

Serving residents of long-term care facilities in Vanderburgh County



# VOICES



# NEWPOINT

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## WHAT IS VOICES?

VOICES is a not-for-profit organization founded in 1980 to address concerns and problems in Evansville nursing homes and licensed assisted living facilities. It is the only agency in Vanderburgh County dedicated solely to advocate for residents in these facilities. Services include investigation of complaints, resolution of problems, and protection of resident rights. Other services include information/training to nursing home staff, residents, and the general public on nursing home issues — these issues are quality of life and care, selection of a nursing home, and sources of payment for care. Services are provided by a Certified Ombudsman and are free and confidential.



## HOW DO YOU CONTACT THE OMBUDSMAN?

When anyone – a resident, family member, friend, nursing home employee, or other interested party has a complaint, problem or concern regarding the health, safety, welfare, and/or rights of a resident, they can turn to the Ombudsman, **Michelle Motta**, for assistance by calling **(812)423-2927**.

## Say "Merry Christmas" in:

- French:** Joyeux Noel
- Greek:** Kala Christouyenna!
- Italian:** Buone Feste Natalizie
- Russian:** Pozdrevlyayu s prazdniko Rozhdestva is Novim Godom
- Spanish:** Feliz Navidad

## WHAT IS AN OMBUDSMAN?

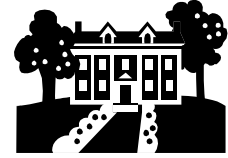
Ombudsman is a Swedish word that means "citizen representative." A long-term care Ombudsman is an individual who represents residents of long-term care facilities and works to ensure that they receive the quality of care, quality of life, and rights to which they are entitled under both state law and federal law.

"I stopped believing in Santa Claus when I was six. Mother took me to see him in a department store and he asked for my autograph."  
-Shirley Temple

## TRANSFER AND DISCHARGE RIGHTS

The facility is your home. You may not be transferred or discharged from the facility unless one of the following applies:

- The transfer is necessary to meet your welfare and your needs cannot be met in the facility.
- Your health has improved so that you no longer need the facility's services.
- The health or safety of others is endangered.
- You have failed, after reasonable notice, to pay for your care.
- The facility closes.

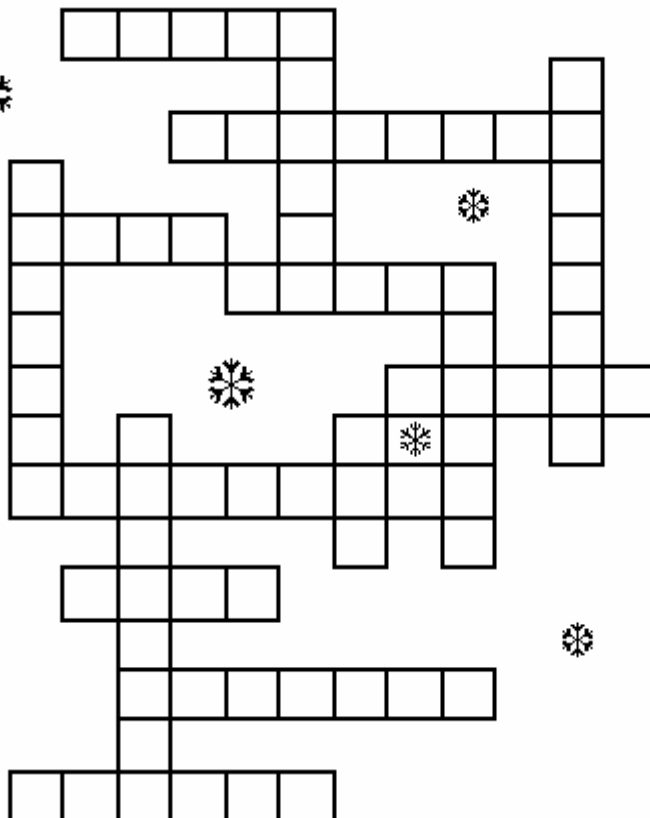


**Unless you initiated the move,** the facility must:

- Give written notice of your transfer/discharge on the form required by the Indiana State Health Department.
- Give you, your representatives and the Ombudsman at least thirty days advance notice, or as soon as possible if transfer is needed because of your immediate health needs. Under some specific rare circumstances, less than thirty days notice is acceptable.
- Include, on the notice, the reason for the transfer, location to which you will be transferred, information concerning your right to appeal the transfer, and contact information for your local and state Ombudsmen.
- Give information concerning bed-hold and your right to return to the next available semi-private bed if you need the services provided and Medicaid pays for your care.
- Provide preparation and orientation by facility staff to ensure your safe and orderly transfer from the facility.



