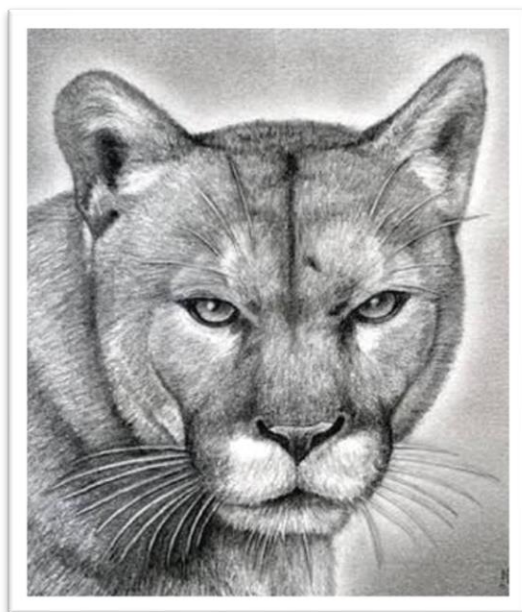


# **Silver Panther Newsletter**

## **(Special Voices 2021 Edition)**

SEPTEMBER 2021 | Vol 12 Issue 3



### ***Executive Board Members***

*Patty Bausch, David Peck, John Balisciano Jr., Martha Leland, Susan Bilansky, Gregory Brooks, Brad Parkhurst, Jeanette Sullivan-Martinez*

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Hello and thank you for taking the time to read this edition of the "Silver Panther", a newsletter brought to you by the Statewide Coalition of Presidents of Resident Councils (SCPRC) and The Long Term Care Ombudsman Program (LTCOP).

This Newsletter is designed to keep you abreast of the current issues that affect you, the residents of Connecticut nursing facilities.

We invite you to contact us with suggestions of articles you would like to see in future issues, or best practices your facility is using.

You may contact us through Email at [LTCOP@CT.GOV](mailto:LTCOP@CT.GOV) or by telephone at [1-866-388-1888](tel:1-866-388-1888).

JOIN US VIRTUALLY

# ***VOICES 2021***

***Your Care, Your Rights, Your Voice***

JOIN RESIDENT COUNCILS  
FROM ACROSS THE STATE  
AND THE CONNECTICUT  
LONG TERM CARE  
OMBUDSMAN PROGRAM FOR  
THE 2021 VOICES FORUM.

OCTOBER 8TH, 2021  
9:30AM-11:30AM



**Register  
Here!**

Registration Link: [Click Here](#)

## OCTOBER IS RESIDENT RIGHTS MONTH



# SPEAK UP:

## Know Your Rights And How To Use Them

National Consumer Voice For Quality Long-Term Care

<https://theconsumervoicel.org/>

### **Your Rights as a Resident of a Long Term Care Facility**

*You have numerous rights under Federal and State Laws.*

#### **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 resident's 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

### Resident Rights Word Search

A	R	R	C	H	O	I	C	E	A	F	E
V	I	A	L	O	R	A	T	M	A	N	O
I	V	E	S	R	E	S	P	E	C	T	C
S	E	L	I	A	L	E	Q	D	A	N	O
I	O	C	O	M	P	L	A	I	N	E	N
T	M	O	L	E	R	F	A	C	T	S	F
O	B	M	A	L	M	D	R	A	E	S	I
R	U	A	N	O	R	E	P	L	A	N	D
S	D	I	G	N	I	T	Y	R	A	N	E
C	S	L	U	O	T	E	S	E	D	O	N
H	M	O	A	S	E	R	A	C	O	R	T
O	A	P	G	U	P	M	V	O	T	E	I
I	N	C	E	R	R	I	A	R	E	F	A
S	O	A	K	V	I	N	R	D	A	U	L
E	G	R	I	E	V	A	N	C	E	S	I
R	I	E	D	Y	A	T	R	H	L	E	T
P	A	R	T	I	C	I	P	A	T	E	Y
S	N	E	A	L	Y	O	L	S	A	Q	I
A	E	N	T	O	S	N	A	L	T	E	S

DIGNITY, CHOICE, RESPECT, VOTE, PARTICIPATE, REFUSE, MAIL, SELFDETERMINATION,  
 OMBUDSMAN, SURVEY, PLAN, LANGUAGE, COMPLAIN, GRIEVANCE, CARE,  
 MEDICAL RECORD, PRIVACY, CONFIDENTIALITY, VISITORS

*Karen Hawley, Word Puzzle Author*

## 2021 Residents' Rights Month Activity Calendar Suggestions

See list below of ideas for events and activities throughout the month of October that can be incorporated into your recreational activities. Events and activities listed highlight this year's consumer voice theme "Reclaiming My Rights, My Home, My Life" and provide an opportunity for education, discussion, and community-building for residents, staff, and family members. Put together a committee to organize Residents' Rights Month activities; each staff member can lead an event or choose 1-2 events per week to put on.

