



# AANHR

*Arkansas Advocates for Nursing Home Residents*

**PROTECTING NURSING  
HOME RESIDENTS**  
**March  
2012**

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  
March 12**

**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)**



**March 12<sup>th</sup> Meeting Topic:  
Resident Trust Funds  
Speaker: Stormy Smith**

Readers may not be aware of resident trust funds which contain personal funds set aside for each resident out of their social security "check" each month. Certain parameters exist to govern these funds. Learn about trust funds from Stormy Smith, AANHR's program speaker for March 12<sup>th</sup> at 11:00 A.M.

Stormy Smith is a Program Manager with the Office of Long Term Care (OLTC) where he has been employed since 1991. Stormy received his Bachelor of Science in Business and Industry from Mississippi State University. He is a Certified Surveyor, Licensed Nursing Home Administrator and a Certified Public Manager. Stormy has thirty years experience in health care with twenty-eight of those years being in Arkansas. Stormy operated his first nursing home in 1973 and shortly afterwards was elected to the Board of Directors of the Arkansas Nursing Home Association, where he served for several years. In 1974 he received an appointment from then Governor Dale Bumpers to the Statewide Comprehensive Health Planning Council, and shortly afterwards served on the State Health Manpower Planning Council.

During Stormy's past years with OLTC, he has supervised the complaint section, abuse section, nursing home administrator licensure section, nursing facility licensure and survey scheduling.

Stormy currently reviews all of the Incident and Accident Reports from nursing facilities and he is on the committee that reviews all Abuse Investigation Reports from nursing facilities. He also conducts training programs on nursing home abuse and neglect as it pertains to the adult abuse act, and state and federal regulations.

Since 2000, Stormy's primary function is coordinating the flow of Freedom of Information Act (FOIA) request received by OLTC.

Learn more about resident trust funds and their use at the March 12<sup>th</sup> AANHR meeting at 11:00 a.m. Questions are always welcomed. Hope to see you there!!





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

**I**t is always shocking for me/AANHR to FOI the "Professional Liability Insurance Cost Reports," which Arkansas nursing homes are reimbursed for each year. Nursing home owners' premiums go up because they continue to give bad care. Being cited for poor care also means they are violating state and federal laws.

Tax payers' dollars (state & federal) pay for the reimbursement to protect the nursing home administration from the results of its poor care, to the tune of millions of dollars each year. Please take a few minutes to read the names of Arkansas nursing homes who were reimbursed and the amount they were reimbursed.

Readers can note from the list (see pages 4 & 5) that the highest reimbursement in this reporting period is for Searcy Healthcare: \$977,000. Magnolia is next with \$636,000 followed by three homes in the \$500,000 range: Broadway, Batesville, & Jonesboro. These reimbursements come from our tax dollars. Most of us carry liability insurance on our vehicles and homes. This covers us if a visitor falls at our home and sustains injury or if we are involved in an auto accident. Our insurance coverage pays medical bills for visitors' injuries or to repair our car, sometimes the other car(s) involved, and any personal injury caused inadvertently by us, the driver. As responsible citizens we provide for the protection of our persons and our property. The difference between us and nursing homes is that we *personally* pay for our insurance premiums for our protection. If we are irresponsible enough to receive a DUI or other infraction naturally our insurance premiums rise.

In the case of nursing home owners, premiums are also *personally* paid by us citizens through taxation that supports Medicaid. The cost for many (not all) nursing home residents' care is paid under Medicaid. Nursing home liability insurance might involve various categories of coverage such as injury accidents that visitors incur, transport van accidents, along with abuse and neglect to residents. We have a cycle going within the nursing home industry. Medicaid reimburses for care (including liability insurance premiums); the nursing home doesn't always give good care; abuse and neglect occur; so liability insurance premiums rise thus requiring more tax dollars spent. If resident care improved, premiums could be reduced, resulting in tax savings in the federal/state budget. In a time of record deficits/national debt would that not be a welcome set of circumstances.

