

Serving residents of long-term care homes in Vanderburgh County

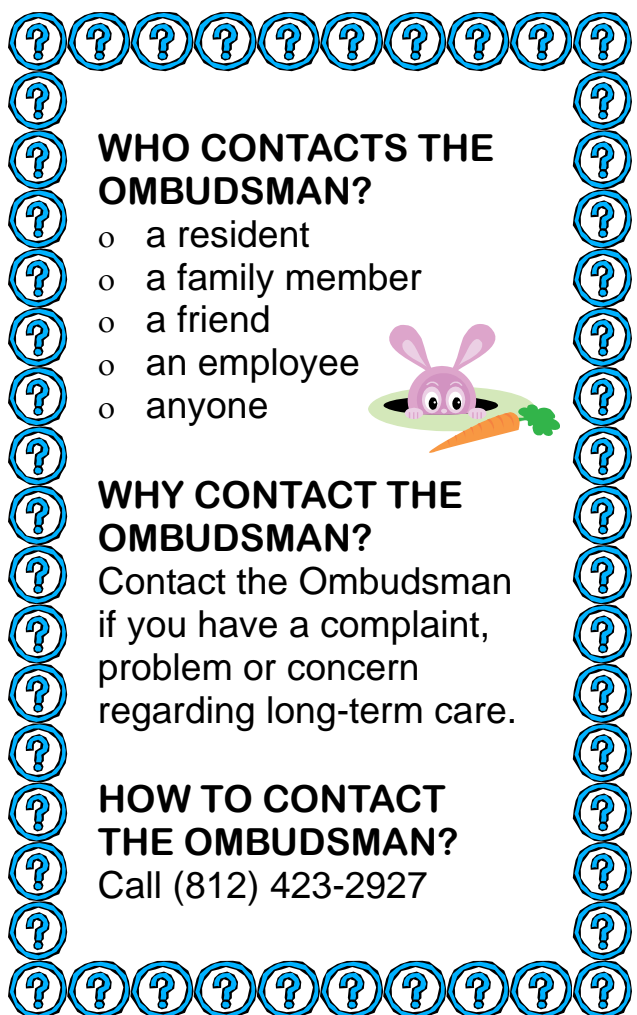


# VOICES VIEWPOINT

Volume 8, Issue Spring 2012

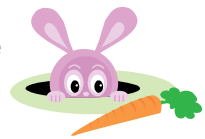
## WHAT IS VOICES?

VOICES, Inc. is a not-for-profit organization that was founded in 1980. We provide free and confidential Long-Term Care Ombudsman services. 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

## Michelle's Message

Many residents of long-term care facilities tell me they feel like they are in jail when they are told they can't leave the building to walk around the block, go shopping or sit outside. Long-term care facilities have a duty to protect those living in the building; but, there needs to be a balance with the rights of residents. After all, residents have the right to make decisions about aspects of their life that are important to them. If a resident is competent, it should be possible to get their doctor to write an order for formal "permission" to go out of the building without supervision. If the resident has some memory problems or a mental illness, the resident may be required to have supervision when leaving the building. Either way, the resident should not be a prisoner in the facility. Recently, I advocated for a resident so he could go shopping for a pair of shoes. A local store had a pair he wanted that were even on sale. He was able to go to the store and find a pair that fit, save money and no longer be a prisoner in the facility.



## RESIDENTS' RIGHTS CORNER

All of us are granted certain fundamental rights as citizens of the USA and, most importantly as persons worthy of respect and dignity. Residents of nursing homes and licensed assisted living facilities are given additional rights, based on federal and state law. These rights are intended to promote and protect the value of each resident. Employees, families, community agencies, and residents must work together in protecting these rights for each individual and the community as a whole. The following are just some of the rights specifically given to residents of long-term care facilities:

### THE RIGHT TO BE FULLY INFORMED

(in a language they understand)

- o The right to receive a copy of all resident rights
- o The right to receive a copy of the facility's rules and regulations
- o The right to be informed of all services available and all charges
- o The facility must post contact information for the State Ombudsman, the Indiana State Department of Health and other advocacy groups
- o The right to see the state survey (investigation) reports about the facility
- o The right to daily communication in their language including assistance if there is a vision and/or hearing impairment
- o Advance notice of room or roommate change



**~~Easter Fun Facts~~**

In 1953 it took 27 hours to create a Marshmallow Peep. Today it takes six minutes!

