



AANHR

Arkansas Advocates for Nursing Home Residents

**PROTECTING NURSING
HOME RESIDENTS
October
2010**

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 Oct. 11

**MEETING
PLACE:**

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

**10:00 a.m.
Meeting for
members, family and
friends of residents
(Closed to persons
representing the
nursing home
industry).**

**11:00 a.m.
Public Meeting
(see article at right)**

**Join the AANHR Rally
to support
Residents' Rights
Mon. Oct. 4, 2010
11:00 AM
AR State Capitol
Rotunda**

Health Care Act: October 11, 11:00 AM, AANHR Meeting Topic Speaker: Maria Reynolds-Diaz, State Director AARP Arkansas

If you feel confused by the new health care law, you're hardly alone. With all the political squabbling in Washington, Americans have heard too little about what the reforms will mean for them and their families. But whatever your reaction to the noisy debate in Washington, it's a safe bet that the new law will affect you. This may prove especially true for older Americans, including retirees and boomers in the workforce.

AANHR's speaker, Maria Reynolds-Diaz, has spent the last 30 years as a professional in the field of aging. Her experience ranges from geriatric case management to senior program development, administration and management. In 1995, she began her career with AARP as the Southwest Region Consumer Representative, working on economic crime prevention education partnering with law enforcement and leading armies of volunteer "fraud fighters" in 10 states. In 2001 Maria was named State Director for AARP Arkansas. In this capacity she manages all state activities related to AARP's advocacy, education, and community service agenda. She has lead efforts in the passage of key Long Term Care and Consumer Protection Legislation and recently was part of a coalition that ran Pay Day Lenders out of Arkansas. She also provided leadership in the piloting of an innovative caregiver program called "Eden at Home" which continues to be used throughout the country. Maria has served on numerous boards, committees and chaired coalitions addressing health and Long Term Care, Hispanic and women's issues, and the prevention of abuse and exploitation. Maria is a licensed Master Level Social Worker (LMSW) with a Master's Degree in Gerontology and is fluent in Spanish. She and her husband John V. Diaz have four children and eleven grandchildren.

Calendar of Events

Oct 4	11:00 AM	Resident Rights Rally - State Capitol Rotunda
Oct. 11	10:00 AM	AANHR Meeting
Oct. 19-22	Orlando	Consumer Voice (a.k.a. NCCNHR) Annual Meeting
Nov 8	10:00 AM	AANHR Meeting



From the President's Desk Martha Deaver

I'm currently participating with several organizations and their boards who work with issues related to senior citizens and their infirmities. At one of the recent meetings I attended I got into a conversation with Jane Krutz, whom you may be familiar with from her many years with AETN public television in Conway. She mentioned a personal alarm device she has purchased and is promoting. This conversation reminded me that personal alarms are another tool in our arsenals to

help senior citizens live better, safer, and longer, in their own homes - rather than having to move into nursing homes. The following article, written by AANHR board member, Nancy Johnson, provides a glimpse of possibilities re personal alarms.

“Help! I’ve fallen and I can’t get up!”

Remember when that line was supposed to be funny? For the more than 33% of people over 65 who are involved in accidents and falls at home each year, it is no laughing matter. Fortunately medical alert systems are now readily available that enable a person to call for help even when home alone. These systems typically consist of a call button which is worn as a pendant around the neck, on the wrist like a watch, or clipped to one's belt. Pressing the button activates a unit which places a telephone call to either a 24-hour response center or calls 911 directly. In either case an operator is able to converse with the person and is able to summon the assistance that is needed. A quick computer search lists dozens of companies providing such a system ranging in cost from \$17.95 to \$35 per month or a one-time cost of \$225 with no monthly fees. Often AARP or veteran discounts are available upon request. Units are readily available through medical supply outlets, drug stores, and many agencies which serve the elderly.

A purchaser needs to carefully consider the terms of the service. Most require a land-based telephone line. The distance from the base unit at which the call button can be activated varies from 300 feet to 1500 in different systems. Some systems can also monitor smoke and carbon monoxide detectors in the home, detect and report temperature fluctuations that indicate malfunctions in the heating or cooling system of the home, and even remind the recipient when it is time to take his medications. Some systems charge an installation fee, some do not. Some require a contract for a year, some require no contract. It pays to know what you are getting.

One more word of caution: for any system to work the recipient must wear and use the call button. It does not help if the call button hangs on the bedpost when someone falls in the shower or while getting the mail.

There is a fountain of youth: it is your mind, your talents, the creativity you bring to your life and the lives of people you love. When you learn to tap this source, you will truly have defeated age.
-Sophia Loren (Italian film actress)

Boredom, loneliness, and helplessness: the three main diseases in a nursing home.

Seventh Annual Residents' Rights Rally!

Please Join Us!!!

