

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

Summer 2019

McCray Receives Bernie Vonderheide Award



Susan McCray of Berea received the 2019 Bernie Vonderheide Ombudsman Award for Outstanding Service from the Nursing Home Ombudsman Agency of the Bluegrass.

“Susan has been an advocate for thousands of residents in Kentucky in the 20 years she has been with the Nursing Home Ombudsman Agency,” Bluegrass District Ombudsman Denise Wells said. “She embodies the Ombudsman ideal of supporting a resident’s right to choose, even when the resident chooses something a facility is reluctant to support. Susan is particularly adept at digging for information related to complaints and addressing systemic issues head-on.”

McCray cited Vonderheide, a former board member, and former NHOA President Kathy Gannoe as mentors who influenced her 1999 decision to become an Ombudsman. “I thought it would be boring, but I wanted to give back to the organization that had helped me when I was health surrogate and power of attorney for my father,” she explained. “Twenty years later, I’ve yet to be bored. I love residents! I’m also passionate about sharing what I’ve learned with new Ombudsmen, the future of NHOA.”

As an Ombudsman team leader, McCray serves residents of long-term care facilities in Madison County and coaches new Ombudsmen in the finer points of residents’ rights and detecting and preventing abuse. She has investigated 1,232 complaints since 2007.

“Without her drive and leadership, outcomes would have been far less favorable for residents,” Wells continued. “No one is more dedicated to protecting the special legal rights of nursing home residents and the residents themselves.”

**Nursing Home Ombudsman
Agency of the Bluegrass**

3138 Custer Drive, Suite 110

Lexington, KY 40517

859.277.9215

www.ombuddy.org

Office Hours

M-F | 8:00 am - 4:30 pm

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2018-2019

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Lexington CPA Donna J. Smith Elected to Board of Directors



Lexington CPA Donna J. Smith has been elected to the Nursing Home Ombudsman Agency of the Bluegrass (NHOA) board of directors.

Board chair Brian Dufresne cited Smith's history of service to non-profits in making the announcement. "Donna is known for being generous with her time, talent, and resources. We're thrilled to have her on our team," the Legal Aid attorney said.

"The Nursing Home Ombudsman Agency's

mission of improving quality of care for residents of nursing homes and other long-term care facilities becomes even more vital with the graying of the population. Donna brings an impressive combination of experience and expertise to the board that will help us continue to fulfill this mission. NHOA is stronger because of her involvement."

A Columbia, Ky. native who moved to Lexington to attend UK and stayed, Smith is the managing partner of the Lexington accounting firm SKW CPAs & Advisors, PLLC. "The fact that there are elderly people who either have no family or friends, or whose family and friends are unwilling or incapable of being their advocate, troubles me deeply," she said. "That's why NHOA's work is so important. My hope is that I will be able to apply my skills to assist the organization in serving these most vulnerable and deserving individuals."

Smith, who also earned an MBA from Morehead State University, is an expert in the areas of business valuation, financial forensics and technology. She received certifications from the American Institute of Certified Public Accountants (AICPA) in the areas of Business Valuation (ABV) in 2008, Financial Forensics (CFF) in 2012 and Information Technology (CITP) in 2000. She is the only person in Kentucky to hold all three of these credentials.

Where does your money go?

Ever wonder how your charitable contributions to the Nursing Home Ombudsman Agency are used? The bulk goes toward providing Ombudsman services for 5,640 residents of long-term care facilities in our 17-county service area. At \$100 per resident, the total spent in a year to help residents is \$564,000.

Your support enables us to keep our team of 25 certified, compassionate Ombudsmen at residents' bedsides.

Without you, there would be no Ombudsmen.

Please give by June 30 by mailing a check to NHOA at 3138 Custer Dr., Lexington, KY 40517 or making a gift with your credit card at www.ombuddy.org.

Every gift, regardless of the amount, makes a difference.

NHOA Rolls Out New Logo, Graphic Identity

The Nursing Home Ombudsman Agency has rolled out a new logo as part of the organization's branding efforts, according to Susie D. Hillard, director of philanthropy and administration.