Americans consume 16 billion jelly beans at Easter.

Pretzels were originally associated with Easter-the twists were thought to resemble arms crossed in prayer.

Every year the White House hosts an Easter Egg Roll on the front lawn. The tradition was started by President Rutherford B. Hayes in 1878.

The world's largest jar of jelly beans weighed 6,050 pounds.

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!



**Save the date  
and plan to attend!**

When: Friday, October 26, 2012  
 Where: VFW Post 1114  
 Who: For observers and dancers alike

## ~PROBLEM SOLVING WITHIN THE FACILITY~

### Step 2: Bring Your Concerns to Staff Supervisors:

If talking with the staff person most directly involved does not resolve the problem, bring the concern to those who supervise the staff. This may be the charge nurse or the director of nursing. They will need to have concrete information. *What happened? When? What efforts were made to resolve the situation? How did it affect the resident?*

The more specific you can be, the easier it will be for staff to look into the problem. It is often difficult for staff, who are not involved in a situation, to be able to respond to general concerns such as "Staff people aren't nice." For example, staff respond more easily to a complaint that a particular aid was gruff in a particular situation. Providing detailed information also will demonstrate the seriousness of the concern. Record the date and time, the name of the supervisor you contact, and their response to your concern. (Taken from National Citizens Coalition for Nursing Home Reform's Resolving Problems in Nursing Homes, Consumer Information Sheet, 1999)

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



Today is the day when  
bold kites fly,  
When cumulus clouds roar  
across the sky.  
When robins return,  
when children cheer,  
When light rain beckons  
spring to appear.  
Today is the day  
when daffodils bloom,  
Which children pick  
to fill the room,  
Today is the day  
when grasses green,  
When leaves burst forth for  
spring to be seen.  
-By Robert McCracken

### MARK YOUR CALENDARS FOR THE OLYMPICS!



#### WEDNESDAY, JUNE 6, 2012

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 and More) 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!

# E-mail and the internet - How do you Protect Yourself from Criminals

After 13 years of serving as your Ombudsman, it wasn't until recently that I received a complaint about a resident living in a long-term care facility being scammed through the internet. Laptop computers have become more affordable and more long-term care facilities offer internet access to residents. So, it was just a matter of time before criminals victimized this vulnerable population. The World Wide Web (the computer version of a library and post office all rolled up into one) is a valuable internet tool to help residents learn about anything, buy anything and stay connected with their family and friends. However, internet users who are uninformed or too trusting can easily fall prey to criminals. Just as we have learned not to give personal information over the phone, to someone who contacts us, the same goes for e-mails and the internet.

What follows is information I found on the internet (of course) at [www.atg.wa.gov/InternetSafety/](http://www.atg.wa.gov/InternetSafety/)

## Phishing (pronounced fishing) scams

Phishing scams are an attempt to trick you into revealing sensitive personal information that allows somebody to steal your identity or empty your bank account. These scams can come in many forms. Be very skeptical if you receive an e-mail that looks like it is from your bank or other trusted company, and asks you to provide personal or financial information. Contact the institution using a phone number from a statement or from another trusted source.

Look for these warning signs to spot a phishing e-mail:

- The sender is unknown to you.
- The e-mail is illiterate with grammar, punctuation, and spelling errors.
- You are asked to provide personal information such as an account number, phone number, address, birth date, or social security number.
- The message contains words like URGENT or SECRET, and/or includes lots of exclamation marks.
- The message may state that you've won the lottery or some other prize.

It is usually best to delete any suspicious email and avoid flashy advertisements with promises that are too good to be true.

Besides phishing scams, there are other kinds of scams. Many of these are used to try to get you to click on a link or open an attachment which will then cause harm to your computer or allow access to your personal information. There will be more about computer safety in the next edition of *VOICES Viewpoint*.

\*\*\*\*\*  
 \* **The Days of Spring** \*  
 \* The days of spring are here. \*  
 \* Warm sunny days are near. \*  
 \* Birds in trees, flowers and bees. \*  
 \* The days of spring are here! \*  
 \*\*\*\*\*

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!

“LIKE” US ON FACEBOOK!

