

Fall 2014



Ombudsman Connection

Nursing Home Ombudsman Agency of the Bluegrass, Inc.
Improving the quality of care for residents in long-term care facilities.

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

Persistence of Ombudsman Pays Off!

Imagine having a sudden illness, being admitted to a nursing facility, and facing the possible loss of your home in the community. In addition, imagine feeling unsure about your rights because you are now living in a facility with rules. This is the very set of circumstances Shela encountered after suffering a stroke.

As citizens of our society, we are guaranteed certain rights under the American Constitution. While residents have constitutional rights and Residents' Rights, residents living in facilities are often unaware of how to exercise their rights and solve problems in a new and unfamiliar communal living environment. That is precisely where an ombudsman comes to the aid of residents.

October is resident rights' month and your financial support ensures that ombudsmen are at residents' bedsides, just as NHOA's facility ombudsman, Vanda Chambers, was at the bedside of LTC resident, Shela, when she needed support.

Vanda regularly visited Shela in the facility. While talking with Shela, Vanda learned about her frustrations with facility life. Therapies had been given, but Shela found life in a long-term care facility difficult. She wanted to live in the community where she had friends, had choices about her meals, and could participate in activities of her choice. According to Shela, when she was focused on her unhappy stay in the facility, Vanda's visits helped her learn to "be patient, because if you don't, you'll blow up inside. She adds, "I love getting visits from Vanda. She makes me happy. I love feeling her presence. She talks to me about trying to help myself." Shela viewed Vanda as a trustworthy friend.

Working with a team of individuals within the facility and community, Vanda did, in fact, empower Shela to help herself. She introduced Shela to her rights and encouraged her to advocate for herself. For two years, Vanda listened and problem-solved along with Shela to find a way for her to live independently in the community once again.

This year, Shela set up house in her new apartment in the community! Shela's patience and Vanda's persistence paid off. This is a short story about a huge impact Vanda, as a NHOA ombudsman, had in the life of a nursing home resident. From stroke to facility to back home to the community, Shela is now living life as she chooses.

NHOA's ombudsmen work on a variety of issues from concerns within the facility – getting a glass of ice cold water – to helping residents become knowledgeable about their rights and then exercising those very rights, sometimes to the point of no longer being a resident in a facility but an active participant in the community once again. This is how your donations to NHOA help to make a difference in lives of people who live in nursing homes. We thank you for your support. So does Shela.



Shela and Facility
Ombudsman, Vanda Chambers



Thanks to Betty Patrick for 25 years of Ombudsman Service in Harrison County! We welcome Ombudsman, Michelle Barnett.

Bluegrass Ombudsmen

Tunya Adams
 Brenda Adkins
 Sandra Austin
 Marion Barna
 Michelle Barnett
 Beth Barrett
 Claudia Bledsoe
 Vanda Chambers
 Nan Collins
 Pat DeMay
 Helen Downing
 Ann Evans
 Ken Evans
 Deanna Franklin
 Brenda Goodlet
 Becky Hacker
 Barbara Hatfield
 Sue Landis
 Gene Layne
 Teresa Lawrence
 Jerri Lucas
 Madge Lynn
 Dorothy Mack
 Susan McCray
 Paula Parks
 Edna Quire
 Kathy Thompson
 Bess Wilson
 Mollie Wiseman
 Wini Yunker

Fundraising to Bring Awareness to LTC Residents' Needs Through GoodGiving Challenge 2014

NHOA will be participating in the 2014 GoodGiving Challenge Nov. 3 - Dec. 12! This is an online charitable giving campaign, celebrating the diversity of the nonprofits in the Bluegrass Region and allowing people to contribute to their work. The GoodGiving Guide is a catalog of participating local nonprofits inserted into local publications. Donors can select NHOA or multiple organizations and make a donation online using a credit card or a Blue Grass Community Foundation Giving Card or Donor Advised Giving Fund at the secure website www.goodgivingguide.net. Your tax deductible donation to NHOA will have an even greater impact during the Challenge, thanks to a match donation from Graviss McDonald's Restaurants, Joe and Debbie Graviss. This is an online giving campaign, so it is important that you friend us on Facebook AND/OR give us your email address. Email Nancy at nancygrigsby@ombuddy.org.



Not Just Small Change! Every Amout Adds Up to improving life for LTC residents!



**KROGER
 COMMUNITY
 REWARDS**

NHOA is enrolled in Kroger's Community Rewards Program. We encourage you to register your Kroger Plus card online at krogercommunityrewards.com. How to designate NHOA as a recipient of your community rewards:

1. Click on SIGN UP TODAY in the 'new customer' box.
2. Sign up, then check your email inbox and click on the link provided.
3. Click on My Account and use your email address and password to proceed to the next step.
4. Click on Edit Kroger Community Rewards information and input your Kroger Plus card number.
5. Update or confirm your information.
6. Enter NHOA's NPO number 43458 or select NHOA from list and click on confirm.

