

APRIL 2004

# Arkansas Advocates For Nursing Home Residents



**NEXT MEETING**  
April 12, 2004

**MEETING PLACE:**  
First Assembly of God  
Church  
4501 Burrow Road  
North Little Rock  
Directions to church on  
page 8

**10 a.m.**  
Meeting for Members,  
Family and Friends of  
Residents  
(Closed to persons repre-  
senting the nursing home  
industry)

**11 a.m.**  
Public Meeting:  
Susie Hood, President of  
Family Council at  
Greenhurst Nursing Cen-  
ter, Charleston, Arkansas

**12 noon**  
Bring a sack lunch.

**AANHR's Mission: "To  
protect and improve the  
quality of care and life  
for residents in Arkan-  
sas nursing homes"**

We're on the web!  
[www.AANHR.org](http://www.AANHR.org)

Conway (501) 327-3152    Fairfield Bay (501) 884-6728  
Little Rock (501) 225-4082

## **President of Family Council at Greenhurst Nursing Center To be April Speaker**

AANHR's February newsletter recommended Greenhurst Nursing Center in Charleston, Arkansas as a good nursing home. One of the many reasons this home delivers quality of life and care is because of the active Family Council. The President of that Family Council, Susie Hood, will speak to us on April 12 and tell us all about it.

In a recent Charleston newspaper article\*, Susie said, "...I challenge you to get involved...and help...to make the lives of all these beautiful people living at Greenhurst as good as they can be. There is no better medicine than to extend a hand to another. Sometimes all it takes is a hug or a smile. When you get that hug returned or see that smile coming back from those beautiful eyes that say thank you for being kind to me, if even for a moment, it will make your hearts sing."

\*Newspaper article was written by Paul D. Gramlich.

Come to the April program and learn the secrets to having an effective Family Council!

## **Position of Home and Community-Based Services Ombudsman Announced**

The Arkansas Department of Adult and Aging Services has appointed Romanus Agbojeyin to the newly created post of Ombudsman for Home and Community-Based Services participants.

Since 1987 ombudsmen have represented the interests of residents in nursing homes. However, persons who receive assistance in their own homes are served by persons who are under no direct supervision. Although the majority of home-care workers have their client's needs at heart, some take advantage of this lack to be abusive or just unreliable. Until now persons being served in their own homes have not had someone to represent their interests.

Although this is a new position and Mr. Agbojeyin is at present the only person doing this work in the state, anyone who has a problem with care in the home can contact Mr. Agbojeyin at 501-682-8521, or write him at DAAS, PO Box 1437 Slot S530, Little Rock, AR 72203. He can be reached by e-mail at [romanus.agbojeyin@mail.state.ar.us](mailto:romanus.agbojeyin@mail.state.ar.us).



## From the President's Desk

Nancy Allison

**P**lease make it a point to attend our meeting this month (April 12) and hear our speaker, Susie Hood. I believe you will enjoy hearing her tell about Greenhurst Nursing Center and how an effective Family Council benefits the residents, the families and the staff of the facility.

For those of you who have not been able to attend our recent meetings, we were able to watch a video developed by the National Citizen's Coalition for Nursing Home Reform (NCCNHR). The 1987 Nursing Home Reform Act guarantees families of nursing home residents the right to organize and hold regular private meetings and this video gives many good points about why and how to organize the Family Council.

Some key points are:

Active family-led family councils in nursing homes can benefit residents, family members, friends and facility staff alike.

Meeting privately with other family members enables each to discuss and consolidate common concerns – networking helps everyone through emotional times.

Individual complaints overwhelm staff, but communication through group representative gains credibility.

The facility must listen to the views of a family group and act upon grievances and recommendations concerning resident care and life in the facility.

Effective functions of Family Councils are to:

- Educate family members and friends
- Sponsor activities for residents
- Boost employees

Some methods for recruiting family council members are to **distribute** flyers, **visit** with other family members, **sponsor** social events, **have greeters** in the lobby and **post signs** in the lobby area.

An effective and growing family council must have leadership and use an agenda for each meeting. Communication must be clear and include everyone. Order must be maintained. Keep discussion proactive and plot steps of action before closing meeting.

In the October 2003 AANHR newsletter, Board member Martha Deaver wrote of her experience helping start a family council at a Little Rock Nursing Home. She was invited to bring information about Councils and before the evening was over the organization was up and running. Martha will be happy to help you with material and direction to get an effective Family Council started.

