



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING
HOME RESIDENTS

**June
2015**

Conway (501) 450-9619

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.

**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.)**

Career CNA Day
Thursday
June 12th, 2015



**June 8 Meeting Topic:
Legislative Issues re: Long Term Care
Speaker: Attorney Bob Edwards**

Bob Edwards is one of AANHR's longest running and staunchest supporters. He has attended our meetings frequently through the years, providing advocate support as well as monetary support for such things as our Good Care booklets. He also spends many hours working on legislative issues that affect long term care. Please join us for an update on recent developments during the recent legislative session and what we can expect in the near future.

Bob Edwards, Esquire grew up in south Lonoke County, in the small farming community of Tomberlin. After graduating from England Public High School, he attended Hendrix College in Conway where he received his B.A. in Biology in 1991. After spending some time in the political arena working for Senator Dale Bumpers, among others, Bob earned his JD from the Bowen School of Law in Little Rock in 1998. Upon graduation, Bob was an integral part of the successful team that helped elect Mark Pryor to the Attorney General's Office. After the election, he went to work for General Pryor, eventually serving as the Chief of Staff in the Attorney General's Office. Bob was with the law firm of Wilkes & McHugh, P.A. in Little Rock from 2003 to July 1, 2013 when he started his own firm. He is licensed to practice law in Arkansas, Kentucky, Georgia, Illinois, Missouri, Pennsylvania, and Tennessee with his practice being focused primarily on nursing home and tractor-trailer litigation. He currently serves as president of the Arkansas Trial Lawyers Association, and is also a member of the Arkansas Bar Association, the American Bar Association, and the American Association for Justice. He is also active in AAJ's Nursing Home Litigation Group and Interstate Trucking Litigation Group. In addition to practicing law, Bob has served as a member of the Board of Directors of the England Public School District in England, Arkansas. He currently is a member of the Board of Alumni at the Bowen School of Law having recently served as its President. Bob is married to Tiffany Fitch of Hindsville. They have one daughter, Katharine Grace, and live in Little Rock where they attend Trinity Episcopal Church.



From the President's Desk Martha Deaver





Since AANHR is focusing on Alzheimer's disease and its care options this issue I thought it would be appropriate to share these tips for happier interactions with Alzheimer's patients that a fellow AANHR advocate shared with me. These points were gleaned from a presentation at a recent family council meeting. The meeting speaker recommended family members fit themselves into the Alzheimer's patient's world of expecting the patient to fit into family member's world which is not possible due to the loss of short term memory. Other tips:

1. Keep it simple: give two choices: pink or blue
2. Family members use name tags when visiting such as: Your Daughter Linda
3. "Holy Fibs" okay -- go along to avoid conflicts
4. Redirect attention: If patient wants to go home: what would you do first on arriving home?
5. During meals, assist from in front of patient, not from side and call out food names while assisting.
6. Who cares if patient gets details wrong -- don't correct.

So, the next time you visit your beloved family member in a long term care facility try some or all of these tips. Go along to get along and both you and the Alzheimer's resident will have a more pleasant happier visit and part on a pleasant note. There are more important things than "being right".

Career Nursing Assistants Day (see facing page) June 11 specifically which kicks off the annual week of honoring those who care for our frailest, beloved family members. Many of our readers cared for their loved ones as long as possible before it became necessary for one reason or another to turn over their care to staff members in long term care facilities. CNAs (Certified Nursing Assistants) provide the hands on care hour by hour, day in and day out in our stead. CNAs are not family but they become our family as we interact with them while visiting our family member in the facility. CNAs work tirelessly and deserve our respect and encouragement -- every day, not just on CNA Day. Thank a CNA today for the loving care they provide!

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. _____ → 

- ❖ 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.

