our lobbyist, Randolph Cloud: our Policy Committee Chair, Bob Konrad; and our able allies, especially Mary Bethel (who serves on our policy committee), Bill Wilson, and Dick Hatch of AARP. We had help, too, along the way, from members of the Senior Tar Heel Legislature and the NC Coalition on Aging. And then I want to give a BIG THANK YOU from all of us who worked on the issue at the legislature to all of you reading this who sent an e-mail or letter or made a phone call to legislators because in this case grassroots advocacy made a big difference.

As you know, Friends puts a substantial amount of its slender resources into paying a lobbyist, and could not be truly effective without a representative at the legislative building. Someone has to be around all day to catch legislators between meetings so as to learn what is happening to bills and to deliver our message. Then when others on the policy committee need to show up to testify in a committee, we can get the word in time. We also need to know when to send out alerts to FOR members who can then show their support. Getting a controversial bill passed takes everybody!

*Polly Williams*

# Senate Bill 56: Obscure But Important Changes in Long Term Care Legislation

*By Polly Williams, Vice Chair of the FORLTC Public Policy Committee*

In its final form, Senate Bill 56 covered useful changes in three programs. One was the introduction of ratings certification to sum up results of monitoring of adult care homes; another was an expansion of the Health Care Personnel Registry; and the third was a change in Penalty Review Committee procedures. (For rating certification, see the article in this issue of the newsletter.)

Penalties imposed on nursing homes and adult care homes come in two varieties: Type A and Type B. Type A penalties are the expensive ones and are assessed for situations which result in the death of a resident or which are life-threatening. Type B penalties are assessed for violations of regulations that require correcting but are less serious. The Penalty Review Committee takes a look at penalties that have worked their way through the system and will approve them, increase them, or decrease them. Ordinarily this is the end of the penalty process, though the chief of Health and Human Services may amend them in unusual circumstances. The nine members on the committee must include a pharmacist, a long-term care nurse, a representative of a nursing home, a representative of an adult care home, a relative of a nursing home resident, and a relative of an adult care home resident.

In its last transformation, this committee was required to meet no more than twice a year, and the way information about the

meetings was provided to families of residents affected by violations was decidedly unhelpful. The family received a notice saying that they could ask for a review of the penalty, but that their request might hold up the process. In other words, best not to interfere. Now the committee must meet at least quarterly, and information about the penalties it will review at a meeting must be posted on the web, be posted in the facility where everyone can see it, be sent to the appropriate county social services department, be sent to the resident involved, and be sent to the resident's family or guardian. Family members will know they can attend the meeting, listen to the deliberations, and hear the result.

As for the Health Care Personnel Registry: this registry suffered from neglect. It was expensive to keep up and didn't include everybody it should have. It was established as a list of health care

workers who have been guilty of neglect or abuse of a patient, stolen from a patient or a facility, diverted drugs from a patient or a facility, and committed fraud against a patient or facility. These are all people a facility or home health care agency shouldn't hire to look after Grandma. The registry has now been expanded to include persons who have indirect contact with a patient and who are guilty of fraud or abuse.

These changes, sponsored by members of the Legislative Study Commission on Aging, are not large and won't get much notice. But they are important in two ways: aiding transparency in the regulatory process and contributing to better protection of persons in long-term care.

## **Penalty Review Information**

In this session of the General Assembly, Senate Bill 56 amended the Penalty Review Committee process to require more regular meetings of the review committee and better notification to interested parties. You can find penalty and fine information regarding facilities at <http://facility-services.state.nc.us/>. A more detailed summary of penalties and dispositions has been a very popular feature of the Friends of Residents past newsletters. It is, however, space consuming. With the help of FORLTC volunteers who attend the Penalty Review Committee meetings, FORLTC will also post a more detailed summary on our website at [www.forltc.org](http://www.forltc.org).

# Upcoming Changes to Medicaid for Long-Term Care

*by Wendy Craig*

We are anticipating significant changes to the Medicaid program for nursing home care as early as November 1, 2007. These changes are largely mandated by the Deficit Reduction Act of 2005 (“DRA”), signed into law by President Bush in February 2006. The North Carolina Department of Health and Human Services has been working to implement these changes since early 2006 and has announced its intention to implement the new rules beginning as of November 1, 2007.

