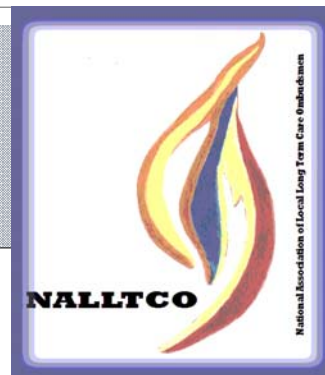


NALLTCO EXCHANGE

National Association of Local Long Term Care Ombudsmen



MAKE YOUR CONNECTION WITH THE ADRC

There are now 43 states who are involved in establishing Aging and Disabilities Resource Centers. As "experts" ombudsman should take an active role in the development of these networks. Given that Ombudsman work with families before, during and after they consider long-term supports, we can be a valuable source for how "big plans" may actually impact older and disabled adults in the "real world".



AoA & CMS VISION FOR RESOURCE CENTERS

The goal of the ADRC Program is to empower individuals to make informed choices and to streamline access to long-term support.

Long-term support refers to a wide range of in-home, community-based, and institutional services and programs that are designed to help individuals with disabilities. The vision is to have Resource Centers in every community serving as highly visible and trusted places people can turn for information on the full range of long-term support options.

In many communities, long-term support services are administered by multiple agencies and have complex, fragmented, and often duplicative intake, assessment, and eligibility functions. Figuring out how to obtain services is difficult. A single, coordinated system of information and access for all persons seeking long-term support minimizes confusion, enhances individual choice and supports informed decision-making. It also improves the ability of state and local governments to manage resources and to monitor program quality through centralized data collection and evaluation. www.aoa.gov

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ELDER JUSTICE NOW!

NALLTCO BOARD MEMBER Eileen Bennett (MD) has served as the NALLTCO liaison to this group since it's inception. We appreciate all her time and energy on this effort.

The work of the bi-partisan Elder Justice Coalition is focused on continuing to raise public attention and awareness about the issues of elder abuse and to secure passage of the Elder Justice Act in the 110th Congress. **At the end of 2007, the Coalition had 547 members: 226 organizations and 321 individual memberships.** During the first session of the 110th Congress, the Elder Justice Act was introduced in the House by Representatives Rahm Emanuel and Peter King. The House bill, H.R. 1783, has 86 co-sponsors and is pending before several committees: Ways and Means, Judiciary, Energy and Commerce, and Education and Labor. The bill now has 19 co-sponsors. The first session of the 110th Congress ended with the Elder Justice Act awaiting action in the Senate Finance Committee.

"A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort."

~ Herm Albright (1876 - 1944)

REMEMBER TO MAKE HISTORY!

There are residents in long term care facilities that lived through a time when voting was not a right for women, or people of color. Our forefathers and our elders have fought extreme circumstances in order to give us this right. To fully participate in our society, we need to exercise it without restraint or reservation.

While the battle was historically hard fought, the ability for people to vote in today's world is easier to accomplish than ever before.

Absentee ballots, drive by voting, early voter ballots are all avail-

able to registered voters throughout the United States. As advocates for the basic civil liberties, Local Ombudsmen are in a unique position to ensure that in this election year, as in all others, we ensure that all residents of long term care facilities who want to vote, get to do so.

It is equally important to cast an educated vote, one based on facts, not media hype or rumors. Citizens must be aware of the various issues and platforms that our politicians promote and vote their convictions; especially

related to long term care issues.

As advocates, we can help ensure that resident citizens have political resource information available to them from ALL candidates to allow them to learn what candidates intend to do if elected that promote resident-centered and life affirming quality care for our elders in the forefront.

