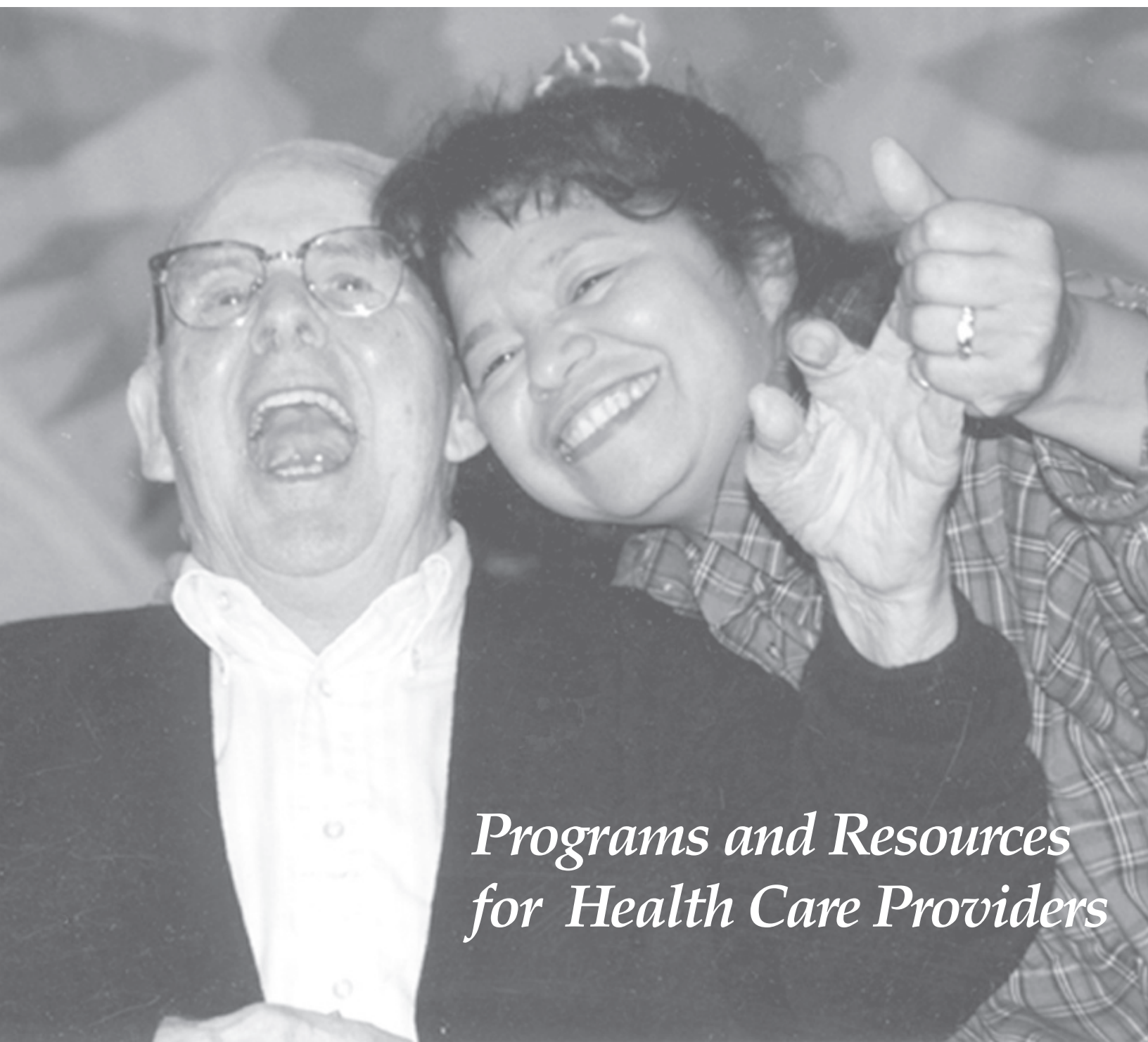


Quality Care



Programs and Resources for Health Care Providers

Sponsored by Kendal Outreach, LLC, programs and resources to enhance the lives of older people. An affiliate of The KENDAL® Corporation, a not-for-profit organization.
KENDAL® OUTREACH, LLC • 1107 E. BALTIMORE PIKE • KENNETT SQUARE, PA 19348

KENDAL is acclaimed nationally and internationally for its respect for the rights of older citizens both within Kendal affiliate communities as well as those living in other settings beyond Kendal walls.