"We began thinking about updating the organization's graphic identity in spring 2018, but

we put it on hold to focus attention on Designer Showcase," Hillard said. "By the time we were able to circle back around, we had a clearer idea about the direction we wanted to take."

Hillard credits Michael Breeding of Michael Breeding MEDIA for introducing her to Paul Blodgett of Paul Blodgett Design. The graphic designer worked at Cornett Advertising until 2012, when he started his own business.

"Paul absorbed everything he could about NHOA and its mission, then birthed a fresh, new logo," Hillard said. "We circulated it among our constituents and externally among marketing professionals for their reactions. The feedback was overwhelmingly positive. We're very excited about the new look."

The navy and gray color scheme replaces teal lettering that had been used for many years. Lower case letters and a modern font-- Helvetica Neue—are the foundational elements; a stylized gray heart that represents the "O" in NHOA makes it pop.

"The heart also represents our purpose, which is to help lonely residents of long-term care facilities feel loved," Hillard said.

Types of Abuse

Emotional Abuse

def: being humiliated or put down or made to feel anxious or frightened.

Red Flags:

- Threatening, belittling, or controlling behavior by the abuser.
- Behavior from the victim that seems like dementia, such as rocking, sucking or mumbling to himself/herself.

Kentucky Pension Liability Issue Threatens Services for Residents

The Nursing Home Ombudsman Agency, Inc. (NHOA) is one of many non-profits/quasi-governmental agencies still waiting to hear if it will be hit with huge increases in pension contributions (\$50,000 for FY20 alone) come July 1.

Like a black cloud, the pension liability issue threatens the work of hundreds of organizations that serve hundreds of thousands of marginalized individuals across the state. Bracing for the worst and hoping for the best, local health departments and regional universities also await a final answer.

"It's been a roller coaster ride," NHOA President Sherry Culp said. "We put in an additional \$50,000 in our FY20 budget, because that's what we *may* have to pay into the pension system. That's an increase of 68.6 percent over FY19. There aren't many small non-profits that can absorb that kind of an increase with no effect on the services it provides."

Both the House and the Senate passed House Bill 358 on the final day of the special session. That bill gave local health departments, regional universities and other groups, including NHOA, temporary relief from soaring pension costs they were to face on July 1. Gov. Matt Bevin vetoed the bill and later submitted his own version, which can only be adopted in another special session. If the governor doesn't have the votes to pass his version of a pension relief bill, he's not likely to call a special session. And time is running out.

"The board of directors and staff have discussed various options for dealing with the "worst case scenario" — being forced to pay an additional \$50,000, beginning July 1," Culp added. While there are no simple answers, at least the situation underscores why private contributions are *essential* to NHOA's ability to fulfill its mission.

"Federal and state funding provide a portion of the actual cost of the Ombudsman program," Culp explained. "Our challenge is to bridge the gap between what the contracts cover and what it costs to provide these services."

continued on page 4

Bluegrass Charity Foundation Awards \$5,000 Grant for Ombudsman Services

The Nursing Home Ombudsman Agency of the Bluegrass, Inc. received a grant of \$5,000 to provide Ombudsman services for one year for 50 residents of long-term care facilities in Central Kentucky.

Kit Rutherford, chair of the Bluegrass Charity Foundation's grant committee, presented the award in March. An additional 11 community organizations also took home checks to help fund their work.

"It's our honor and pleasure to partner with the Nursing Home Ombudsman Agency," foundation president Andrea B. Tew said. "We encourage the work of those making a difference in the lives of others. We appreciate the commitment NHOA has shown to those in our community in need of a voice at a critical time in their lives."

"We're deeply grateful for the Bluegrass Charity Foundation's wonderful support," NHOA President Sherry Culp said. "We're also honored to be in the company of the other organizations receiving grants. Their work and ours make a positive impact on the everyday lives of thousands in Central Kentucky."

Pension Liability...*continued from page 3*

The solution lies with every individual who believes in NHOA's mission of improving the quality of care for residents of long-term care facilities in Central Kentucky. With regular financial support from all who have a heart for disabled, helpless residents, we'll be able to meet residents' needs.

