

Serving residents of long-term care facilities in Vanderburgh County



VOICES



VIEWPOINT

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QUOTES FROM MAGGIE KUHN, GRAY PANTHERS FOUNDER (1905-1995)

In 1970, after Maggie Kuhn was forced to retire at age 65, she started the Gray Panthers. Throughout her life, she integrated people of all ages to work for social and economic justice. Her dedication to various causes was inspirational, but her words were, and still are, motivational.

"The best age is the age you are."

"Stand before the people you fear and speak your mind - even if your voice shakes."

"When you least expect it, someone may actually listen to what you have to say."

"Instead of avoiding all the world's problems or being overcome by them, I like to see them as an invitation."

"Do something outrageous every day!"

WHAT DOES AN OMBUDSMAN DO?

The ombudsman's job is to protect the rights of residents and assure that residents receive fair treatment and quality care by:

- Investigating and resolving complaints
- Visiting each facility annually to evaluate conditions
- Ensuring that residents are receiving the legal, financial, social, rehabilitative and other services to which they are entitled
- Educating residents, families and facility staff about residents' rights
- Providing information to the public about long-term care facilities
- Assisting with the establishment of resident and family councils
- Representing residents' interests before state and federal government by working to change laws, regulations and policies affecting those who live in long-term care facilities

RESIDENT COUNCILS:

Every nursing home should have an active Resident Council, and every resident who possibly can, should participate. The council gives residents the opportunity to address issues, make suggestions for changes, and plan projects and activities.

WONDERFUL RESOURCES FOR FAMILY MEMBERS!

The Resident Quality and Family Empowerment Project of the United Senior Action Foundation announces a monthly Tele-Group for families of loved ones in an Indiana nursing home. The "Tele-Group" is a discussion by phone that brings families from different nursing homes together to:

- *Get information about nursing homes and nursing home related issues*
- *Learn strategies for getting good care*
- *Find ways to approach any problems affecting a loved one's care*
- *Connect with and learn from other families who are going through similar experiences*
- *Share solutions*
- *Receive support and encouragement*

WHEN: *Second Tuesday of every month from 7:00 p.m. – 8:00 p.m. C.S.T.*

WHO CAN PARTICIPATE: *Meetings are open ONLY to family members who currently have a loved one in a nursing home in Indiana.*

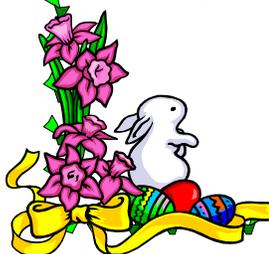
HOW TO PARTICIPATE: *Register in advance by calling 1-800-495-0872. At that time, you will be given a toll-free dial-in number and access code.*

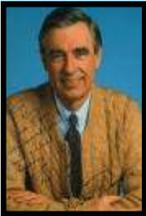
COST: *Free*

The Resident Quality and Family Empowerment Project provides families with the tools and resources they need to be strong, effective advocates for nursing home residents. The director of this project and facilitator of the Tele-Group is Robyn Grant. Robyn is the Long-Term Care Policy Director of United Senior Action and former Indiana State Long-Term Care Ombudsman. She is a very energetic advocate for residents in long-term care facilities. She will empower families to advocate for you! Please spread the word.

DID YOU KNOW:

- The traditional act of painting eggs is called Pysanka.
- There are 90 million chocolate Easter bunnies produced each year.
- 16 billion jellybeans are consumed each Easter; if they were lined end-to-end, they would wrap the Earth nearly three times.
- The custom of giving eggs at Easter time has been traced back to Egyptians, Persians, Gauls, Greeks and Romans, to who the egg was a symbol of life.
- Chocolate eggs, the most popular Easter candy, were first made in Europe in the early 1800's.
 - Hot cross buns were among the earliest Easter treats, made by European monks and given to the poor during Lent.





Many of the sweaters worn by Mr. Rogers on the popular television show, Mr. Rogers' Neighborhood, were knitted by his real mother.

