



# AANHR

Arkansas Advocates for Nursing Home Residents

PROTECTING NURSING HOME RESIDENTS  
**May 2016**

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**  
**May 9th**  
**Meeting Place:**  
First Assembly of God Church  
4501 Burrow Road  
North Little Rock  
Directions to church  
On back of Newsletter.



**May 9 11:00 AM Meeting Topic:**  
**Liability Insurance in Nursing Facilities**  
**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 as we delve into the details about nursing facilities and their liability insurance: another facet affecting residents' care.

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.

10:00 - 11:00 A.M.  
**Open Forum**  
  
11:00 A.M.  
**Program Speaker:**  
(See article at right.)





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

It is always shocking for me/AANHR to FOI the "Professional Liability Insurance Cost Reports," which AR 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 look over the spreadsheet on pages 4-5.

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 most (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.

AANHR believes that AR nursing homes should be required to carry liability insurance. We do not believe that taxpayers should be paying to protect nursing home owners when abuse, neglect, and death of our most frail and vulnerable citizens occurs. The total reimbursement to Arkansas nursing homes from this two-year report, according to this spreadsheet, was \$20,599,186 for fiscal 2014 and \$25,516,315 for fiscal 2015. That is a nearly \$5 MILLION increase!

### **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.

*"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*





## April 11th Topic: INSIGHTS AND COMMUNICATION CLUES WHEN DEALING WITH ALZHEIMER'S

Speaker: Priscilla Pittman, MSW, MA

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](mailto:Priscilla.pittman@alzark.org). [Alzark.org](http://Alzark.org) is a helpful website with many resources to be accessed including info about support groups in your area.

At the April AANHR meeting, Priscilla Pittman, a Gerontological Social Worker and since October 2001, the program director for Alzheimer's Arkansas Programs and Services, stressed the need to become informed and be prepared above all. For instance, have a note on the refrigerator with details about meds, contact info, and other notes of daily living in the event a crisis arises such as the caregiver becoming incapacitated. Caring for loved ones with Alzheimer's is extremely stressful and many times the patient outlives the caregiver so preparations much be made for that possibility.

Ms. Pittman 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 he/she hurts or wants something. It is the caregiver who must know how to communicate. 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.

Adjusting to caring for an Alzheimer's patient is an ongoing process which requires constant vigilance and learning new strategies. Strength is found in numbers aka support groups and ongoing education. It's a new world everyday.

**Arkansas Department of Human Services**  
**Division of Medical Services**  
**Professional Liability Insurance Cost from 7/1/2013 - 6/30/2015**  
**Medicaid Cost Report For Arkansas Nursing Homes**  
(Only those facilities that are operated for full state fiscal year  
Are required to submit a full-year cost report.)