Sixty percent of residents have no visitors, ever, from outside the facility. Their NHOA Ombudsman is their only link to the outside world. Will you commit to giving \$25, \$50, or \$100 a month with your credit or debit card to ensure long-term care residents have someone visiting and looking out for them? Please contact Susie at susiedhillard@ombuddy.org, 859-277-9215, or 859-940-8434 for assistance or use the enclosed envelope to mail your contribution.

DON JACOBS AUTOMOTIVE GIVES TIME, MONEY TO HELP RESIDENTS



Don Jacobs Automotive of Lexington presents a check for \$2,384.64 to NHOA's Denise Wells and Susie D. Hillard as part of the dealership's "Charity of the Month" program. For the second year, the company selected NHOA as one of 12 participants. The company matched employee gifts and contributions from service customers up to \$25 in February. Don Jacobs also gave four employees paid time off to volunteer at the Valentine's Day party for residents at a Lexington nursing home.

KEMI Donates to NHOA

The Nursing Home Ombudsman Agency of the Bluegrass (NHOA) is one of 20 charities employees of Kentucky Employers' Mutual Insurance (KEMI) selected for a special contribution at the holidays. The employees' gift of \$1,000 will be used to improve the quality of care for residents of nursing homes and other long-term care facilities. KEMI employees hold fundraisers throughout the year then vote on the organizations they wish to support. NHOA deeply appreciates the generous employees who made this contribution possible.

Did You Know?

It costs \$100 a year to provide Ombudsman services for one resident.

NHOA Supporters Pay Tribute to Loved Ones

The Nursing Home Ombudsman Agency of the Bluegrass thanks the following supporters (names in parentheses) for honoring and remembering loved ones by giving to improve the quality of life for residents of long-term care facilities:

IN HONOR

Virginia Baldrige (Jesse Baldrige)	Esther Hurlburt (Christopher and Susan Green)	Carol Pruette (Muffy Stewart)
Paula and Mike DeBoor (Fon Rogers) (Jo Leone)	Sue Landis (Dena Lawing) (John and Gwenda Overstreet)	Nursing Home Residents (Dave Merrifield)
Sherry Culp (Gale Reece) (Bess Wilson)	Madison Grace Layne (Gene Layne)	NHOA Staff and Volunteers (Trish Vanaman)
Linda Dickinson (Jesse Baldrige)	Madge Lynn (Anne Bolton) (Alan and Diane Campbell) (Dena and Al Lawing)	NHOA Ombudsmen (Kathy Thompson)
Susie D. Hillard (David and Mackenzie Mindell)		Carl Wentz (Peter Brown)
		Grace Wood (Carol and Patricia Thomason)

IN MEMORIAM

Ida Adams (Carolyn Jacobs McKinney)	Ken Evans (Cindy Costigan) (Alice and Gary Dehner) (Bobby and Geraldine Dietrich) (Ann Evans) (Bruce and Phyllis Evans) (Joe and Debbie Graviss) (Allen and Linda Knight) (Sue Landis) (Madge Lynn) (Carol Pruette) (Edna Quire) (Steve and Carol Sampson) (Shirley and Bobby Thornberry) (Kathy Thompson)	Ralph Lamar (Dr. William and Sandra Dobozi)
Claudia Agne, M.D. (Dr. William and Sandra Dobozi)		Elinor Leonard (Dave Leonard)
Monica Andrews (Mary Hughes)		Mary Lewis (Paula Lewis)
Sheila Baker (Larry and Janice Slone)		Harriet Louise (Susan McCray)
Claudia Barnes (Nancy Moser) (Jeff and Claudia Moser)		Judy Oakey (Dr. William and Sandra Dobozi)
Sidney J. Blair (Dr. William and Sandra Dobozi)		Nannie Welch and Larkin Myers (Joyce Welch)
Carol Browkowski (Nancy Moser)	Deanna Franklin (Jesse Baldrige)	Sigrid Pauga (Nina Hahn)
W.C. and Julia Brown (Peter Brown)	Lillian Gentry (Gloria James)	Mary Alice Pratt (Karen Kryscio)
Jean Burns (Timothy and Janice Hall)	Eileen Glidewell (Dr. William and Sandra Dobozi)	George Pruette (Carol Pruette) (Kathy Thompson)
Mary Lou Campbell (Cynthia Gardner)	Jennie Hellard (Paula Deboor) (Dr. William and Sandra Dobozi) (Kathy Thompson)	Herbert Scheidler (Sandra Scheidler-Coulter)
Hon. Lloyd Cress (Peter Brown)		Donna Silverman (Beth Schumacher)
Doris Ellis (John Darnell)	Veronica Judy (Donald Judy)	Grace Phillips Wise (Doug and Linda Cunningham)
	Marge Keller (Karen Kryscio)	Grace A. Wood (Patricia Thomason)