**Prayer Request for Betty Buckta, AANHR Board Member**

If you've been associated with AANHR for very long, you probably have met a long time board member, Betty Buckta, who is currently serving as AANHR Secretary. Unfortunately, Betty is currently a nursing home resident herself, at Byrd Haven, in Searcy. Please pray for her as she begins kidney dialysis and also rehabilitation to regain her health. We miss Betty at our meetings and other activities and wish her continued recovery. Please pray for her as she recuperates. Our best wishes go out to Betty! We hope to have her back in action very soon.



**Complimentary Lunch**

The Wilkes McHugh Law Firm has graciously offered those who attend AANHR monthly meetings a complimentary catered lunch at noon following the meetings. Please feel free to stay for this time of fellowship after our meetings. AANHR thanks Wilkes McHugh for their many years of support to our organization.



## Who Will Make Decisions About Your Care If You Are Unable to Speak?

Documents that specify your wishes for care if you are unable to speak or make decisions are called advance directives. Members attending a recent AANHR meeting were reminded by Attorney Darren O'Quinn of the pros and cons of the various types of advance directives and the uses of each type.

The first and most basic step in making your wishes known is the Living Will. This communicates your wishes about lifesaving medical

treatments in the event you are unable to communicate health-care wishes. You can state specifically what you want -- whether it be everything possible done or that you want to limit such things as resuscitation and intubation, antibiotics, hydration, and blood transfusions.

Arkansas law requires that one's wishes regarding the use or avoidance of feeding tubes and other artificial methods of artificial nutrition and hydration be specifically addressed in the living will.

A regular will goes into effect only after death. The living will goes into effect when one becomes unable to make or communicate his or her own wishes about care decisions -- but only if family members and health care providers know that it exists! A living will can be a simple statement witnessed and signed by two witnesses. It does not have to be notarized to be legal.

It is also wise to appoint someone to act as your Durable Power of Attorney for Health Care. This document appoints someone to make decisions for you for situations that may not be covered in the living will. It is important that this person be someone who will know what you would want and is likely to make the decisions that you would make. A regular power of attorney becomes null and void when you become incapacitated. But because you need this when you become incapacitated it is important to make it a durable power of attorney, which stays in effect until you cancel it. You can, however, nullify or change it at any time if you choose to do so.

You may also want to consider naming someone to act as your power of attorney for financial affairs. You can select the responsibilities you want your agent to have. You can authorize them to do only one thing, such as pay a specific bill, or you can give them entire control of all your assets. Obviously this is an important responsibility and should be considered carefully. It needs to be remembered that signing a financial power of attorney will not automatically give that person access to your bank accounts. For that you will need to sign the bank's authorization forms.

You do not give up the right to manage your own affairs just by signing an advance directive. As long as you remain legally competent you retain full control over your affairs and you can cancel these documents or make changes at any time. Advance directives go into effect only when you become incapacitated.

Sample forms may be found @ [www.arkbar.com](http://www.arkbar.com).

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***“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***

