

Serving residents of long-term care facilities in Vanderburgh County



VOICES



VIEWPOINT

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Issue 3

Fall
2006



? 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**.

☆ ☆ ☆ ☆ ☆ FUN TIDBITS ☆ ☆ ☆ ☆ ☆



In France over 30,000 werewolf cases were tried between 1520 and 1630.



The first detonation of an atomic bomb was on Halloween 1952.



Every year the President pardons a turkey sending it to live at Frying Pan Park in Herndon, Virginia with all previously pardoned turkeys.



The largest pumpkin recorded weighed 1,092 pounds.



Chocolate syrup was used as blood in the famous shower scene from Hitchcock's classic movie "Psycho."



Historians have proven that the pilgrims didn't really wear those funny hats and buckles on their shoes.

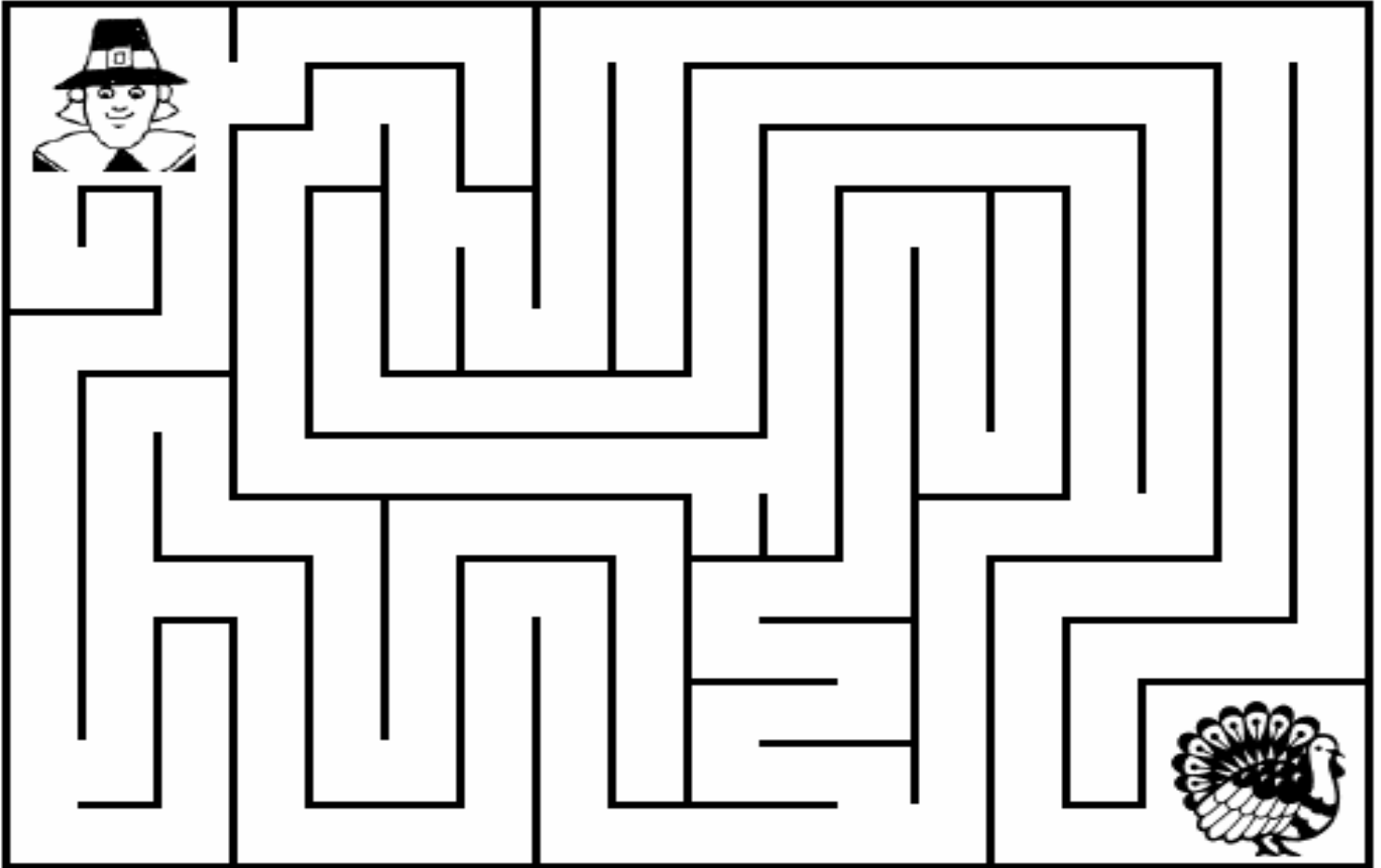


The heaviest turkey ever recorded was in 1967 weighing 75 pounds.



A candle flame will turn blue when a ghost is near.

