

Serving residents of long-term care facilities in Vanderburgh County



VOICES



VIEWPOINT

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2005



WHAT IS VOICES?

VOICES is a not-for-profit organization founded in 1980 to address concerns and problems in Evansville nursing homes. It is the only agency dedicated solely to providing services to nursing home residents in Vanderburgh County. These services include investigation of complaints, resolution of problems, and protection of resident rights. Services are provided by a Certified Ombudsman and are free and confidential.



DO YOU HAVE A QUESTION OR CONCERN?



Contact your local Ombudsman, Michelle Motta, at (812)423-2927. A nursing home *must* allow residents to make suggestions and complaints relating to his/her quality of life and treatment. A nursing home resident may contact the Ombudsman any time. Also, any resident, family member, visitor or staff person can file a complaint with the Indiana State Department of Health by calling their toll free number at (800)246-8909. The person filing a complaint can request that their name be kept confidential. **ANY RETALIATION—(including verbal criticism) against anyone filing a complaint IS AGAINST THE LAW!**

FACTORS TO CONSIDER WHEN CHOOSING A FACILITY:

- 1) Your individual preferences
- 2) Facility's ability to provide needed care
- 3) Proximity to family and/or friends
- 4) Your personal physician's willingness to work with that facility
- 5) Varied activities and times
- 6) Payment sources accepted
- 7) Available therapies
- 8) Facility's physical environment
- 9) Availability of transportation services
- 10) Number and type of any recent deficiencies

IF YOU SUSPECT AN ADULT IS BEING ABUSED OR NEGLECTED, PLEASE CALL ADULT PROTECTIVE SERVICES AT (812)435-5190

IMPORTANT FACTS ABOUT MEDICARE'S NEW PRESCRIPTION DRUG COVERAGE FOR PEOPLE IN NURSING HOMES OR CERTAIN LONG-TERM CARE FACILITIES

Starting January 1, 2006, Medicare will offer prescription drug coverage for everyone with Medicare.

To receive coverage, **you will need to enroll** in a Medicare prescription drug plan.

The **enrollment period is from November 15, 2005 through May 15, 2006**. If you enroll after this period, you will have to pay a higher premium.

If you have full coverage from *Medicaid*, your prescription drugs will no longer be covered by *Medicaid* after December 31, 2005, but will be covered by *Medicare*.

If you live in a nursing home and have full coverage from Medicaid, you will pay nothing out of your pocket.

If you live in an Assisted Living or a Residential facility, you will pay a small co-pay for each covered drug.

For more information, visit www.medicare.gov on the web, call Medicare at 1-800-MEDICARE, or call Senior Health Insurance Information Program (SHIIP) at 1-800-452-4800.

You will also want to pay special attention to the "Medicare & You 2006" handbook you should receive in the mail in October 2005.

The information above was taken from Centers for Medicare and Medicaid Services (CMS) publication No. 11121 April 2005



**THIS YEAR FOR THE FIRST TIME, NCCNHR HAS
ANNOUNCED A RESIDENTS' RIGHTS WEEK POSTER
CONTEST. DEADLINE IS AUGUST 1, 2005.
GOOD LUCK TO ALL PARTICIPANTS!**



SENIOR GAMES RESULTS

MEN & WOMEN UNDER 60

1ST	LEROY CALVIN @ BRENTWOOD
2ND	MELVIN NORFLEET & NORTH PARK
3RD	TED HALTER @ NORTH PARK
1ST	JUDITH MANGUM @ NORTH PARK
2ND	TAMAR GRAHAM @ WESTPARK
3RD	CINDY JOHNSON @ WOODBRIDGE

1ST	LEROY CALVIN @ BRENTWOOD
2ND	TED HALTER @ NORTH PARK
3RD	KEVIN MONTANK @ NORTH PARK
1ST	JUDITH MANGUM @ NORTH PARK
2ND	RAFAELA HERTLE @ WESTPARK
3RD	CINDY JOHNSON @ WOODBRIDGE

1ST	VIRGIL BENTON @ NORTH PARK
2ND	CHRIS BASSEMIER @ WESTPARK
3RD	MELVIN NORFLEET @ NORTH PARK
1ST	TAMAR GRAHAM @ WESTPARK
2ND	JUDITH MANGUM @ NORTH PARK
3RD	CINDY JOHNSON @ WOODBRIDGE

1ST	MELVIN NORFLEET @ NORTH PARK
2ND	LEROY CALVIN @ BRENTWOOD
3RD	KEVIN MONTANK @ NORTH PARK
1ST	JUDITH MANGUM @ NORTH PARK
2ND	TAMAR GRAHAM @ WESTPARK
3RD	CINDY JOHNSON @ WOODBRIDGE

1ST	TED HALTER @ NORTH PARK
2ND	LEROY CALVIN @ BRENTWOOD
3RD	MELVIN NORFLEET @ NORTH PARK
1ST	CINDY JOHNSON @ WOODBRIDGE
2ND	RAFAELA HERTLE @ WESTPARK
3RD	JUDITH MANGUM @ NORTH PARK

1ST	JAMES JONES @ WESTPARK
1ST	JUDITH MANGUM @ NORTH PARK

BALL TOSS



BEAN BAG TOSS



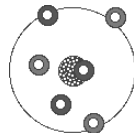
FISHING



RING TOSS



WASHERS



WHEELCHAIR RACE



MEN & WOMEN OVER 60

1ST	INDIVIDUAL @ EVANSVILLE STATE HOSPITAL
2ND	CLARENCE ROBINSON @ BRENTWOOD
3RD	MANDEL DUNLAP @ BRENTWOOD
1ST	HELINA BREWSTER @ COLUMBIA
2ND	MARYBELLE BROOKS @ BRENTWOOD
3RD	VIOLA "HOWDY" KLENCK @ HERITAGE