In an effort to curb Medicaid spending, DRA changed the eligibility rules for Medicaid for long-term care. Perhaps most importantly, DRA significantly changes how the transfer penalty will be applied. Transferring assets by gift during the “lookback” period will result in a transfer penalty. Under current law, if an applicant (or his or her spouse) transfers assets, he or she will be ineligible for Medicaid for a period of time beginning on the date of the transfer. The actual number of months of ineligibility is determined by dividing the amount transferred by \$5,000. For instance, if an applicant made gifts totaling \$50,000, he or she would be ineligible for Medicaid for ten (10) months ( $\$50,000 \div \$5,000 = 10$ ). Another way to look at this is that for every \$5,000 transferred (whether transferred in a lump sum or transferred as separate smaller gifts over a period of months that together total \$5,000), an applicant will be ineligible for nursing home Medicaid benefits

for one month.

DRA does not change how the transfer penalty is calculated but does make harsh changes to the application of the transfer penalty for Medicaid eligibility. Under DRA, the transfer penalty does not begin to run in the month that the transfer is complete but is suspended until the applicant is “otherwise eligible” for Medicaid for nursing home care based upon an approved application for such care. Once the applicant is “otherwise eligible” for Medicaid – presumably meaning that the applicant has not more than \$2,000 in countable assets, has demonstrated a medical need for skilled care and has made application for Medicaid for nursing home care that would be approved but for the penalty – the penalty period begins to run. Therefore, the applicant must be impoverished and receiving skilled care in order to trigger the penalty start date.

In addition to changing the penalty start date, DRA also extended the lookback period from 36 to 60 months for transfers occurring after the effective date of the legislation. When someone applies for Medicaid, the Department of Social Services will “lookback” over their financial statements for the 36 months preceding the application date to see what the applicant has done with his assets. Any transfers made during this period have to be disclosed. This “lookback” will

be extended from 36 months to 60 months. Therefore, once DRA is implemented in North Carolina, transfers made on or after the implementation date (presumably November 1, 2007) will have to be disclosed if a Medicaid application is filed within 60 months of the transfer date. Any such transfer will then make the applicant ineligible for Medicaid benefits for some period of time after the applicant is spent-down to \$2,000 or less and requires skilled nursing care.

In addition to these changes to the imposition of the transfer penalty, DRA also changes the treatment of the family home. The homesite has always been treated differently than other assets and currently does not have to be sold in order for an applicant to receive Medicaid benefits. DRA imposes an additional requirement in order to exclude the home as a countable resource. Under DRA, the home is excluded as an asset only if the applicant’s equity interest in the home does not exceed \$500,000. This requirement does not apply if the applicant’s spouse or child under 21 years of age or child who is blind or disabled lawfully resides in the home.

In recognition of the potential for these DRA changes to leave those most in need of care ineligible to receive the same, Congress also provided for an “undue hardship” exception to imposition of the transfer pen-

alty. The North Carolina Department of Health and Human Services, working with advocacy groups and the General Assembly, has drafted an undue hardship exception intended to allow those applicants that would be ineligible for Medicaid benefits due to an outstanding transfer penalty to receive Medicaid benefits in limited circumstances.

Please be aware that there are a number of technical changes to Medicaid eligibility mandated by DRA. The above discussion addresses those changes most likely to impact the average Medicaid applicant. Also, please note that these changes also apply to certain in home services, specifically CAP services. The Division of Medical Assistance continues to draft changes to North Carolina's Medicaid policy to implement the DRA changes. The Division is also pursuing rule-making for a number of these changes. As of the date of this writing, the Division has indicated that it will not postpone implementation of DRA in North Carolina in order to complete the rule-making process.

## FACES of LONG TERM CARE

- \*\* 30-min slide show**
- \*\* 1 DVD**
- \*\* Accompanies free pamphlet produced in 2005 by Regional Ombudsmen Association**
- \*\* \$10 suggested donation**
- \*\* Shipping & handling charge for 10+ copies**
- \*\* Jewel case included**

The North Carolina Regional Ombudsmen Association produces a pamphlet for the White House Conference on Aging that included the life stories of residents in nursing homes including their photographs. **This information is now available on DVD. The slide show includes their color photos plus a voice-over narration of their stories. Study guide outline and printed**

**24-page pamphlet included in each order.**

### **Raising the Bar**

**An Educational Conference presented by DCWA-NC**

*November 7, 2007*

*Royal Conference Center  
3801 Hillsborough Street, Suite 109  
Raleigh, NC*

Direct Care Workers Association - NC will host this educational conference featuring the following sessions: *The Color Code, Laughing through the 36 Hour Day, and Medication Administration.*

Direct Care Workers may earn up to 4.75 contact education units for the day. Administrators may earn up to 4.75 contact hours for the day.

