

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 resident 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, August 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. This will be a gathering of long-term care residents across Vanderburgh County. There will be a presentation by the Ombudsman on residents’ rights followed by 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 423-2927.

★ "Our country is not the only thing ★
★ to which we owe our allegiance. ★
★ It is also owed to justice and to ★
★ humanity. Patriotism consists not ★
★ in waving the flag, but in striving ★
★ that our country shall be ★
★ righteous as well as strong." ★
★ ~ James Bryce ★



HOW DO YOU CONTACT THE OMBUDSMAN?

When anyone—a resident, family member, friend, 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 **423-2927**.

Speak Up!

It is very important for you to take an active role in your life and care at your long-term care home. There are caring people who work in your home—but none of them are mind readers! Here are some ways you can be more involved:

1. Attend your quarterly care plan meeting. This is the time to discuss your personal care plan, make suggestions and discuss concerns and changes you would like in your life.
2. Attend Resident Council meetings. The law requires residents be allowed a meeting place to discuss their concerns. At this time, residents make suggestions and address policy issues that would improve residents' quality of life. Remember this meeting is for **residents only!** Staff members may attend only if specifically invited by the residents.



INDEPENDENCE DAY QUIZ

1. In what country was the original Liberty Bell cast?

A) America	B) England
C) France	D) Canada
2. Who was the primary author of the Declaration of Independence?

A) Thomas Jefferson	B) Patrick Henry
C) George Washington	D) Benjamin Franklin
3. How many delegates signed the Declaration?

A) 13	B) 29
C) 56	D) 38
4. Where did the "shot heard 'round the world" take place?

A) Concord	B) Boston
C) Trenton	D) Lexington

ANSWERS: 1. B 2. A 3. C 4. D



MARK YOUR CALENDARS AND PLAN TO ATTEND!

The 2010 *Greatest Generation USO Celebration*

will take place on Sunday, November 14th, 2010 at The new National Guard Armory.

- 2:00 p.m.—Food/Military Displays/Vendors
- 3:00 p.m.—Program: "A USO Show"
- 4:30 p.m.—Dance
- 5:00 p.m.—Closing

Admission is free to long-term care residents.

More details will be in the next *VOICES Viewpoint* and on our website at www.voicesinc.info.

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

It's Never Too Late!



Have you ever thought "I wish I could . . . ride in a hot air balloon, meet the cast of Dancing with the Stars, drive a race car, meet my favorite athlete, attend a family reunion, or see someone one more time, etc.?" Well, maybe you can!

Since January 2000, Never Too Late has granted over 1,996 wishes! 224 of those wishes were granted in 2009. Never Too Late's primary purpose is to reach out to people in nursing homes, assisted living facilities, hospice programs and adult day care facilities to make their dreams and wishes come true, regardless of their age.

Types of wishes granted by Never Too Late are:

- * Life long dreams (drive a race car)
- * Fun-filled wishes (go to day spa and be pampered)
- * Memory wishes (see old friend from 60 years ago)
- * One last time wishes (ride farm tractor one more time)
- * Needs-based wishes (get a new wheelchair battery)



If you or someone who lives at your home would like a wish granted, make a request by calling (317) 823-4705 or going online to www.nevertoolate.org.

Medicare Update . . .

Are you:

- in a nursing home AND
- receiving skilled care after a recent hospital stay (usually for therapy) AND
- receiving Medicare benefits to pay for your current nursing home stay?

Did you answer "Yes."? Then you may have been told Medicare will not continue to pay for your nursing home stay, if you go on an outing. This is NOT true!

It used to be if you were physically able to go on an outing, then Medicare claimed you didn't need to be in a nursing home. Now, Medicare has decided a short leave of absence for the purpose of attending a special religious service, holiday meal, family occasion, going on a car ride, or for a trial visit home is allowed. Going on an outing will not cause you to lose Medicare payments for skilled level of nursing home care.

2010 Residents' Rights Week



Residents' Rights Week is designated by The National Consumer Voice for Quality Long-Term Care (Consumer Voice). It is celebrated the first full week in October each year to honor residents living in all long-term care facilities, including nursing homes, sub acute units, assisted living, board & care and retirement communities. Residents' Rights Week is a time for celebration and recognition offering an opportunity for every facility to focus on and celebrate awareness of dignity, respect and the value of each individual resident.

This year's theme is "**Defining Dining: It's About Me**". The goal is to educate people about Residents' Rights and improve dining experiences for residents by highlighting residents' concerns and comments on dining.

Consumer Voice would like to hear from you about what makes your dining experience enjoyable. You are encouraged to think about and respond to the following questions:

1. How can dining services be improved to make my meals more enjoyable?
2. What makes my meals and dining experience positive?
3. What is my favorite recipe? Why is it special to me?

Help Consumer Voice by submitting your responses to the 2010 Residents' Rights Week Cookbook. Responses can be in the form of recipes (limit 2 per person) as well as stories, pictures, videos, artwork, poems or any other medium residents choose. **All responses are due Wednesday, July 14, 2010.**

Responses must be completed either online or using the recipe collection form.

To enter recipes online, visit <http://www2.typensave.com/>.

Login using: **Group Login:** rrw10cookbook **Password:** 87wg6

To mail or fax recipes and other entries, download the recipe collection form at www.theconsumervoice.org or call (202) 332-2275.

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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!