The organization acknowledges that dignity, independence, and a sense of control become more precious to the older adult as emerging limitations and personal losses become a common way of life. Where ageist attitudes prevail, older people are often devalued and subject to dehumanizing treatment, especially in the area of health care. The use of physical and chemical restraints is the epitome of such treatment.

It is our belief that frail, older people *can* be well cared for in our nation's health care facilities *without* the use of restraints. Since opening its first continuing care community in 1973, Kendal has been able to provide safe, quality, restraint-free care for all residents in its health centers. Through the *Untie the Elderly* initiative, Kendal Outreach, LLC, has shared a liberating care approach with other providers, advocates, regulators, residents and families across the country and abroad.

Facilities have benefitted from Kendal's assistance as they worked to achieve their own restraint elimination; and today, they are justifiably proud of their efforts. Providers have seen that as they create restraint-free environments, a new enthusiasm evolves, encouraging more individualized approaches to care and increased job satisfaction. This is why we at *Kendal Outreach* firmly believe:

The single most important factor that can improve the quality of care delivered in America's health care facilities is the elimination of physical and chemical restraints.

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Assessment Tools and Guidelines for Nurses and Caregivers

Proper assessment is critical to the development of a comprehensive care plan that, when executed properly, achieves desired care outcomes. This resource manual is a compilation of assessment instruments and guidelines to assist health care providers and clinicians reach optimal, individualized outcomes for each resident or patient. Rather than “reinventing the wheel” developing a facility specific assessment instrument or searching for an instrument to adapt to a facility’s situation, this manual will provide numerous assessment instruments to meet your needs. Some of the instruments have been tested for validity and reliability, others have been developed by professional clinicians and used successfully over time.

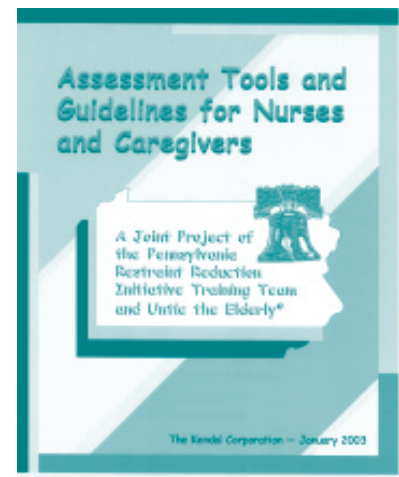
The manual includes assessment tools and guidelines in the areas of:

- Bed/Bedrail Safety
- Behavior Management
- Environmental Safety
- Fall Prevention
- General Nursing
- Medication Monitoring
- Monitoring Devices
- Pain Management
- Restorative Nursing
- Restraint Elimination
- Seating

Primary users of this Assessment Tools and Guidelines for Nurses and Caregivers are nurses and other members of the health care team, health care consultants, pharmacists, and therapists in acute care, long term and home health care settings.

A Kendal Corporation production in conjunction with the Pennsylvania Restraint Reduction Initiative Training Team.

\$45.00 Item #01 January 2003 108 pages



Assessment Algorithms

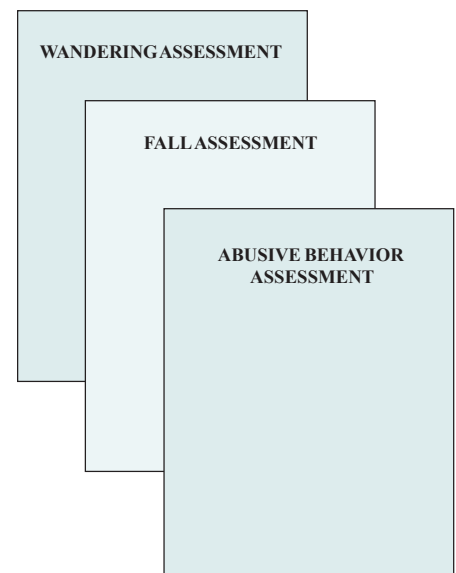
Three of the most complex issues for caregivers working in long term care facilities are the management of fall prevention, abusive behaviors, and wandering behaviors of residents. Caregivers are often unable to identify the causes of these situations and may respond with inappropriate or ineffective interventions. These care maps for Fall Prevention, Abusive Behavior, and Wandering Behavior lead clinicians through a step-by-step process to accurately identify the causes for these challenging behavioral symptoms and suggest effective interventions to put into place.

Primary users of these Assessment Algorithms are clinicians in long term care environments and those working in acute care environments serving an aging population.

Developed by *Untie the Elderly*®, The Kendal Corporation.