We work hard to maintain accurate records. Please let us know of any errors by contacting us at susiedhillard@ombuddy.org or 859-277-9215. Thank you.

First Silver Bells 2019 (Summer Edition) Benefits Lonely, Impoverished Residents

Deadline for gifts extended to June 28

There's still time to provide gifts or money for gifts for the summer gift drive for nursing home residents, according to Denise Wells, Bluegrass District Ombudsman for the non-profit Nursing Home Ombudsman Agency of the Bluegrass, Inc. (NHOA).

"We decided to extend the deadline by two weeks— to June 28— to give people more time to participate," Wells explained. "It will take time for Silver Bells (Summer Edition) to catch on."

"The purpose of the first-ever summer drive is to provide the basics and a few "luxury" items, such as word puzzle books, fleece blankets, and UK apparel to impoverished nursing home residents at a time when their needs may not be 'top of mind' for most people," she continued. "Residents need our attention in the summer as much as they do at the holidays."

Individuals, families, school groups, and businesses provided holiday gift bags for 800 residents in December 2018, Wells reports. "It's heartwarming to watch a resident's face light up as she unwraps a new journal or a warm fleece top in a pretty color," she said. "We're confident the people of Central Kentucky will come through for our residents."

Most-needed items include lip balm, lotion, clothing, socks, UK apparel, individually wrapped snacks, fleece blankets, journals and puzzle books. Participants who want to help but don't have time to shop may sponsor one or more resident for a tax-deductible gift of \$25 each. Gifts should be dropped off weekdays during business hours at the NHOA office at 3138 Custer Drive, Suite 110, Lexington, 40517; contributions also

may be mailed to this address.

In addition, Silver Bells supporters may pay tribute to their own parents and grandparents during the six-week gift drive by providing NHOA with the name(s) of the person(s) being honored. Names of honorees and donors will



be posted on www.ombuddy.org, Facebook, and in the newsletter.

The Nursing Home Ombudsman Agency's team of 30 certified Ombudsmen will make 5,000 visits to nursing homes, personal care homes, and family care homes in 2019 to monitor care and resolve residents' complaints.

Of the 5,640 individuals living in long-term care in NHOA's service area, 50 percent have Alzheimer's disease or another form of dementia; 60 percent have no visitors from outside the facility, ever, except the Ombudsman; 70 percent are impoverished, and 80 percent are women. Average age and length of stay are 80 and 2.5 years, respectively.

For information or to make a gift online, visit www.ombuddy.org or contact NHOA staff at 859-277-9215 or nhoa@ombuddy.org.



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Wells Announces Ombudsman Staff Changes

Four new certified Ombudsmen have been appointed to serve residents of long-term care facilities in NHOA's 17-county service area. They include Sharon Chestnut (Lexington Country Place, Cardinal Hill, Ewke Family Care Home), Omelia Franklin (Bluegrass Nursing and Rehabilitation, CKRC, Atwood Family Care Home), Reyne Johnson (Kenwood Health and Rehabilitation, Irvine Nursing and Rehabilitation and Morning Pointe of Richmond), and Felicia Clifford (Dover Manor Nursing Home, Signature of Georgetown and The Meadows at Windsor Gardens).



