



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**JUNE 2009**

Conway (501) 450-9619 · Fairfield Bay (501) 884-6728  
Conway (501) 450-7405

**AANHR's Mission Statement:**  
"To protect and improve the quality of care and life for residents in Arkansas nursing homes."

## Next Meeting June 8

MEETING  
PLACE:

First Assembly of God Church  
4501 Burrow Road  
North Little Rock  
Directions to church on back of Newsletter.

## Please Note

There will be no AANHR regular meeting on June 8. Instead, AANHR is honoring CNAs as part of National Nursing Assistants' Week. Please join us.  
(See article at right)



## Annual C.N.A. Appreciation Luncheon June 8

If you are regularly present at AANHR meetings, be prepared for a different scenario this month. AANHR is modifying its itinerary for the June meeting. In lieu of the regular meeting AANHR members will host their fifth annual CNA awards appreciation luncheon at 12:30 PM on Monday, June 8, recognizing the very important role that Certified Nursing Assistants play in the care of Arkansas' nursing home residents. You may come at the regular meeting time of 10:00 AM and help us with the finishing touches or arrive in time for lunch (12:30 PM), program, and awards presentation.

Carol Compas, Project Manager for the Arkansas Foundation for Medical Care, will deliver the keynote address. Kathi Gately, Arkansas' State Ombudsman will also offer words of wisdom.

Approximately sixty CNAs plus their guests from nursing homes around the state plan to attend this event to commemorate National Certified Nursing Assistant Week June 11-18, 2009. CNA honorees receive a complimentary lunch. The cost for all others' lunches is ten dollars. If you as AANHR members plan to attend (and haven't already paid) please remit a check for \$10.00 promptly to AANHR PO Box 22421 Little Rock AR 72221-2421. No monies will be accepted at the door on luncheon day.

AANHR is looking forward to honoring CNAs for the selfless dedicated job that they do in caring for Arkansas' frailest citizens.

## Calendar of Events

June 8	12:30 PM	CNA Appreciation Luncheon
July 13	10:00 AM	AANHR Meeting
August	-----	No meeting nor Newsletter (summer break)
Sept 14	10:00 AM	AANHR Meeting

### DID YOU KNOW?

The AANHR Newsletter Is Available Online At [aanhr.org](http://aanhr.org)



## *From the President's Desk . . . Martha Deaver*

I'm excitedly anticipating AANHR's 5<sup>th</sup> Annual CNA Awards luncheon which is coming soon. We (AANHR) will celebrate National Nursing Assistants' Week, honoring Arkansas'

Certified Nursing Assistants (CNAs) by recognizing the very important role CNAs play in the care of nursing home residents.

By the time you read this newsletter, each nursing facility in Arkansas has received an invitation to select two CNAs to be honored at the luncheon. Nominees are selected by resident and/or family councils or in some cases, the nursing staff at a home conducts a contest to determine who is honored. These honorees will receive a complimentary lunch, a

\$30 Walmart gift card, a certificate and a CNA lapel pin as recognition of our appreciation for their efforts in caring for the elderly. CNA honorees must be present at the luncheon to receive awards: no substitutions. Additionally, perhaps as many as three fortunate CNAs will win an extra gift determined by a drawing, etc.

Reservation confirmations were mailed to nursing homes May 27. The luncheon has become a gala affair, well attended by CNAs and their guests from around the state. Should you have any questions, please call 501-450-9619 or 501-450-7405.

AANHR looks forward to honoring  
Arkansas' CNAs!



## Volunteer Ombudsmen Needed

Do you have one hour per week to visit with residents (those who have few/if any visitors) in a nursing home? We have a place for you. After one day of training and a short orientation period one can become a Certified Volunteer Ombudsman and can choose to be assigned to a specific nursing home where just two hours service per week is expected.