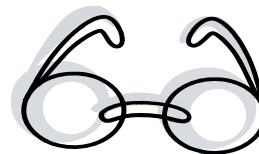


“INSTANT AGING” Sensitivity Kits—Patrice Berry (TX)

INSTANT AGING SHOPPING LIST

- A box of quart size Hefty zip-locks (they don't leak) filled with little enough water for the person to hold shoulder level in front of them
- Hardware store utility glasses outfitted with electrical tape or clear packing tape to mimic macular degeneration in different stages or cataracts/blindness or tunnel vision in different stages
- Masking tape to secure arms or legs to immobilize the person in their chair or make them stooped over (tape clothes not skin!)
- Cotton balls for hearing loss in one or both ears
- Gloves with fingers taped together or bent

I would schedule this with the In-service coordinator after hearing family council complaints about lack of compassion from the staff. The **family council members** (who can) would meet me at the facility to assist. After all, they may know who needs compassion the most. The Director of Nurses can identify appropriate persons as well - unless he or she is one of the persons! You begin by explaining who you are and that they are going to experience first-hand what it is like to have a disability and to be dependent on others for simple tasks. Explain strongly that once the disability is imposed, it may not be adjusted or removed until they are released from their disability by you. Sometimes imposing several disabilities per person or just a couple. A table of four in the center of the group - with disabilities imposed and a good treat on a plate in front of them with a drink and straw in a wrapper is also effective. While the disabilities are being imposed you explain about the Ombudsman Program purpose to improve the quality of life of each person by visitation in insure their rights are protected and enforced. Walk around the room - tell people to “hold their water!” (*Take the hefty bag of water and hold it at shoulder level, when they try to let it down, tell them no one is available to help and they need to continue to hold it*) Take most of the time for the in-service. What you say is important - but not as important as letting each person, as they are released, tell the group about their experience with their disability. They end up training themselves!



Lee Memorial Hospital sells pre-made kits for this in-service in *THE SECURE PROJECT*. It includes a trainer's guide and other educational materials. <http://www.leememorial.org/shareclub/secure.asp>

TV CONVERTER BOX COUPON PROGRAM



NALLTCO has been involved in the national effort to bring awareness of the needs of our individual residents in nursing homes, assisted living facilities, board and care homes, and similarly licensed places of care. If your residents receive free TV using an antenna (rabbit ears) and their TV is not digital, there is an established need for taking action. However, the Digital Television Transition and Public Safety Act of 2005 limits the number of discount coupons

allowed per address and does not recognize each individual as a separate "head of household". Representatives of the Senate Aging Committee, the National Telecommunications & Information Administration, and the National Association of Broadcasters are seeking options to address advocates concerns. NALLTCO needs your feedback to know how widespread the problem may be and if some of your facilities have already begun implementing reasonably priced solutions. As an advocate, how will you help your residents stay connected to the world of broadcasting?

For more information view the website at www.DVT2009.gov

Jill Passmore, NALLTCO member and local ombudsman from Raleigh, NC has prepared a survey that will sent to all her facilities determining what direction their advocacy will take on the resident's need for assistance with converting their televisions to HDTV.

The survey being used is now available on our website www.NALLTCO.org



Continued from page 1

NALLTCO continues to call upon its membership to educate your legislators and their constituents about **the ELDER JUSTICE ACT (H.R. 1783 and S. 1070)** which is expected to come out of committee this spring. EJC leadership also met with the staff of Senator Herb Kohl (D-WI), who chairs the Senate Special Committee on Aging. Senator Kohl is the author of S. 1577, the Patient Safety and Abuse Prevention Act of 2007. The Coalition is on record in support of Senator Kohl's bill. The meeting focused on how to move both this bill and the Elder Justice Act in 2008. A number of ideas were discussed, but no final strategy was agreed upon.

WILL YOU MATCH OUR DONATION?

NCCNHR has established themselves as the CONSUMER VOICE FOR QUALITY and continues to demonstrate this as they **relay public concern about substandard care in nursing homes to national decision makers.**

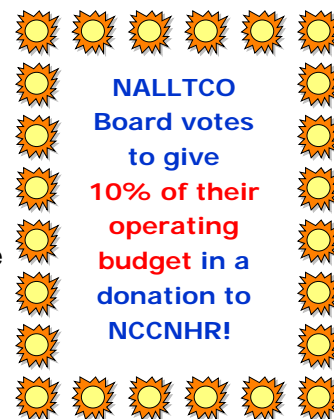
As presidential candidates debate the issues, long term care residents continue to suffer in sub-standard facilities. In just these two short months, local Ombudsman are seeing an increase in consumer complaints, residents are suffering from boredom, loneliness and isolation in facilities who have not changed their culture and residents report severe staff shortages to meet their basic needs.