1ST	INDIVIDUAL @ EVANSVILLE STATE HOSPITAL
2ND	SAM WASHINGTON @ BRENTWOOD
3RD	CHARLIE DAVIS @ PARKVIEW
1ST	THELMA SMITH @ BRENTWOOD
2ND	BETTY KUHLMAN @ WOODBRIDGE
3RD	LUCILLE RABEN @ PARKVIEW

1ST	J.P. WATERS @ BRENTWOOD
2ND	BOB BELL @ WOODBRIDGE
3RD	INDIVIDUAL @ EVANSVILLE STATE HOSPITAL
1ST	LOIS GOTTMAN @ WESTPARK
2ND	DOROTHY ROBINSON @ BRENTWOOD
3RD	MARY REINE @ WESTPARK

1ST	CLARENCE ROBINSON @ BRENTWOOD
2ND	SAM WASHINGTON @ BRENTWOOD
3RD	MANDEL DUNLAP @ BRENTWOOD
1ST	ZULA FULKERSON @ WOODBRIDGE
2ND	THELMA SMITH @ BRENTWOOD
3RD	DOROTHY ROBINSON @ BRENTWOOD

1ST	TEDDY BENTLEY @ COLUMBIA
2ND	INDIVIDUAL @ EVANSVILLE STATE HOSPITAL
3RD	INDIVIDUAL @ EVANSVILLE STATE HOSPITAL
1ST	ANN DOLLAR @ BRENTWOOD
2ND	THELMA EBINGER @ HERITAGE
3RD	MYRTLE ERWIN @ BRENTWOOD

1ST	CHRIS BASSEMIER @ WESTPARK
2ND	TED HALTER @ NORTH PARK
3RD	EVERETT KELLEY @ BRENTWOOD
1ST	ELNORA SCHMITTS @ CORE
2ND	ELIZABETH COOK @ BRENTWOOD
3RD	MARY RAY @ CORE

Congratulations to all residents who participated in the 2005 Senior Games. Many thanks to Southwestern Indiana Regional Council on Aging (SWIRCA) for hosting the event!

The Secret To Staying Young Is To Find An Age You Really Like And Stick With It!



IF YOU RECEIVE A NOTICE OF TRANSFER/DISCHARGE — CONTACT YOUR OMBUDSMAN AT (812)423-2927.



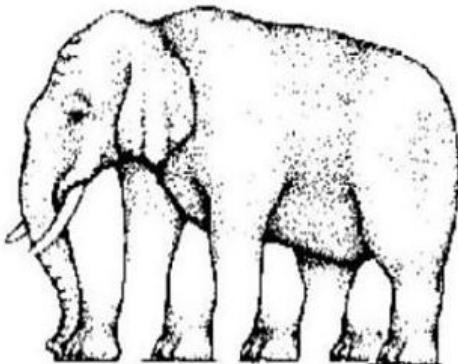
“THE STATE” IS IN THE BUILDING— WHAT DOES THAT MEAN?

If you hear people talking about “the state” being in the building, it means one of two things. Nurses who work for the Indiana State Department of Health visit every nursing home at least one time every nine to fifteen months. This visit is to insure that the minimum requirements established by federal and state law, regarding quality of life and care, are being met.

The second reason state survey people come to a nursing home is to investigate one or more complaints which have

been filed. It is impossible for the surveyors to do their job without your help. They need to hear from you about things that are good, and any problems you know about. A special meeting is held during the annual survey to allow residents to talk to surveyors without any staff present. That is so you will feel free to speak openly without worrying about hurting someone’s feelings or making someone mad at you. It is important for you to help make your home the best it can be. If there is a problem-be a part of the solution by telling someone.

The state survey team will write a report detailing any problems found during their visit. Within a couple of weeks, this report is sent to the facility. The report then becomes public record and the facility must post the report—this means anyone has access to the report.



How many legs does this elephant have?
Did you count 4?

- PROGRAMS THAT HELP PAY FOR NURSING HOME CARE:
- 1) Medicaid
 - 2) Medicare
 - 3) Veterans Benefits
 - 4) Private Insurance

FREQUENTLY ASKED QUESTIONS

- Q. If I am unhappy with my room or roommate what can I do?
- A. You (or your legal representative) can request to move to another room anytime. You cannot ask your roommate to move or be moved.
- Q. Can I move to a different nursing home if I want to?
- A. Yes! You can either contact other facilities yourself or ask someone to make the contact for you. A staff person (usually Social Services) should assist you in making arrangements and carrying out your wishes.
- Q. If I go to the hospital what happens to my bed?
- A. When you enter the nursing home and any time you are moved to the hospital you must be given a copy of the “Bed Hold Policy.” Medicare does not pay to hold any bed. If the nursing home in which you live is at least 90% occupied, Medicaid will pay for 15 days.
- Q. What happens if I am in the hospital for more than 15 days?
- A. If you are Medicaid eligible and need nursing home care, the facility must give you the first available bed in a two bed room.



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FREE AND CONFIDENTIAL

SERVING RESIDENTS OF LONG-TERM CARE

DONATIONS AND MEMORIAL CONTRIBUTIONS ARE GREATLY APPRECIATED!