\$33.00 (set of three) Item #02 April 1996 poster size



A Guide to Bed Safety

Healthcare, Industry, Academia,
Government Working Together
for Safety

This brochure is a product of the Food and Drug Administration-sponsored Hospital Bed Safety Workgroup (HBSW). The purpose of **A Guide to Bed Safety** is to improve the safety of hospital bed systems for patients, particularly those who are most vulnerable to the risk of entrapment, in all health care settings hospitals, long term care facilities, and clients receiving home care.

Primary users of A Guide to Bed Safety are hospital and long term care admissions departments, consumers, health care agencies, bed manufacturers, government agencies.

Produced by the Hospital Bed Safety Workgroup.

\$24.00 (200 brochures)

additional copies can be obtained at \$.12 each

Item #03 October 2000; revised July 2005



Do No Harm

Bed Safety for Providers
and Caregivers

Contrary to previous professional judgment that recommended the use of bedrails on hospital beds for all patients or residents in acute, long term care, and home care settings, **Do No Harm** provides the viewer with evidence-based suggestions to decrease the possibility of injury or death from improper bed systems. Using real-life situations, the viewer will understand the importance of individualizing the bed system for each person being served in acute, long term care and home care settings.

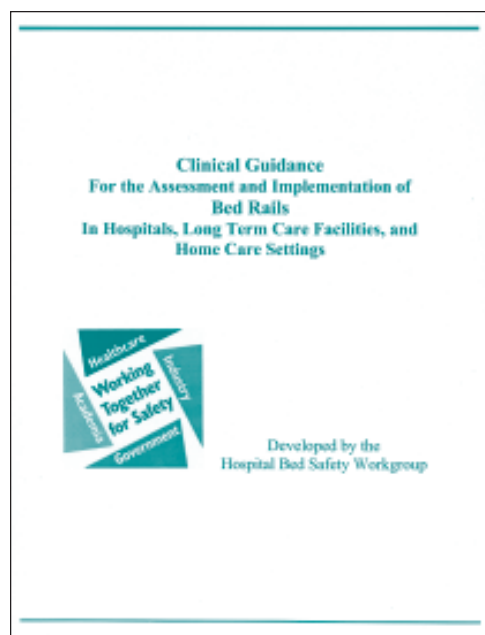
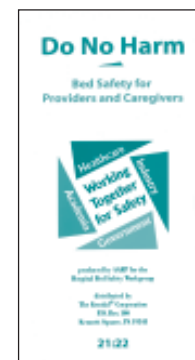
Primary users: An excellent training tool for patients, their families, physicians, nurses and other caregivers.

Produced by AARP for the Hospital Bed Safety Workgroup.

\$50.00

Item #04

21:22 minutes VHS format July 2003



Clinical Guidance for the Assessment and Implementation of Bed Rails in Hospitals, Long Term Care Facilities, and Home Care Settings

Every patient, regardless of care setting, deserves a safe and comfortable sleeping and bed environment. The **Clinical Guidance for the Assessment and Implementation of Bed Rails in Hospitals, Long Term Care Facilities, and Home Care Settings** is a valuable reference tool when assessing each patient's need for a hospital bed system, particularly for determining appropriate use or non-use of bed rails. It is deliberately basic in design and content to allow each setting to adapt it to meet the unique needs of their respective patients and environments.

Primary users of the Clinical Guidance for the Assessment and Implementation of Bed Rails in Hospitals, Long Term Care Facilities, and Home Care Settings are nurses and other health care providers in hospitals, long term care facilities, and home care settings.

A product of the Hospital Bed Safety Workgroup.

\$14.00

Item #05 19 pages April 2003

A Family Guide to Restraint-Free Care

Every family worries about relatives in nursing homes. Will they be well cared for? Will they be safe? This moving documentary follows a husband who needed significant support before he could accept restraint-free care for his wife. Learn what he learned: that restraint-free care is safe, dignified, and part of quality care.

Primary users of A Family Guide to Restraint-Free Care are family members of long term care residents, ombudsmen and other advocates, family and institutional caregivers.

Produced by the Independent Production Fund.