Provider Name	Fiscal 2014	Fiscal 2015	Provider Name	Fiscal 2014	Fiscal 2015
ALCOA PINE H&R	279,000	259,000	DEERVIEW LLC	-	31,131
ALMA H&R	105,099	122,516	DERMOTT CITY NURSING HOME	-	0
AR NURSING AND REHAB 1 LLC	112,110	113,661	DEWITT NURSING HOME	49,387	47,488
ARKANSAS CONVALESCENT CENTER	138,861	158,186	DIERKS H&R	22,995	33,043
ARKANSAS VETERANS HOME AT FAY.	-	0	EAGLECREST NURSING & REHAB	-	265,348
ARLINGTON COVE HEALTHCARE LLC	-	50,806	ENCORE H&R	49,439	-
ASHLEY H&R	150,222	153,342	FAYETTEVILLE H&R	39,126	182,264
ASHTON PLACE H&R LLC	171,720	181,092	FIANNA HILLS NURSING AND REHAB	47,421	54,243
ATKINS NURSING AND REHAB CENTER	140,520	140,532	GARDNER NURSING CENTER	178,500	190,500
AUTUMN HILL INC	-	75,150	GASSVILLE THERAPY & LIVING	-	278,087
BAILEY CREEK H&R	195,500	208,500	GENERAL BAPTIST NURSING OF PIGGOT	37,333	38,489
BATESVILLE HEALTHCARE CNTR	-	240,526	GLENWOOD H&R LLC	112,976	110,449
BEEBE RETIREMENT CENTER INC	178,500	190,500	GOOD SAMARITAN SOC. HOT SPRINGS	13,626	22,383
BELLE MEADE REHAB & GUEST CARE	360,000	337,500	GOOD SAMARITAN SOC. MT HOME	17,092	28,574
BELLE VIEW ESTATES REHAB AND CARE	240,300	260,300	GOSNEL THERAPY & LIVING	-	186,139
BENTONVILLE MANOR NURSING HOME	69,356	-	GRACE POINT LLC	-	33,275
BRADFORD HSE NURSING AND REHAB	151,440	151,452	GREENBRIER NURSING AND REHAB	135,840	135,852
BRIARWOOD NURSING AND REHAB CTR	175,620	187,332	GREENE ACRES NURSING HOME	80,117	83,070
BRIGHTON NURSING	-	44,301	GREENHURST NURSING CENTER	29,022	46,250
BROOKRIDGE COVE REHAB AND CARE	354,300	-	GREYSTONE NURSING AND REHAB LLC	109,320	109,332
BROADWAY HEALTH & REHAB LLC	-	165,869	H&R CTR OF W MEMPHIS	117,242	163,782
BROOKSIDE H&R	173,535	-	HEARTLAND REHAB AND CARE CENTER	357,300	199,812
CABOT NURSING AND REHAB CTR	-	-	HEATHER MANOR NURSING & REHAB	200,250	199,812
CANYON SPRINGS H&R	197,707	193,309	HERITAGE LIVING CENTER	205,700	219,300
CARE MANOR NURSING & REHAB	-	276,310	HERITAGE OF HOT SPRINGS H&R	214,653	215,373
CAVALIER HEALTH CARE OF ENGLAND	-	40,186	HERITAGE PARK NURSING CENTER	76,932	-
CAVE CITY NURSING HOME	32,122	32,215	HERITAGE SQUARE NURSING & REHAB	146,200	156,300
CHAMBERS NURSING AND REHAB CTR	119,175	118,284	HICKORY HEIGHTS H&R	-	145,774
CHAPEL RIDGE H&R	153,000	163,500	HIGHLAND CT A REHAB & RES. CARE	312,087	292,526
CHAPEL WOODS H&R	325,500	302,000	HIGHLAND H&R	135,186	138,010
CHENAL REHAB & HEALTHCARE	102,154	32,640	HILLCREST CARE AND REHAB LLC	27,772	38,469
CLA-CLIF NURSING & REHAB CTR	37,758	27,108	HIRAM SHADDOX GERIATRUC HEALTH	-	215,314
CONCORDIA NURSING & REHAB	-	0	HILLCREST HOME OF HARRISON	-	348
CORNING THERAPY & LIVING	-	223,268	HOMESTEAD MANOR NURSING HOME	72,736	-
COURTYARD GARDENS H&R	141,220	137,957	HUDSON MEMORIAL NURSING HOME	95,553	108,041
COURTYARD REHAB & HEALTHCARE	404,111	453,850	INDIAN ROCK VILLAGE LLC	66,307	75,519
COVINGTON COURT H&R	345,006	148,103	INNISFREE H&R LLC	124,920	124,932
CRAIGHEAD NURSING CENTER	47,832	53,777	JAMESTOWN NURSING AND REHAB LLC	177,570	190,453
CRAWFORD H&R	-	50,030	JOHNSON COUNTY H&R	109,520	125,132
CREEKSIDE H&R	129,395	146,838	JONESBORO H&R LLC	-	195,346
CRESTPARK DEWITT LLC	27,826	28,535	KATHERINES PLACE AT WEDINGTON	185,300	197,700
CRESTPARK FORREST CITY LLC	50,544	51,075	LAKE HAMILTON H&R	131,160	131,172
CRESTPARK HELENA LLC	48,672	49,722	LAKE VILLAGE REAHAB AND CARE CTR	306,300	331,800
CRESTPARK MARIANNA LLC	43,264	44,451	LAKESIDE NURSING CENTER	127,500	136,500
CRESTPARK STUTTGART LLC	62,190	62,620	LAKESIDE NURSING CENTER	-	0
CRESTPARK WYNNIE LLC	62,192	63,227	LAKESIDE NURSING AND REHAB CTR	-	-
CRONE HEALTHCARE INC	-	0	LAKESIDE NURSING AND REHAB CTR	-	-
CROWNPOINT H&R	-	0	LAKESIDE NURSING AND REHAB CTR	-	-
CUMBERLAND H&R	81,758	-	LAUREL PLACE H&R CTR	61,288	99,021
DARDANELLE NURSING AND REHAB	171,720	171,732	LAWRENCE HALL NURSING CENTE R	51,859	122,330
DAVIS EAST	-	0	LEGACY HEALTH & REHAB	11,535	133,436
DAVIS LIFE CARE CENTER	30,852	6,218	LEGACY HEIGHTS NURSING AND REHAB	136,620	144,432