To verify you are enrolled correctly, you will see NHOA's name on the right side of your information page. REMEMBER, purchases will not count for NHOA until after you have registered your card. Do you use your phone number at the register vs. your card? Call 800-576-4377 and select option 4 to get your Kroger Plus card number.

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Are you a regular Amazon customer or do you plan to purchase holiday gifts through Amazon? Shop for your items via a new version of the company's website - www.smile.amazon.com - and Amazon will donate 0.5% of the purchase price. Pick the Nursing Home Ombudsman Agency of the Bluegrass as your charity of choice. LTC residents will reap the benefits of Ombudsman services. Each time you shop and buy with Amazon use this link: <http://smile.amazon.com/ch/61-0996520>. Be sure to select the Nursing Home Ombudsman Agency.

New Leadership at NHOA

Crystal Bader was named Bluegrass District Ombudsman and Executive Director of NHOA. She has been an advocate for over 20 years for people of all ages experiencing disability and struggling to navigate community and state-level support services. Thirteen of those 20 years, Crystal was co-owner of Latitude Artist Community, a Governor’s award-winning community-based arts and advocacy program for adults with disabilities. Since August of 2014, Crystal has been an integral part of the oversight of NHOA and provided technical assistance to facility ombudsmen. A certified ombudsman, she provides community education and consults with residents, families, and facilities on long-term care issues.



State Long Term Care Ombudsman Program Finds a New Home

NHOA has contracted with The Kentucky Department for Aging and Independent Living (DAIL) to operate the State Long-Term Care (LTC) Ombudsman Program. Sherry Culp was named State Long-Term Care Ombudsman.

NHOA has provided LTC Ombudsman services in Central Kentucky since 1981. NHOA’s local Bluegrass District LTC Ombudsman program is an award winning program providing comprehensive advocacy services to people who live in licensed long term care facilities. NHOA continues to operate the local ombudsman program as it has for 33 years. The new State LTC Ombudsman Program at NHOA will be lead by Sherry Culp with the assistance of Regional Ombudsmen. NHOA’s Board of Directors will govern both programs.

“The Board of Directors at NHOA is dedicated to the independence and strengthening of the Office of State Long Term Care Ombudsman. Our mission is to improve care and quality of life for residents of licensed long term care facilities in Kentucky,” stated Peter Brown, NHOA Board Chairman. at NHOA.

The Administration for Community Living recently clarified conflict of interest requirements within the Older Americans Act. The state unit on aging, (DAIL), is required to ensure the long-term care ombudsman program can exercise independence in action, free from significant influence by any organization which may interfere with an impartial investigation and/or resolution of complaints. DAIL provides guardianship services to many residents of long-term care facilities and other agencies within the

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 – Peter Brown, Board Chairman

Sherry Culp, became a Certified LTC Ombudsman at NHOA in 1996. She first served as a volunteer and later Director of Programs and Services. In March 2009, she was named the Bluegrass District LTC Ombudsman and Executive Director of NHOA where she directed services in a 17 county area serving nearly 5,000 LTC residents and managed a corps of 35 certified long term care ombudsmen. Culp has provided training to ombudsmen and advocates across the country on topics ranging from Residents’ Rights to LTCO Program Management. (Continued on back page)



Sherry Culp, Kentucky LTC Ombudsman

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- Sherry Culp, Kentucky LTC Ombudsman
- Crystal Bader, Executive Director
- Nancy Grigsby, Administrative Assistant.



Love is ageless. Visit someone in a nursing home today!

Become a Friendly Visitor.

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Interested?
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 at (859) 492-9470



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NHOA is a local, independent nonprofit agency that relies on funding through individual donations, local United Way agencies, and grants to serve the Bluegrass area.

NHOA's Services are free. Donate at www.ombuddy.org

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State Long Term Care Ombudsman Program Finds A New Home (Continued from Page 3)

According to Culp, “The ombudsman role is one of pure resident advocate, just as Congress intended it to be in amendments to the Older American Act. LTC Ombudsmen advocate for residents; protect the rights of residents; identify, investigate, and work to solve complaints; provide visits to residents; provide information and assistance to the community; and monitor government actions affecting residents. When residents feel unsure, powerless, or afraid, they often turn to their ombudsman to be their voice. Ombudsmen also educate residents, families, friends, and long term care facility staff about residents’ rights, abuse prevention, and problem solving.

“My goal for the Kentucky Long Term Care Ombudsman Program is that every ombudsman has the tools and support to provide advocacy services to residents in their district and take actions that lead to resident satisfaction. I envision residents receiving quality individualized care in a home-like environment. My vision is that Kentucky is a place where people who need long term care receive the care and attention they need in a dignified manner,” stated Sherry Culp.

Heart of Ky United Way
Day of Action - September 2014



Ombudsmen and community volunteers partnered with the United Way for a pancake breakfast and a tie-dye project in Boyle and Lincoln counties.

