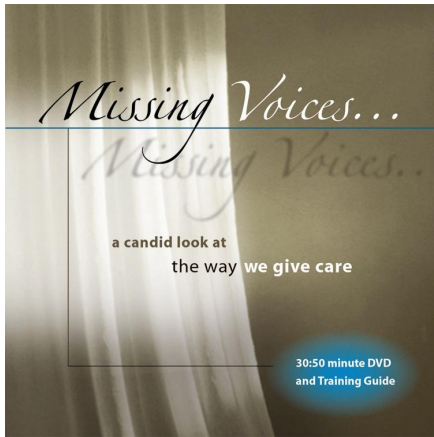


Missing Voices® – A Candid Look at the Way We Give Care



Missing Voices® is a unique training DVD inspired by families and their stories. It is a candid look at how seemingly innocent, harmless behavior or actions of nursing staff, doctors, and other healthcare professionals can be perceived as insensitive, and have a profound impact on the lives of families and friends.

The *Missing Voices*® DVD is accompanied by a 23-page Teaching Guide written for organizations to assist them to develop methods that incorporate the family as a vital member of the care team. The various exercises are designed to increase awareness and sensitivity to resident and family expectations. Click to preview a [sample exercise and reference list from the Training Guide](#).

Some comments from viewers include:

- "The film stimulated discussion about particular situations where staff observed some insensitivity and felt bad about it. Staff did not run out of the room - they lingered and wanted to discuss the film. To me, an indication they were touched and moved. Thank you!"
- "It was hard to watch but we need to be reminded -- bravo."
- "...a very effective presentation of the impact that professional caregivers have not only on their clients and residents but on the family members....The issues raised are very real. In fact, we were moved several times to stop the video to discuss a point made or just to reach for tissues."

Questions should be directed to Kashmira Narinesingh-Smith @ knsmith@kendaloutreach.org or 610.335.1280.

Missing Voices® Order Form

Enter the number of DVDs/Training Guides you want:

- () @ \$120/each (this is price if ordering 1 to 10 -- 20% off of \$150 through 9/18/09)
- () @ \$105/each (this is price if ordering 11 or more -- 30% off of \$150 through 9/18/09)
- () @ \$150/each (this is price if ordering 1 to 10 after 9/18/09)
- () @ \$127.50/each (this is price if ordering 11 or more – 15% off of \$150 after 9/18/09)

Price includes shipping/handling.

Make checks payable to Kendal® Outreach, LLC and mail to 1107 E. Baltimore Pike, Kennett Square, PA 19348. If you wish to pay by credit card, please [order the DVD online at our Kendal Store](#).

Thank you.

Ship to Name: _____

Address: _____

Phone: _____ e-mail: _____