Don't miss this opportunity to hear how all these things work together for the benefit of everyone.

## **Fourteenth Biennial Silver Haired Legislative Session to Convene on August 27 AANHR's President, Nancy Allison, Urges Participation**

A resolution was passed in February 1977 creating the Silver Haired Legislature in Arkansas. This is a mock legislative session that occurs each fall at the State Capitol before the general assembly meets in January. Silver Hairs are one of three organizations authorized to use the House chamber outside of the Representatives themselves. The other two are Boys State and Girls State representatives.

It had been determined that in 1977 only about 25% of the delegates to the Silver Haired Legislative Sessions had ever been inside the State Capitol. This unique process has brought many people throughout the state of Arkansas to see and understand what happens in the Capitol. Several AANHR members have participated in this process in the past and I hope you will consider filing a petition and participate in the 14<sup>th</sup> Biennial SHL session to be held August 26 and 27, 2004. One delegate and one alternate are chosen from each county. I will be participating this year as Delegate at Large.

AANHR, along with other organizations dealing with concerns of the aging, will submit a list of issues that concern us. During the training session we will discuss and prioritize these concerns. During the mock session we will be assigned to committees, usually determined by each person's interests, and go through the process of determining which bills we will take to the House, and then the actual process of presenting the bill, speaking for or against the bill, and voting. The results of this session are given to the legislators so they can study the needs and concerns of the Elders in the state.

You may use the Petition in this newsletter and participate in this session. You only need 25 signatures and you must admit to being at least 60 years old. It is fun, and you will be surprised what you learn while contributing to the betterment of your community. The petitions must be filed by April 15, 2004 with your Area Agency on Aging. (See AAA addresses below.)

### **Arkansas Area Agencies on Aging**

#### **REGION I**

AAA of NW AR  
1510 Rock Springs Road  
P. O. Box 1795  
Harrison, AR 72602-1795  
Phone: (870) 741-1144  
Toll Free: 1-800-432-9721

#### **REGION II**

WHITE RIVER AAA  
3998 Harrison Street  
P. O. Box 2637  
Batesville, AR 72503  
Phone (870) 612-3000

#### **REGION III**

EAST AAA  
2005 E. Highland/Fountain Sq.  
P. O. Box 5035  
Jonesboro, AR 72403-5035  
Phone: (870) 972-5980  
Toll Free: 1-800-467-3278

#### **REGION IV**

SOUTHEAST AAA  
709 East 8 Street  
P. O. Box 8569  
Pine Bluff, AR 71611

#### **REGION V**

CareLink  
706 West 4 Street  
P. O. Box 5988  
No. Little Rock, AR 72119  
Phone: (501) 372-5300  
Toll Free: 1-800-482-6359

#### **REGION VI**

Senior Specialists  
905 W. Grand Avenue  
Hot Springs, AR 71913  
Phone: (501) 321-2811  
Toll Free: 1-800-467-2170

#### **REGION VII**

SOUTHWEST AAA  
600 Columbia, 11E  
P. O. Box 1863  
Magnolia, AR 71754-1863  
Phone: (870) 234-7410  
Toll Free: 1-800-272-2127

#### **REGION VIII**

WESTERN AAA  
524 Garrison Ave.  
P. O. Box 1724  
Ft. Smith, AR 72902

2004 Arkansas Silver Haired Legislative Session Official Petition For County Candidate  
Form Must Be Returned to AAA by April 15, 2004

Candidate's Name: \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_ Zip \_\_\_\_\_ city \_\_\_\_\_

Signing petition verifies you are sixty or older and a resident of \_\_\_\_\_ county

**NAME**

**ADDRESS**

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**Passages Program**  
**Assists Nursing Home**  
**Residents to Go Back to**  
**the Community with**  
**Home Based Care**

**By Nancy Johnson**

Kris Baldwin, from the Arkansas Department of Adult and Aging Services, told AANHR members about the program she has been conducting for the past two years called Passages. Nursing home residents who have the desire and the ability to return home are assisted to find the community resources that will provide for their needs at home. A Coordinator then monitors their progress for three months after their discharge from a nursing facility. After that, the staff of the assisting program continues to monitor their situation.

This program is available to Medicaid residents in nursing homes in Arkansas who are 21 years of age or older. The needs of the potential participant must be such that they can be met by existing home and community based programs. In other words, someone needing 24-hour care would not be eligible for this program; up to eight hours of care per day is probably the maximum that would be available.