THE AMAZING HUNT



RESIDENT RIGHTS WEEK

October 1st through 7th, 2006

Resident Rights Week is designated by the National Citizens' Coalition for Nursing Home Reform (NCCNHR). Each year, the first full week in October is set aside to honor all residents living in long-term care facilities. The theme for 2006 is:

CARE Matters

Choice * Accountability * Rights * Empowerment

Resident Rights Week is a time for celebration and recognition – celebrating the rights of all long-term care residents and recognizing the individuals who protect those rights. It is a time for offering an opportunity for every facility to focus on and celebrate awareness of dignity, respect and the value of each individual resident. During this week, NCCNHR encourages everyone to honor the family members, staff, advocates, and residents themselves who promote and ensure the rights of residents. The rights of dignity, respect and privacy along with other basic human rights are maintained as an integral part of the lives of residents living in long-term care settings.

Encourage your facility to promote the rights of each resident to be treated with dignity and respect by planning an event or other way to celebrate Resident Rights Week.

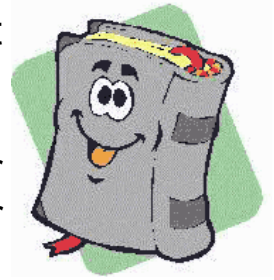
When facilities **CARE**, residents are treated with dignity and respect in full recognition of the residents' individuality.

Choice * Accountability * Rights * Empowerment



Talking Books Service is a **FREE** service that provides its users with recorded books and magazines. Anyone who is unable to use standard print materials, as a result of a temporary or permanent visual or physical limitation, is eligible for service. Bestsellers, romances, mysteries, westerns, science fiction...books on current events, history, religion...as well as humor can be enjoyed! More than seventy popular magazines, such as *Good Housekeeping*, *National Geographic*, *Readers Digest* and *Guidepost* are available. Readers may request a free subscription to many popular magazines. Current issues are mailed to the readers at the same time the print issues appear or shortly thereafter. Talking Books also circulates materials in other formats, such as Large Print and Braille.

The special equipment required to play Talking Books is also provided at **NO CHARGE!** Reading materials and playback machines are sent to borrowers and returned to the library by **POSTAGE-FREE** mail. Readers with very limited mobility may request a remote-control unit. Hearing-impaired readers may be eligible for an auxiliary amplifier for use with headphones. A cassette machine designed primarily for persons with limited manual dexterity is also available.



To receive an application or for more information call the Talking Books Service, Monday — Friday 8 A.M. — 5 P.M., at **(812) 428-8235**. You can also find out more information on the library's website at www.evpl.org/services/tbs.

HALLOWEEN HOWLERS

Why didn't the skeleton cross the road?

He didn't have the guts.

What do skeletons say before dining?

Bone appetite!

What do ghosts serve for dessert?

Ice scream.

Who did Frankenstein take to the prom?

His ghoul friend.

What did the ghost buy for his Haunted House?

Home Moaners Insurance.

What do birds sing on Halloween?

Twick or Tweet.



RESIDENT RIGHTS REVIEW

YOUR RIGHT TO ACCESS INFORMATION

All residents of nursing homes and licensed assisted living facilities are granted rights as persons worthy of dignity and respect. These rights are protected under federal and state laws. Employees, families, community agencies and residents must work together in protecting these rights.

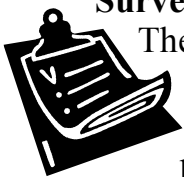
Records

You have a right to immediate access to your current active clinical record. (Within 24 hours of your request, you have a right to access all other records pertaining to you.) This would be your medical record/chart. Staff should allow you to look at your current active chart immediately. The staff may require you to keep your chart in view of a staff member.



You also have the right to purchase copies of your records. If you would like copies of your records, you should receive them within 2 working days after your request. You may be charged a rate not to exceed the rate determined by Indiana law.

Survey results



The Indiana State Department of Health (ISDH) evaluates a facility annually and investigates any complaints they receive. The ISDH will then write a report which is usually called "survey results." You have the right to examine a copy of the latest survey results and any plan of correction submitted by the facility. These survey results are normally located near the front entrance of the facility or in another centrally located area.

You have the right to receive written copy of your rights including:

- File a complaint
- Receive at least 30 days advance written notice of any changes in rates or services
- Receive written information about services covered under the basic rate and the cost for extra charges
- Receive an accounting of your funds (held by the facility on your behalf) quarterly and upon request
- Be informed on how to contact the Ombudsman, state survey agency (ISDH), Medicaid Fraud, Adult Protective Services and Protection and Advocacy



"Few things are more delightful than grandchildren fighting over your lap." ~ Doug Larson



Don't forget ~ Grandparent's Day is September 10th!



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SERVING RESIDENTS OF LONG-TERM CARE

FREE AND CONFIDENTIAL

DONATIONS AND MEMORIAL CONTRIBUTIONS ARE GREATLY APPRECIATED!



A MEMBER AGENCY