Wini Yunker

Wini Yunker retired at the end of December following 10 years of service, most recently at Rose Terrace Lodge personal care home and Diversicare, a nursing home, in Nicholasville. Three Ombudsmen – Viki Sategna, Vanda Chambers and Hall Kinney – also stepped down in late 2018.

“We’re grateful for the time and dedication of these wonderfully competent and compassionate Ombudsmen,” Bluegrass District Ombudsman Denise Wells said. “Their service improved the quality of care and life for thousands of residents who otherwise would have had no visitors from outside the facility and no one checking on them.”

Be Someone's Buddy

If you think you might want to become an Ombudsman, find out what it's all about first by volunteering as a Friendly Visitor. Two hours of training, a clean background check and the desire to make a difference in the life of a resident are all that's required to get started.

Contact Denise Wells at 859-277-9215 or denise@ombuddy.org to sign up or learn more.

Did You Know?

Eighty-nine (89) cents of every dollar contributed to NHOA is used to help residents of long-term care facilities.

Three Board Members Step Down

Three board members—volunteers Kathy Thompson of Paris, Paula Deboor of Lexington and Barbara Yeary Patrick of Lawrenceburg – recently resigned from the board of directors after approximately 65 combined years of service.

“We’re deeply grateful for these three women and all they have done to help NHOA fulfill its mission,” board president Brian DuFresne said in making the announcement. “Paula, Kathy and Barbara have made untold contributions to this organization. We thank them and wish them well in their future endeavors.”

Deboor joined the board in 1985, four years after the founding of the Nursing Home Ombudsman Agency, Inc. She was a member of the women's neighborly organization, the forerunner of NHOA which visited and took birthday cakes every month to celebrate residents' birthdays.

She also is credited with introducing Decorator's Showcase to Lexington in 1976. Renamed

“Designer Showcase,” NHOA's signature fundraising event has attracted thousands of visitors to some of the area's best known historic residences. Deboor chaired or co-chaired 13 showcases, include the most recent at 3330 Versailles Road.

A board member since 2002 and board secretary for many of those years, Thompson teamed with DeBoor to lead last fall's 24th Designer Showcase 2018. A lifelong resident and community volunteer in Bourbon County, she served on the development and public relations and executive committees.

Patrick, who joined the board in 2005, served on the 2018 showcase committee and on the board's legislative committee.

“The Nursing Home Ombudsman Agency is stronger and better because of their involvement,” President Sherry Culp said. “Paula, Kathy and Barbara believed in our mission and worked tirelessly to support it.”



Nursing Home Ombudsman Agency
of the Bluegrass

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NHOA is a Lexington-based non-profit that serves nursing home and other long-term care residents in 17 counties in Central Kentucky. The organization relies on the generosity of many individuals and organizations to keep ombudsmen at resident's bedsides.

NHOA's services are free.
Make a gift at at www.ombuddy.org

This information is made possible by state and/or federal funding provided by the Department For Aging and Independent Living and other sources of support.



YOU Make Happy Endings Happen

Taken aback at the sight of Mrs. Jones's trembling arms and hands struggling to lift food to her mouth, the NHOA Ombudsman who visited her regularly quickly spotted the source of the problem. Mrs. Jones was sitting in a regular wheelchair, not the special wheelchair that helps her sit up and keeps her arms higher so she can feed herself.

The special chair was broken, Mrs. Jones said. Without it, the effort to feed herself probably burned more calories than she consumed.

With Mrs. Jones's permission, the Ombudsman spoke with the administrator. He agreed to order a new wheelchair that would meet Mrs. Jones's needs.

On the Ombudsman's next visit, a much happier Mrs. Jones thanked her for noticing her struggle to eat and for her efforts to obtain the new wheelchair.

5 Benefits of Sharing your Email Address with NHOA

- LESS money spent on postage, labor, paper, and other mailing expenses.
- MORE money available to help our residents.
- Receive time-sensitive notices and information not included in the newsletter.
- No sharing or selling of your contact information, ever.
- Unsubscribe any time.

Visit <https://ombuddy.dm.networkforgood.com/forms/mailling-list-sign-up> or call 859-277-9215 to share your email address with NHOA. Thank you!