Passages has been in operation for two years and since its beginning has assisted 110 persons to move from nursing homes into the community. The youngest person to be helped under this program was 22; the oldest was 92. Ms. Baldwin has been able to demonstrate that the cost to Medicaid of meeting the care needs of participants in this program is approximately \$1000 per month as compared to an average nursing home cost of at least \$3000 per month - a more than significant saving.

This program has been funded by a grant which will expire in September. Until then, if you know of someone who could benefit from this program or wish to apply for yourself, call 501-682-8509, or toll-free 1-800-682-0044, or write:

Kris Baldwin

DAAS

PO Box 1437, Slot S530

Little Rock, AR 72203-9935

**HELPFUL/  
 IMPORTANT  
 NUMBERS**

The Office of Long Term Care (OLTC) has a toll-free number for information, assistance and complaints for residents and family members: 1-800-LTC-4887 between 8 a.m. and 4:30 p.m. on weekdays. A social worker or nurse will be available to answer questions and address concerns. You may also write to: Office of Long Term Care (OLTC) P. O. Box 8059, Slot 400 Little Rock, AR 72203-8059  
 OLTC WEBSITE:  
<http://www.medicaid.state.ar.us/general/units/oltc/index.htm>

For additional assistance or a listening ear, call AANHR at (501) 327-3152 in Conway; (501) 884-6728 in Fairfield Bay; or (501) 224-4082 in Little Rock. For instructions on how to file a complaint, visit our website at [www.aanhr.org](http://www.aanhr.org) or e-mail us at [info@aanhr.org](mailto:info@aanhr.org).

**You should also report complaints to the Attorney General's Office!**  
**(OLTC no longer alerts that office to suspected criminal activity.)**

The Arkansas Attorney General's Office has a Toll Free number to investigate adult abuse and Medicaid fraud. Please do not hesitate to call them.  
 TOLL FREE: 1-866-810-0016  
 LITTLE ROCK LOCAL NUMBER:  
**682-7760**



Catherine Donovan

**CATHERINE DONOVAN ---  
New AANHR Board Member  
Biography**

Catherine Donovan was elected to the AANHR Board in October 2003. She became involved with AANHR when her Mom and Dad went into a nursing home in 1996. After her retirement in 2002 from her job as a mortgage loan officer, she was able to attend meetings on a regular basis.

Catherine received a masters degree in Social Work from UALR and practiced in that field 10 years before switching to the real estate and mortgage banking area. Since retiring, she spends her time as a volunteer at Baptist Hospital and at her church. She also enjoys line dancing and water aerobics.

Catherine has two sons and four precious grandchildren and lives in Little Rock with her husband, Michael.

**BEATITUDES FOR FRIENDS OF THE AGED  
Contributed by Ruby Bishop\***

Blessed are they who understand  
My faltering step and palsied hand.  
Blessed are they who know that my ears today  
Must strain to catch the things they say.  
Blessed are they who seem to know  
That my eyes are dim and my wits are slow.  
Blessed are they who looked away  
When coffee spilled at the table today.  
Blessed are they with cheery smiles  
Who stop to chat for a little while.  
Blessed are they who never say,  
"You've told that story twice today."  
Blessed are they who know the ways  
To bring back memories of yesterdays.  
Blessed are they who make it known  
That I'm loved, respected and not alone.  
Blessed are they who know I'm at a loss  
To find the strength to carry the Cross.  
Blessed are they who ease the days  
On my journey Home in loving ways.

\*This is a poem I have saved for many years. A sister at St. Vincent Hospital gave it to me back in 1987.

**AANHR Special Thanks**

We extend heartfelt thanks to the following people and groups who make our outreach possible:

1. Clark Mason of Hare Wynn Newell & Newton for financial and promotional support over the years.
2. First Assembly of God in North Little Rock for providing a meeting room free of charge.
3. Brian Reddick and Bob Edwards of Wilkes and McHugh for its generous donation toward the publication costs of this newsletter.
4. David Couch of Grayson and Grayson, PA, for employing Brent Birch of One6media, LLC to do AANHR's new website design.