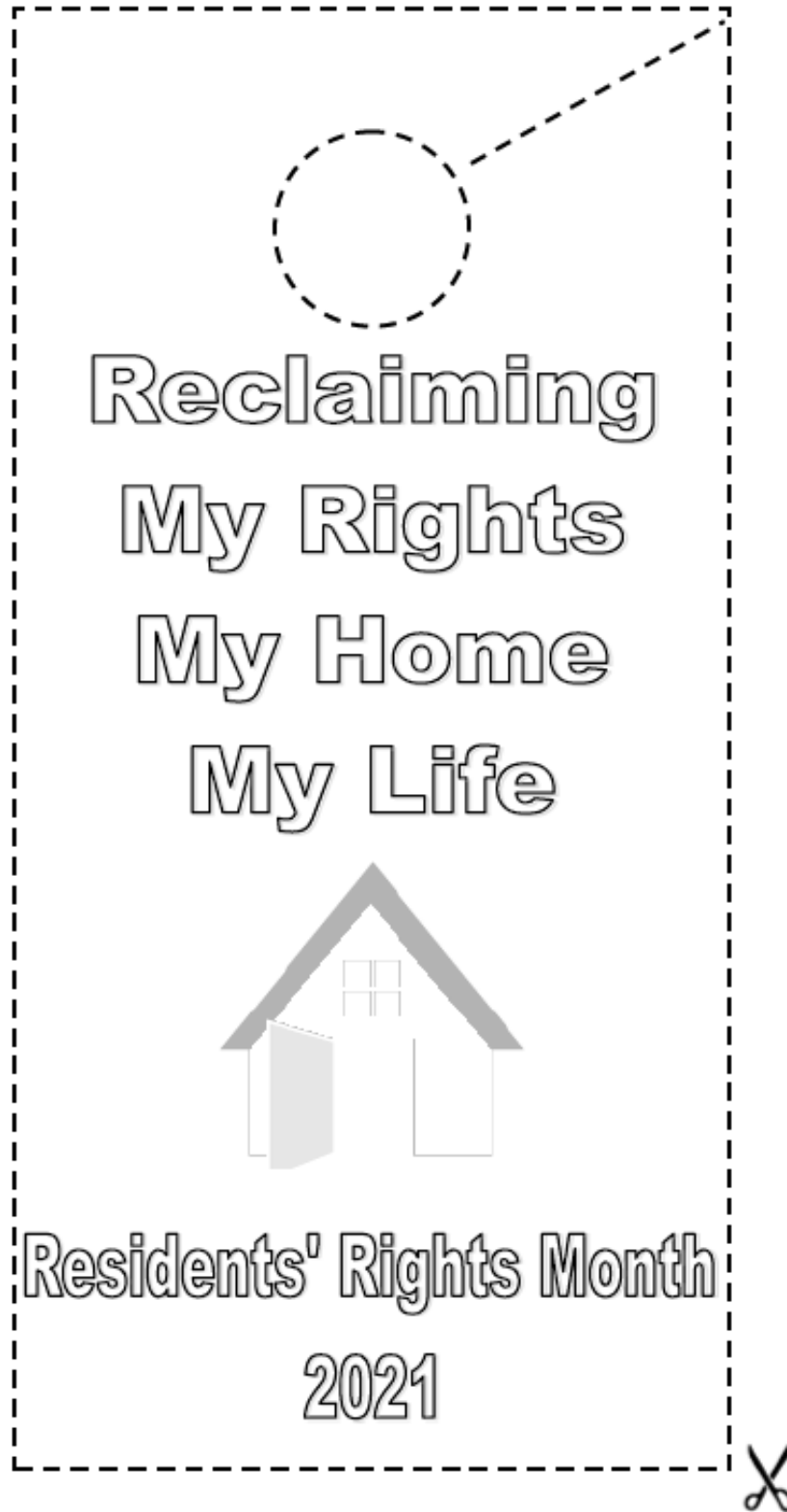
**Additional activity suggestions are available on the Consumer Voice website:**