The NALLTCO Board and local Ombudsman membership want to emphasize the importance of a strong National Voice for Quality. Dedicated volunteers and supportive family and citizen support groups must support, with MONEY, the continuing education of our national leaders!

NALLTCO CHALLENGES NCCNHR's 200 MEMBER GROUPS to dedicate support at or above our level of donation NOW !

GIVE while The Advocacy Iron Is HOT!



IN OUR THOUGHTS and PRAYERS

NCCNHR'S Executive Director, Alice Hedt, is recovering from recent hip surgery! Good luck with your rehabilitation. By the way, we know some good advocates should you need some help!



Sincere sympathy goes out to the Alabama SLTCO whose son, Fred Bell Jr., age 27, died in a serious car wreck in February.



The Fairfax County flag was flown at half-staff at all Fairfax County government facilities on Jan. 24, in respect and honor of Nancy Cavicke, a Fairfax County employee and a key



member of a regional program, the Northern Virginia Long-Term Care Ombudsman Program. Nancy was also a member of NALLTCO. It is apparent by the County Government's respect to her memory that Nancy was an effective and well loved advocate that will be missed by her clients and peers. She died after a long illness on Sunday, Jan. 20, 2008 in her home. Nancy Cavicke worked for 18 years as the coordinator of volunteer long-term care ombudsmen as well as a long-term care ombudsman.



LOW BUDGET? Think Co-Branding

When your down to the dust in your budget, think about partners who produce professional materials that can be used by your clients. Examples include:

NORC/NCCNHR: Their cutting edge materials on resident/family advocacy are invaluable to ombudsman programs. www.ltombudsman.org

CMS Advancing Excellence materials and those from your state Quality Improvement Organization. www.cms.gov

GoDirect—a program of the Treasury Department that helps to eliminate fraud by encouraging direct deposit of public benefit checks. www.godirect.com

Always credit the original source, then list your agency as a LOCAL source of expertise for advocacy.

NCCNHR 33rd ANNUAL MEETING IS ON THE MOVE to INDIANAPOLIS, INDIANA

Mark your calendar for October 15th - October 18th. Start planning for a new look, in a new location, with a new format. NALLTCO's general membership meeting will be held during this conference!! We hope to see many new faces and meet so many of you that have not been able to join us in person before. More information available at www.nccnhr.org

Get there anyway you can!



A WORD FROM SUE WHEATON, ADMINISTRATION ON AGING

The emergency checklists (developed by a CMS-convened workgroup, on which I served) were disseminated to the State ombudsmen last year -- the SLTCO's were asked to disseminate them to their local program people. They're posted on the CMS emergency website at:

http://www.cms.hhs.gov/SurveyCertEmergPrep/downloads/S&C_EPChecklist_Persons_LTCFacilities_Ombudsmen.pdf and

http://www.cms.hhs.gov/SurveyCertEmergPrep/downloads/S&C_EPChecklist_Provider.pdf and

http://www.cms.hhs.gov/SurveyCertEmergPrep/downloads/S&C_EPChecklist_PersonsMedicalNeedsLivingatHome.pdf

I'm working now to get these linked to the AoA and Ombudsman Resource Center websites. Glad you're helping to get the word out through the newsletter.

Sue Wheaton, Administration on Aging

HIGHLIGHT A FIELD BASED PROGRAM— Debi Lee (NC)



Recently, as I talked with Jackie Case, NALLTCO chair, about the growth of my program, I was struck by how much of my professional and programmatic development was in tandem with the exposure to national leaders, resources, issues and other ombudsmen across the country. This attention to other professionals and their programs who are willing to share not only their ideas, but the mechanics of how to put them into action has been instrumental in my growth and **wow**, what growth.

In the 16 years since I joined the Charlotte program (when Alice Hedt left), we have gone from a 1.75 FTE staff office, sharing one computer, no internet, and certainly no cell phones to now having 6 FTE staff. This alone is amazing ! But each staff also has a **laptop, cell phone with hands-free Bluetooth technology, personal data assistant software, voice activated dictation for case notes and, of course, all have a memberships in NALLTCO, NCCNHR, and our Citizens Advocacy Group Friends of Residents!**

“We have been able to make effective proposals that emphasize up-to-date technology. This allows for productivity in the field where staff have to be to accomplish their work.”