Regardless of whether or not you end up becoming a volunteer ombudsman, your knowledge will increase greatly by attending an ombudsman training session. Volunteer Ombudsman training takes only one day and can make an incredible difference in the life of a nursing home resident. A volunteer ombudsman is authorized to help residents with any concerns. Protecting the resident's rights is a priority. The volunteer ombudsman is authorized to take complaints and report things they see that are questionable to their regional ombudsman, who can take steps to remedy the situation. A volunteer ombudsman can make a big difference brightening the life of a nursing home resident. If interested, please contact Martha Deaver at 501-450-7405; she will put you in touch with your regional ombudsman.

### AANHR Videos for Loan



*Nursing Home Care Plans*  
*The Importance of Nursing Home Family Councils*  
*Bathing Without a Battle*

# Dental and Vision Care Now Available in the Nursing Home!

The dentist or eye doctor coming to the nursing home! Not having to arrange transportation for your frail family member for dental or eye care? Is this truly possible? Indeed it is. Even better, for Medicaid residents, the cost is fully covered! This is possible from Matone-Cooper Mobile Dentistry, PLLC. and is paid under a new insurance program issued by Legacy Business Group, Inc. The dentists and eye doctors use portable equipment which can be set up in the facility. They can provide all the services of any general dentist or optometrist, i.e., screening, filling, provision of and care of dentures, care of eye glasses, etc.

Dental and vision care are important to the overall health of all of us. The ability to chew and swallow is essential to maintaining the proper nutrition necessary for health. Oral hygiene is difficult to perform for another so when a resident is unable to do this for themselves this is an aspect of care that is often given short shrift. In addition, many medications affect the normal composition of saliva. This leaves the resident susceptible to growth of bacteria in the mouth and infection whether they wear dentures or have their own teeth. Oral cancer is also a concern, especially when tobacco has been used for long periods. Nursing

facilities are required by law to provide care for all the needs of residents and this includes dental and vision care. However, we all know that this is difficult to do when it requires transporting the resident to another setting, and consequently it often doesn't get done until it becomes an emergency situation. The availability of such services within the facility itself is truly a godsend.

The cost of this insurance is fully reimbursed under Medicaid but is also available to private pay residents. The paperwork is completed by the carrier so is not a burden to nursing home staff.

Presently mobile care is being conducted in about forty facilities throughout the state. It should be in every one! Demand it in yours! It is available from:

Legacy Business Group, Inc.  
 P.O. Box 17625  
 Little Rock, AR 72222-7625  
 Phone: 501-680-4777  
 Fax: 501-227-0620  
 lynne.coats@gmail.com



Join the *Advancing Excellence in America's Nursing Homes Campaign* as a Consumer to make a difference for resident-directed care.

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

I would like to be included on the Arkansas LANE electronic mailing list to receive updates on educational opportunities and events.

I do not wish to be included at this time.



**RETURN TO:**  
**Arkansas LANE**  
*Advancing Excellence in America's Nursing Homes*

4301 West Markham Slot 748  
 Little Rock, Arkansas 72205  
 Phone: 501-686-7984  
 Fax: 501-686-8350  
 Email: SRBennett@uams.edu  
 LubinSandraA@uams.edu  
 www.arkansaslane.org  
 www.nhqualitycampaign.org

## Stella May Honored with Retirement Reception after 35 year Career

By REVIS BLAYLOCK  
Manila Town Crier News Staff

With mixed emotions Stella May of Manila decided to retire from Manila Nursing Center after 35 years of service. She has been a certified nursing assistant (CNA) throughout her career. She retired on March 31.

May said she loved her job as much today as the first day she went to work for the Manila Nursing Center on March 8, 1974. At that time, it was located on Main street in Manila and was owned by the Veaches. Through the years she has worked for four owners including Veach/Brady, Wellmans, Gammills, and now Reliance Heath Care. "They have all been good to work for," she said. Only once in her 35 years did she leave to work at another nursing facility but returned to Manila in five months. "I decided to go back to the Manila Nursing Center where my heart was," she said.

She helped with moving from the Main street location to the present larger facility, formerly Buffalo Island Hospital, and has been there since.

May said she grew up working in the fields chopping and picking cotton. She enjoyed being home with her four children when they were young. She was a full time mother and homemaker for 10 years. "I decided to go to work and the nursing home was my first and has been my only public job," she said.

