

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 dedicated solely to providing advocacy services to long-term care 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.



## ~PROBLEM SOLVING WITHIN THE NURSING HOME~

### Step 1: Voice Concerns To Those Directly Involved

The first step is to voice the concern. Say something at the time the problem occurs, or as soon as possible, in an informal, non-confrontational manner, being respectful of the staff. Talk with the staff person directly involved with the problem. This would include the nurse or nurse's aid for a care issue, the director of the dietary department for a food-related concern, and so on. Sometimes staff are not aware that there is a problem and once brought to their attention, they will be able to respond.



When raising concerns to staff, find out their point of view of why the situation exists and what must happen in order for it to be any different. Find out if it will be necessary to talk with others that may have more authority to make decisions.

Even though deficiencies in care are emotional issues, strive to maintain a calm and business-like demeanor when addressing concerns. Be persistent, confident, respectful, and solution-oriented. Document the date, time, names of those involved, and the specifics of the problem. It may be helpful to maintain a small notebook so that you have a clear, concise, and easily accessible record to use in pursuing your concerns. Don't feel that you are unreasonable to expect good care! (Taken from National Citizens Coalition for Nursing Home Reform Resolving Problems in Nursing Homes, Consumer Information Sheet, 1999)

Problem-solving steps to be continued in upcoming publications of  
*Voices Viewpoint.*

The most familiar English terms for *father* include *dad*, *daddy*, *papa*, *pop* and *pa*. See below for terms of father in other languages.



- Romani: "dad"
- German: "banketi" or "Papi"
- Hebrew: "abba(h)"
- Yiddish: "tatti" or "tay" or "foter" or "tateh"
- Urdu: "Abbu" or "Abbu-ji" or "Abbu-jan" or "bap"
- Bangla: "Baba" or "Abba"
- Hindi: "Papa" or "Pita-ji"
- Polish: "tata" or "ojciec"
- Czech: "táta" or "otec"
- Hungarian: "apa" or "apu" or "édesapa"
- French: "papa"
- Dutch: "papa" or "vader" or "pappie"
- Italian: "babbo"
- Arabic: "babba" or "yebba" or "abbi" (classical)
- Russian: "papa"
- Mandarin: "bà" or "bàba" (informal)
- Kiswahili: "Baba"
- Persian: "pedar" or "pitar" or simply "Baabaa"
- Japanese: "otōsan" or "papa"
- Spanish: "papá" or "viejo" or "tata"
- Nadsat: "Pee"
- Turkish: "baba"



PICTURE BY KEITH MALLET

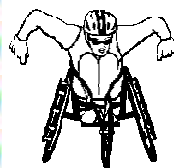
IF YOU RECEIVE A NOTICE OF TRANSFER/DISCHARGE — CONTACT YOUR OMBUDSMAN AT (812)423-2927.



MARK YOUR CALENDARS . . . the Vanderburgh County Senior Olympics is fast approaching! The games will be sponsored by Southwestern Indiana Regional Council on Aging (SWIRCA) for residents of nursing homes and assisted living facilities. This will be a wonderful time to get out, socialize, compete and show your strength(s). Ring toss, ball toss, washers and wheelchair races are just a few of the categories available. Don't forget to show your team spirit by wearing coordinating hats, scarves or other ornaments; make up a team name, cheer or song. The top three winners in each olympic category are awarded medals, so start training now to be in your best shape for the Olympics!

**JUNE 13TH**  
9:00 a.m.  
assisted living residents  
1:00 p.m.  
nursing home residents

SEE YOU AT SWIRCA  
ON THE 13<sup>th</sup>!



# RESIDENT RIGHTS REVIEW

All residents of nursing homes and licensed assisted living facilities are granted rights, as persons, worthy of dignity and respect and as citizens of the United States of America. These rights are protected under federal and state laws. Employees, families, community agencies, and residents must work together in protecting these rights. In this issue of Voices Viewpoint, we will concentrate on a resident's right to access different types of information.

## **Records**

You have a right to access your current active clinical record. This would be your medical record/chart. Staff should allow you to review your current active chart immediately, but may require that you keep your chart in view of a staff member. You also have a right to access all other records pertaining to you within 24 hours.

If you would like copies of your records, you may purchase them. You should receive your copies within 2 working days after your request. You may be charged a rate not to exceed the rate determined by Indiana Law. Currently, the rate is \$25 for the first 10 pages plus 25¢ for each additional page.

## **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 typically referred to as "survey results." You have the right to examine a copy of the latest survey results and any plan of correction submitted by the facility. 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 information on your rights including:**

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

**A copy of your rights must be available in a publicly accessible area.**

## WE WANT YOUR RECIPES . . .

VOICES, Inc. is now accepting memorable recipes from those living in nursing homes and assisted living facilities in Vanderburgh County. The recipes will be combined into a cookbook containing many recipes that have stood the test of time. As important as the recipe, is a brief description of a memory that makes the recipe special such as memories making or eating the dish, the recipe's history or information about the contributor.

This cookbook is not only a way to preserve the rich food history of our community, but also preserve the special memories of those who created and passed the recipes down from generation to generation. To contribute to this publication, submit your favorite recipe(s) to VOICES, Inc. at the address below by March 31st. Recipes must be submitted by a resident; however, a family member, friend or staff may submit recipes on behalf of a resident.

Proceeds from these cookbooks will go to promoting and protecting the rights of residents in nursing homes and assisted living facilities in Vanderburgh County. Thank you to everyone for your contribution and support of this worthy mission!



# VOICES, INC.

**SERVING  
RESIDENTS OF  
LONG-TERM CARE**

**FREE AND  
CONFIDENTIAL**

**DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE  
GREATLY APPRECIATED!**

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