

Serving residents of long-term care homes in Vanderburgh County

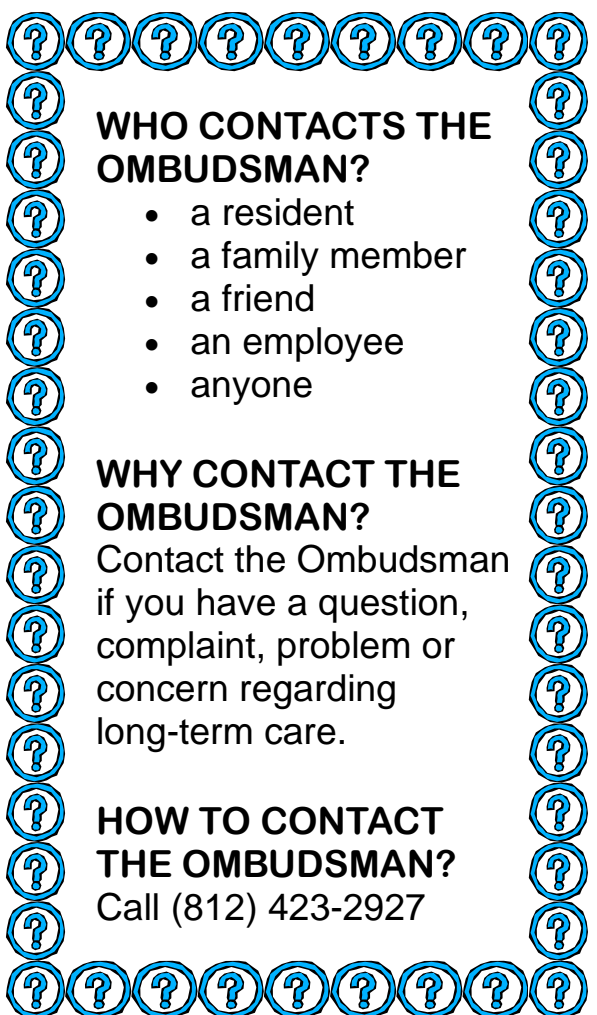


# VOICES VIEWPOINT

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## 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?

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

### WHY CONTACT THE OMBUDSMAN?

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

### HOW TO CONTACT THE OMBUDSMAN?

Call (812) 423-2927

## BACK BY POPULAR DEMAND !!!! AREA-WIDE RESIDENT COUNCIL MEETING

The quarterly area-wide resident council meeting will take place on **Friday, August 24th.** It will be held at the **Ellerbrook Room at Vectren Headquarters, One Vectren Square in Evansville 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.**



# PROBLEM SOLVING WITHIN YOUR HOME

- Step 1: Voice Concerns to Those Directly Involved \***
- Step 2: Bring Your Concerns to Staff Supervisors \***
- Step 3: Follow the Facility's Grievance Process**

Keep your own copies of written materials and complaints leading up to and during this process. Every facility is required (by federal Medicaid regulations and/or state licensure standards) to have a formal grievance or complaint) process. Usually a staff person (possibly the director of social services, the director of nursing or the administrator) is designated by the facility to review grievances. Once again, be specific about the concerns and the steps that have been taken to resolve them. According to law, residents and family members are entitled to receive a "reasonable response" to a grievance, in a timely fashion. This means that the facility should reply to your complaint. If you are still not satisfied with the response given, contact VOICES, Inc.

(Taken from National Citizens Coalition for Nursing Home Reform's *Resolving Problems in Nursing Homes*, Consumer Information Sheet)

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



\*For explanations of steps 1 and 2, see prior issues of *VOICES Viewpoint* or go to: [www.voicesinc.info](http://www.voicesinc.info).