Provider Name	Fiscal 2014	Fiscal 2015	Provider Name	Fiscal 2014	Fiscal 2015
LEXINGTON PLACE H & R	-	56,698	RUSSELLVILLE NURSING AND REHAB	156,120	156,132
LINCOLN HEIGHTS HEALTHCARE	49,385	46,596	SALEM PLACE NURSING AND REHAB CTR	188,880	188,892
LINDLEY H&R CTR	18,202	16,750	SANDALWOOD HEALTHCARE LLC	123,506	89,061
LINROCK H&R CTR	25,939	32,998	SEARCY HEALTH & REHAB LLC	-	405,057
LITTLE RIVER NURSING AND REHAB	-	0	SHERWOOD NURSING AND REHAB CTR	137,400	137,412
LONGMEADOW NURSING CTR CAMDEN	58,170	-	SHILOH NURSING AND REHAB LLC	120,240	118,692
LONGMEADOW NURSING CTR MALVERN	-	-	SILVER OAKS H&R	176,800	188,700
LONOKE NURSING AND REHAB CTR	-	-	SOUTHERN TRACE REHAB AND CAR E	348,300	377,300
MADISON H&R LLC	5,993	3,159	SOUTHFORK RIVER THERAPY & LIVING	-	223,232
MAGNOLIA HEALTH & REHAB	-	241,015	SOUTHRIDGE VILLAGE N & R	-	338,618
MANILA NURSING CENTER	119,000	127,500	SPRING BROOK H&R CENTER	23,177	33,043
MAPLES AT HAR-BER MEADOWS	238,000	264,212	SPRING CREEK H&R	185,300	206,248
MEADOWVIEW H&R	126,400	128,934	SPRINGDALE H&R	-	131,213
MENA MANOR	101,483	101,483	ST. ANDREW'S PLACE	91,467	93,412
METHODIST H&R	10,225	11,596	ST. ELIZABETH'S PLACE	187,000	199,500
MINE CREEK H & R	-	136,048	ST. JOHN'S PLACE OF ARKANSAS LLC	504,200	457,796
MITCHELLS NURSING HOME, INC	16,068	43,665	ST. MICHAELS PLACE, INC	99,222	63,071
MONETTE MANOR	41,080	45,760	STAGECOACH N & R	-	63,842
MONTGOMERY COUNTY NURSING HOME	633	633	STELLA MANOR CARE CENTER	201,360	193,572
MOUNTAIN MEADOWS H&R	255,750	237,500	STONE COUNTY NURSING AND REHAB	71,291	-
MURFREESBORO REHAB & NURSING, INC	-	-	STONEGATE VILLA H&R	98,854	96,648
NASHVILLE NURSING AND REHAB, INC	119,000	127,500	STONERIDGE H&R LLC	-	-
NEWTON COUNTY NURSING HOME	18,283	18,281	STONEBROOK H&R	141,895	-
NORTH HILLS LIFE CARE AND REHAB	156,400	167,100	SUMMIT H&R	280,012	262,600
NORTHRIDGE H&R	102,044	-	THE CROSSING AT RIVERSIDE HEALTH	320,850	297,700
NURSING & REHAB CTR AT GOOD SHEPHERD	187,320	187,332	GRN HSE COTTAGES OF WWP SOUTH	300,213	281,450