She said she has seen a lot of changes but mostly in the paperwork the nurses have to do. "The basic care for our residents has remained the same," she said. "We do our best to take care of their needs." When May started working aides did not have to be certified. When the guidelines changed, May took classes and received her certification in 1990.

She said she will miss the residents and her co-workers. She and Debbie Vassar have been partners for most of her 35 years. "We have worked as a team and I will really miss working with her," May said. "The years have passed fast. I will miss working here but I am 65 and I think it is time for me to retire. I will come back and visit everyone, but it will not be the same."



May has always enjoyed working and spending time with her family. "I have good kids," she said. "I am proud of them." Mrs. May's children were present for her retirement reception, including her sons and daughters-in-law: Michael and Chrystal May and Eddie and Jackie May; her daughters, Debra Stull and Pat Lloyd, and several of her grandchildren. She has seven grandchildren, ranging from five to nineteen years old: Brittany, Justin, Dillon, Hannah, Matthew, Jeremiah and Olivia.

"We want to recognize Stella for her 35 years of dedicated service to the residents at Manila Nursing Center," Shari Doty, MNC administrator, said. "When I got here, I thought Stella and Deb were one word. Stella and Deb Vassar have worked together for most of the last 35 years. Deb and all of us will miss her."

Doty read letters from Dr. Dennis Parten and former nursing home administrator Gaylon Gammill. Also on hand to offer congratulations from Reliance were Brandon Adams, Micah Wright, Amy Rollins and John Knopp. "Words do not do justice," Adams said. Adams presented May with a retirement cruise for herself and a guest and \$1,000 from the company. "This is a small token of our appreciation for your 35 years of service," Adams said.

Letha Veach, 102, original owner and founder of Manila Nursing Home, was present for the celebration. "I had visited California and toured a nursing home," Mrs. Veach said. "I liked taking care of people and came home with an obsession to open a nursing home. We were the 11th in the state of Arkansas. This nursing home is one of the best, in every way. I can see and know what is done here. I know the facility has good employees from seeing the results."

Manila Mayor Clifford Veach attended the reception. Doty presented Mrs. May with a plaque. Co-workers presented her with gifts and well wishes.

*(reprinted with permission)*

## Alzheimer's Association Assists with Bill That Now Allows Churches To Provide Respite Care Without Adult Daycare License

The Alzheimer's Association (Oklahoma and Arkansas Chapter) was pleased to join Senator Terry Smith (Hot Springs) with the filing of an amendment to SB 327. Now Act 357, this law allows churches to provide up to four hours of respite care per week, without being a licensed Adult Daycare Facility.

Act 357 is the result of J. Frank Boyles' (former University of Arkansas Coach and Athletic Director) vision to see churches provide respite care for their frail elder membership. Broyles has been an advocate for dementia caregivers and those persons with the diagnosis since his wife Barbara was diagnosed with the disease in 2001. Barbara Broyles succumbed to the disease in October of 2004.

According to the bill, faith based organizations (that meet Act 327 stated criteria) may provide up to four hours of respite care for 12 or less frail elders without applying for a state adult daycare license. Organizations at these facilities would be required to meet national standard safety codes; post specific information, and provide training for their volunteers through national respite standards of care practices from such organizations as the Alzheimer's Association.

"The Alzheimer's Association's trained staff is able to provide the six hour training curriculum for respite care to all churches and their respite volunteers in the state of Arkansas. The Alzheimer's Association is also available to serve as a consultant regarding the processes and procedures for implementing respite care, according to the specifications of Act 327," said Arkansas State Director Sandra Warmack. Act 327 becomes law August 1, 2009.