**For more information, contact:  
DCWA-NC  
P.O. Box 37365**

# FORENSICS FORUM

By Roger Manus

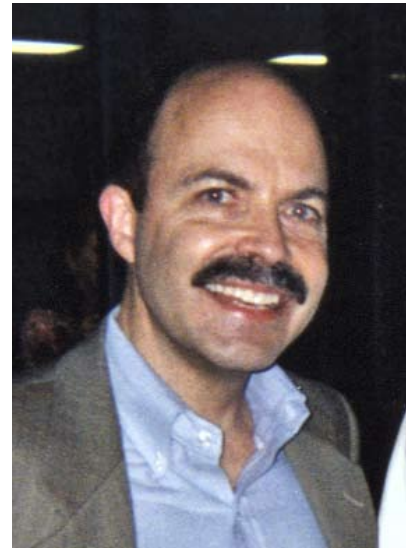
Q. My mother has a terminal illness and was living in a nursing home. She took a turn for the worse, slipped into a coma and was transferred to the hospital. The physician wants to write a Do Not Resuscitate order. What is that exactly and why is he asking me? Can he write the order without my consent?

A: A Do Not Resuscitate or DNR order is a physician's order that no efforts should be made to restart a person's breathing or heart in the event that they stop functioning.

If your mother had a living will, the doctor would need to abide by that when deciding whether or when to write a DNR or withdraw cardiac or respirator support or other life support measures such as artificial nutrition or hydration.

In the absence of a living will, the physician, prior to withdrawing life supports, would need to get the agreement of other significant person(s) in the patient's life. The statute N.C. Gen. Stat. § 90-322, lists the persons to be consulted and tells who has priority in the decision making as follows: (i) a health care agent appointed pursuant to a health care power of attorney, (ii) a guardian of the person, (iii) the person's spouse, or (iv) a majority of the relatives of the first degree, in that order. If no one is available in those categories, the physician can make the decision on his or her own.

If you are the person giving consent and you agree to some, but not all, limits on life support, ask to see the physician's orders limiting life support to ensure that your wishes have been accurately communicated.



**FORLTC  
Public Policy Committee  
Roger Manus**

*Roger Manus is a Raleigh attorney who is currently a member of FORTLTC's Public Policy Committee. He was on FORTLTC's Board of Directors for several years and has also served as board chairman.*

## **FORLTC WELCOMES NEW EXECUTIVE DIRECTOR FLORA LEA LOUDEN**



Flora Lea Louden (nicknames Flea or Lea) joined our staff in August 2007. She brings us her friendliness and warmth, as well as her expertise in non-profit management. She hails from Philadelphia where she lived, worked and raised her children. She holds a Bachelors Degree in sociology from The University of Southern California. Much of Lea's work for the past thirty five years has been spent managing non-profit organizations. In 1976 Lea was one of the founders of the first women's shelter in Philadelphia, which housed battered women and their children. This accomplishment laid the groundwork for working in the world of non-profits.

Lea originally came to Raleigh to join her children Melissa, Jim and Genevieve and their families. Jim Ankeny, a Friend of Long Term Care, was the first to come to North Carolina in 1986 and his sisters soon followed. Lea enjoys being closer to her three children, their significant others and her five grandchildren ages 5-20 year old. She is also a potter and an artist. Lea says being in North Carolina for two years she is, "very excited to be at Friends of Long Term Care and meet the members." She especially enjoys "meeting new people and the aspects of education and advocacy."

## **DEBBIE CONNER BEGINS MSW INTERNSHIP AT FORLTC**

It is my privilege to introduce myself as the MSW student intern with Friends of Residents in Long Term Care. My name is Debbie Conner and I'm currently enrolled in the part-time Masters Degree program in Social Work at North Carolina State University. I am employed full-time as the Business and Office Manager for the National Association of Social Workers – NC Chapter. I am blessed with a rich and full life! In addition to being an NASW-NC employee, an NCSU MSW student, and a FORLTC intern, I am also a mother and a grandmother. My daughter, Teresa, "son" (son-in-law), Chris, and three wonderful grandchildren, Phoenix, Forrest, and Destin, are the joys of my life. (Of course I have pictures!)