<https://theconsumervoice.org/events/2021-residents-rights-month>

- Rights Month Kick-off Event – Review this year's theme and highlight the residents' rights poster.  
<https://theconsumervoice.org/events/2021-residents-rights-month>
- Book Club – Have residents select a book and hold a discussion at the end of the month.
- Music Activity – Residents share their favorite music and discuss.  
[https://theconsumervoice.org/uploads/files/events/Music\\_Activity-revised.pdf](https://theconsumervoice.org/uploads/files/events/Music_Activity-revised.pdf)
- Residents' Rights Posters – Residents can clip images & words from magazines or express themselves artistically otherwise to create posters about what residents' rights mean to them. Display the posters in the nursing home or in a display at a local mall or community center.
- Resident's Voice Presentation – Participate in the Resident's Voice Challenge then hold an event during October to showcase the entries.
- Pets Day – Work with your local animal shelter (or have family members bring in pets) to coordinate a time for residents and staff to spend time with man's best friend!
- Get Outside – Designate an outdoor area for residents to enjoy sunshine and fresh air. Facilitate a discussion about favorite outdoor activities.
- Food: The Great Communicator – Residents share what food means to them.  
[http://theconsumervoice.org/uploads/files/events/Food\\_Activity.pdf](http://theconsumervoice.org/uploads/files/events/Food_Activity.pdf)
- "This is my home." DIY Door Hangers – Decorate door hangers while having a discussion with residents about what home means to them. (Attached Below)
- Movie Night – Residents can nominate potential movies and then vote on their favorite. Don't forget the popcorn and soda!
- Resident Idol – A fun opportunity for residents to share their talents.  
<https://theconsumervoice.org/uploads/files/events/Resident-Idol-RR07-revised.pdf>
- Get to Know You Bingo - An easy icebreaker to find out about one another!  
<https://theconsumervoice.org/uploads/files/events/Getting-to-know-you-activities-revised.pdf>
- Letter writing – Supply residents with pens, paper, envelopes, and stamps to write letters or send cards to friends and family. Encourage friends and family to write back, or setup pen pals within the facility, so residents can send letters to each other.
- Photo Contest – Residents take photos of "A Day in their Life" and hold a contest for the best photo.  
<https://theconsumervoice.org/uploads/files/events/Photo-Challenge-RR07-revised.pdf>
- Family History – Ask residents to bring old pictures of themselves and their families. Try to make a family tree for each resident, see how far back you can trace their families. Get the families involved too.
- Trivia Night – Test your knowledge at trivia night!  
[http://www.theactivitydirectorsoffice.com/Gina\\_ActivityIdeasThatWork\\_TonsofTrivia.html](http://www.theactivitydirectorsoffice.com/Gina_ActivityIdeasThatWork_TonsofTrivia.html)

# “This is my home.” DIY Door Hangers Recreational Activity

Decorate door hangers while having a discussion with other residents about what home means to you.





# The Connecticut Long Term Care Ombudsman Program is now on Facebook!



[www.Facebook.com/ctltcop](http://www.Facebook.com/ctltcop)

Please visit our page and click **“Like”**



**\*\* Facebook Live Schedule Update\*\***

The Long Term Care Ombudsman Program has updated it's frequency for live events and they will now take place on the third Wednesday of every month at 5:30 pm. Please tune in to have your questions answered in real time!

[www.Facebook.com/ctltcop/live](http://www.Facebook.com/ctltcop/live)

## Community Partners and Resources



### The Center for Medicare Advocacy

The Center for Medicare Advocacy, Inc. is a private, non-profit organization which provides education, advocacy, and legal assistance to help elders and people with disabilities obtain necessary healthcare. We focus on the needs of Medicare beneficiaries, people with chronic conditions, and those in need of long-term care. The organization is involved in education, training and litigation activities of importance to Medicare beneficiaries nationwide.

**TOLL FREE NUMBER**

**Telephone:** [860-456-7790](tel:860-456-7790) | **Toll Free:** [1-800-262-4414](tel:1-800-262-4414)

**Email:** [info@medicareadvocacy.org](mailto:info@medicareadvocacy.org)

**Facebook:** <https://www.facebook.com/MedicareAdvocacy.org>

**Website:** <https://medicareadvocacy.org/>

# Statewide Coalition of Presidents of Resident Councils (SCPRC)



## Executive Board Members

<u>E-Board Member</u>	<u>Location</u>
<i>Patty Bausch</i>	<i>Newtown</i>
<i>David Peck</i>	<i>Own Apartment</i>
<i>Balisciano Jr., John</i>	<i>Hewitt Health and Rehab</i>
<i>Martha Leland</i>	<i>Touchpoints of Manchester</i>
<i>Susan Bilansky</i>	<i>Hebrew Home</i>
<i>Gregory Brooks</i>	<i>Quinnipiac Valley Center</i>
<i>Brad Parkhurst</i>	<i>Own Apartment</i>
<i>Jeanette Sullivan-Martinez</i>	<i>Pendleton Healthcare</i>

# The Long Term Care Ombudsman Program



TOLL FREE NUMBER

[1-866-388-1888](tel:1-866-388-1888)

Email: [ltop@ct.gov](mailto:ltop@ct.gov)

Facebook: [www.facebook.com/CTLTCOP](https://www.facebook.com/CTLTCOP)

State Website: <https://portal.ct.gov/ltop>



**MAIREAD PAINTER**

**STATE LONG TERM CARE OMBUDSMAN**

860- 424-5200

## **REGIONAL ASSIGNMENTS**

### **WESTERN REGION**

**INTAKE NUMBER 203-597-4181**

Deborah Robinson - Intake Coordinator

**Regional Ombudsmen**

Sylvia Crespo, Tasha Erskine-Jackson

### **SOUTHERN REGION**

**INTAKE NUMBER 860-823-3366**

Stephanie Booth - Intake Coordinator

**Regional Ombudsmen**

Dan Lerman, Patricia Calderone, Daniel Beem

### **NORTHERN REGION**

**INTAKE NUMBER 860-424-5221**

Stephanie Booth - Intake Coordinator

**Regional Ombudsmen**

Brenda Texidor, Brenda Foreman, Lindsay Jesshop