**Arkansas Department of Human Services  
Division of Medical Services**

**Professional Liability Insurance Cost from the 07/01/10 - 06/30/11 Medicaid Cost Report**

**\* Professional Liability Insurance from the 06/30/11 Cost Reports**

Vendor	Provider Name	*	Vendor	Provider Name	*
186	ABINGTON PLACE HEALTH & REHAB	\$43,759	855	EAGLECREST NURSING & REHAB	\$258,263
859	ALMA HEALTHCARE & REHAB	\$100,809	208	ENGLAND MANOR NURSING HOME INC	\$25,095
709	ARBOR OAKS HEALTHCARE & REHAB	\$328,295	122	FAYETTEVILLE CITY HOSP & GERIATRICS	\$82,769
9	ARKANSAS CONVALESCENT CENTER	\$93,942	6	FAYETTEVILLE HEALTH & REHAB	\$110,097
8	ARKANSAS NURSING & REHAB	\$98,451	876	FAYETTEVILLE VETERANS HOME	\$465
7	ASH FLAT HEALTH CARE & REHAB	\$322,975	856	FIANNA HILLS NURSING AND REHAB	\$67,690
879	ASHLEY HEALTH & REHAB	\$144,190	231	FOUNTAIN LAKE HEALTH AND REHAB	\$186,200
31	ATKINS NURSING & REHAB	\$138,306	240	GARDNER HEALTH, LLC	\$162,750
453	AUBURN HILLS NURSING & REHAB	\$205,555	236	GARLAND NURSING & REHAB	\$384,716
434	AUTUMN HILL INC	\$0	821	GASSVILLE NURSING & REHAB CTR	\$161,331
486	BAILEY CREEK HEALTH & REHAB	\$178,250	258	GOLDEN YEARS MANOR	\$209,873
366	BATESVILLE HEALTHCARE	\$527,970	243	GOOD SAMARITAN SOCIETY HOT SPRINGS	\$26,414
824	BEEBE RETIREMENT CENTER INC	\$162,750	261	GOOD SAMARITAN SOCIETY MT. HOME	\$30,599
867	BRIARWOOD NURSING & REHAB	\$138,306	865	GREENBRIER NURSING AND REHAB	\$131,145
217	BRIGHTON RIDGE	\$43,014	285	GREENE ACRES NURSING HOME	\$92,706
451	BROADWAY HEALTH CARE CENTER	\$540,473	290	GREENHURST NURSING CENTER	\$27,476
632	BROOKWOOD NURSING REHAB	\$68,200	249	HEALTHCARE & REHAB CTR OF W MEMPHIS	\$157,755
455	BROOKSIDE HEALTH & REHAB	\$193,248	837	HEATHER MANOR NURSING & REHAB	\$193,542
84	BYRD HAVEN NURSING HOME	\$214,000	590	HERITAGE SQUARE NURSING & REHAB	\$133,300
88	CABOT NURSING AND REHAB	\$0	869	HIGHLAND HEALTH CARE & REHAB	\$129,587
841	CARE MANOR	\$193,025	326	HILLCREST CARE AND REHAB	\$100
822	CAVE CITY NURSING HOME	\$3,693	325	HILLCREST HOME	\$0
110	CHAMBERS NURSING HOME CTR, INC	\$174,474	334	HILLSBORO MANOR LIFE CARE CTR	\$0
497	CHAPEL RIDGE HEALTH & REHAB	\$139,500	871	HIRAM SHADDOX GERIATRIC CENTER	\$0
882	CHENAL HEIGHTS NURSING & REHAB	\$158,502	355	HUDSON MEMORIAL NURSING HOME	\$55,526
847	CHENAL REHAB & HEALTHCARE	\$59,449	828	INDIAN ROCK VILLAGE LLC	\$57,197
125	CLA-CLIF NURSING & REHAB CENTER	\$36,164	248	JONESBORO HEALTH CARE CENTER	\$513,222
221	CONWAY HEALTHCARE & REHAB	\$358,658	412	LAKESIDE NURSING CENTER	\$116,250
512	COUNTRYSIDE MANOR	\$7,516	420	LAKWOOD CONVALESCENT HOME INC	\$0
445	COURTYARD REHAB & HEALTHCARE	\$262,596	836	LAKWOOD NURSING AND REHAB CTR	\$0
30	COVINGTON COURT HEALTH & REHAB	\$120,092	425	LAWRENCE HALL NURSING CENTER	\$22,137
175	CRAIGHEAD NURSING CENTER	\$42,952	540	LEGACY HEALTH & REHABILITATION	\$103,057
315	CRAWFORD HEALTH CARE & REHAB	\$65,368	704	LINCOLN HEIGHTS HEALTHCARE	\$42,941
431	CRESTPARK DEWITT LLC	\$40,905	260	LINDLEY HEALTH AND REHAB CENTER	\$0
173	CRESTPARK FORREST CITY LLC	\$61,462	210	LINROCK HEALTH AND REHAB CENTER	\$25,815
176	CRESTPARK HELENA LLC	\$47,553	432	LONGMEADOW NURSING CTR CAMDEN	\$0
177	CRESTPARK MARIANNA LLC	\$50,219	436	LONGMEADOW NURSING CTR MALVERN	\$0
891	CRESTPARK RETIREMENT HELENA LLC	\$40,050	848	LONOKE NURSING AND REHAB CTR	\$0
178	CRESTPARK STUTTGART LLC	\$73,047	880	MADISON HEALTH AND REHAB LLC	\$0
179	CRESTPARK WYNNE LLC	\$72,823	428	MAGNOLIA HEALTH AND REHAB	\$635,850
539	CROWNPOINT HEALTH & REHAB CTR	\$0.00	524	MALVERN NURSING AND REHAB	\$20,199
185	DARDANELLE NURSING AND REHAB	\$169,005	465	MANILA NURSING CENTER	\$108,500
834	DAVIS EAST	\$0	870	MAPLES AT HARBER MEADOWS	\$217,000
187	DAVIS LIFE CARE CENTER	\$31,992	476	MARION COUNTY NURSING HOME	\$100
830	DERMOTT CITY NURSING HOME	\$0	878	MAUMELLE HEALTH AND REHAB	\$119,346
189	DES ARC NURSING & REHAB	\$240,343	496	MEADOWVIEW HEALTHCARE & REHAB	\$130,419
192	DEWITT NURSING HOME	\$41,226	435	MENA MANOR	\$84,332
853	DIERKS HEALTH & REHAB CTR	\$25,682	510	METHODIST HEALTH AND REHAB	\$10,211