NALLTCO gave me the insight and the confidence to learn more about the differences in programs and the inspiration to ensure my program was at least on the way to being as good as those I saw around the country. Now, we consider these tools not luxury items, but necessary for effective “field work” in times of *almost* adequate paid staff. Our national exposure has helped with professional credibility. This, in turn,

has lead to our Executive Director encouraging us to put our needs in the form of a “business approach”. **So proposals have emphasized that paid staff would only come into the “office” once a week for a “desk day”, focusing the majority of their time on providing services to residents, coalitions, staff, community etc.** Their time and effort are easily tracked through the technology and in turn their work satisfaction is greater given there is flexibility and acknowledgement of their professionalism. Working as a team and relying on tools such as Robyn Grant’s self assessment (to which NALLTCO contributed), and other resources from the National Ombudsman Resource Center, we establish program standards, and set programmatic benchmarks for individual Ombudsman activities such as trainings, visits, outreach, working with our volunteers, etc. NALLTCO is filled with programs and people who each have their strengths and challenges, join today and become inspired!

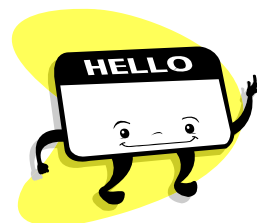
UPDATES FROM THE ALCA: ASSISTED LIVING CONSUMER ALLIANCE

We're planning our next phone webinar training on assisted living. The announcement will go out within the next two to three weeks. We recently weighed in to oppose Illinois legislation that would have reduced the inspection frequency for assisted living facilities in the state. The ALCA comment letter can be found at <http://www.assistedlivingconsumers.org/legal-library/news/digest.2008-02-21.8566837092>. And finally, we ask for a few minutes of your time to help keep the ALCA web site up to date and accurate. Assisted living is regulated primarily at the state level, so in order to quickly provide helpful information, the ALCA Web site summarizes each state's assisted living laws (<http://www.assistedlivingconsumers.org/state-specific-information>). It is difficult to maintain this information for all 50 states, and it would be greatly appreciated if you could take a few minutes to review the summary for your state and let us know if anything needs to be updated. You can reply to this e-mail and say that the summary looks accurate, or that a certain change needs to be made, or that a certain statement seems to be off-base or confusing.

Thank you for your interest in ALCA. Please let us know of any questions and suggestions.

Submitted by Eric Carlson, Attorney (CA)

ON THE NATIONAL STAGE!



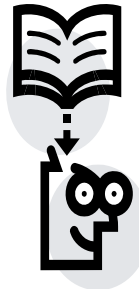
NALLTCO will be sharing the great work of local and regional ombudsmen throughout the country during the **2008 Aging in America conference sponsored by NCOA (National Council on Aging) and ASA (American Society on Aging)**. If you are attending the conference in Washington DC from March 26th – March 30th please come and find us in the exhibit hall.

NALLTCO members will be present during the **Pioneer Network/CMS National Symposium on Culture Change and the Environment Requirements on April 3rd** in Washington DC. We will be sharing your ideas and gathering information to share with our membership. If you will be attending, please contact Eileen Bennett, so we can arrange for a mini-caucus during the event. The **Pioneer Network conference** call to action will be in Washington DC from August 20th-22nd. For more information visit: www.PioneerNetwork.net

What terrific exposure for our growing organization!

From the Field

The Houston Geriatric Education Center is one of 48 Geriatric Centers in the U.S. Its overall goal is to address issues of safety, medical care, economic and social support, and disaster preparedness for all vulnerable older adults. The Harris County Long-Term Care



Ombudsman Program is part of this initiative, and to that end we are participating in planning workshops and presenting material focusing on the treatment of vulnerable elders. Our target audience is community partners such as