Monday, October 4, 2010

AR State Capitol Rotunda 11:00 AM

National Long-Term Care Residents' Rights Week

Hosted By

Arkansas Advocates for Nursing Home Residents

www.aanhr.org

Program of Events:

Martha Deaver, AANHR President-----Welcome
Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist-----Invocation
Martha Deaver, Event Chairman-----Proclamation Presentation
Dustin McDaniel-----Arkansas Attorney General
Kathie Gately-----Arkansas State Ombudsman
Maria Reynolds-Diaz -----AARP
Dr. David Montague-----Director of UALR Senior Justice Center
Martha Deaver-----Closing Remarks

I slept and dreamed that life is all joy;
I woke and saw that life is all service;
I served and saw that service is joy.

Mother Teresa



Abington Place Family Council honors James Brooks Sr. for his dedicated service

August 28, 2010 Abington Place Family Council members met to honor James Brooks Sr., an AANHR board member, for his long term dedicated service to family council at this facility. Mr. Brooks is one of those rare folks who are willing to put forth a lot of time and effort for “the good of the whole”. Folks willing to do so are becoming more rare as time goes by. He worked with the council for many years while having family members in the home and continues, along with other dedicated members who no longer have family at the facility.

Abington Place, formerly Quapaw Quarter, has the distinction of having the first Family Council in the State of

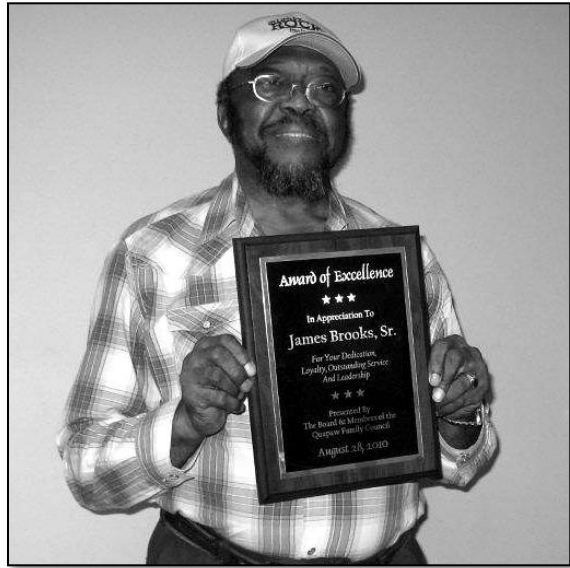
Arkansas, originally formed in 1982 as The Family Council of Little Rock Nursing Center. In 1987 Human Services of Arkansas, Incorporated Quapaw Family Council, was formed at Little Rock Nursing Center.

- ❖The mission - to focus attention on problems of abuse and neglect and to promote a unified concern for the care and well-being of all residents.
- ❖The Council’s goal included stimulating the resident’s social interest through individual contact and group functions, encourage employee performance excellence through respect and appreciation, and foster goodwill toward all service providers.
- ❖Their primary function was to raise money to purchase clothing, personal aids (wheelchairs and walkers), dental care, beauty and barber shop products, and other items needed by residents that are not provided by the facility nor required by state or federal regulations. To meet those ends, they solicited donations of money and property from private individuals and businesses. They also raised money to pay for prescription drugs not covered by Medicaid.

The original members were composed of area residents, representative of human and social services agencies, state and local officials, religious and civic representatives, and organizations as well as relatives of the residents. Those 25-30 members provided moral support and grief counseling for one another, and hosted seminars on legal aspects of guardianship and estate planning, etc. The activities and events including sharing special skill and crafts; sewing, mending, mixing and matching garments; reading and writing; facial care, cleaning fingernails and eye glasses; polishing shoes; transporting residents to doctor appointments, functions away the facility, and hosting “Coffee and News” . They worked out a staggered schedule to insure that Family Council members were patrolling the nursing home during all shifts to supervise the care of every resident.

In 1988, under the leadership of Mavis Posey, the goal of Incorporated Family Council was to help organize Family Councils in as least 10 central Arkansas nursing homes and then branch out over the state. In 1988 and 1989 numerous presentations were given and the organization was recognized by then, Attorney General, Steve Clark for leadership in consumer education, protection, and help in efforts to clean up Arkansas homes.

From 1986 to 2001 the Family Council was recognized by Senator Dale Bumpers, State Representative Dr. William H. Townsend, Governor Bill Clinton, and Attorney General Steve Clark for the statewide development of family councils to assist in the improvement of nursing homes in the state. Mrs Mavis Posey (see Abington Place, pg 5)



(Abington Place.. from pg 4)

coined the phrase "MAKING NURSING HOMES BETTER . . . ONE MAY BE YOUR NEXT HOME."