38th Annual National Nursing Assistants' Week
June 11-18, 2015
Career Nursing Assistants' Day
June 11, 2015

*“Nursing Assistants
 @ the Heart of Caring” ©*



To honor and thank

* Nursing Assistants * Direct Care Workers * Care Assistants * * ED Techs *
 Home Care Assistants * Personal Care Workers * PTAs * * Geriatric
 Aide/Assistants * Resident Assistants * Restorative Aides * In nursing homes,
 home care, hospice, hospitals, correctional institutions,
 schools and other long term care settings

Founder and Sponsor since 1977
The National Network Career Nursing Assistants and Direct Care Workers
 3577 Easton Road
 Norton, Ohio 44203
 Resources: www.cna-network.org
 More info: Cnajeni@aol.com

~Celebrating 38 years as a professional organization for nursing assistants~

2015 Certified Alzheimer Special Care Units

FACILITY NAME	ADDRESS	ADMINISTRATOR	PHONE & FAX
Apple Ridge Health & Rehabilitation, LLC	115 Orendorf Avenue Harrison, AR 72601	Norean Bailey	870-741-3438 Fax 870-741-9117
Butterfield Trail Village	1923 E. Joyce Blvd. Fayetteville, AR 72703	Bill Wickizer	479-442-7220 Fax 479-442-2019
Courtyard Gardens Health & Rehabilitation, LLC	2701 Twin Rivers Dr. Arkadelphia, AR 71923	Angela Marlar	870-246-5566 Fax 870-245-3305
Heritage of Hot Springs Health & Rehabilitation, LLC	552 Golf Links Road Hot Springs, AR 71901-7917	Tonya Brown	501-624-7149 Fax 501-624-4251
Heritage Square Nursing & Rehabilitation Center, Inc.	P O Box 687 Blytheville, AR 72315	Lori Ray	870-763-3654 Fax 870-762-1172
Pine Hills Health & Rehabilitation, LLC	900 Magnolia Road Camden, AR 71701	Michael Hunter	870-836-6833 Fax 870-837-2732
Pointer Trail Health & Rehabilitation, LLC	228 Pointer Trail West Van Buren, AR 72956	Paul G. Gilbert	479-474-5276 Fax 479-471-7849
Seven Springs Health & Rehabilitation, LLC	1040 Weddingford Rd. Heber Springs, AR 72543	Patricia A. Miller	501-362-8137 Fax 501-362-8960
The Woods of Monticello Health & Rehabilitation, LLC	P O Box 576 Monticello, AR 71655	Marlene Hensley	870-367-6852 Fax 870-367-3910
Windcrest Health & Rehab, Inc.	2455 Lowell Road Springdale, AR 72764	John R. McPherson	479-756-9000 Fax 479-751-1111

List provided by Alzheimer's Arkansas Programs and Services
201 Markham Center Drive Little Rock, AR 72205 501-224-0021 or 800-689-6090
Elise Siegler, Executive Director
Alzheimer's Arkansas--Supporting Arkansas Families Since 1984
www.alzark.org

“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

Alzheimer's Special Care Units (ASCU) in Long Term Care Facilities What are they and how do they differ from a "secure unit"?

At the April 13th AANHR meeting Sherri Proffer provided information as to why the ASCU regulations were written and the differences between the ASCU and a "secure unit".

Sherri Proffer is a RN and Qualified Intellectual Disability Professional. She has twenty-five years with the State of Arkansas, twenty of which have been with the Medical Needs Determination and Assisted Living Sections within the Office of Long Term Care. She assisted in the development of the long term care medical eligibility criteria, assisted living regulations and wrote the Alzheimer's Special Care Unit Regulations for nursing facilities and assisted living facilities.

It seems a "secure unit" is just that and a lock on the entry to the secure unit is the chief difference between this unit and the remainder of the facility. A secure unit offers essentially the same care as facility care as a whole but limits the wanderings of a resident with Alzheimer's. Usually the secure unit has a keypad requiring that those moving in and out of the wing know the entry code.