\$28.00 Item #06
11:30 minutes VHS format 1995



A Guide to Bed Safety

Healthcare, Industry, Academia, Government Working Together for Safety

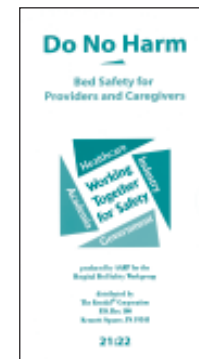
See description, page 2



Do No Harm

Bed Safety for Providers and Caregivers

See description, page 2



PHYSICIAN AIDS

Physicians and Restraint-Free Care of the Elderly



As penalties for noncompliance with OBRA increase, nursing homes will be looking to physicians for assistance in providing quality care without restraints. In this two-sided audio-tape, physicians debunk many of the myths related to restraint use and paint a vivid picture of how to improve the quality of life of residents in nursing homes from the perspective of medical directors and attending physicians. Since JCAHO has placed more emphasis on the non-use of physical restraints, **Physicians and Restraint-free Care of the Elderly** provides valuable information for physicians caring for elderly patients in hospitals.

- **The Physician's Role in Restraint-free Care** (15:08)

SIDE ONE debunks the myths related to restraint use and tells how to implement careful assessment techniques and use creative interventions in lieu of chemical and physical restraints.

- **Chemical Restraints: The Physician's Role** (16:22)

SIDE TWO presents the special needs of elderly people with regard to medication.

Produced by the Independent Production Fund.

\$28.00 Item # 07
Part I—15:08; Part II—16:22 1995

Are your staff~

- confused about the regulations on restraint usage, including the use of bed rails?
- struggling with management of difficult resident behaviors?
- perplexed by fall prevention/management programs?
- attempting to create and maintain a safe environment, including bed systems?

If so, we can help! Since 1988, **Untie the Elderly®**, an umbrella of Kendal Outreach, LLC has been in the forefront of restraint elimination and has reached thousands of individuals through comprehensive programs and workshops on safe care practices. Feedback has proven that the most effective educational tool is a full-day session where personal contact with the experts occurs and your organization's specific needs are addressed. Kendal's program offerings are in response to the October 1, 1990 federal regulation that states: *"The resident has the right to be free from any physical restraints imposed; or psychoactive drugs administered for purposes of discipline or convenience, and not required to treat the resident's medical symptoms."*

PROGRAM OFFERINGS

Untie the Elderly® – Freedom from ALL Restraints: Physical and Chemical

Since federal and state surveys have identified resident accidents as one of the top ten most frequently cited deficiencies, the Centers for Medicare and Medicaid Services (CMS) identified accidents as one of the 24 Quality Indicators. Focusing on the QIO 8th scope of work (physical restraints), the speakers will describe the philosophical rationale and implications of not restraining residents with special attention given to individualized and environmental alternatives, and proper assessments and interventions for psychotropic medication review. The program will also address the issue of accidents or falls by identifying risk factors and suggesting ways to reduce the numbers of falls in this process. Woven throughout the program will be the importance of the role of the certified nursing assistant.

Learner Objectives:

At the end of the program, participants will be able to:

1. Describe physical and emotional problems associated with the use of physical restraints and identify the advantages of providing restraint-free care.
2. Explain the change process for implementing a restraint free policy.
3. Determine appropriate/inappropriate situations for use of psychoactive medications.
4. Conduct assessments on residents who are at high risk for falls and identify risk factors.
5. Understand the importance of the CNA's role in restraint-free practices.
6. Explain alternatives to physical restraints that could be implemented in a long term care facility.
7. Understand how successful restraint elimination leads to development of other care practices that positively impact resident care.

Minimizing Risks, Maximizing Safety: An In-depth Look at Fall Management and the Creation of Safe Sleep Environments

Kendal Outreach, LLC recognizes that there are extraordinary realities and challenges to resident safety and fall prevention that are commonplace in the long-term care setting. This program will help providers find additional resident-centered approaches to meeting the safety needs from both a clinical, as well as an organizational perspective. Build the confidence of your staff by providing safe bed systems and by approaching falls and injuries in a comprehensive manner. The program will highlight programmatic and environmental themes that are essential in the delivery of safe, quality care practices.

Learner Objectives:

At the end of the program, participants will be able to:

1. Identify the negative effects of physical restraints on behaviors and risk of injury.
2. Examine the assessment data and develop appropriate care plans for residents at risk for falls and for those exhibiting challenging behaviors.
3. Provide safe sleep environments for residents using recently developed national assessment guidelines.
4. Examine the effects of common classes of drugs on fall risk.
5. Examine individual and system-wide "safety" programs and interventions.
6. Review communication protocols that improve staff performance and enhance resident safety.

Restraint Removal in Acute Care Settings

On July 1, 1996, the JCAHO standards for acute care institutions went into effect. The purpose of the new standards is threefold: 1) set minimum requirement for the use of physical restraints, 2) raise the awareness of the health care professionals who have traditionally ordered and applied physical restraints, and 3) alert providers of the diverse effects of physical restraints. While JCAHO standards are rather general and non-prescriptive, this program raises awareness of restraint use and outlines alternatives to restraints which, when utilized, will place acute care facilities in compliance with JCAHO standards and improve the quality of care for older patients. Special attention will be given to promoting safe bed systems and avoiding entrapment.

