

Serving residents of long-term care homes in Vanderburgh County



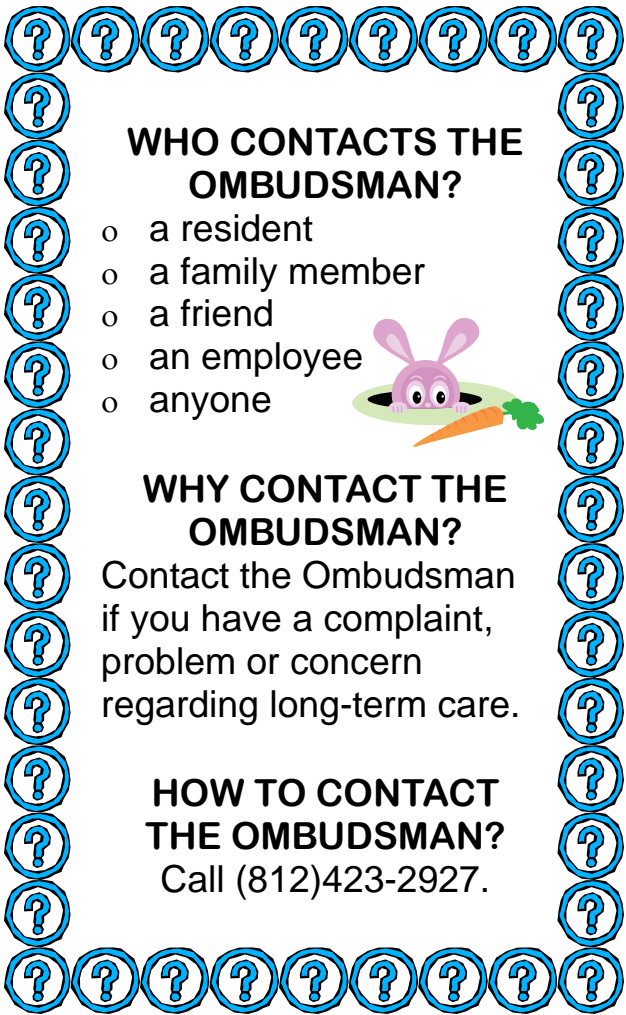
# VOICES VIEWPOINT

Volume 7,  
Issue 1  
Spring  
2011



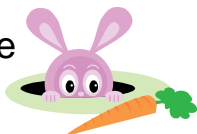
## WHAT IS VOICES?

VOICES, Inc. provides free and confidential Long-Term Care Ombudsman services. We are a not-for-profit organization that was founded in 1980. VOICES, Inc. is the only agency in Vanderburgh County dedicated solely to advocate for residents in nursing homes and licensed assisted living homes in Evansville. Our 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.



### WHO CONTACTS THE OMBUDSMAN?

- o a resident
- o a family member
- o a friend
- o an employee
- o anyone



### WHY CONTACT THE OMBUDSMAN?

Contact the Ombudsman if you have a complaint, problem or concern regarding long-term care.

### HOW TO CONTACT THE OMBUDSMAN?

Call (812)423-2927.



## AREA-WIDE RESIDENT COUNCIL MEETING

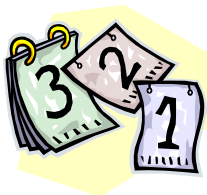
Finally, we have located a **new meeting space** with a parking lot capable of accommodating facility vans and busses! Therefore, the quarterly area-wide resident council meeting will take place on **Friday, May 13th**. It will be held at the **Meeting Room at Oaklyn Library from 2:30 to 4:00 p.m.** Doors will open at 1:30 p.m. There will be a presentation by the Ombudsman on resident 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.

