



AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS
Oct 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."

Twelfth Annual Residents' Rights Rally

Please Join Us!!!

Monday, October 12th, 2015

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



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

Keynote Speaker:

Arkansas Attorney General: Leslie Rutledge

Hosted By

Arkansas Advocates for Nursing Home Residents

www.aanhr.org

For more info please call 501-450-9619 or 501-269-4626

Program of Events:

- Martha Deaver, AANHR PresidentWelcome
- Dr. Gerald Parker Sr., Pilgrim Progress Missionary Baptist..... Invocation
- Martha Deaver, Event ChairmanProclamation Presentation
- Kathie Gately.....Arkansas State Ombudsman
- Herb SandersonAARP Director of Advocacy
- Dr. David Montague.....Director of UALR Senior Justice Center
- Susan Pierce.....Disability Rights AR Advocate Director
- Martha DeaverClosing Remarks

Residents' Rights Rally
Mon. Oct 12
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. 9th 10:00 AM.



From the President's Desk Martha Deaver

October 12th, a Monday, which is Columbus Day, AANHR (Arkansas Advocates for Nursing Home Residents) will host its twelfth annual Residents' Rights Rally on the State Capitol steps. If you have never been to the Capitol, there is a drop off area available under the front steps, eliminating the necessity of walking to the site. Seating is also provided and in the event of inclement weather, the rally moves into the Capitol Rotunda. Consider this your invitation to attend in support of our frailest Arkansas citizens! At the rally, you will see a Christmas tree (in October!) that has many silver bows on it. Each of those bows represents an occurrence of actual harm to an Arkansas nursing home resident. You may be surprised at the number represented.

It is always gratifying to see all the volunteers who still give freely of their time to attend this rally and also to visit folks in nursing homes. We're all still coming, still visiting, still standing up for those who cannot speak for themselves. It is also reassuring to see all those whose vocation is to oversee the care and better the lives of nursing home residents, as well as see that those who infringe on residents' rights are brought to justice.

We are expecting our usual great turnout of advocates, friends, and relatives of nursing home residents, as well as actual nursing home residents! Our keynote speaker will be AR Attorney General, Leslie Rutledge. Other featured speakers include: Dr. David Montague, Director of the UALR Senior Justice Center; Herb Sanderson, AARP State Director of Advocacy; Kathie Gately, Arkansas State Ombudsman; and, Dr. Gerald Parker, Sr., Pilgrim Progress Missionary Church. The Honorable Governor Asa Hutchison signed a proclamation recognizing this event.

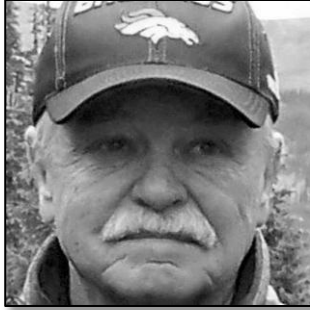
AANHR's goal as an organization is to "protect and improve the quality of care and life for nursing home residents in Arkansas". We acknowledge the importance of these rights guaranteed by the Federal Nursing Home Reform Act of 1987. This annual rally is to acknowledge the rights of nursing home residents -- rights we all have, rights that are not forfeited when one enters a nursing home to live. We know that when a person can no longer be responsible for their own care, many go to a long-term care setting. 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 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 501-450-9619; she will put you in touch with your regional ombudsman.

Check out aanhr.org for valuable information and to read former AANHR newsletters.



Mr. Rodger L. Pinney

AANHR expresses its condolences to fellow board member, Ann Pinney, at the passing of her husband, Rodger. Ann and her daughter, Julie Edwards, have served frailest citizens for many years in the nursing home and outside of one. Ann oversees AANHR newsletter mailings which entails dealing with the postal system! Pinney family members, along with AANHR members, also express appreciation for the memorials given to AANHR in Rodger's memory. The Pinney family remains in our hearts, thoughts, and prayers.

December 6, 1937 - September 3, 2015

Rodger L. Pinney, age 77, of Benton, AR passed away September 3, 2015. He was born December 6, 1937 in Denver, Colorado to the late Eli and Maxine Pinney. He was a member of the Jaycee League and of Methodist faith. Among other trades, he owned his own real estate company. He was a US Army Veteran. He loved to play golf and worked in his yard. He also loved being active on Facebook.

In addition to his parents, he was preceded in death by a grandchild and one great-granddaughter, Corina Ann.

Survivors include his wife of forty-years, Ann (Ward) Pinney; his children, Julie Edwards of Alexander, AR; Scott Pinney and wife, Tammy of Conway, AR; Tracey Maddox and husband, Charles of Rome, GA; Lori Ann Bohrer and husband, Todd of Plainville, KS; and Robert Beard and wife, Danah of Bryant, AR; grandchildren, Emily Ellis and husband, Erik, Lauren and Tyler Pinney; Katharine Lee Pardew, Katie, Elizabeth, and Zachary Maddox, Amanda, Allisa, Amy, and TJ Bohrer, and Olivia and Khloe Stanage; two great-grandchildren, E'lyn and Em'ry Ellis; three special children, Shaylah, Zachary, and Jacob Walker; one sister, Grenda Lutgen and husband, Larry of Greeley, CO; one niece, Lisa Blackburn; two nephews, Mark and Craig Lutgen, and other friends.