Please contact the Alzheimer's Association for more information via email to: [sandra.warmack@alz.org](mailto:sandra.warmack@alz.org) or call 1-800-272-3900

Sandra Warmack

State Director - Alzheimer's Association

479-273-5583

Northwest and North Central Arkansas 479-245-2081

Western Arkansas Region 479-783-2022

Central and Northeast Arkansas 501-265-0027

**alzheimer's  association®**

the compassion to care, the leadership to conquer



Pioneer  
Network

Pioneer Network in Culture Change  
P.O. Box 18648  
Rochester, NY 14618-0648  
tel: 585 271-7570  
fax: 585 244-9114  
[www.PioneerNetwork.net](http://www.PioneerNetwork.net)

**Coming This Summer:**

**Ninth Annual National Pioneer Network Conference**

**Little Rock, AR**

**August 12-14, 2009**

**Inspiring Person-Directed Care through Culture Change Practices and Principles in Aging and Long-Term Care**



Ruth Dapremont, Martha Deaver, Pat McGuire, Ann Pinney

## Partners in Care-giving Workshop "Train the Trainer"

ANHR board members Martha Deaver, James Brooks, Pat McGuire and Ann Pinney recently attended a work shop on cooperative communication between families and nursing home staff sponsored by the *Arkansas Coalition for Nursing Home Excellence*.

This educational program is based on many years of joint research conducted by Cornell University and the Foundation for Long Term Care and on over a decade of experience in developing cooperative communication programs at Cornell University. The conceptual basis of the project:

### Problems in Family to Staff Relationships

Much concern exists today about the problems of family caregivers to dependent elderly persons. However, it is often assumed that the family's involvement ends when the relative is placed in a nursing home. In fact, this is not the case: much research shows that families continue to interact with and provide care for institutionalized elderly relatives. Family involvement in nursing homes is very beneficial for residents. However, difficulties experienced by both families and staff can sometimes cause strained relationships and decreases in family involvement.

For family members, the placement of a relative in a nursing home is an immensely stressful event. Families experience guilt over "abandoning" their

relatives and anger at the circumstances that made it necessary. They often have negative stereotypes about nursing homes and fears about the quality of care that their relative will receive. Families sometimes do not complain about the care received because of concerns that staff may retaliate against their relative or that they will be asked to seek care for the relative elsewhere.

Nursing home staff, too, are struggling to make ends meet and to provide good care under very demanding work conditions. Nursing homes are chronically understaffed, which leads to severe job stress on the part of nurses and nursing aides. Further, staff rarely receive training in ways to work with family members more effectively. These pressures can lead to poor relationships with the residents' families.

In sum, aspects of institutional life sometimes cause problems for families and decrease their involvement. In particular, staff-family relations can be strained and conflicted. Such conflict can lead to the eventual alienation of family members, and to a reduction in their involvement with their relatives.

### Goals of the Partners in Care-giving Workshops

1. Families learn that they are important partners in their relative's care.
2. Families become more comfortable initiating communication with staff.
3. Families learn skills that help them be more effective in discussing the care of their relative with staff.
4. Family members feel less isolated.
5. Staff members gain new insight into the barriers that prevent family involvement, and learn how to reach out effectively to all family members.
6. Staff learn positive communication strategies, including effective listening, understanding defensive behaviors, and resolving conflicts.
7. Staff feel less isolated.
8. Nursing homes develop policies that encourage a wider range of family involvement.

The manual for this training is available online to be downloaded as a pdf document at <http://www.citra.org/wordpress/partners-in-caregiving-cooperative-communication-between-families-and-nursing-homes/>



## AANHR Special Thanks

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

- Chad Trammel and Don Sorey** of The Law Offices of Nix, Patterson and Roach for gift memorials and financial support.
- Brian Reddick and Bob Edwards** of Wilkes and McHugh for its financial assistance in the printing and mailing of AANHR's newsletter and other publications as well as financing the attendance of two board members to the annual NCCNHR conference.
- Eric Wewers** of The Law Offices of Eric Wewers, PLLC, for advising AANHR's Board of Directors.
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- Brandon Clark** of the Law Offices of Brandon Clark, PLLC, for ongoing support of AANHR activities.
- David Couch** of The Law Offices of David A. Couch, PLLC, PA, for employing Brent Birch of One6 Media, LLC, to create and maintain AANHR's website.
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- First Assembly of God Church** in North Little Rock for providing AANHR a meeting room.
- Bob Davidson** of the Law Offices Of Bob Davidson, PLLC, for advising AANHR's Board of Directors.
- Gary Miller** of ProSmart Printing for assistance in newsletter and brochure publication.

