



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**May 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

**May 14**

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)



## May 14 Meeting Topic: Laughter Speaker: Dr. LaVona Traywick

Please join us at 11:00 a.m. on May 14 as we examine the lighter side of life. Why should senior adults be concerned about humor? You have probably heard it said, "Laughter is the best medicine" and "He who laughs, lasts." Well, turns out those sayings are true. Humor and the subsequent laughter have many therapeutic effects on the body. Most of us don't take

humor seriously enough. We need to learn to use it effectively and make it part of our life.

Dr. LaVona Traywick is the associate professor—gerontology for the University of Arkansas, Division of Agriculture, Cooperative Extension Service. Her degrees include a B.S. in health science from the University of Central Arkansas, a M.A. and graduate certificate in gerontology from the University of Arkansas at Little Rock, and a Ph.D. in gerontology with a graduate certificate in medical behavioral science from the University of Kentucky. She is a Certified Family Life Educator through the National Council on Family Relations. Dr. Traywick is a published author whose research centers on health behaviors of older adults.

We look forward to seeing you on May 14. You're also invited to join us for lunch afterward.

### 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 for our organization.





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

**H**ardly a week goes by in the spring that we don't turn on the television to hear about a tornado or other natural disaster. Remember Hurricane Katrina and the New Orleans nursing home that was ill prepared to deal with protecting its residents in time of flood. According to a recent USA Today article, "nearly seven years after this memorable hurricane, serious shortcomings still remain in disaster preparedness within nursing homes". Gaps exist in everything from nametags to identify residents who cannot speak for themselves to transportation to quickly, effectively, move residents away from harm's way. I recently corroborated with Mike Masterson, Arkansas Democrat Gazette columnist on nursing home issues. Therefore, we are printing his April 17, 2012 column in our newsletter (with permission).

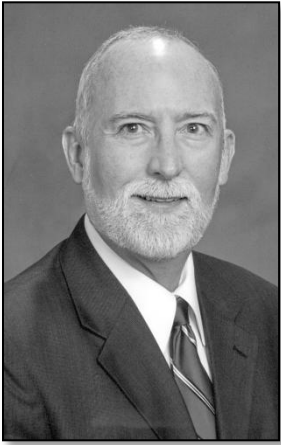
**Disaster Care for Defenseless ©**

***By Mike Masterson; used with permission, © 2012 Arkansas-Democrat Gazette.***

Due to this article having a copyright, we are not able to publish this article on our website. You can view the article at this link:

</news/2012/apr/21/disaster-care-defenseless-20120421/>

## ATTORNEY RAYMON HARVEY SPEAKS ON ELDER LAW



**M**r. Harvey, a Little Rock attorney, is a frequent speaker in the area of elder law, estate planning and special needs trusts. In addition to many local events, he has spoken at the National Citizens' Coalition for Nursing Home Reform in Washington, D.C. and was a featured guest on "Successful Aging with Dr. David" on AETN.

He spoke to AANHR members on April 9th concerning the importance of having a good durable power of attorney. This document designates someone to act in your behalf for medical care and finances. It gives that person access to your financial trust. You would choose someone you trusted with those decisions about your care. A person must understand the document and be able to sign in order to initiate a durable power of attorney. In the event this document was not created in a

timely manner, the alternative is to get guardianship of the individual and this is done through the court system with a Judge making the approval of guardian. Mr. Harvey stressed the importance of having this document in place for ourselves and our elder loved ones before it is needed.

Questions were asked regarding eligibility to receive Medicaid and transferring assets. There is presently a five year "look back", however giving money to a spouse or a disabled child is an excusable transfer. Applicants for Medicaid are limited to \$2,000 in "countable" assets. Countable assets include real estate, cash, checking or savings accounts and certificates of deposit. If you are found to have falsified the reported assets, there is a 1 month delay in receiving Medicaid benefits for every \$5,000 misstated. Assets protected by law are burial insurance or expenses associated with burial; a car and home would go to the spouse. The basic income limit for Medicaid eligibility is \$2,094 monthly.

Mr. Harvey provided those present much valuable information. For further aid in dealing with elderlaw issues one can check out [ArkansasElderLaw.com](http://ArkansasElderLaw.com) Harvey's contact info is: 650 S. Shackelford Rd, Suite 400 Little Rock, Arkansas 72211 Tel: 501-221-3416 Fax: 501-221-2689.

To a parent who loves their son or daughter,  
a week without word is an eternity.



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

## I Care That You Care! by Elsie Berg Wesley Manor Frankfort, Indiana



I care! I care what you do with me when I need help. I just want you to explain to me, slowly, so my older brain can process it. I care about my personal appearance, because I know others must look at me more than I look at myself. I care and appreciate it when you remember my name even though it's hard for me to remember yours. I care about what's going on outside my own small world, even if it scares me a little. I care about my spiritual life and want the opportunity to participate in meaningful worship.