Vendor	Provider Name	*
452	MINE CREEK HEALTHCARE CTR	\$354,259
515	MITCHELLS NURSING HOME INC	\$30,030
424	MONETTE MANOR	\$47,424
521	MONTGOMERY COUNTY NURSING HOME	\$633
361	MURPHY HEALTH & REHAB PIGGOTT	\$0
532	NASHVILLE NURSING & REHAB INC	\$108,500
602	NEWPORT HEALTHCARE & REHAB	\$276,993
534	NEWTON COUNTY NURSING HOME	\$7,676
868	NORTH HILLS LIFE CARE & REHAB	\$142,600
864	NORTHCARE, LLC	\$193,752
852	NURSING & REHAB GOOD SHEPERD LLC	\$184,356
544	OAK MANOR NURSING & REHAB CTR	\$184,356
549	OAK RIDGE NURSING HOME	\$160,574
877	OAKDALE NURSING CENTER	\$187,474
557	OUACHITA NURSING & REHAB	\$409,354
769	OZARK HEALTH NURSING CENTER	\$0
570	OZARK NURSING HOME	\$57,588
815	PARIS HEALTH & REHABILITATION	\$107,148
592	PERRY COUNTY NURSING & REHAB CTR	\$145,980
111	PINE LANE THERAPY & LIVING CTR	\$282,450
609	PINK BUD HOME FOR THE GOLDE N YEAR	\$108,255
610	PIONEER NURSING & REHAB CENTER	\$277,633
854	PLEASANT VALLEY NURSING & REHAB	\$19,842
620	POCAHONTAS HEALTHCARE & REHAB	\$330,240
501	PRAIRIE GROVE HEALTH & REHAB	\$47,277
613	PRESCOTT MANOR NURSING CENTE R	\$101,031
842	QUAPAW CARE & REHAB CTR LLC	\$193,566
616	R&OLPH COUNTY NURSING HOME	\$17,855
858	RECTOR NURSING & REHAB CTR	\$200,130
631	RICH MOUNTAIN NURSING & REHAB	\$419,200
439	RIDGECREST HEALTH & REHAB	\$128,650
872	RIDGEWOOD HEALTH & REHAB	\$204,600
843	ROBINSON NURSING & REHAB CTR LLC	\$169,005
849	ROLLING HILLS NURSING CENTER	\$170,622
652	RUSSELLVILLE NURSING & REHAB	\$153,657
158	SALEM PLACE NURSING & REHAB	\$181,287
449	SEARCY HEALTHCARE CENTER	\$977,475
266	SHERIDAN HEALTH CARE & REHAB	\$351,781
835	SHERWOOD NURSING & REHAB	\$135,237
800	SILOAM SPRINGS NURSING REHAB CTR	\$0