Learner Objectives:

At the end of the program, attendees will be able to:

1. Describe physical and emotional problems associated with the use of physical restraints.
2. Identify the advantages of providing care without the use of restraints.
3. Outline the change process for implementing a restraint free policy.
4. Explain alternatives to physical restraints that could be implemented in an acute care environment.
5. Describe the purpose and intent of the regulation regarding chemical restraints and approaches to compliance.
6. Understand the standards impacting acute care facilities.
7. Provide safe sleep environments for residents using recently developed national assessment guidelines

Fall Prevention Workshop

According to surveys (as of March 11, 1999), resident accidents are one of the top ten most frequently cited deficiencies. Also, the Health Care Financing Administration (now CMS) has identified accidents as one of the 24 quality indicators. This workshop addresses the issue of accidents or falls by offering concrete assessment tools to assess residents' risk for falls, and by suggesting ways to reduce the numbers of falls that occur in the facility.

Learner Objectives:

At the end of the program, participants will be able to:

1. Identify a safe environment for residents who are high risk for falls.
2. List physical factors that put residents at high risk for falls.
3. Conduct assessments on residents who are high risk for falls.
4. Properly treat a diagnosis that puts residents at high risk for falls.
5. Identify various medications that increase the risk of falls.
6. Identify medications not associated with falls.

Helping the Caregiver Untie the Elderly

Designed for the nursing assistant, this workshop focuses on how to care for residents with difficult behaviors, how to individualize care through creativity, and how to communicate with the cognitively-impaired resident. Special attention will be given to individualized and environmental alternatives.

Learner Objectives:

At the end of the program, the participants will be able to:

1. Describe physical and emotional problems associated with the use of physical restraints.
2. Identify the advantages of providing restraint-free care.
3. Understand the importance of the certified nursing assistant's role in creating and maintaining a safe environment.
4. Explain alternatives to physical restraints that could be implemented in a long term care facility.
5. Communicate more effectively with residents with dementia.

AUDIO CONFERENCE PROGRAMS

Our audio conferencing programs were designed to accommodate staff who have difficulty leaving the workplace for a full-day program. The one-hour sessions can be provided individually or as a series.

Eliminating Physical Restraints in Long-term Care: Strategies to Promote Change

Session objectives:

1. Review the rationale for eliminating physical restraints.
2. Identify common myths that have been associated with restraint use.
3. Recognize key organizational and assessment considerations to promote successful restraint reduction.

Individualized Environmental and Programmatic Alternatives to Restraints

Session objectives:

1. Identify problem and implement a strategy for change.
2. Assess approach and make appropriate modifications.
3. Recognize appropriate alternatives to restraints.

Falls: Policy and Procedure from an F-tag Perspective

Session objectives:

1. Review the relevant regulations regarding falls.
2. Analyze deficiency citations.
3. Identify salient factors for consideration in a facility's fall management policy and procedure.

Bed and Side Rail Safety

Session objectives:

1. Identify concerns associated with inappropriate bed systems.
2. Review four potential zones of entrapment in any bed system.
3. Consider alternative approaches to mitigating bed system hazards.
4. Formulate steps to develop a stronger side rail assessment protocol and reduction process.

Dementia: Understanding the Person Behind the Disease

Session objectives:

1. Recognize the multiple ways dementia affects the person's ability to interact with their physical, social, and psychological environments.
2. Develop simple strategies to enhance communication between residents and caregivers.
3. Identify essential elements of an effective activity program for the cognitively impaired resident.

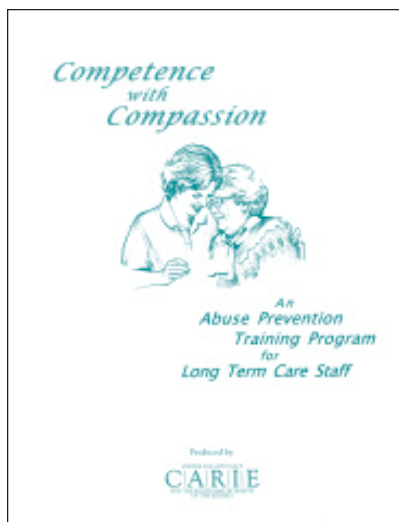
Family Friction

Session objectives:

1. Identify common obstacles to meaningful communication with families.
2. Recognize family issues that may interfere with effective communication.
3. Identify strategies to improve communication between residents, families and staff members.