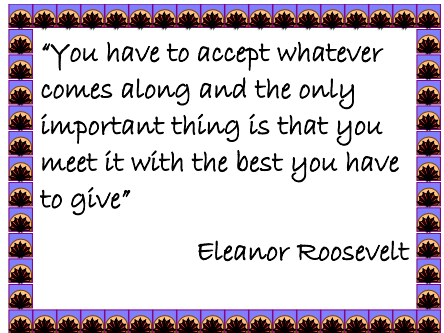
community based organizations that target seniors, caregivers, protective services, and police officers. Each ombudsman continuing training meeting includes an item related to elder abuse, neglect or exploitation, and this information is also shared at the state level. More information is available at www.houstongec.org

My article *“Family Councils in Nursing Facilities: Strategies for Effective Participation”* has just been published in the Journal of Gerontological Social Work. 2008;50:51-63. You all know from first-hand experience how challenging it is to grow family councils, so any light we can shine on

the topic might come in handy. If you’d like a copy please contact me at diane.persson@uth.tmc.edu

Diane Perrson (TX)

CONTINUED ON PAGE 8



Eleanor Roosevelt

Summary of the Elder Justice Coalition Activities

(from page 6)

Throughout 2007, the EJC was in communication with the Senate Finance Committee to try and secure a commitment for a markup.

THIS YEAR IT IS CRITICALLY IMPORTANT THAT WE COMPLETE THE JOB AND BRING THIS LEGISLATIVE EFFORT TO FRUITION.
B. BLANCATO

EJA.

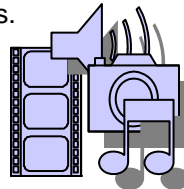
In addition, the coalition assisted a number of congressional offices with information on issues related to elder abuse and the Elder Justice Act.

Bob Blancato, national chair of the EJC, testified at a July hearing of the Senate Special Committee on Aging dealing with

the issue of elder abuse and the use of criminal background checks. He, Brian, and other EJC members have worked with Senator Kohl on the development of Criminal Background Check legislation (S.1577).

The EJC continued to generate national media attention on the issue of elder abuse prevention. This included appearances on the CBS Morning and Evening News and Good Morning America, as well as a number of articles in national and regional newspapers and trade and association publications, including the AARP Bulletin.

The EJC worked with the National Center on Elder Abuse throughout 2007 including providing newsletter articles and information updates.



2008 Objectives

- Secure final passage of the Elder Justice Act.
- Increase co-sponsors in the House and Senate.
- Focus will be on an early 2008 markup in the Senate Finance Committee and a full Senate vote soon thereafter.
- Work for whatever House committee hearings are necessary to secure passage.
- Increase the number of EJA co-sponsors in both the House and the Senate.
- Work to help raise elder justice as an issue in the presidential campaign on a bi-partisan basis.
- Continue to serve as a media resource on elder justice.
- Participate at national, state, and local conferences to raise issues of elder abuse.

MESSAGE FROM THE CHAIR—Jacqueline Case (NJ)

Did you ever have one of your worst nightmares come true? It happened to me a few weeks ago. I was rushing to the airport to pick up family members and had never been to this terminal or parking area before. I was directed, round and round the parking area, to “Level 4 – the best way to the terminal”. I finally parked the car on the roof! And see many staircases down to the baggage claim area. Because I’m now late, I take the nearest one, walk down the four levels, through Level 1, to the terminal. Of course, wonder of wonders, their bags were the first off, and everyone was waiting for me. We take the escalator UP the four levels to the top of the terminal building and I walk out the door to see – EGAD – the roof, a sea of cars, and lots of poles with section numbers on them that I hadn’t seen before. (If I had only followed all the arrows on the roof I would have been inside the terminal and would have taken the escalator DOWN.) Now I have to find the car. I start walking, I confess, aimlessly. I am really flustered and actually the longer I look the more “aimless” I get. Well, we finally found the car and I got everyone safely home.

But, as I thought about the whole incident, I thought of some of the more difficult cases I worked on as an ombudsman. You know the ones – where everyone has something to say, either as a complaint or a

justification for actions taken, and somehow you must find a way to make some sense out of it all. If you get caught up in the words, you don’t see the big picture, nor are you able to navigate to a solution. You must be the one to take it all in, step back and start to work for a resident-centered resolution. And you do it time and time again. You are the reason why ***I was told recently, by the Ombudsman Office of the Administration on Aging, that there has been an increase in the category “Resident” as the source of a complaint. It is because residents trust their ombudsman to deliver a workable answer to their concerns.***

As we’re all aware, this is a Presidential election year. If you don’t know it yet, find out what your facility will do to assist those residents who are eligible to vote. And educate yourselves on the candidates positions on long-term care issues, and educate the candidates about the importance of the Ombudsman Program.

