

FOR IMMEDIATE RELEASE

July 1, 2008

CONTACT:

Beryl Goldman, Ph.D, RN, N.H.A.

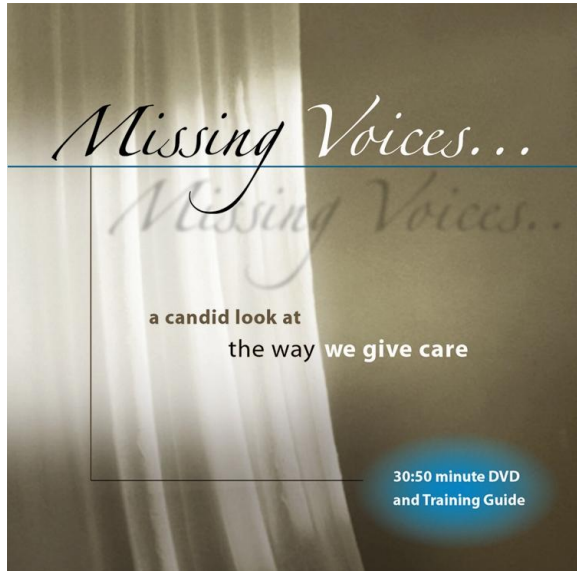
Kendal Outreach, LLC

1107 E. Baltimore Pike

Kennett Square, PA 19348

Phone: 610.335.1281

www.kendaloutreach.org



Kendal Outreach Launches Unique Training Program “Missing Voices®”

(Kennett Square, Pennsylvania) Nearly 1.5 million older people are living in nursing home settings across the country whose lives and those of their families and friends can not help but be affected by the actions of the professionals charged with their care. “**Missing Voices®**” is a thirty-minute film, with training guide, offering a compelling and candid look, from the family members’ point of view, at their

experiences with and perceptions of the way that care is provided. Produced by Kendal Outreach, LLC, the film’s purpose is to serve as a teaching tool primarily for use by health care organizations – including nursing homes, assisted living and home care programs. “**Missing Voices®**” highlights how seemingly innocent behaviors of nursing staff, doctors, and other disciplines in the health care setting can be easily perceived as insensitive, disrespectful and/or non-caring approaches to family members already experiencing the stresses and uncertainties surrounding their loved ones needs.

Included with this resource is a training guide created to help managers and caregivers develop and implement a continuum of care that *views the family as vital and complementary members of the care team*. In conjunction with the film, the guide’s various exercises are intended to increase awareness and receptivity to becoming more sensitized individuals in their caring role, be they students in the medical, nursing and allied health professions, advocates and administrators, as well as those staff presently engaged in service areas of care.

Kendal Outreach, LLC, is an affiliate of The Kendal Corporation, a not-for-profit, nationally recognized system of communities and services for older people rooted in the values of the Religious Society of Friends (Quakers). For more than thirty-years, Kendal, through its outreach programs, has taken a leading role in advocacy aimed at improving the quality of life for older people through such initiatives as promoting and training in restraint-free care, identifying best practice protocols in skilled care settings, and developing research-based studies and projects aimed at improving the health and independence of older adults. The video and teaching guide can be ordered online at www.kendaloutreach.org or by contacting Mary Scharf by phone 610-335-1280 or by email mscharf@kendaloutreach.org . Information about all Kendal communities and services can be found on line at www.kendal.org or by calling, toll free, (800) 220-0042.

#####