Presentation, lecture, and conference call offerings may be tailored to fit the needs and concerns of individual organizations or facilities. Fees are based on several factors, including program selection and geographical location. For more information, contact Mary Scharf at 610-388-5580, or by e-mail at mscharf@kcorp.kendal.org.

Competence with Compassion: An Abuse Prevention Training Program for Long Term Care Staff



An interactive abuse prevention training program designed with a three-fold purpose to:

- 1) increase staff awareness of the various forms abuse can take
- 2) equip staff with effective conflict intervention skills
- 3) prevent instances of abuse on all levels

Interactive training package includes a 20-minute video, *At the End of the Day*, and an 81-page training manual with resource listings, overheads, and reproducible handouts. The case scenario presented in the video brings different interpretations of abuse to light, and shows the necessity of incident reporting and documentation for the benefit of both residents and staff members.

Training modules include:

- A Look at the Work We Do
- What is Abuse?
- Why Does Abuse Happen?
- Conflict Management

Workshops can be made available to train the audience on the use of this abuse training program.

*Primary users of **Competence with Compassion: An Abuse Prevention Training Program for Long term Care Staff** are long term care educators, administrators, directors of nursing, and employees.*

Produced by Center for Advocacy for the Rights and Interests of the Elderly (CARIE)

\$280.00 Item # 08
20:00 video 81-page Training Manual 1999

Videotapes:

Everyone Wins! Quality Care Without Restraints

This comprehensive training program offers practical strategies for providing quality care without the use of restraints. It presents real solutions to real problems facing long term care providers: wandering residents, minimizing the risk of falls, responding to aggressive residents in a non-threatening way. Looking at actual cases, this video library gives you proven, creative methods for solving these problems without restraints.

The Resident Care Library: Six 12-14 minute videos, an in-service training manual, plus handouts. The six units are:

- 1) *The New Resident*, 2) *Up and About: Minimizing the Risk of Fall Injuries*, 3) *Working With Residents Who Wander*, 4) *Getting Hit, Grabbed, and Threatened: What it Means, What to do*, 5) *Staying Restraint-free Evenings, Nights, and Weekends*, and 6) *Now That the Restraints Are Off, What Do We Do?*

The Management Perspective: A 16-minute video with viewing and resource guide; the topics include: Why Opt for Restraint-Free Care?, Setting the Stage, and Keeping it Going.

The Family Guide to Restraint-free Care: A 12-minute video plus a pamphlet for families. The video features a man who resisted when the nursing home approached him about removing his wife's restraint and the way everyone worked together to eliminate her restraint safely. (Also sold separately; see below).

An important piece to add to your training library. **Everyone Wins! Quality Care without Restraints** has won numerous awards and is an excellent resource for all long term care facilities interested in eliminating the use of physical restraints on residents and providing them with safe, comfortable environments.

Primary users of Everyone Wins! Quality Care without Restraints are long term care and acute care educators, administrators, and directors of nursing.

Produced by the Independent Production Fund.

\$210.00

Item #09

Eight videos and printed material VHS format 1995



Surveying the Restraint-Free Facility



The surveyor's basic role is to assess a facility's compliance with federal and state regulations. At one time, surveyors needed only to determine whether or not a physical restraint was applied correctly. Today, the task is much more complicated. This 14-minute video was created to help surveyors develop excellent listening, interviewing, and observation skills. It is designed to be used with small groups to stimulate discussion and to sharpen critical thinking skills. Three cases are presented for discussion to a number of experienced surveyors. These cases are real, and as would occur at an actual survey, only a small amount of information is known about them at the start. The discussion and commentary center on what kind of information one would need to judge the propriety of restraint use and the process a surveyor would use to obtain the information. The video also considers how a team of surveyors would work together.

*Primary users of **Surveying the Restraint-free Facility** are state and federal surveyors, long term and acute care staff preparing for survey.*

Produced by the Independent Production Fund.

\$35.00 **Item #10**
 14:00 VHS format 1995

The Family Guide to Restraint-Free Care

See description, page 2



Untie the Elderly®

**Untie
the Elderly®**



Untie the Elderly is a video tool designed to assist providers with the implementation of a restraint reduction program. A condensed version of our full-day workshop, this step-by-step program offers modules on

- Philosophy of Restraint-free Care
- The Change Process
- Environmental and Programmatic Alternatives

A good resource for organizations exploring the reduction or elimination of physical restraints.