I am passionate about improving the quality of life for older individuals. I am driven by my commitment to work toward change which ensures that older adults can live their lives with dignity, respect, and self-determination. My field internship with Friends of Residents in Long Term Care will provide a rich environment within which to work on collaboration, policies, and legislation for the purpose of improving the lives of older adults. I look forward to working with and learning from Bill Lamb (my Field Supervisor), Flora Lea Louden (Executive Director), Committee members, and all of you.



# Quest for Quality Banquet

Friends of Residents in Long Term Care are celebrating 22 years of providing excellence in long-term care. In honor of this occasion, FORLTC will present six awards recognizing outstanding contributions to long term care at our 2007 celebration event "Quest for Quality."

**Ran Coble** will join our dinner as keynote speaker. Local television celebrity **Kim Genardo** will serve as MC for the event.

The banquet will be held on October 30, 2007 at 6:00 p.m. at the NC State University Faculty Club. The club is located at 4200 Hillsborough Street, Raleigh, NC 27606. Everyone is invited to come and help celebrate quality care.

## *2007 Quest for Quality Awards... to be awarded for:*

### **Sharon Wilder Advocacy Award:**

This award recognizes outstanding advocacy by an individual to improve quality of life for Long Term Care Residents in North Carolina.

### **Direct Care Worker Award:**

This award is given to recognize a Certified Nursing Assistant or Personal Care Assistant working in a North Carolina long-term care facility who has exhibited outstanding compassion, respect, and promotion of dignity in the delivery of care.

### **Best Practice - Nursing Home:**

This award is given to recognize a North Carolina nursing home that has implemented a unique evidence-based practice that has significantly enhanced the quality of life for its residents and promoted dignity in the delivery of care.

### **Best Practice – Adult Care Home (Assisted Living):**

This award is given to recognize a North Carolina adult care home that has implemented a unique evidence-based practice that has significantly enhanced the quality of life for its residents and promoted dignity in the delivery of care.

### **Community Advisory Committee Award:**

This award is given to recognize the work of a Long Term Care Community Advisory Committee that is fulfilling its legislative intent. Specifically, a committee that is working to maintain the intent of the Bill of Rights, serves as a nucleus for increased community interaction with facilities, promotes communication, education, and awareness of long-term care issues, and assists persons with grievances and facilitates resolutions.

### **Members Choice Award:**

#### **(NEW AWARD)**

In recognition of outstanding individual or organization that exemplifies service/care for the elderly. YOU as a member are in the field – we want to hear from you who has gone the extra mile and deserves the recognition.

Winners will be announced on October 30, 2007. Award winners and their nominators will be notified by mail. Winners will receive a limited number of complimentary tickets to the October 30, 2007 event.

**QUEST FOR QUALITY** *continued on page 11*

**QUEST FOR QUALITY** *continued from page 10*

Seating is limited to 125 and last year we had a full house....so we hope that you will get your reservation in early. Tickets are \$45. Just send in the reservation below to the following address and join us for the Quest for Quality Celebration:

Friends of Residents in Long Term Care  
883-C Washington Street  
Raleigh, NC 27605

In addition to honoring individuals, facilities, newspapers and others who support quality care, the event also serves as a fund raiser for the organization. Sponsor packages are available for \$250 at the Silver Sponsor, \$500 at the Gold Sponsor, \$1000 at the Platinum Sponsor and \$3000 at the Title Sponsor Levels. Through these contributions, we continue to serve residents of long term care throughout the state with our educational and legislative efforts. If you would like a packet of information about sponsorships, please email [friends@forltc.org](mailto:friends@forltc.org) or call us at (919) 782-1530.

**2007 Quest for Quality Response Card**

Tuesday, October 30, 2007

YES I would like to attend. Please send me \_\_\_\_\_ number of tickets at \$45.00 each.

Total due to FORLTC: \_\_\_\_\_ .

NO I am unable to attend but would like to make a contribution to FORLTC. Please find enclosed my check made out to FORLTC for \_\_\_\_\_ .

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

*Proceeds benefit Friends of Residents in Long Term Care (FORLTC), a 501(c)(3) nonprofit organization of individuals and associations committed to improving the quality of life for over 80,000+ NC citizens in long term care.*

*FORLTC works in various long term care settings: nursing homes, assisted living facilities, adult care home, family care homes, multi-unit housing with services, continuing care retirement communities and community services.*