



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**Oct 2014**

Conway (501) 450-9619

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

## Eleventh Annual Residents' Rights Rally

**Please Join Us!!!**

**Monday, October 13<sup>th</sup>, 2014**

**AR State Capitol Steps 11:00 AM  
Inclement Weather: Rotunda**



October is National Long-Term Care **Residents' Rights** Month

### Keynote Speakers:

Arkansas Attorney General Candidates:  
Leslie Rutledge (R) & Nate Steel (D)

Hosted By

Arkansas Advocates for Nursing Home Residents  
[www.aanhr.org](http://www.aanhr.org)

For more info please call 501-450-9619.

### Program of Events:

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

Residents' Rights Rally  
Mon. Oct 13  
11:00 AM  
Capitol steps will replace the October monthly meeting.  
Next regularly scheduled AANHR meeting at First Assembly of God Church, NLR is Monday, Nov. 10<sup>th</sup> 10:00 AM.



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

Consider this your invitation to our Eleventh annual Residents' Rights Rally at the State Capitol on October 13th. This annual rally is to acknowledge the rights of nursing home residents. We know that when a person can no longer be responsible for their own care, many go to a long-term care setting. We hope to have some guests who are currently nursing home residents. If you have never been to the Capitol, there is a drop off area available, under the front steps, that eliminates the necessity of walking to the site.

I am happy to report that we are expecting a great turnout! As you can see from the schedule on page one, our keynote speakers will be AR Attorney General candidates: Leslie Rutledge (R) and Nate Bell (D). Other featured speakers include: Dr. David Montague, Director of the UALR Senior Justice Center; Maria Diaz, AARP State Director; Kathie Gately, Arkansas State Ombudsman; and, Dr. Gerald Parker, Sr., Pilgrim Progress Missionary Church. The Honorable Governor Mike Beebe signed a proclamation recognizing this event.

AANHR's goal as an organization is to "protect and improve the quality of care and life for nursing home residents in Arkansas". We acknowledge the importance of these rights guaranteed by the Federal Nursing Home Reform Act of 1987. These rights must not be diminished!

Information pertaining to protecting the rights of Arkansas nursing residents will be distributed to every person in attendance. For more information about residents' rights visit [www.aanhr.org](http://www.aanhr.org) or call 501-450-9619.



### 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.

*"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*



## INSIGHTS AND COMMUNICATION CLUES WHEN DEALING WITH ALZHEIMER'S

At the September AANHR meeting, Priscilla Pittman, a Gerontological Social Worker and since October 2001, the program director for Alzheimer's Arkansas Programs and Services, reviewed with us the different stages of Alzheimer's disease. The early stage has some time confusion and they may not understand every fourth word; the middle stage is when they may not understand every other word and have a shorter attention span making it difficult to organize thoughts; and in the late stage they may not recognize family members and need help with activities of daily living. Sundowning is increased confusion and agitation occurring later in the day.

As this disease goes through its stages, communication can become a serious problem. The patient is upset but is unable to tell you if she hurts or wants something. It is the caregiver who must know how to communicate with her. When speaking with the patient lean close down to their level and keep eye contact making him/her feel more secure. Do not ask complex questions, keep it simple and use simple answers to questions; try to remain calm and relaxed. Often the Alzheimer's patient will refer to something that is not true; never argue, stay in the moment. Try to create a distraction but refrain from using the word "remember" because "remembering" can many times become an unattainable goal. It is sometimes much preferred to move about in their world than try to make the Alzheimer's patient fit into yours.

The environment surrounding the Alzheimer's patient should be well lighted. Lower light increases dementia and creates a risk for falling. Familiar things should be in their space, perhaps a clock and calendar, pictures on the wall. Put signs up with arrows and instructions to find the bathroom or the bedroom. Hugs and touch therapy are calming therapies, but only if the patient agrees. Always approach an Alzheimer's patient from the front so they are not startled. Ask if they would like you to put lotion on their hands and give each finger a gentle squeeze. Making a circular motion on the palm of the hand with your thumb is calming.

Alzheimer's Arkansas has over fifty support groups throughout Arkansas where care givers will find a kind person to talk with and much info and support in knowing you are not in the boat alone. They provide family education sessions and workshops and make community awareness presentations. Alzheimer's Arkansas is located in Little Rock at 201 Markham Center Dr. These services are free. The phone is 800-689-6090, or email Priscilla.pittman@alzark.org.