I like help with tasks too hard or things too heavy to lift or items too small to manage with my less nimble fingers. I like being allowed to do the things I can still do. I like to be able to choose my food menu within my diet restrictions. I like having a room or a certain area that is just mine. I like some times of privacy. I like to have pictures of my family around me.

I don't like being talked to as a child. I don't like being talked about to someone else in my hearing. I don't like professionals, such as doctors, to talk to a caregiver as if I weren't there, instead of to me, even if I don't fully understand. I don't like change and getting older so I appreciate patience. I can get accustomed to change if I'm encouraged. I care that you care about me!

*Reprinted from CARE Matters to Residents, A Collection of Essays and Poems, pg 7 , (compiled by NCCNHR, 2006 in honor of Residents' Rights Week).*

### ***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 in Arkansas 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.

## A Brief History of AANHR

In 1995 several letters to the editor about poor conditions in nursing homes were printed in the Arkansas Democrat-Gazette. The writers contacted one another, met, and formed an advocacy group. Invitations to the first meeting in late 1995 went to people in the nursing home industry, Office of Long Term Care, and family members. Officers were elected and the group continued to meet monthly.

Truthfully, there was much disagreement about the purpose and the function of the group. However, that the mission of the group was to improve the quality of care and life for residents in Arkansas nursing homes was never in doubt. All agreed that education of residents and family members about resident rights was paramount. However two factions arose as to how best to promote better care practices. There were those who felt that the way to improve care was to work with administrators and the Arkansas Health Care Association (AHCA) care models, such as a model nursing home. Others felt that regulations and policies needed to be changed and that working through the political process would be necessary. By the end of the first year this disagreement split the group. However a small number continued to meet monthly and with the help of the State Office of Volunteerism, wrote by-laws and incorporated Arkansas Advocates for Nursing Home Residents as a 501 -(c)-3 organization. Later Advocates for Nursing Home Residents, with the same Board of Directors, incorporated as a 501 -(c)-4 organization to allow active lobbying.

AANHR has attempted to educate residents and family members by being available for counseling, providing topical speakers at monthly meetings, speaking to senior citizen organizations and groups, by actively promoting Family Councils, and the publication of information regarding residents' rights and what constitutes good care. We continue to be active in the National Citizens' Coalition for Nursing Home Reform.

Our first Resident's Rights Rally was held in October of 2004 with good attendance and great publicity. This has been repeated annually since.

In June of 2005 we held our first CNA Recognition Banquet honoring thirty CNAs from around the state. For the following five years we honored nominated CNAs from facilities around the state, for their dedicated service. In 2010 we honored more than 100 of them.

On the legislative front we have been successful in setting minimum staffing ratios and requiring that direct-care staff on duty at any time be posted in plain sight on every hall. We have been unsuccessful in fighting tort reform. In 2005 we had high hopes for the passage of a bill allowing surveillance cameras in residents' rooms only to see the bill amended in such a way as to give all the rights to the nursing home and none to residents. It was defeated.

AANHR is in its seventeenth year advocating. Members sense improvement in care but hope to see much more such as moving from institutional models to individual care.



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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*

**DISASTER CARE**

continued from page 2

**\*\*\*****C**hoice of long-term care setting and day-to-day decisions**A**ccountability of facilities and regulators to residents**R**ights respected and care directed by residents**E**mpowered residents, families, advocates, and staff

*Reprinted from CARE Matters to Residents, A Collection of Essays and Poems  
(compiled by NCCNHR, 2006 in honor of Residents' Rights Week).*

**\*\*\*****Volunteer Ombudsmen Needed**

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 the 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. After the day of training and a short orientation period one can become a Certified Ombudsman and can choose to be assigned to a specific nursing home where just two hours service per week is expected. If interested, please contact Martha Deaver at 501-450-7405; she will put you in touch with your regional ombudsman.

### AANHR Special Thanks

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

**Bob Davidson** 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 NCCCHR conference.

**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 continued assistance to and support of AANHR.

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

### 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 Members:** Faye Sandstrum, 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](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/senior\\_justice](http://www.ualr.edu/senior_justice)



Arkansas Advocates for Nursing Home Residents

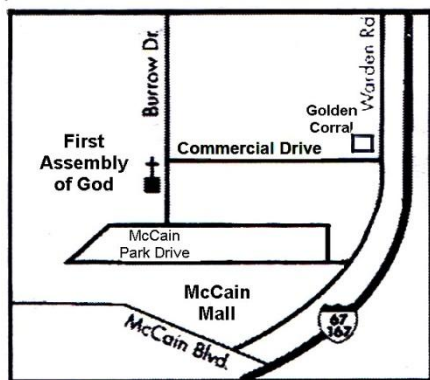
AANHR

P.O. Box 165641 Little Rock, AR 72216

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

NON-PROFIT ORGANIZATION  
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May 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.

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, 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 PO 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.