A graveside service was held Tuesday, September 8, 2015 at Mitchell Cemetery in Greenway, AR with Bro. Terry Sayers officiating. Serving as pallbearers were Charles Maddox, Scott Pinney, Robert Beard, Tyler Pinney, Zachary Maddox, and Todd Bohrer. TJ Bohrer served as an honorary pallbearer.

Memorials may be made to the Arkansas Advocates for Nursing Home Residents by going to the website <http://www.aanhr.org> or mailing to AANHR, 2336 Riverview Circle, Benton AR 72019.



What are Residents' Rights?

Residents' Rights Guarantee Quality of Life

The 1987 Nursing Home Reform Law requires each nursing home to care for its residents in a manner that promotes and enhances the quality of life of each resident, ensuring dignity, choice, and self-determination.

All nursing homes are required "to provide services and activities to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident in accordance with a written plan of care that... is initially prepared, with participation, to the extent practicable, of the resident, the resident's family, or legal representative." This means a resident should not decline in health or well-being as a result of the way a nursing facility provides care.

The 1987 Nursing Home Reform Law protects the following rights of nursing home residents:

The Right to Be Fully Informed of

- Available services and the charges for each service
- Facility rules and regulations, including a written copy of resident rights
- Address and telephone number of the State Ombudsman and state survey agency
- State survey reports and the nursing home's plan of correction
- Advance plans of a change in rooms or roommates
- Assistance if a sensory impairment exists
- Residents have a right to receive information in a language they understand (Spanish, Braille, etc.)

Right to Complain

- Present grievances to staff or any other person, without fear of reprisal and with prompt efforts by the facility to resolve those grievances
- To complain to the ombudsman program
- To file a complaint with the state survey and certification agency

Right to Participate in One's Own Care

- Receive adequate and appropriate care
- Be informed of all changes in medical condition
- Participate in their own assessment, care-planning, treatment, and discharge
- Refuse medication and treatment
- Refuse chemical and physical restraints
- Review one's medical record
- Be free from charge for services covered by Medicaid or Medicare

Right to Privacy and Confidentiality

- Private and unrestricted communication with any person of their choice
- During treatment and care of one's personal needs
- Regarding medical, personal, or financial affairs

Rights During Transfers and Discharges

- Remain in the nursing facility unless a transfer or discharge:
 - (a) is necessary to meet the resident's welfare;
 - (b) is appropriate because the residents health has improved and s/he no longer requires nursing home care;
 - (c) is needed to protect the health and safety of other residents or staff;
 - (d) is required because the resident has failed, after reasonable notice, to pay the facility charge for an item or service provided at the resident's request
- Receive thirty-day notice of transfer or discharge which includes the reason, effective date, location to which the resident is transferred or discharged, the right to appeal, and the name, address, and telephone number of the state long-term care ombudsman
- Safe transfer or discharge through sufficient preparation by the nursing home

Right to Dignity, Respect, and Freedom

- To be treated with consideration, respect, and dignity
- To be free from mental and physical abuse, corporal punishment, involuntary seclusion, and physical and chemical restraints
- To self-determination
- Security of possessions

Right to Visits

- By a resident's personal physician and representatives from the state survey agency and ombudsman programs
- By relatives, friends, and others of the residents' choosing
- By organizations or individuals providing health, social, legal, or other services
- Residents have the right to refuse visitors

Right to Make Independent Choices

- Make personal decisions, such as what to wear and how to spend free time
- Reasonable accommodation of one's needs and preferences
- Choose a physician
- Participate in community activities, both inside and outside the nursing home
- Organize and participate in a Resident Council
- Manage one's own financial affairs

Election at November 9th Meeting for 2016 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 2016:

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
 Julie Edwards, Alexander
 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:

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.

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 his support and assistance, and his providing POA documents pro bono.

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

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 - 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); Julie Edwards, Alexander; 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

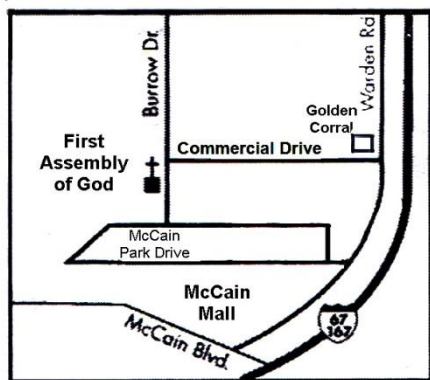
AANHR

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www.aanhr.org

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Oct 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.