Don’t forget our 2008 Membership Campaign. It is essential for our organization to increase its’ membership so we can grow as an advocate voice for the Ombudsman Program and therefore, all residents of long-term care facilities.

I trust you have received Emergency Planning Guidelines developed by the Administration on Aging and the Center for Medicare/Medicaid Systems.

They were sent to your State Ombudsman and then on to all the local programs. This winters’ storms, rain, snow, sleet, ice, tornadoes, and where it wasn’t wet, drought, has been a staple in many areas. All this weather provides challenges for ombudsmen and facilities and these guidelines can help you in your programs response to weather emergencies.

There is also some assistance in this edition for those who must be involved in the upcoming switch to digital transmission for television reception.

And last but not least, my purple finches have returned. They’ve constructed a magnificent nest on my door wreath, Mama has laid four blue eggs and is, right now, keeping them warm. Stay tuned for further bulletins.

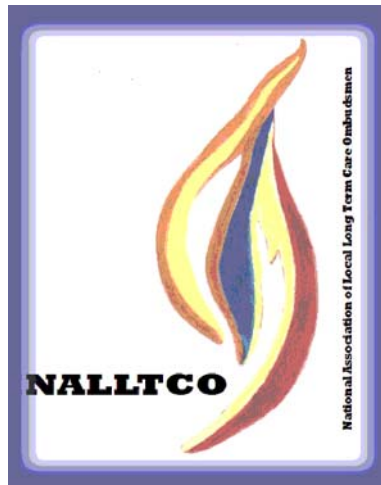
Spring is right around the corner. May its’ wonder help you to renew your commitment to the residents you serve through the Ombudsman Program. **And don’t forget to take time out to really smell the roses.**

4-1-08 update

The first group of fledglings successfully took off this morning around 11 am, DST. I look forward to the second clutch of eggs, as I know you all do.



NALLTCO



CHECK US OUT ON THE
WEB

WWW.NALLTCO.COM

WHAT ADVOCATE CAN RESIST A GOOD BARGAIN?

NALLTCO has a membership drive for 2008 which saves you a bundle. During this special promotion:



- For **every two new members you sign up, one free membership credit is available.**
- Credit is transferable to another membership claim the credit to cover your own cost for 2008!
- New members do not have to be from the same program, or even the same state!

Be a hero and give the credit to one of your outstanding volunteers. Some restrictions apply. If you have questions, contact a board member or your state coordinator for more information.

NALLTCO 2008 Membership Campaign

Do you know some local ombudsmen that would benefit from being a NALLTCO member? This is the year to have them sign up! **If a current member signs up 2 new NALLTCO members, they get one membership free.** This free membership can be used for themselves, or it can be donated to someone else. This campaign applies to salaried OR unsalaried/volunteer Ombudsman. **It does not apply for the dual NALLTCO/NCCNHR membership.** This campaign will be going on until June 2008. So talk to your other "ombuddies" and let

them know all of the benefits of becoming a NALLTCO member. For questions about this campaign or membership dues, please contact:

Tonya Amos, NALLTCO Treasurer Iowa
Department of Elder Affairs

Jessie M. Parker Building
510 East 12th Street, Suite 2
Des Moines, IA 50319
515-725-3342

Tonya.Amos@iowa.gov



From page 6 (FROM THE FIELD)

As Ombudsmen in Jefferson County, AL, we were invited to participate in a program honoring the 36 facilities in Alabama who have spent the last two years working with the Alabama Quality Assurance Foundation to improve their facilities in specified target areas. Karen Guice, Lead Ombudsman for Jefferson County, spoke briefly about the invaluable job of Certified Nursing Assistants. She praised their dedication and compassion for the residents and their gift of service. Following this, AQAF and Rick Harris from the Alabama Department of Public Health recognized the CNA's of each facility who had the most years of service. A number of them had worked for over 20 years, and several were honored with over 40 years of service in their nursing homes.