FAMOUS MOTHERS & THEIR ROLE:



- **Mother Teresa**—(1910-1997) worked on behalf of Calcutta's poor for decades
- **Rosa Parks**—(1913-2005) boycotted segregation on buses, launching Civil Rights Movement
- **Elizabeth Cady Stanton**—(1815-1902) founder of women's rights movement
- **Abigail Adams**—(1744-1818) proposed that women should claim their share of liberty in her famous "Remember the Ladies" letter
- **Mary Lyon**—(1797-1849) established institutions of higher education for women
- **Sacagawea**—(c. 1790-?) lead Lois & Clark through western territories
- **Hillary Rodham Clinton**—(1947-) first woman to be elected to the U.S. Senate
- **Mary Breckinridge**—(1881-1995) was the nation's foremost pioneer in the development of American midwifery and founder of the Frontier Nursing Service
 - **Lucille Desiree Ball**—(1911-1989) first female producer in Hollywood
 - **Maya Angelou**—(1928-) first black woman to have a screenplay produced as a film, *Georgia, Georgia*



RESIDENT RIGHTS REVIEW

You have the right to be treated with consideration, dignity and respect and the right to be treated as an individual.

Protection of your privacy is an important element of your rights.

To determine if your privacy is being protected, ask yourself the following:

- Does staff respect my privacy by knocking before entering my room?
- Do they wait for an answer?
- Do I receive care (baths, personal care, physical examinations and treatments) in private?
- Are doors shut, privacy curtains pulled and window drapes/blinds closed when staff are providing care for me?
- Am I properly covered when being transferred to and from the shower?
- Does the staff keep my medical condition and medical records private from other residents and visitors?
- Do staff rummage through my belongings without my permission?
- Do I receive my mail unopened?
- Is there a place for me to make or receive telephone calls in private? (The nurses' station is not considered a private location.)
- Is there a place for me to meet with visitors in private?
- Is my resident council allowed to meet in private if it wishes?

These rights are protected under state and federal law.

CULTURE CHANGE CAN BE GREAT!?!?!?



http://www.seniorhealthtexas.org/richland_hills.htm —

When we hear the term “culture change”, we think of changes to our traditions and customs. Culture change in a nursing home has nothing to do with changing your traditions or customs; however, it does have to do with changing a nursing home’s traditions and customs. Culture change is a move from the "one-size-fits-all" traditional medical model of care. The move is to an atmosphere of community with an approach of resident-directed care. In this atmosphere, you have more control over your daily life.

CULTURE CHANGE IS MORE A CHANGE IN HOW ONE THINKS ABOUT CARE. For example, instead of you following the schedule and manner the facility sets for your meals, baths and sleep, etc., the facility would care for you in an environment where your choices would direct your daily routines. Staff would refocus on you as an individual and support you in living life to the fullest. Wow!!! How exciting!!!!

How wonderful to be treated as an individual, having your caregivers look at the world from your perspective, living in a positive social environment, and having staff adapt your routines. What a great feeling!!

This is not to insinuate that the facility in which you live is inadequate. We all know that no matter how good a job one does, there is ALWAYS room for improvement. Other nursing homes across the United States are taking the step to improve through culture change. And as a resident advocate, I find it especially exciting that Indiana nursing homes are in the forefront of this movement.

Here are a some examples of culture change in bathing:

- Decorating with colorful shower curtains, plants, pictures, wall murals, and dressers
- Heating the shower room at a comfortable temperature for YOU
- Installing towel warmers (oooooh)
- Adapting shower chairs for greater comfort
- Allowing you to undress in the shower room instead of your room
- Listening to soothing music (ahhh)
- Implementing anything that makes the shower more like a spa and less like a locker room



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DONATIONS AND MEMORIAL CONTRIBUTIONS ARE GREATLY APPRECIATED!

In future newsletters we will continue to explore how other facilities are implementing culture change.