### End of Life Issues: Three Basic Types of Advance Directives:

- A **Living Will** tells family members and medical professionals to what extent special means should or should not be used when a person becomes incurably ill or permanently unconscious. Such a statement can relieve family members of the burden and stress of trying to guess at a very emotional what their loved one might want.

- Financial Durable Power of Attorney** - in which a person is appointed to make business and financial decisions for the resident. This person is not authorized to make health decisions.

- Health Care Durable Power of Attorney** - which names the person to make decisions about health care and treatment. Appointment of such a person may avoid later quarrels between family members who may disagree about treatment.

Advance Directives must be in writing, signed by the maker, and witnessed by two other adults. Forms prepared by the Health Law section of the Arkansas Bar Association are available at <http://www.arkbar.com> or from any attorney.

## An Unconditional Arkansas Collaborative Special Project

Imagine yourself lying in bed in which you are unable to move, unable to get up, and even unable to change the channel on your television set. You are only 38 years old and are totally dependent on caregivers. What if the one piece of equipment that could change your daily quality of life by helping you be independent has been left behind in Louisiana? Worse, imagine you do not have the finances to ship the wheelchair to the West Memphis nursing facility in which you reside, and your family is not able to retrieve it for you. You even have a friend that has searched for two months attempting to find an individual and/or a group that would help. No one has stepped forward. How much longer could you endure? At what point would you give up?

Mr. Larry Bell, who had been residing in a facility in Shreveport, Louisiana, recently transferred back to a facility in West Memphis, Arkansas to be closer to his family. Mr. Bell is a quadriplegic, and while residing in Arkansas previously, had obtained a special computer motorized wheelchair through the Arkansas Spinal Commission. Unfortunately, when he was transferred from Shreveport to West Memphis, his wheelchair was too large to fit in the ambulance. Therefore, since July, he has not been able to get out of bed.

Martha Deaver, President of the Arkansas Advocates for Nursing Home Residents (AANHR), reached out to Kathie Gately of the State LTC Ombudsman (SLTCO) office regarding this dilemma. After two days of pondering on how and who could retrieve his wheelchair and since Deaver had already reached out to various organizations with no results, it occurred to Gately that as a member of the charitable organization, the Arkansas Order of the Eastern Star (OES) that members might be willing to take on this special project. She immediately sent out a group email to them, and her heart was overwhelmed at the “what can I do” responses several members sent.

Gately's vision was to have members that reside the closest to the Arkansas - Louisiana state line to cross over and obtain the wheelchair and then work with other members to “piggy back” it all the way



to West Memphis. SLTCO Gately contacted Regional LTC Ombudsman Elvin Smith for assistance with contacting the Louisiana facility as well as Mr. Bell to gain permission to retrieve his wheelchair. Smith was successful in making these arrangements in a matter of minutes. Instantly an OES member in the southern part of the state took on the first part of this journey. Amazingly, she did not hesitate to drive to the Louisiana facility despite her truck's air-conditioning was not working.

Two days later, the Arkansas OES member shared with Gately the evening she returned from Louisiana, that it was not just his wheelchair that had been left behind, but also his apartment-sized refrigerator, television, chest of drawers, and two large boxes of his personal belongings. Again, she did not complain or hesitate to have the staff load all these belongings in her truck. Now, Gately wondered “how do we get Larry's belongings from the farthest Southern part of the state to northeastern Arkansas. Gately simply composed another group email to the members of the Arkansas Order of the Eastern Star and once again was astounded at the outpour of compassion from several members.

Once again, numerous Arkansas OES members offered to assist Bell. An array of ideas were exchanged, and then it occurred to many that the Arkansas OES was holding an event the upcoming weekend and members from all parts of the state would be in attendance; a perfect spot for all involved to exchange Larry's items. Members volunteered to bring trucks, trailers, SUVs and cars to transfer Bell's belongings from a member's truck and caravan them to West Memphis. Simply unbelievable!

