

Serving residents of long-term care facilities in Vanderburgh County

# VOICES VIEWPOINT

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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. Ombudsman services are free

and confidential.  
“Hatred paralyzes life; love releases it. Hatred confuses life; love harmonizes it. Hatred darkens life; love illuminates it.”

and confidential.

## WHAT IS AN OMBUDSMAN?

A long-term care Ombudsman is an individual who represents residents of long-term care facilities and works to ensure that the residents receive the quality of care, quality of life and rights to which they are entitled under both state and federal

## HOW DO YOU CONTACT THE OMBUDSMAN?

Call Michelle Motta at (812)423-2927.

~ Martin Luther King, Jr.

## Congrats to Marilee Edmondson, who makes her

Thoughts On  
New Year's

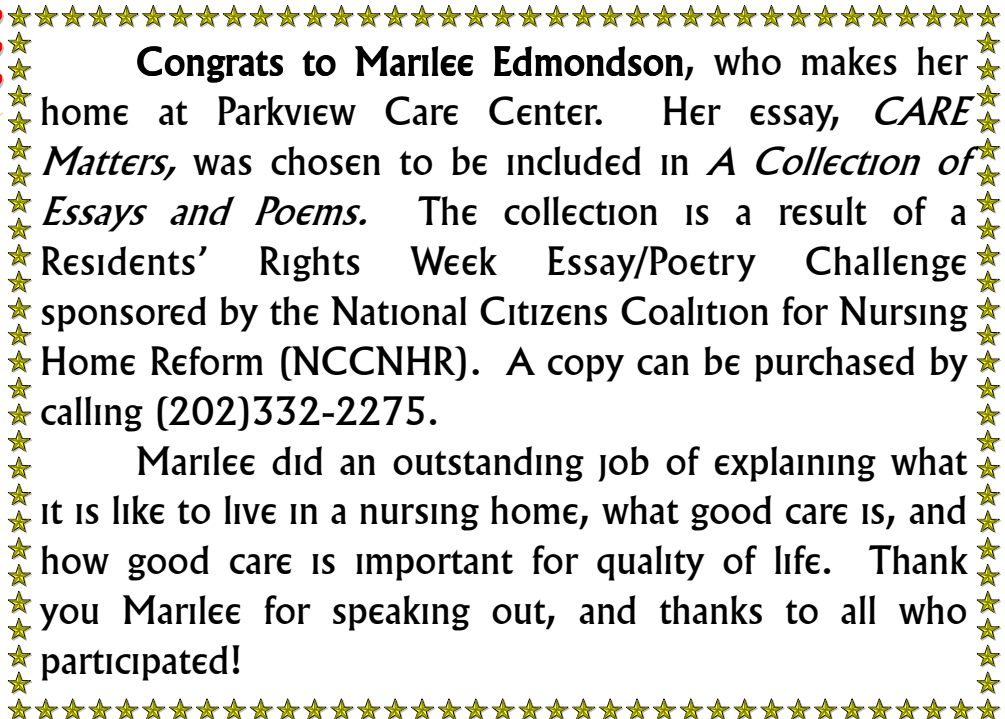
•“An optimist stays up until midnight to see the new year in. A pessimist stays up to make sure the old year leaves.”  
~ Bill Vaughan

home at Parkview Care Center. Her essay, *CARE Matters*, was chosen to be included in *A Collection of Essays and Poems*. The collection is a result of a Residents’ Rights Week Essay/Poetry Challenge sponsored by the National Citizens Coalition for Nursing Home Reform (NCCNHR). A copy can be purchased by calling (202)332-2275.

•“Cheers to a New Year and another chance for us to get it right.”  
~ Oprah Winfrey

Marilee did an outstanding job of explaining what it is like to live in a nursing home, what good care is, and how good care is important for quality of life. Thank you Marilee for speaking out, and thanks to all who participated!

•“May all of your troubles last as long as your New Year’s resolutions.”  
~ Joey Adams



# HOW WELL DO YOU KNOW THE PRESIDENTS?

Test your knowledge for President's Day on February 19, 2007

1. Which president(s) collected and played marbles?  
 A) John Adams    B) George Washington    C) Thomas Jefferson    D) All of the above
2. Who was the first president to attend a baseball game?  
 A) James Monroe    B) Benjamin Harrison    C) James Madison    D) Ronald Reagan
3. Which president started the tradition of the Presidential "first pitch"?  
 A) Gerald Ford    B) Grover Cleveland    C) Harry Truman    D) William Taft
4. Which president was the oldest ever elected?  
 A) James Polk    B) Zachary Taylor    C) Ronald Reagan    D) George Washington
5. Which president is sometimes credited for creating the word "OK"?  
 A) John Adams    B) Lyndon Johnson    C) Abraham Lincoln    D) Martin Van Buren
6. Which president kept a herd of sheep on the White House lawn during WWI?  
 A) William Taft    B) Warren Harding    C) Woodrow Wilson    D) None of the above
7. Which president had a raccoon named Rebecca?  
 A) John Tyler    B) Calvin Coolidge    C) Herbert Hoover    D) Theodore Roosevelt
8. Which president is the only one to resign from the White House?  
 A) Gerald Ford    B) Richard Nixon    C) Millard Fillmore    D) Bill Clinton
9. Which president set the record for the most trips abroad?  
 A) Bill Clinton    B) George H.W. Bush    C) Ronald Reagan    D) Jimmy Carter
10. Which state is the birthplace of the greatest number of presidents?  
 A) Indiana    B) Kentucky    C) Virginia    D) Georgia