## INDEPENDENCE DAY QUIZ

1. Why did the Pilgrims come to America?
  - A) In search of gold
  - B) To meet Indians
  - C) For religious freedom
  - D) To escape the war
2. Who said, "Give me liberty, or give me death!"?
  - A) Thomas Jefferson
  - B) Patrick Henry
  - C) George Washington
  - D) Benjamin Franklin
3. How many representatives are there in Congress?
  - A) 50
  - B) 435
  - C) 102
  - D) 220
4. Who selects the Supreme Court Justices?
  - A) The Electoral College
  - B) The Senate
  - C) The President
  - D) The people
5. Who has the power to declare war?
  - A) Congress
  - B) The President
  - C) The Chief Justice
  - D) The Vice President

ANSWERS: 1. C 2. B 3. B 4. C 5. A



### Save the date and plan to attend!

- What:** Music, dancing, snacks, door prizes and cash bar (buffet available in VFW dining room for additional charge)
- When:** Friday, October 26, 2012, 7:30 - 10:30 p.m.
- Where:** VFW Post 1114 on Wabash Avenue of Flags
- Who:** For observers and dancers alike
- Cost:** \$10 per person/free for residents living in nursing homes or assisted living homes

Federal and State Regulations require residents of long-term care facilities be given the right to a dignified existence and self-determination. Residents also have the right to communicate with and have access to persons and services inside and outside the facility. A facility must protect and promote the rights of each resident, including his or her rights as a citizen of the United States. One of the fundamental rights of citizens of the United States is the right to vote!



## VOICE CHALLENGE 2012!

[Residents' Rights Month](#) is designated by the National Consumer Voice for Quality Long-Term Care. It is celebrated in October each year to honor residents living in all long-term care facilities. This year's theme "**My Voice, My Vote, My Right**" is designed to call attention to residents' rights to vote and participate in the political process.

The Resident's Voice Challenge is an opportunity for residents from long-term care facilities across the country to share their ideas about this year's theme with others.

Residents are encouraged to think about and respond to the following questions:

1. **What was the most memorable election you voted in and why?**
2. **What does it mean to be politically active?**
3. **Why is it important for you to have the right and ability to vote?**



### Submission Criteria:

The deadline for submissions is **July 13, 2012**. All submissions must incorporate the theme "My Voice, My Vote, My Right." Resident's Voice submissions **must be produced by a long-term care resident or residents**. Resident's Voice entries may be stories, pictures, videos, artwork, poems or any other medium residents choose.

### 2012 Residents' Rights Week Participation Guidelines:

Any photo submissions must be accompanied by a photo release form and signed by anyone appearing in the photo. The National Consumer Voice for Quality Long-Term Care maintains the right to utilize entries in a variety of forums including the Residents' Rights Week packet, its websites and other mediums determined appropriate by the Consumer Voice. Every resident who submits an entry will receive a certificate for participating in the 2012 Residents' Voice. The Consumer Voice reserves the right to use submissions, including the photographs and/or likenesses contained therein for promotional and publicity purposes, at any time, including, but not limited to posting on the Consumer Voice/NORC websites, inclusion in promotional and other materials and for display at the Consumer Voice Annual Conference and Meeting.

For more information, visit "[Residents' Rights Month 2012](#)" on the Consumer Voice website at [www.theconsumervoice.org](http://www.theconsumervoice.org) or direct questions to [info@theconsumervoice.org](mailto:info@theconsumervoice.org) or **202-332-2275**.

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

After 13 years of serving as an 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/)

### BEWARE OF:

**Desperate requests for help.** These types of e-mail scams may ask for donations for survivors of a particular disaster or for someone with a terminal illness. Not only is the e-mail a con job, people who give money through the Web site have almost certainly "donated" their credit card information to [identity thieves](#).

**Offers of free money.** These scams tempt you into clicking a dangerous link with promises of giving you money. These e-mails lead you to a Web site or phone number where you'll be asked to give personal information about yourself. When you do, your identity gets stolen which can be more financially damaging than someone robbing your bank account.

**An intriguing picture or video or a link to an interesting Web site.** These links in e-mail messages may be very dangerous. Clicking on them may download viruses to your computer.

**A 'timely' warning.** These almost always want you to do something right away before it is too late. Once you open this e-mail or click on a link in this e-mail, it is too late for you.

### REMEMBER:

- Don't share [identifying details](#) about yourself or others.
- Don't use your real name (or anyone else's real name, either).
- Don't give information that puts you on the map such as your address, school, where you work, even your town name.
- Don't reveal any information that gives away your age such as your birth date or year of graduation.
- Definitely, don't give away any information about your Social Security number or Medicare number!!!!

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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!



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