

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. We are 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 residents' rights. Additional services include information/training for staff, residents, and the general public on long-term care issues—these issues are quality of life, residents' rights, selection of a home, and sources of payment for care.

### AREA-WIDE RESIDENT COUNCIL MEETING



The quarterly area-wide resident council meeting will take place on **Friday, November 13th**. It will be held at the **Browning Event Room at the Central Library from 2:30 to 4:00 p.m.** Doors will open at 1:30 p.m. There will be a short program on resident rights, refreshments, socializing and bingo.

Please encourage residents from your home to attend. Also, persuade your Activity Director to add this event to your home's calendar and make transportation arrangements for those residents who wish to go. If you have any questions, please call 812-423-2927.



Sunday, November 8, 2009  
See page 3 for more information.

### DISABILITY ETIQUETTE FOR BEGINNERS

Remember:

A person with a disability is a **PERSON WITH FEELINGS**. Treat him or her as **YOU** would want to be treated.

### 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**.



## RESIDENT COUCIL HAPPENINGS

As I go from nursing home to nursing home, I am constantly reminded how a “few” can do so much. In my travels around the county, I have found resident councils who are accomplishing marvelous things not only for themselves, but for those less fortunate. For example:

- ★ One council runs a snack cart whose primary location is in the dining room, but it is mobile! Residents sell their wares for less than the vending machine, saving residents and staff money. Some residents who rarely leave their rooms or socialize look forward to going to the snack cart to chat with those sitting around it. The money raised allows residents to attend activities outside of the home. The council also has donated money to local charities and every month donates a food basket from Angel Food Ministries to a needy family. The snack cart has expanded from a cooler of drinks to a refrigerator and from a cart to a snack shop.
- ★ One council publishes their own monthly newsletter with minutes from their meetings to keep those who cannot attend informed. They also include other information they feel is important.
- ★ One resident has run a snack cart for many years, selling items up and down the hallways of the home. Proceeds from the sales have gone to help The American Red Cross, The Tri-State Food Bank and the Evansville Christian Life Center.

May these resident councils be an inspiration for other councils to keep active and give to those in need!

"In every community, there is work to be done. In every nation, there are wounds to heal. In every heart, there is the power to do it."

~ Marianne Williamson

### CELEBRATE RESIDENTS' RIGHTS WEEK October 4th – 10th

The National Citizens Coalition for Nursing Home Reform (NCCNHR) selected the week of October 4<sup>th</sup> as Residents' Rights Week. This week is a time to reflect on the importance of the Nursing Home Reform Law of 1987. This Law protects rights and quality of life for each resident. Also, during this week, NCCNHR gives special thanks to the work of thousands of individuals. Daily, these individuals make sure that dignity, privacy, and other basic human rights are given to all long-term care residents.

Take this opportunity to celebrate your rights. Congratulate yourself for standing up for them and for the rights of those you live with. Be sure to say “thanks” to citizen advocates, facility staff, family members, and others who work to promote and support residents' rights during Residents' Rights Week.

Make the time to learn more about your rights by contacting your local Ombudsman or visiting [www.voicesinc.info](http://www.voicesinc.info).

For more information on Residents' Rights Week visit [www.NCCNHR.org](http://www.NCCNHR.org).

The goal of Culture Change is to create a homey atmosphere. Culture Change is a move from an institutional model of care to a person-directed model of care.

Person-directed care is when:

- Elders truly direct their own care.
- Elders make their own choices about how they spend their time.
- Carepartners are highly involved in decisions that are important to their jobs and the people they care for.
- Elders, their families, and the staff are part of a community where their relationships matter.

Taken from the Eden Alternative Website [www.edenalt.org](http://www.edenalt.org).

**MARK YOUR CALENDARS AND PLAN TO ATTEND!**



The first annual

***Greatest Generation . . . A Celebration!***

will take place on **Sunday, November 8th, 2009** at St. Mary's Medical Center Manor.

2:00 to 3:00 p.m. Exhibitor Booths Door Prizes Demonstrations  
 Historical Displays Music Military Vehicle Displays  
 Refreshments (cash bar for beer and wine)

3:00 to 4:00 p.m. Welcome by Emcee, Mike Blake, and Flag Ceremony  
 Opening Song by Gina Moore  
 "The Original MASH" presented by Dr. and Mrs. Dale Drake  
 Men & Women in Uniform: A Look Back at Military Fashions  
 Military Humor or Fond Remembrances from our Heroes  
 Closing song by Gina Moore

4:00 to 5:00 p.m. More music by the Temple Aires, Dancing and Close

The cost is only \$5.00 per person  
and nursing home and assisted living residents get in **FREE!**

We have a resident willing to donate one of his original works of art.  
 We are looking for other items made by residents to donate for our  
 silent auction. If you have any hand-made items, please contact  
 Michelle at 812-423-2927.



Proceeds to benefit VOICES, Inc. in advocating for residents in  
 long-term care homes in Vanderburgh County.

## Who makes health care decisions for me?

You make your own health care decisions as long as you are able. If you are unable, your eligible family members can make decisions about your health care. By law, eligible family members are your spouse, parents, adult children, or siblings. There is no priority among your eligible family members. That is one reason why it is a good idea to appoint a HEALTH CARE REPRESENTATIVE. If you appoint a Health Care Representative, you give that person the authority to make decisions for you over and above your eligible family members. If you become incompetent, have not appointed a Healthcare Representative, have no eligible family members or your family members disagree regarding your healthcare, the court may appoint a guardian to make health care decisions for you.

## How do I appoint a HEALTH CARE REPRESENTATIVE?

An Appointment of Health Care Representative must be in writing, signed by you, and witnessed. The Appointment is not effective until you are unable to make your own healthcare decisions. You can revoke an Appointment, in writing, if you do not want your representative to make decisions for you anymore.

## Who makes financial decisions for me?

A joint owner of a bank account can act on your behalf in managing the account. A representative payee can manage your Social Security benefits. Most people need more financial assistance. Therefore, you can grant POWER OF ATTORNEY to someone who can handle a wider variety of decisions for you. This person is called your Attorney in Fact. Even after you appoint your Attorney in Fact, you can continue to make your own decisions as long as you are able. If you become incompetent and you have not appointed an Attorney in Fact, the court may appoint a guardian to make financial decisions for you.

## How do I appoint an ATTORNEY IN FACT?

A Power of Attorney must be in writing, signed by you, and notarized. You can control when the Power of Attorney goes into effect. You can revoke a Power of Attorney, in writing, if you do not want your Attorney in Fact to make decisions for you anymore.

## Where can I get legal help with important legal documents?

Indiana Legal Services, Inc., provides **free** legal services to individuals over the age of 60. Applications are accepted by telephone on Tuesdays from 11:00 a.m. to 1:00 p.m. and on Wednesdays from 9:00 a.m. to 11:00 a.m. Call 812-426-1295 today. Don't delay!

(The information above was provided as a public service by Indiana Legal Services, Inc. Consult an attorney before you sign any legal documents to make certain that the documents meet your needs.)

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[www.voicesinc.info](http://www.voicesinc.info)

ALL SERVICES ARE FREE  
AND CONFIDENTIAL



Upholding the Rights and Dignity  
of Nursing Home Residents

DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE  
GREATLY APPRECIATED!