Presently, as a result of the efforts of the original Family Council, many Family Councils have been developed statewide. Several of the original members are still active with Abington Place Family Council. Mrs. Posey remains as President Emeritus, having passed the torch to other presidents who rely on the experience and wisdom of the original members as they deal with new nursing home legislation and policy as it relates to ensuring quality care of residents of Abington Place Nursing Center. Ms Posey's coined phrase has come to fruition: she is currently an Abington Place resident. Ms Posey passed the Family Council presidential gavel to Mr. Brooks who continues to faithfully serve the facility residents for "the good of the whole". Congratulations, James, from your fellow AANHR members, and thanks for sharing your time, talents, and expertise along with your caring heart on behalf of nursing home residents here in Arkansas.



Consumer Voice 35th Annual Meeting and Conference
Caribe Royale All-Suite Resort & Convention Center
Orlando, Florida
October 19-22, 2010



"Speak up for those who cannot speak for themselves, for the rights of all who are destitute. Speak up and judge fairly; defend the rights of the poor and needy."

Proverbs 31:8 NIV

What to do if you find care lacking?

Talk to the CNAs on duty for your hall. →

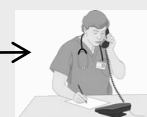
Talk to the nurse for your hall. →

Talk to the Charge (RN) nurse on duty for your wing. →

Talk to the Director of Nursing or the Administrator. →

Call the Office of Long Term Care or the Regional Ombudsman. →

The Office of Long Term Care phone number is 1-800-582-4887.



OMBUDSMAN

Contact information, along with a picture, of your Regional Ombudsman should be posted in a prominent place in your facility. You may also have a certified volunteer ombudsman (CVO) for your facility who might offer advice.

**Election at November Meeting
for 2011 AANHR Officers and Board Members**

Nominating Committee for November Election:

Chairperson	Nancy Johnson, Fairfield Bay - (501)884-6728
Committee Members	Linda Brimer, Searcy - (501)230-5844
	Nancy Patterson, Searcy - (501)305-4034

Call any member of the Nominating Committee if you wish to nominate someone for an officer or board position. You must have the permission of your nominee.

The AANHR by-laws require a presentation of a slate of officers and board members, nominated by the Committee, for the coming year at the October meeting. Officers are automatically members of the board of directors.

Current Officers include:

President - Martha Deaver, Conway
Vice-President - Gary Melton, Searcy
Secretary - Betty Buckta, Judsonia
Treasurer - Frances Walker, Benton
Program Chairperson - Gary Melton, Searcy

Members of the Board of Directors:

Nancy Allison, Conway
 Martha Blount, Searcy
 James Brooks, North Little Rock
 Julie Edwards, Mabelvale
 Nancy Johnson, Fairfield Bay
 Pat McGuire, Alexander
 Ann Pinney, Benton



Great Source of Information!

AANHR would like to recommend the publication AGING ARKANSAS as a source for helpful news relevant to senior citizens. One can subscribe to this monthly newsletter for one year by mailing a \$12.00 check to AGING ARKANSAS, 706 South Pulaski St., Little Rock, AR 72201. Phone 501-376-6083

AANHR Special Thanks

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

First Assembly of God Church in North Little Rock for providing AANHR a meeting room.

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.

Gary Miller of ProSmart Printing for assistance in newsletter and brochure publication.

M. Darren O'Quinn , Attorney, Little Rock, for his offer of free assistance in preparing advance directives, to those present at the April AANHR meeting.

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.

Paschall Strategic Communications for their continued assistance with public relations needs.

AANHR Officers and Board Members

President - Martha Deaver, Conway

Vice President - Gary Melton, Searcy

Secretary - Betty Buckta, Judsonia

Treasurer - Frances Walker, Benton

Program Chairman - Gary Melton, Searcy

Members of the Board: Nancy Allison, Conway; Martha Blount, Searcy; James Brooks, North Little Rock; Julie Edwards, Mabelvale; Nancy Johnson, Fairfield Bay; Pat McGuire, Alexander; and Ann Pinney, Benton.

Honorary Board Member: 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 or e-mail us at 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

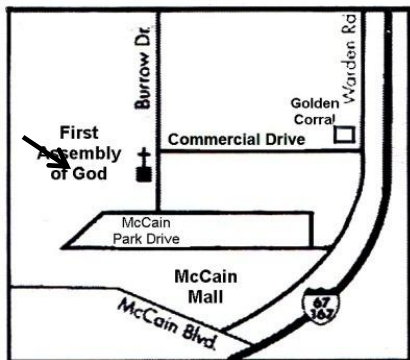
AANHR

P.O. Box 165641 Little Rock, AR 72216

www.aanhr.org

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Oct 2010



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.

Please lend your support by joining AANHR? 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, 2011.**

Today's Date _____

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 2336 Riverview Circle, Benton AR 72019

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.