

Serving residents of long-term care homes in Vanderburgh County

# VOICES VIEWPOINT

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## WHAT IS VOICES?

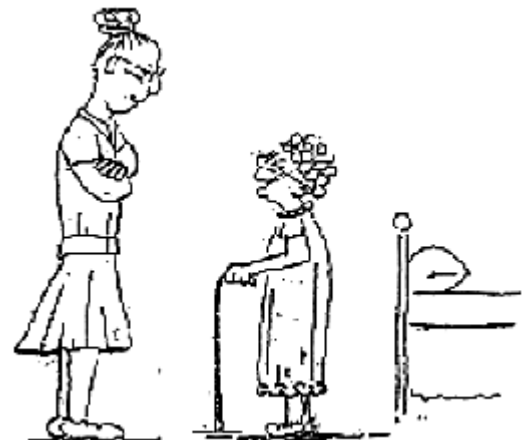
VOICES, Inc. provides free and confidential Ombudsman services. It is a not-for-profit organization founded in 1980 to address concerns and problems in Evansville nursing homes and licensed assisted living homes. VOICES, Inc. is the only agency in Vanderburgh County dedicated solely to advocate for residents in these homes. Services include investigation of complaints, resolution of problems, and protection of resident rights. Additional 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.

## WHAT IS AN OMBUDSMAN?

A long-term care Ombudsman is an individual who represents residents of long-term care homes 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 law.

### It has finally arrived!!!

The *Timeless Recipes and Memories* cookbook contains recipes from those who have lived in long-term care homes in Southwest Indiana. The 178 recipes have stood the test of time like those contributing the recipes. This book preserves the rich food history of our community along with the memories of those who made and passed the recipes down from generation to generation. Each 3-ring padded binder includes a pocket for additional recipes, tabbed dividers and a bookstand that stores neatly in the binder. Your copy of *Timeless Recipes and Memories* is waiting, for just \$10.00. Simply call 423-2927. Proceeds will go to VOICES, Inc. to assist in advocating for long-term care residents in Vanderburgh County.



"Honey, I've been through 2 world wars, the Great Depression, taught 3,297 children, administered 4 elementary schools and outlived every one of the pastors I worked with. I'm 89 years old and you're telling me it's bedtime?"

~Cartoonist Unknown

# CULTURE CHANGE MOVEMENT

What’s in a word? Much more than you think!

Language can be very powerful — either positively or negatively. By using dignified language, one creates an atmosphere of respect. When you hear the language spoken in a long-term care setting, you hear many words that do not reflect a home-like environment. Words such as wing, unit, feeder, wanderer, patient, lobby and nurses’ station do not remind us of a home. After all, how many individuals have a nurses’ station in their homes?

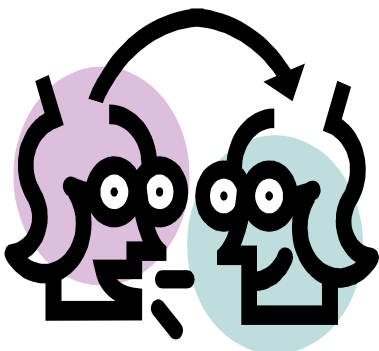
Most of the language spoken in long-term care homes is institutional and undignified. When it is said that a person is “admitted” or “placed” it sounds like that person is powerless or even worse, being punished. Terms like “bib,” “diaper,” and “day care” remind us of babies and children. Elders living in long-term care homes are a far cry from infants—they are adults with pasts, presents and futures. They are human beings that deserve respect.

Recently, while in a home, I witnessed a staff person bring a resident to a meeting, announcing “I have another one for you,” as if the resident joining them was an object—something to be moved from one location to another. With culture change, the staff person

should have announced “Mrs. Smith is here to join in,” or better yet, “Here you are Mrs. Smith.”

Challenge your housemates, families and staff to stop and think about the words they use. The next time someone says “Here is your bib,” kindly reply, “Thank you for the napkin.” You will be changing one word, one attitude, one life at a time!!!!

<b>INSTEAD OF SAYING:</b>	<b>SAY:</b>
Bib	Napkin, cloth or apron
Diaper	Underwear or brief
Admitted/placed	Moved in
Discharged	Moved out
Facility/building	Home, community
Wing/unit	Household, neighborhood, street, avenue
Nurses’ station	Work area, desk
Lobby/common area	Living room, parlor, den
Shower room	Spa
Front line/floor staff	Direct-care givers
Resident Council	Homeowners association
Physical/speech therapy	Exercise/speech class
Dietary services	dining services
Allowed/let	Encouraged
Non-compliant	Exerting choice
Behavior problem	Needs behavioral support
Eat	Dine
Feeder	A person needing help with dining





# 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 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 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. Homes 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 home gives you the results of the investigation.
- Request reimbursement if the property cannot be recovered.

Federal and state laws require long-term care homes 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 home fails to maintain a reasonably secure environment, the home 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 home 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

# 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 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.**

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ALL SERVICES ARE FREE  
AND CONFIDENTIAL



Upholding the rights and dignity  
of Nursing Home Residents

DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE  
GREATLY APPRECIATED!