Vendor	Provider Name	*
443	SILVER OAKS HEALTH & REHAB	\$161,200
698	SKILCARE NURSING CENTER	\$197,250
547	SOUTHFORK RIVER THERAPY LIVING CTR	\$225,980
410	SOUTHBRIDGE VILLAGE NURSING &REHAB	\$393,851
838	SPRING BROOK HEALTH & REHAB CENTE	\$25,709
831	SPRING CREEK HEALTH & REHAB	\$170,097
619	SPRINGDALE HEALTH & REHAB	\$108,134
376	ST ANDREWS PLACE	\$72,033
866	ST ELIZABETH'S PLACE	\$170,500
701	ST JOHNS PLACE OF ARKANSAS LLC	\$264,600
705	STELLA MANOR NURSING & REHAB	\$221,196
542	STONE CO. NURSING & REHAB	\$73,649
375	STONERIDGE HEALTH & REAHB LLC	\$0
693	STONEBROOK HEALTH & REHAB	\$127,752
725	SUMMIT HEALTH & REHAB	\$147,000
237	THE PINES NURSING & REHAB	\$271,006
665	THREE RIVERS HEALTHCARE & REHAB	\$22,516
875	TIMBERLANE HEALTH & REHABILITAION	\$148,800
9006	TRINITY VILLAGE MEDICAL CENTER	\$41,455
498	TRUMANN HEALTH & REHAB CENTER	\$112,248
845	TWIN LAKES NURSING & REHAB CTR	\$122,955
603	TWIN RIVERS HEALTH & REHAB	\$0
884	VALLEY RANCH NURSING & REHAB	\$38,666
81	VAN BUREN HEALT HCARE & REHAB	\$75,406
36	WAGNON PLACE HEALTH SERVICE S LLC	\$177,750
606	WALDRON NURSING CENTER INC	\$0
883	WALNUT GROVE NURSING & REHAB	\$65,768
758	WALNUT RIDGE NURSING & REHAB	\$383,413
339	WESTWOOD HEALTH & REHAB INC	\$116,250
860	WHITE HALL NURSING & REHAB	\$184,356
785	WHITE RIVER HEALTH CARE	\$0
826	WILLOWBEND AT MARION	\$20,403
337	WINDCREST HEALTH & REHAB INC	\$114,500
799	WOOD LAWN INC	\$63,896
823	WOODBRIAR NURSING HOME	\$60,144
844	WOODL& HEALTH , LLC	\$201,498
863	WOODL& HILLS HEALTHCARE & REHAB	\$173,044
797	WOODRUFF COUNTY HEALTH CENTER	\$99,437
812	YELL COUNTY NURSING HOME	\$72,204



### Volunteer Ombudsman 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 & a short orientation period one can become a Certified Volunteer Ombudsman & 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 & 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 & 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.

# MANDATORY ARBITRATION CLAUSES AN AANHR ISSUE

Residents and family members need to be aware that admission contracts in nursing homes may contain clauses that would prohibit them from pursuing legal recourse in the event of abuse or injury.

### BACKGROUND :

Many nursing homes are now adding mandatory arbitration clauses to the admission contracts that residents are asked to sign when entering a nursing facility. Beverly Enterprises, Inc. publicly announced in 2001 that this was their practice. A person who signs such a clause as part of the admission contract agrees to take any dispute with the facility to an arbitrator, whose finding in the matter must be accepted. There is no appeal from an arbitrator's ruling. A resident, by signing such a clause, is forfeiting the right to sue the facility for injury, should they ever wish to do so.