OAK MANOR NURSING AND REHAB CTR	187,320	187,332	GRN HSE COTTAGES OF WWP HOMESTYLE	326,356	305,955
OAK RIDGE NURSING HOME	143,500	178,271	GRN HSE COTTAGES OF WWP TRADITION	125,648	117,795
OAKDALE NURSING CENTER	99,188	51,742	THE LAKES AT MAUMELLE H&R	162,750	151,500
OSCEOLA THERAPY AND LIVING	-	305,480	THE WOODS OF MONTICELLO H&R	172,288	168,425
OZARK HEALTH NURSING AND REHAB	-	79,450	THREE RIVERS H&R	56,472	66,580
OZARK NURSING HOME	58,208	60,970	TIMBERLANE H&R	163,200	174,300
PARIS H&R	19,093	383,238	TRINITY VILLAGE MEDICAL CENTER	36,428	51,520
PERRY COUNTY NURSING & REHAB CTR	148,320	148,332	TWIN LAKES THERAPY & LIVING	-	213,537
PINE HILLS H&R LLC	149,692	146,317	TWIN RIVERS H&R LLC	32,388	49,862
PINE LANE THERAPY AND LIVING	-	278,962	VALLEY RANCH NURSING AND REHAB	75,180	75,180
PINWOOD H&R LLC	125,685	122,878	VAN BUREN H&R	85,144	87,758
PINK BUD HOME FOR THE GOLDEN YEARS	116,292	112,803	VILLAGE SPRINGS H&R	279,000	259,000
PIONEER THERAPY AND LIVING	-	228,571	WALDRON NURSING CENTER, INC	-	0
PLEASANT MANOR NURSING AND REHAB	44,498	38,175	WALNUT GROVE NURSING AND REHAB	50,703	40,552
PLEASANT VALLEY NURSING AND REHAB	50,734	59,776	WEST MARKHAM SUB-ACUTE AND REHAB	105,310	-
PRAIRIE GROVE H&R	64,008	165,632	WESTWOOD H&R, I N C	127,500	136,500
PREMIER H&R	169,463	165,632	WHITE HALL H & R	-	139,146
PRESBYTERIAN VILLAGE INC	35,189	32,870	WHITE RIVER HEALTH CARE	23,902	-
PRESCOTT MANOR NURSING CENTER	149,634	148,761	WILLOWBEND AT MARION	50,760	59,974
QUAPAW CARE AND REHAB CENTER LLC	196,680	196,692	WINDCREST H&R, I N C	126,200	134,700
RANDOLPH COUNTY NURSING HOME	19,147	24,253	WOOD LAWN HEIGHTS	-	41,869
RECTOR NURSING & REHAB	-	186,139	WOODBRIAR NURSING HOME	61,186	61,815
RED OAK H&R LLC	155,251	-	WOODLAND HILLS H&R	180,675	184,262
RIDGECREST H&R	141,100	150,900	WOODLAND HILLS H&R	95,078	77,902
RIVER CHASE REHAB AND CARE CENTER	264,600	286,600	WOODRUFF COUNTY HEALTH CENTE R	75,435	77,902
RIVER RIDGE REHAB AND CARE CENTER	300,300	325,300		20,599,186	25,516,315
RIVER VALLEY H&R	90,217	111,451			

