

Serving residents of long-term care homes in Vanderburgh County



# VIEWPOINT

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2014

## 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 include quality of life, residents' rights, selection of a home, advanced directives and sources of payment for care.



## What is Quality of Life?

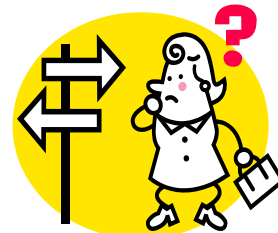
Quality of life means that you live a meaningful existence, and you have control over your own decisions as much as possible. It includes enjoyable meals, meaningful activities, spiritual fulfillment, relationships, dignity, and more. Your facility

is required to provide an environment and care that preserves your dignity and promotes quality of life for each resident. They are also required to provide "reasonable accommodations" to assist you in engaging in relationships or activities that enhance your quality of life. No one can tell you what quality of life means to YOU; that's for YOU to decide!



Do you feel that staff treat you with respect? Are you allowed to refuse orders, or to receive care on your preferred schedule rather than for the convenience of someone else? Residents should be allowed to determine what is best for themselves as long as those decisions do not threaten harm to other residents. Safety is important, and so is your dignity and quality of life.

See page 2 for more information on understanding quality of life.





## Nostalgic Summer Days by Ute Carson

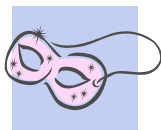
A cluster of dark trees  
blurring into a green knoll,  
emerald sheen on velveteen moss,  
sprays of daisies across the grass  
bees greedily drinking from succulent centers,  
quick-stepping deer flitting by,  
fallen feathers of magpies.  
Naked feet dangle in a silvery brook  
that licks our soles with its babbling tongue,  
and we children lapse into repose.  
Spider-leafed shadows  
of late afternoon  
as light drains from the sky  
inhabit me.  
Lush blueberries brim  
over the rims of my basket.  
Our laughter leaves me breathless,  
I close my eyes.  
My life is strongly scented  
with the happiness of childhood.





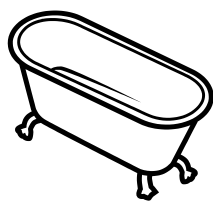
*Dance the Night Away*

**Save the date and plan  
to attend a masquerade ball  
to benefit VOICES!**

**When:** Friday, October 24, 2014  
**Time:** 7:30 PM to 10:30 PM  
**Where:** VFW Post 1114  
**Who:** For dancers AND observers  
**Cost:** \$10 includes snacks,  
mask and door prize  
ticket



## Understanding Quality of Life, A Few Examples:

- Do you decide when to go to bed, or when to get up? 
- Is your hair washed, trimmed, combed the way you want it? Are your nails kept trimmed and clean?
- Are you asked which activities you would like to attend? If there are no activities which interest you, does someone ask you what activities you would like? 
- Is your private space respected? (No one should change the station on your radio or TV, open your drawers, or move your personal belongings without your permission.)
- When staff members come to your door do they knock AND wait for your response before they enter?
- Have staff members asked you what name you prefer to go by, and do they use it respectfully?
- Are you able to choose between a tub bath or shower and whether you prefer to bathe morning, afternoon, or evening? If you use a shared bathroom, are you ushered down the hall in your night clothes, or naked under a blanket? This should never be! 

**It is OK to speak up! You are NOT causing trouble by making your wishes known! It's your right.**

## 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 Complaint Process
- Step 4: Work With the Resident or Family Council
- Step 5: Contact the Long-Term Care Ombudsman
- Step 6: Contact the Indiana State Department of Health (ISDH)




\*For further information on steps 1 through 6, see prior issues of *VOICES Viewpoint*, or go online to [www.voicesinc.info](http://www.voicesinc.info) and click on “newsletters”.

### Step 7: Talk with Inspectors When They Survey the Facility

State inspectors investigate nursing homes and licensed assisted living homes annually. They also investigate when a complaint is made to the Indiana State Department of Health. The inspectors are nurses who work for the Indiana State Department of Health. These state inspectors post signs on the outside doors indicating the investigation is taking place. During each survey, state inspectors are available for private interviews with long-term care residents to discuss their views about the care the facility provides. State inspectors may also talk with family members and friends of residents.

Make a point of talking with the state inspectors early on about your concerns. Be prepared to give them as much information as possible (who, when and where) so they can best investigate your concerns. If you wish, you can also remain anonymous.

(Taken from National Citizens Coalition for Nursing Home Reform’s Resolving Problems in Nursing Homes, Consumer Information Sheet, 1999.)

<p><b>WHO CONTACTS THE OMBUDSMAN?</b></p> <ul style="list-style-type: none"> <li>o a resident</li> <li>o a family member</li> <li>o a friend</li> <li>o an employee</li> <li>o anyone</li> </ul>	<p><b>WHY CONTACT THE OMBUDSMAN?</b></p> <p>Contact the Ombudsman if you have a complaint, problem or concern regarding long-term care.</p>	<p><b>HOW TO CONTACT THE OMBUDSMAN?</b></p> <p>Call: (812) 423-2927</p> 
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# What I Did While Growing Up in the Summer

## (Interviews of residents in long-term care homes)

By Judith Mangum

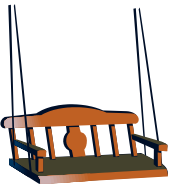


We had a garden we would hoe and weed. During the growing season, we worked it every day. When the crops were ready, we took the produce to the city to sell. They liked green beans, tomatoes, cucumbers, watermelon and cantaloupe.

Home grown vegetables were always good and when you added fresh beef or hot homemade biscuits you had a feast!



We used to plow fields in a straight line with mules as the motor. We fed them as we plowed and it worked great.



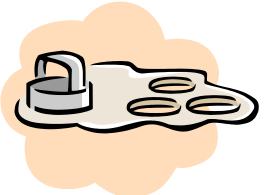
We had to work in the garden with Mom and Dad. I still love the smell of fresh turned dirt in the fields. In the cooler evenings, we used to relax on the porch swing and sing all the songs of old. One I especially liked is "Rock of Ages."

We cut wood for the cook stove and fireplace to stock up for the winter. Many fine stews cooked on our wood stove.



Grandpa said, "Get up and get the cow ready to milk. Day's a-wastin'." I pulled a calf from a Holstein once cause it was backwards.

We didn't think much about a vacation ---no time for one.



We canned a lot of what we grew. We also slaughtered a cow and a pig or two for pork chops and sausage. Oh how I wish I had some now! I miss the kind of sausage we made. We always had lard for mamma to fix the best biscuits ever—don't get them now. The next year them city folks were still talking about how good they were.



We loved to catch lightening bugs and put them in a mason jar for light. Sometimes we put a string on June bugs and watched them as they flew in circles. Once it was time for supper, and Mom let me bring my bug in and tie it to the door knob until I finished eating. What a fun meal we had; we laughed so hard!

Well, I have enjoyed writing this article as I learned about some things that make us who we are, so . . . until next time I am Judith Mangum, Resident.

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AND CONFIDENTIAL



Upholding the Rights and Dignity  
of Nursing Home Residents

DONATIONS AND MEMORIAL  
CONTRIBUTIONS ARE GREATLY  
APPRECIATED!



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