Mandatory arbitration clauses in nursing home admission contracts have been ruled by the Arkansas Attorney General to violate Medicaid rules and the Arkansas Office of Long Term Care has declared them to be a violation of resident's rights. The Center for Medicare and Medicaid Services (CMS) has ruled that a resident cannot be refused admission to a nursing home for refusal to sign a mandatory arbitration clause. As yet, however, the legality of such a clause has not been tested in Arkansas courts.

Residents and their family members are asked to sign many papers at the time of admission. This is almost always a bewildering experience at a time of great stress. Therefore there is great pressure to sign these contracts without carefully reading them. Of course one assumes at admission that one will receive good care. The possibility of needing legal recourse in the future is the farthest thing from anyone's mind at that time. However, if the admission agreement is not carefully read and understood prior to signing, a resident or their family may be forfeiting an important right and should be done only if they understand the ramifications

### POLICY IMPLICATIONS :

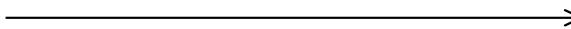
Residents and family members, at a time a great anxiety and stress, are presented with a bewildering amount of paperwork. They need to be aware that provisions may be hidden in those pages that are not in their best interests. They need to read things carefully or even have them cleared by an attorney before signing.

### RECOMMENDATIONS :

Any action which places restrictions upon the right to apply for redress for injury in a court of law should be vigorously opposed.

The legislature should specifically outlaw mandatory arbitration clauses in nursing home admission contracts.

### *Steps to take if you find care lacking.....*

1. Talk to the CNAs on duty for your hall.  
2. Talk to the nurse for your hall.  
3. Talk to the Director of Nursing or the Administrator.  
4. Call the Office of Long Term Care or the Regional Ombudsman.  OMBUDSMAN

- ★ The Office of Long Term Care phone number is 1-800-582-4887.
- ★ Regional Ombudsman contact information complete with a photo of the 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.

## AANHR Special Thanks

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

**M. Darren O'Quinn**, Attorney, Little Rock, for his continued assistance to and support of AANHR.

**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.

**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.

## AANHR Officers and Board Members

**President** - Martha Deaver, Conway (501-450-9619)

**Vice President** - Gary Melton, Searcy (501-230-2846)

**Secretary** - Betty Buckta, Judsonia (501-593-8860)

**Treasurer** - Frances Walker, Benton (501-316-0260)

**Program Chairman** - Gary Melton, Searcy

**Members of the Board:** Nancy Allison, Conway (501-327-3152) ; Martha Blount, Searcy (501-278-9168); Linda Brimer, Searcy (501-268-4699); James Brooks, North Little Rock (501-454-6279); Julie Edwards, Alexander ; Pat McGuire, Alexander (501-847-1016); Nancy Patterson, Searcy (501-305-4034); and Ann Pinney, Benton (501-249-1084).

**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:

<http://humanservices.arkansas.gov/dms/Pages/oltcHome.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.**

[www.ualr.edu/seniorjustice](http://www.ualr.edu/seniorjustice)



Arkansas Advocates for Nursing Home Residents

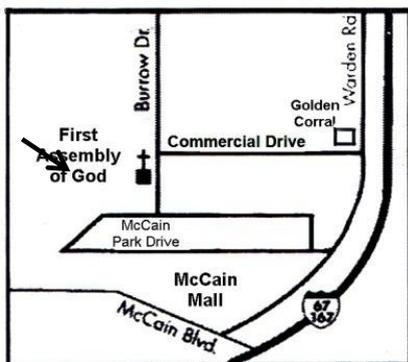
**AANHR**

P.O. Box 165641 Little Rock, AR 72216

[www.aanhr.org](http://www.aanhr.org)

NON-PROFIT ORGANIZATION  
U.S. POSTAGE PAID  
LITTLE ROCK, AR  
PERMIT NO. 1886

March 2012



### 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, 2012.**

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 #1A 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.