## AANHR Officers and Board Members

- President** - Martha Deaver, Conway
- Vice President** - Nancy Johnson, Fairfield Bay
- Program Chairman** - Nancy Allison, Conway
- Secretary** - Betty Buckta, Judsonia
- Treasurer** - Nancy Johnson, Fairfield Bay
- Members of the Board:** Nancy Allison, Conway; Martha Blount, Searcy; James Brooks, North Little Rock; Betty Buckta, Judsonia; Martha Deaver, Conway; Julie Edwards, Mabelvale; Nancy Johnson, Fairfield Bay; Pat McGuire, Alexander; Gary Melton, Searcy; Ann Pinney, Benton; Frances Walker, Benton.
- Honorary Board Members:** Jim and Faye Sandstrum, Searcy.
- Newsletter Editors:** Martha & Ernie Blount, Searcy

## 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.

You may also write to: Office of Long Term Care (OLTC) P.O. Box 8059, Slot 400 Little Rock, AR  
72203-8059

OLTC website:

<https://www.medicaid.state.ar.us/InternetSolution/General/units/oltc/index.aspx>

You should also report complaints to the Arkansas Attorney General

**Toll Free: 1 - 866 - 810 - 0016**

**Little Rock Local: 682 - 7760**

For additional assistance or a listening ear, call AANHR at

**(501) 450 - 9619 in Conway;**

**(501) 884 - 6728 in Fairfield Bay;**

Visit our website at [www.aanhr.org](http://www.aanhr.org) or e-mail us at [Info@aanhr.org](mailto:Info@aanhr.org)

Your local Ombudsman's number should be posted in a prominent place in the nursing home, preferably near the front entrance. You may also call your local Area Agency on Aging to secure the name and phone number of the Ombudsman.

The UALR Senior Justice Center can be reached at: 501 - 683 - 7153.



Arkansas Advocates for Nursing Home Residents

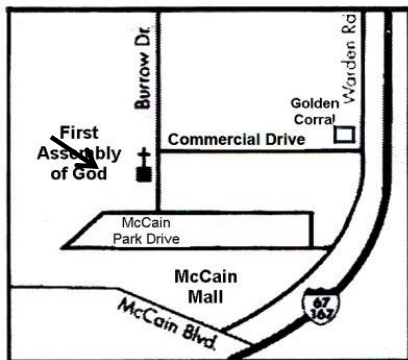
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**Strength in Numbers,  
AANHR Needs You!!**

AANHR is a nonprofit organization run by non-paid volunteers dedicated to protecting and improving the quality of care and life for Arkansas residents in long term care facilities.

Won't you please lend your support to us by joining our organization? Your membership dues help to pay for our activities that support our mission statement. Memberships are available on a calendar year basis. Join now and you will be a member through December 31, 2009.

Name \_\_\_\_\_

Mailing address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

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

Please make checks payable to: AANHR and mail to  
135 Hillside Dr #112 Fairfield Bay AR 72088-4026

**Driving directions to  
First Assembly of God Church,  
4501 Burrow Road, North Little Rock**

**Coming from the North:**

When driving South on Highway 67/167, take exit #1 onto Warden Road. As soon as you safely can, move into the right-hand lane, as you will be turning right at the Golden Corral Restaurant onto Commercial Drive.

**Coming from East, West or South:**

If you are on either I-30 or I-40, take Highway 67/167 North. Take exit #2 onto Landers Road. Stay in the left-hand lane, as you will be turning left and going under Highway 67/167 and enter Warden Road going southbound. As soon as you safely can, move into the right-hand lane, as you will be turning right at the Golden Corral Restaurant onto Commercial Drive.

Commercial Drive terminates at the church. Proceed straight across Burrow Road into the church's parking lot and turn right at the far side of the building into the narrow alley-like drive.

The entry door is located about half-way down this side of the church and the meeting room (#113) is immediately inside the entrance door.