Arkansas Order of the Eastern Star members met in Russellville driving from Jonesboro, West Memphis, and Stamps to work together on completing this special project. The temperature was 105 as Arkansas OES members transferred all of



Larry's belongings into another member's truck. It all fit, therefore; other vehicles were not needed. The OES member's husband, who is a member of the Arkansas Freemasons, shared with Gately that he had spent two hours the evening before emptying his truck bed since it is always full with his work tools and that he would have to deliver Bell's belongings the same evening as he had to reload all of his work tools back into the bed of his truck to be at his work site at 5:00 a.m. the next morning. Gately, knew that this could be a potential barrier as the facility in West Memphis, who may not have the staff needed to unload his truck. She had hoped the delivery would be on Monday when the Administrator and other stronger staff would be available to assist with unloading. Gately contacted the facility and as she suspected, they were concerned that the staff they had available would not be strong enough to unload the truck due to the specialized wheelchair.

Gately knew that the AR OES member and her husband would not be able to unload the specialized wheelchair, yet she had to wait over three hours to discuss this issue with them because it took them three hours to reach the facility. This couple had already gone above and beyond, and Gately certainly wanted to make the final stop to be a smooth success. Gately was once again amazed when the AR OES member contacted her that they

were only 10 minutes away from the facility and for

Gately not to worry - they had some contacts in West Memphis and would just simply handle it. Gately noted a pattern here from all of the OES members as she expressed gratitude along the way. You see each member would state "This is simply what we do."

A little over an hour later, Gately received a call from the member with the news "Mission accomplished!" The member shared that she had contacted another AR OES member who had connections with the West Memphis Fire Department. Gately was stunned to learn that the West Memphis Fire Chief, Wayne Gately (no relation) sent one of his trucks and five firemen to unload the wheelchair. Again, simply unbelievable!

While Deaver and Gately knew Larry Bell and have worked with him for the past several years, the members of the Arkansas OES and West Memphis Fire Department did not. Yet, they lovingly, without complaint or hesitation, volunteered their time, vehicles, gas, and muscles to help a fellow human being without question. Touchingly, the AR OES member shared with Gately a statement her husband made as he walked back up to the lobby of the facility. He emotionally stated, "I did not know how important to his daily life this wheelchair meant to Mr. Bell until I met him...his wheelchair is his life and I am so glad we were able to give it back to him."

This experience was truly an unconditional collaborative special project, focused on meeting the needs of an Arkansan and exemplifies what we can achieve when our only mission is to help one another.

A distraught senior citizen phoned her doctor's office. "Is it true," she wanted to know, "that the medication you prescribed has to be taken for the rest of my life?" "Yes, I'm afraid so" the doctor told her.

There was a moment of silence before the senior lady replied, "I'm wondering, then, just how serious is my condition because this prescription is marked

**"NO REFILLS"**



# Election at November 10th Meeting for 2015 AANHR Officers and Board Members

## Nominating Committee for November Election:

Chairperson: Nancy Allison, Conway (501) --327-3152  
 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 as an officer or board position. You must have the permission of you nominee.

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




## These are the nominees for 2015:

President: Martha Deaver, Conway (501-450-9619)  
 Vice-President: Nancy Patterson, Searcy  
 Secretary: Nancy Allison, Conway  
 Treasurer: Frances Walker, Benton

## Nominees for the Board of Directors:

Martha Blount, Searcy  
 Linda Brimer, Searcy  
 James Brooks, North Little Rock  
 Pat McGuire, Alexander  
 Ann Pinney, Benton

## ***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.

### AANHR Special Thanks

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

The Law Office of Bob Edwards for providing AANHR Good Care Booklets

David Couch of The Law Offices of David A. Couch, PLLC, PA, for his support and assistance, and his providing POA documents pro bono.

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.

Joshua Mayhan for managing the AANHR website and sending AANHR email alerts.

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

### AANHR Officers and Board Members

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

**Vice President** - Nancy Patterson, Searcy (501-278-6577)

**Secretary** - Nancy Allison, Conway (501-327-3152)

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

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

**Newsletter Editors:** Ernie and Martha Blount, Searcy.

**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**

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

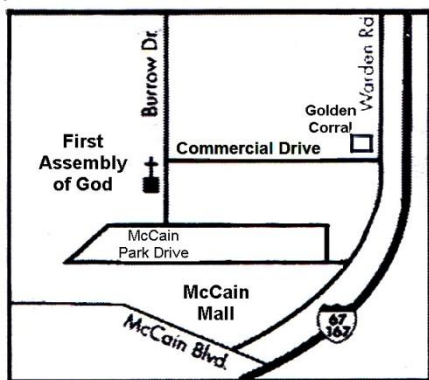
AANHR

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

NON-PROFIT ORGANIZATION  
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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, 2015**.

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.
- 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 (#102) is immediately inside the entrance door.