HAT  
 COAT  
 COLD  
 SLUSH  
 SCARF  
 BOOTS  
 HOCKEY  
 SHOVEL  
 WINTER  
 ICICLES  
 GLACIER  
 TOBOGGAN  
 SLIPPERY  
 SNOWBALL  
 SNOWFLAKE



Find the spot where each word fits. Use each word only once.



# 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.

If you have full coverage from *Medicaid* and Medicare, your prescription drugs will no longer be covered by *Medicaid* after December 31, 2005, but will be covered by 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 may have to pay a higher premium.

All plans may not cover the same drugs, so you may want to compare plans and choose the plan that covers your drugs at your pharmacy.

If you live in a nursing home and have full coverage from *Medicaid*, you will pay nothing out of your pocket. You will be automatically assigned to a drug plan if you do not select one. You can change plans if you are not satisfied.

If you have full coverage from *Medicaid* and live in an Assisted Living or a Residential Facility, you will pay a small co-payment for each covered drug if you qualify for extra help.

If you are "private pay" and your income is more than \$14,355 a year (\$19,245 for married couples) or your assets are worth more than \$11,500 (\$23,000 for married couples) you will pay a monthly premium, a \$250 deductible, 25% co-pay and gap in coverage for a basic Medicare drug plan. Some plans may provide better coverage.

If your income and assets are less than the amounts above, you are eligible for extra help. If you have not been notified that you are eligible for extra help, you may have to apply by calling 1-800-MEDICARE or Social Security at 1-800-772-1213.

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

For more information, visit [www.medicare.gov](http://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.

**SHAKE YOUR BELLY LIKE A BOWL**

**FULL OF JELLY**



**1) WHAT DO ELVES LEARN IN SCHOOL?**

**2) WHAT DO SNOWMEN EAT FOR BREAKFAST?**



**3) WHAT DO YOU GET WHEN YOU CROSS A SNOWMAN WITH A VAMPIRE?**



**4) WHAT DO YOU GET IF SANTA GOES DOWN A FIRE-FILLED CHIMNEY?**

**5) WHAT KIND OF CANDLE BURNS LONGER, A RED OR GREEN ONE?**

**6) WHY WAS SANTA'S LITTLE HELPER DEPRESSED?**

**7) WHAT DO YOU CALL PEOPLE WHO ARE AFRAID OF SANTA CLAUS?**

**8) WHAT'S THE DIFFERENCE BETWEEN THE CHRISTMAS ALPHABET AND THE ORDINARY ALPHABET?**

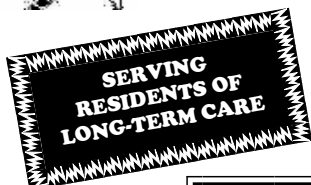
**ANSWERS**

- 1) The elf-abet
- 2) Frosted Flakes
- 3) Frostbite
- 4) Crisp Cringle
- 5) Neither! Candles burn shorter!
- 6) He had low elf esteem
- 7) Claustrophobic
- 8) The Christmas alphabet has NO L (Noel)



**VOICES, INC.**

2425 US HWY 41 N  
SUITE 405  
EVANSVILLE IN 47711  
PHONE: (812)423-2927  
FAX: (812)423-4350



DONATIONS AND MEMORIAL CONTRIBUTIONS ARE GREATLY APPRECIATED!

**RESIDENT RIGHTS REVIEW**

**LOSS AND THEFT**

During the Holiday season, I receive many calls about residents who are missing items they received as gifts. I hope you have never had the unpleasant experience of finding that your personal items have disappeared-either through loss or theft. Personal loss is NOT an inevitable fact of life in a nursing home, and you do not have to accept it!

For most residents, the only link to the past may be a few cherished possessions, so protecting these invaluable belongings from loss or theft is of paramount importance.

**Here are some things you can do to protect your belongings:**

- Ask to see your personal inventory sheet and make sure all your possessions are listed.
- When you get something new, IMMEDIATELY mark it with your name AND add it to your inventory sheet.
- Use permanent marker to write your name on clothing and other personal items in an area that does not show when worn or used.
- Engrave or permanently mark dentures and eyeglasses with your name. (Most dentists can engrave dentures.)
- Ask to be provided with something that can be locked, such as a drawer or box. Keep the key with you at ALL times. Find out if anyone else has a key.
- Keep only small amounts of cash for your use. Facilities are obliged to maintain a "Patient Trust Account" for you (at your request) and to provide reasonable access during normal business hours to your account.
- Learn the name of the staff person responsible for investigating reports of loss and theft. Report any loss to that person IN WRITING as soon as you can AND SEND A COPY TO YOUR OMBUDSMAN. Make sure that the facility gives you the results of the investigation.
- A facility can be held responsible for the loss or theft of personal property if it fails to maintain a reasonably secure environment.

• Request reimbursement if the property cannot be recovered.

Federal and state laws require long-term care facilities to protect the personal possessions of their residents and written policies for handling loss and theft. Ask to see a copy of these policies.