ANSWERS: 1) D 2) B 3) D 4) C 5) D 6) C 7) B 8) B 9) A 10) C

CLASSIFIED CLASSIFIED CLASSIFIED CLASSIFIED CLASSIFIED



*VOICES, Inc. is looking for a mature individual concerned about the dignity and quality of life of nursing home residents, who has good communication and problem-solving skills, the ability to work with all types of people, who is resourceful, open-minded, tactful, diplomatic, non-judgmental and interested in becoming an Ombudsman Volunteer.*

*Ombudsman Volunteers are trained volunteers visiting residents weekly at local nursing homes. Volunteers listen to residents' needs and concerns, help to resolve their problems and supply information on resident rights and other long-term care resources.*

*For more information contact Michelle at 812-423-2927.*



Hooray! Excellent! Wow! Good job!

**CARING PEOPLE BRIGHTEN LIVES!**

Recently, a caring CNA was seen demonstrating a clear understanding that good care is a resident's right and not a privilege. This CNA respected a resident's privacy by asking if she could enter her room, respected the resident's choice by asking the resident if she wanted something done now or later, and displayed a sincere caring attitude. A letter of appreciation will be sent to this exceptional CNA along with a copy to the facility administrator. Thanks to all who truly respect and promote each resident's right to privacy, confidentiality and choice!

Hooray! Excellent! Wow! Good job!

Super! Outstanding! Congratulations! Bravo!

Super! Outstanding! Sensational! Congratulations! Bravo!



# 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 or assisted living facility, 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 verify all your possessions are listed.
- IMMEDIATELY mark new items with your name AND add it to your inventory sheet.
- Use a 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 are able to 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 and find out if anyone else has a copy of the key.
- Only keep small amounts of cash for your use. Facilities are obligated to maintain a “Patient Trust Account” for you (at your request) and to provide reasonable access (during normal business hours) to your account.
- Identify the staff personnel 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 (see page four for address). Make sure that the facility gives you the results of the investigation.
- 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 have written policies for handling loss and theft. Ask to see a copy of these policies. If a facility fails to maintain a reasonably secure environment, the facility may be held responsible for the loss or theft of your personal property.









### **Nursing home residents *APPRECIATE* gifts . . .**

The majority of people living in nursing homes receive Medicaid to help pay for their care. In these instances, ALL their income except \$52 goes to the nursing home to pay for the cost of care. The difference between the cost of their care and their income is supplemented by Medicaid. The \$52 per month, the resident keeps, is their “Personal Needs Allowance” (PNA).

Although the facility is required to provide certain basic care items such as toothpaste, shampoo, deodorant and tissues, they are typically generic products. If a resident prefers quality personal care items such as soft tissues, special toothpaste or fragranced shampoo, the resident must pay for it out of their PNA. Surprisingly, the cost of their personal phone/cable TV service, outings, haircuts, newspapers, sodas, candy, greeting cards, CLOTHES (socks, underwear, shoes) and etc. are the responsibility of the resident.

# GIFT IDEAS FOR THE HOLIDAYS

- Ask the resident what gifts he/she would like
- Large print calendars with special occasions noted (birthdays, anniversaries, etc.)
- Framed prayers, quotes or family photos
- All occasion cards—addressed with postage
- Postage stamps 
- Ballpoint pens
- Small bulletin board that you can change each month or with each season
- Twin size quilt with matching pillow shams
- Wreaths to decorate the door
- Wall decorations—avoid tabletop items
- Sun catchers or mobiles
- Imitation candles—flameless
- Universal TV remote with large buttons
- Wristwatch, wall clock or alarm clock with large numbers or for the hearing impaired
- Small portable radio with batteries
- Crossword and/or word search books
- Books and individual magazines (picture, recipe, travel, crafts & hobbies, etc.)
- Cassette tapes/CD's (resident's favorite music, audio books, etc.)
- Free books/magazines on tape for the visually impaired through the Evansville Public Library 
- Magazine subscriptions—*Reader's Digest* offers large print subscriptions
- Subscription to local or church newspaper
- Lighted magnifying glass
- Photo album or scrapbook filled with photos of family or friends, postcards of places of interest and messages from loved ones 
- Memory book that chronicles the residents' past interests and achievements
- Book of jokes or cartoons
- Guestbook for recording visitors 
- Non-poisonous/silk plants or flowers
- Phone cards for calling long distance
- Telephone installation with monthly fee paid
- Cable installation with monthly fee paid
- Cater or carry-in the resident's favorite meal
- Box of hard candies—sugar free if needed
- Wheelchair or walker accessories (cup holder, carry bag, basket, etc.)
- Coin purse with money for sodas, chips or candy—replenish each time you visit 
- Gift certificate/money for beauty salon or barber shop services
- Special toiletries (scented body wash, lotion, lip moisturizer, makeup, perfume, aftershave, quality facial tissue, toothpaste, etc.)
- Hair clips and/or headbands
- Costume jewelry
- Warm socks 
- Electric razor

This gift list was compiled with the assistance of residents Judith Mangum Benton and Richard Kellough.

**When purchasing any gift, you need to keep in mind personal likes, hobbies and interests. Also, consider any allergies or food restrictions a person may have.**



## VOICES, INC.

SERVING  
RESIDENTS OF  
LONG-TERM CARE

FREE AND  
CONFIDENTIAL

DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE  
GREATLY APPRECIATED!

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