## Alzheimer's Association: KNOW the 10 Signs! Early Detection Matters!

Have you noticed any of these warning signs? Please list any concerns you have and take this sheet with you to the doctor. *Note: This list is for information only and not a substitute for a consultation with a qualified professional.*

\_\_\_1. Memory loss that disrupts daily life. One of the most common signs of Alzheimer's, especially in the early stages, is forgetting recently learned information. Others include forgetting important dates or events; asking for the same information over and over; relying on memory aides (e.g., reminder notes or electronic devices) or family members for things they used to handle on their own. What's typical? Sometimes forgetting names or appointments, but remembering them later.

\_\_\_2. Challenges in planning or solving problems. Some people may experience changes in their ability to develop and follow a plan or work with numbers. They may have trouble following a familiar recipe or keeping track of monthly bills. They may have difficulty concentrating and take much longer to do things than they did before. What's typical? Making occasional errors when balancing a checkbook.

\_\_\_3. Difficulty completing familiar tasks at home, at work or at leisure. People with Alzheimer's often find it hard to complete daily tasks. Sometimes, people may have trouble driving to a familiar location, managing a budget at work or remembering the rules of a favorite game. What's typical? Occasionally needing help to use the settings on a microwave or to record a television show.

\_\_\_4. Confusion with time or place. People with Alzheimer's can lose track of dates, seasons and the passage of time. They may have trouble understanding something if it is not happening immediately. Sometimes they may forget where they are or how they got there. What's typical? Getting confused about the day of the week but figuring it out later.

\_\_\_5. Trouble understanding visual images and spatial relationships. For some people, having vision problems is a sign of Alzheimer's. They may have difficulty reading, judging distance and determining color or contrast. In terms of perception, they may pass a mirror and think someone else is in the room. They may not recognize their own reflection. What's typical? Vision changes related to cataracts.

\_\_\_7. Misplacing things and losing the ability to retrace steps. A person with Alzheimer's disease may put things in unusual places. They may lose things and be unable to go back over their steps to find them again. Sometimes, they may accuse others of stealing. This may occur more frequently over time. What's typical? Misplacing things from time to time, such as a pair of glasses or the remote control.

\_\_\_8. Decreased or poor judgment. People with Alzheimer's may experience changes in judgment or decision making. For example, they may use poor judgment when dealing with money, giving large amounts to telemarketers. They may pay less attention to grooming or keeping themselves clean. What's typical? Making a bad decision once in a while.

\_\_\_9. Withdrawal from work or social activities. A person with Alzheimer's may start to remove themselves from hobbies, social activities, work projects or sports. They may have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby. They may also avoid being social because of the changes they have experienced. What's typical? Sometimes feeling weary of work, family and social obligations.

\_\_\_10. Changes in mood and personality. The mood and personalities of people with Alzheimer's can change. They can become confused, suspicious, depressed, fearful or anxious. They may be easily upset at home, at work, with friends or in places where they are out of their comfort zone. What's typical? Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

If you have questions about any of these warning signs, the Alzheimer's Association recommends consulting a physician. Early diagnosis provides the best opportunities for treatment, support and future planning.

*For more information, go to [alz.org/10signs](http://alz.org/10signs) or call 800.689.6090. This is an official publication of the Alzheimer's Association but may be distributed by unaffiliated organizations or individuals. Such distribution does not constitute an endorsement of these parties or their activities by the Alzheimer's Association. Copyright 2009 Alzheimer's Association. All rights reserved.*

### 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.

**Gary Miller of Prosmart Printing** for assistance in newsletter and brochure publication.

The **Law Office of Bob Edwards and Mrs. Edwards** for providing financial assistance as well as AANHR Good Care booklets.

### AANHR Officers and Board Members

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

**Vice President** - Nancy Patterson, Searcy (501-305-4034)

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**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

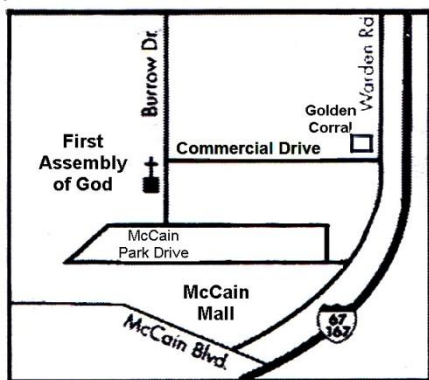
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May 2016



### 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.
- \$20 per family or corporate membership.
- Waive dues because of financial hardship.

Please make checks payable to: AANHR and mail to 6112 Willow Rd, Alexander AR 72002-8582.

### 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.