*Primary users of **Untie the Elderly** are long term or acute care environments, educators of boards of directors and employees.*

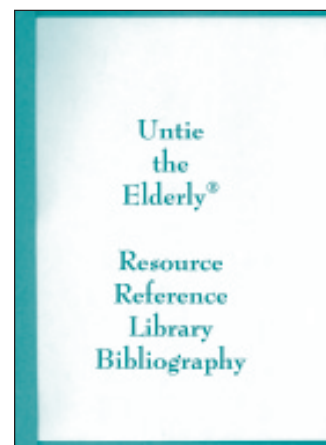
\$145.00 **Item #11**
 90:00 VHS format 1989

Printed Materials:

Resource Reference Library Bibliography

One of the first resource tools developed by the Untie the Elderly initiative, this **Resource Reference Library Bibliography** contains literature related to restraint usage/non-usage on 25 topics:

- | | |
|----------------------------------|-------------------------|
| Acute Care Settings | Agitated Behaviors |
| Alternatives | Assessments/Evaluations |
| Autonomy | Bed Systems/Siderails |
| Chemical Restraints | Control |
| Environment | Ethics |
| Explanatory Style | Falls |
| Historical Perspective | Immobility |
| Legal Aspects | Letters/Testimonials |
| Nursing Issues | Physiology of Aging |
| Policy | Psychophysiology |
| Removing Physical Restraints | Research Studies |
| Risk Management | Untie the Elderly |
| Use and Definition of Restraints | Wandering |



This **Resource Reference Library Bibliography** is regularly updated with the latest research and other articles associated with physical and chemical restraints directly or indirectly. Articles are available individually upon request for a nominal fee.

Primary Users are educators, researchers, students, health care professionals and ancillary service employees.

Compiled and maintained by Untie the Elderly.

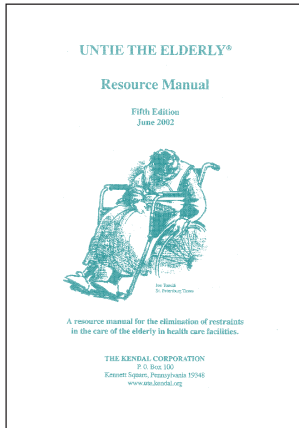


\$16.00

Item #12

52 pages

Untie the Elderly Resource Manual, Fifth Edition



First published in 1989 and now in its fifth edition, this comprehensive training manual is a step-by-step process for a successful restraint elimination program. The 427-page manual includes decision trees for management of residents with abusive behavior, wandering behavior, and risk for falls. Modules are:

- Adverse Effects Research Change Process Alternatives
- Assessments Acute Care Legal Issues Fall Prevention/Management
- Safe Environment (including bed systems)

The Untie the Elderly Resource Manual, Fifth Edition, acknowledges many of the researchers, practitioners, attorneys and others who have been making a tremendous impact in the field of aging. Included are articles by Rein Tideiksaar, PA-C, PhD; Elizabeth Capezuti, Ph.D, R.N., FAAN; Marshall Kapp, JD, MPH; and Steven H. Miles, M.D.

Primary Users of The Untie the Elderly Resource Manual, Fifth Edition are all healthcare professionals, caregivers, academicians, advocates and others interested in quality of life for the elderly.

Developed by Untie the Elderly.



\$132.00 Item #13
427 pages 2002

Staff Attitudes on the Use and Elimination of Physical Restraints



An attitudinal survey tool on the use and elimination of physical restraints, available with monograph, is an account of a two-year demonstration project to assist nine long term care facilities make the transition to restraint-free care. Too often, health care staff are only included in an organizational change through inservices that teach them about a new process to be implemented or a new direction the organization is about to take. Their input is not considered in the process. This attitudinal survey tool, **Staff Attitudes on the Use and Elimination of Physical Restraints**, helps to achieve long lasting success by inculcating this new process or new direction into the organization's culture through staff involvement.

Primary Users of Staff Attitudes on the Use and Elimination of Physical Restraints are administrators and other leadership staff with their employees.