An ASCU (Alzheimer's Special Care Unit) (according to OLTC guidelines) is "a separate and distinct unit within a long term care facility that segregates and provides a special program for residents with a diagnosis of probable Alzheimer's disease or related dementia; and that advertises, markets or otherwise promotes the facility as providing specialized or related dementia care services". There are currently fewer than fifteen ASCUs around Arkansas.

Regulations covering the structure of an ASCU are intended to provide as much freedom of movement to common areas and personal space while not frustrating the resident. The goal is to preserve as much cognition as possible while providing a peaceful environment in which to maintain health and lifestyle. Caregivers must be specially trained in working with these residents and care plans developed that match their specific needs.

For more information on ASCUs please check out alzark.org or caregiver.com.

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 501-450-9619; she will put you in touch with your regional ombudsman.



What Alzheimer's Arkansas Has to Offer You!

Lynn Akdamar, Outreach Director, BSE, MA

There is a wealth of information to be accessed on the website: alzark.org. Lynn Akdamar, Alzheimer's Arkansas Outreach Director, outlined much of it at the May AANHR meeting. Did you know there are Alzheimer support groups in many Arkansas cities where one can connect with other caregivers? There are also grants available for caregiver respite care if one lives in designated counties. As outlined below, these grants are NOT limited to those caring for Alzheimer's patients.

Family Caregiver Support Grant

Alzheimer's Arkansas is pleased to provide you with information about the 2014-2015 Family Caregiver Support Program grant. Funding for this program is provided by the Older Americans Act, National Family Caregiver Support Program Title III-E Funds. These funds were awarded to CareLink (the Central Arkansas Area Agency on Aging) for distribution throughout the six counties in their service area (**Pulaski, Saline, Monroe, Prairie, Lonoke or Faulkner**). CareLink selected Alzheimer's Arkansas Programs and Services to administer the program. This grant is for **Respite Care Only** and is for \$500.00 per fiscal year (July 1 - June 30) for the purpose of providing the caregiver a break from the care of a patient who has been diagnosed with ANY chronic illness, not just Alzheimer's disease.

In order to qualify for this grant the following guidelines must apply:

- Patient must be 60 years of age or older.
- Patient must live in Pulaski, Saline, Prairie, Lonoke, Faulkner, or Monroe County.
- The patient must not receive the **same** type of services funded by other sources including private insurance, Medicaid, Hospice, ElderChoices, Supplemental Security Income, or Medicare.
- Respite services must be received after approval of the application.
- The patient must have a documented need for caregiver services (not limited to a dementia diagnosis).
- The amount of financial assistance that is given to one family is \$500.00 per fiscal year.
- A physician's diagnosis and signature is required.

This grant can **ONLY** be used for **Respite Care**, which is defined as a short-term break for the caregiver. Respite care may be provided in the home, adult day care center or an overnight stay on an intermittent, occasional or emergency basis in a nursing home or assisted living.

For more information and to apply for this program, please contact our office (501) 224-0021 or (800) 689-6090. You can also download the application and the service log in PDF format at these links:

Family Caregiver Support Program Grant (PDF Format)

AANHR Special Thanks

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

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.

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

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 (501-305-4034)

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 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.**

www.ualr.edu/senior_justice



Arkansas Advocates for Nursing Home Residents

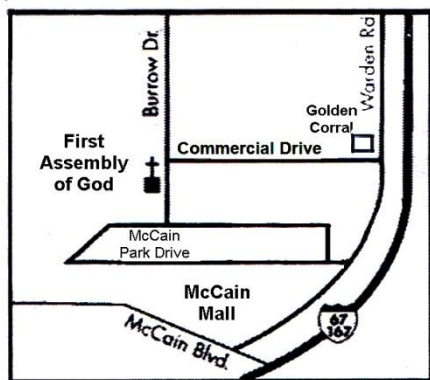
AANHR

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www.aanhr.org

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June 2015



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, 2016**.

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
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.