### **AANHR Board Members Meet with NCCNHR Founder and Director**

Several AANHR Board members drove to Fort Smith on March 11 at the invitation of Elma Holder, founder of NCCNHR (National Citizens Coalition for Nursing Home Reform) and Alice Hedt, NCCNHR Executive Director. We got in a good visit with these precious ladies the day before they were to instruct Arkansas State Ombudsmen. We discussed NCCNHR's ongoing financial crisis and nursing home issues.

AANHR is giving a monthly contribution to NCCNHR. We encourage others to contribute or join. Billing information follows:

### **NCCNHR INDIVIDUAL MEMBERSHIPS**

**\$25.00 Persons age 65 and over**

**\$40.00 Persons under age 65**

Mail donations and membership fees to National Citizens' Coalition for nursing Home Reform; 1424 16 St., NW, Suite 202; Washington, DC 20036. *Or send check to AANHR at P. O. Box 22421 LR, AR 72221-2411 with designation for NCCNHR. We will see that it gets to them.*

Pictured above: Front row, left to right: Elma Holder and Alice Hedt; back row: Fred Plant, Martha Deaver, Nancy Allison and Virginia Cross.

### **AARP Volunteer Day of Service for Nursing Homes**

Arkansas AARP have again chosen Nursing Homes for their Volunteer Day of Service. Their hope is to be assigned useful functions while they are in each facility. At a recent meeting of the Arkansas Health Care Owners and Administrators, AARP expressed the wish that each facility would have suggestions for meaningful activities they could help with. That could include such simple things as reading to a resident, helping them write a letter, visiting someone who never gets visitors, as well as group activities. Contact your local AARP chapter to offer your help and get details. The Volunteer Day of Service is Thursday, May 13, 2004.

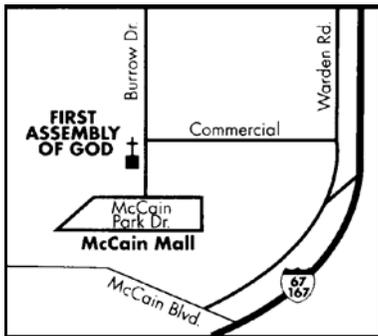


**Arkansas Advocates  
For  
Nursing Home Residents**

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ORGANIZATION  
U.S. POSTAGE PAID  
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P. O. Box 22421 Little Rock, AR 72221-2421

**PROTECTING THE RIGHTS OF  
NURSING HOME RESIDENTS FROM FRAUD, ABUSE,  
AND NEGLECT**



MAP TO MEETING

**Strength in Numbers,  
AANHR Needs You**

Please take a moment to find out if you've renewed your AANHR membership. (Our fiscal year began on November 1, 2003. If you have not paid your dues since August 2003, then you are past due.) We are so appreciative of people like you who support us because together we can make a difference.

- ( ) I wish to receive AANHR newsletter
- ( ) \$15 per individual membership enclosed
- ( ) \$20 per family membership enclosed
- ( ) \$ 4 per student or CNA
- ( ) Waive dues because of financial hardship

Please make checks payable to:  
AANHR P. O. Box 22421 LR, AR 72221-2421

**AANHR Officers and Board Members**

- President** – Nancy Allison, Conway
- Vice President** – Nancy Johnson, Fairfield Bay
- Secretary** – Kelly O'Quinn, Little Rock
- Treasurer** – Ralph Erwin, Little Rock
- Members of the Board of Directors:**  
Marce Best, Maumelle; Betty Buckta, Fairfield Bay;  
Virginia Cross, Little Rock; Martha Deaver, Conway;  
Catherine Donovan, Little Rock; Fred Plant, Little Rock;  
Larry Wakefield, Fairfield Bay

**AANHR MEETING DIRECTIONS**

**First Assembly of God Church, 4501  
Burrow Road, North Little Rock, AR**

(See Map Above)

From Little Rock, on Highway 67-167 take the West McCain Blvd. exit. Immediately after crossing the overpass, turn right (North) on Warden Road (the access road that parallels the divided highway and McCain Mall). Stay on Warden Road for three blocks.

Turn left on Commercial Street, the street with the Golden Corral Restaurant on the corner. Commercial Street ends three blocks later at Burrow Road.

The church is at the end of Commercial Street and is easily recognized by three large crosses. Proceed ahead in the parking lot (do not turn right) past the crosses to the Southwest corner of the building. Turn right on the narrow alley-like drive. Enter the door halfway down this side of the church. The Meeting is in Room No. 113 (immediately inside the entrance door)