## MARK YOUR CALENDARS FOR THE OLYMPICS!

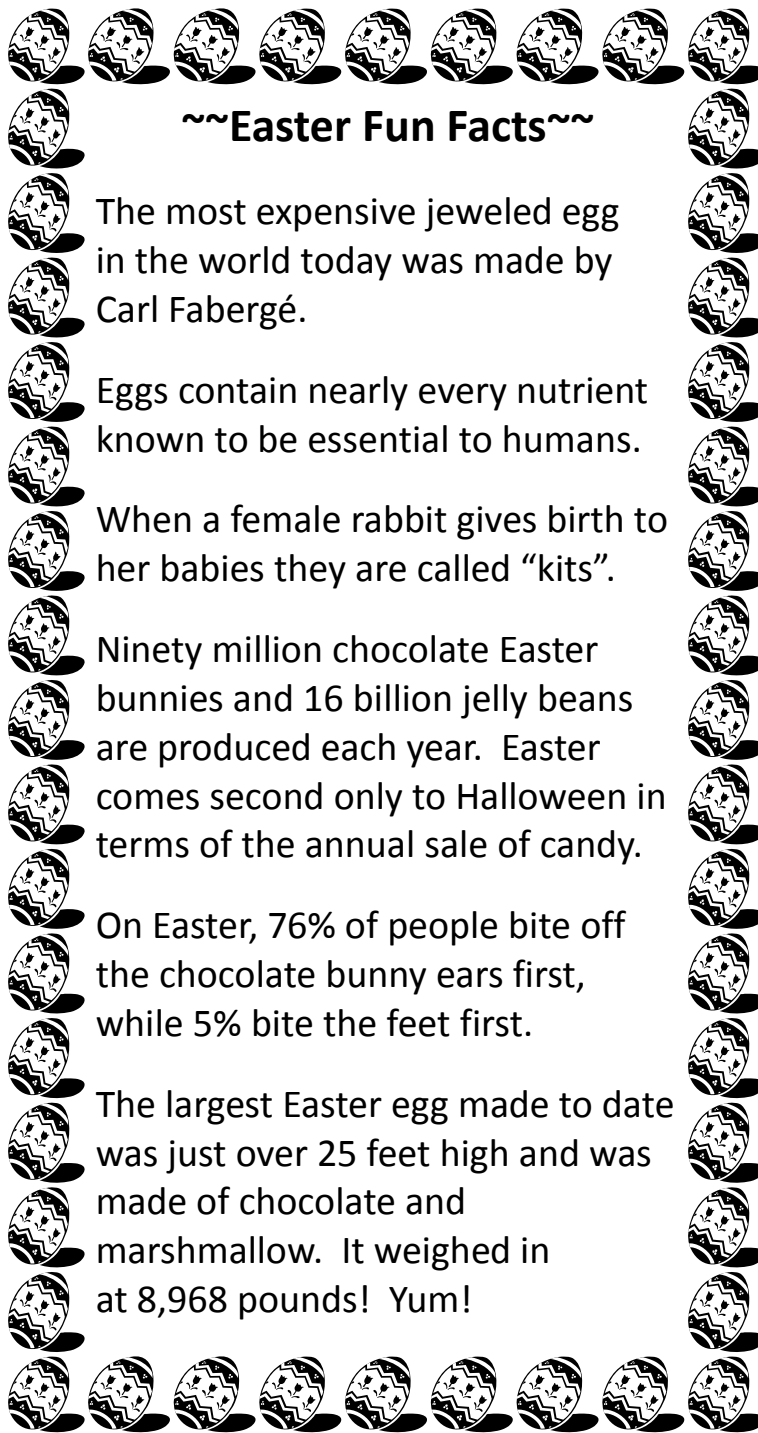
**WEDNESDAY, JUNE 8, 2011**

**9:00 a.m.** – assisted living residents  
**1:00 p.m.** – nursing home residents



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 homes. This will be a wonderful time to get out, socialize, compete, and show your strength. Ring toss, fishing, 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 to set your team out from the rest; make up a team name, cheer or song. The top three winners in each category are awarded medals, so start training now to be in your best shape for the Olympics!



### ~~Easter Fun Facts~~

The most expensive jeweled egg in the world today was made by Carl Fabergé.

Eggs contain nearly every nutrient known to be essential to humans.

When a female rabbit gives birth to her babies they are called "kits".

Ninety million chocolate Easter bunnies and 16 billion jelly beans are produced each year. Easter comes second only to Halloween in terms of the annual sale of candy.

On Easter, 76% of people bite off the chocolate bunny ears first, while 5% bite the feet first.

The largest Easter egg made to date was just over 25 feet high and was made of chocolate and marshmallow. It weighed in at 8,968 pounds! Yum!

During this time of year, when Spring is fast approaching, it seems fitting to provide a few words from one who works the land.

### **An old Farmer's Advice:**

- Life is simpler when you plow around the stump.
- When you wallow with pigs, expect to get dirty.
- Always drink upstream from the herd.
- If you find yourself in a hole, the first thing is to stop diggin'.
- A bumblebee is considerably faster than a John Deere tractor.
- Live a good, honorable life. Then when you get older and think back, you'll enjoy it a second time.





## 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 (APS), and Protection and Advocacy
- Services covered under the basic rate and the cost for extra services
- An accounting, of the funds held in your resident trust account at the facility, at least quarterly and upon request
- At least a 30 day advance written notice of any changes in rates or services

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



## 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 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.)

2425 US HWY 41 N  
SUITE 405  
EVANSVILLE, IN 47711  
PHONE: (812)423-2927  
FAX: (812)423-4350  
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!