\$6.00 Item #14
8 pages with monograph 1991

Into Aging

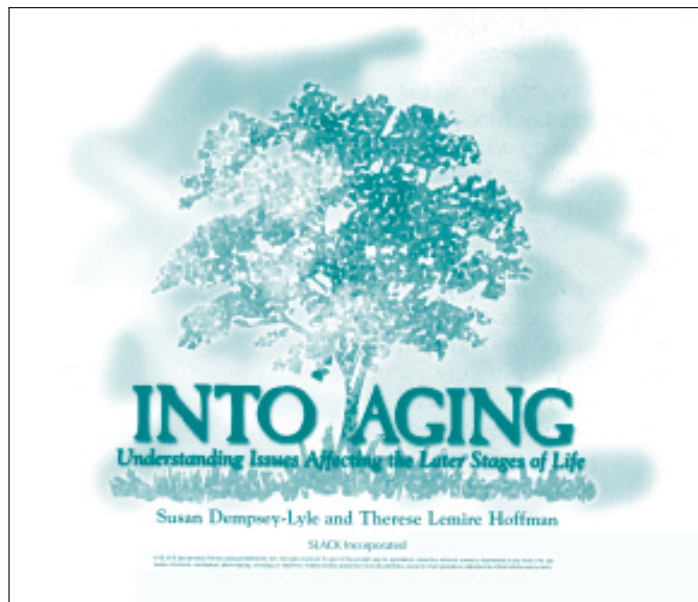
For the past 25 years, this classic simulation game has been applauded by those who work with the elderly in health care settings. Its interactive nature and reality-based outcomes spark awareness in health care providers about their interactions with patients. The game is designed to help individual players develop a personal understanding of the aging process by encountering simulated conditions associated with aging—conditions that may hinder the accomplishment of goals or weaken self-image. Simulated challenges include physical disabilities, social judgements, financial setbacks and the loss of loved ones.

Into Aging offers progressive learning and creates empathy for the difficulties that accompany the aging process. This game will promote meaningful discussion and encourage participants to utilize deeper understanding and new values in everyday work. The game is designed for 5 to 15 players.

Developed by Therese L. Hoffman, RN, BSN, MSN and Susan Dempsey-Lyle, RN, BSN, MSN

*Primary Users of **Into Aging** are nurses, nursing assistants, allied health professionals, health care professionals, and all who work with the elderly.*

\$90.00 Item #16
Instruction manual and game components 1991



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Ordering and Payment

Orders may be placed by mail, phone, fax, or e-mail. Payment must be made in U.S. funds to Kendal Outreach, LLC by check, money order or institutional purchase order. If not prepaid, orders must be on a purchase order.

Prices include shipping and handling to destinations within the United States. Merchandise to international recipients will be charged a shipping fee.

Customer Service

Please direct all inquiries about our programs/products to 1-610-388-5580 (phone), 1-610-388-5589 (fax), or to mscharf@kcorp.kendal.org.

Prices shown in this catalog are list prices and are subject to change without notice. Products will be billed at the prevailing price at the time the order is received.

Contact Us

Phone: 610-388-5580

Fax: 610-388-5589

E-mail: mscharf@kcorp.kendal.org

Online: www.kendaloutreach.org

Order Form

Please check desired items:

Printed Materials

	Item #	Cost
<input type="checkbox"/> A Guide to Bed Safety brochure (<i>lots of 200</i>)	03	\$ 24.00
<input type="checkbox"/> Assessment Algorithms on Abusive Behavior, Wandering and Falls	02	\$ 33.00
<input type="checkbox"/> Assessment Tools and Guidelines for Nurses and Caregivers	01	\$ 45.00
<input type="checkbox"/> Clinical Guidance for Assessment/Implementation	05	\$ 14.00
<input type="checkbox"/> Into Aging (game)	16	\$ 90.00
<input type="checkbox"/> Resource Reference Library Bibliography	12	\$ 16.00
<input type="checkbox"/> Staff Attitudes on the Use and Elimination of Physical Restraints	14	\$ 6.00
<input type="checkbox"/> Untie the Elderly Resource Manual, Fifth Edition	13	\$ 132.00

Videotapes:

<input type="checkbox"/> Competence with Compassion	08	\$ 280.00
<input type="checkbox"/> Do No Harm.....	04	\$ 50.00
<input type="checkbox"/> Everyone Wins! Core Library	09	\$ 210.00
<input type="checkbox"/> Surveying the Restraint-free Nursing Facility	10	\$ 35.00
<input type="checkbox"/> The Family Guide to Restraint-free Care	06	\$ 28.00
<input type="checkbox"/> Untie the Elderly	11	\$ 145.00

Audio tape:

<input type="checkbox"/> Physicians and Restraint-free Care of the Elderly	07	\$ 28.00
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Prices include shipping and handling to destinations within the United States.

Total amount enclosed \$ _____

Note: Pennsylvania residents, please add six percent for sales tax or enclose a copy of your sales tax exemption certification with your order. *Thank you.*

Name: _____

Address: _____

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