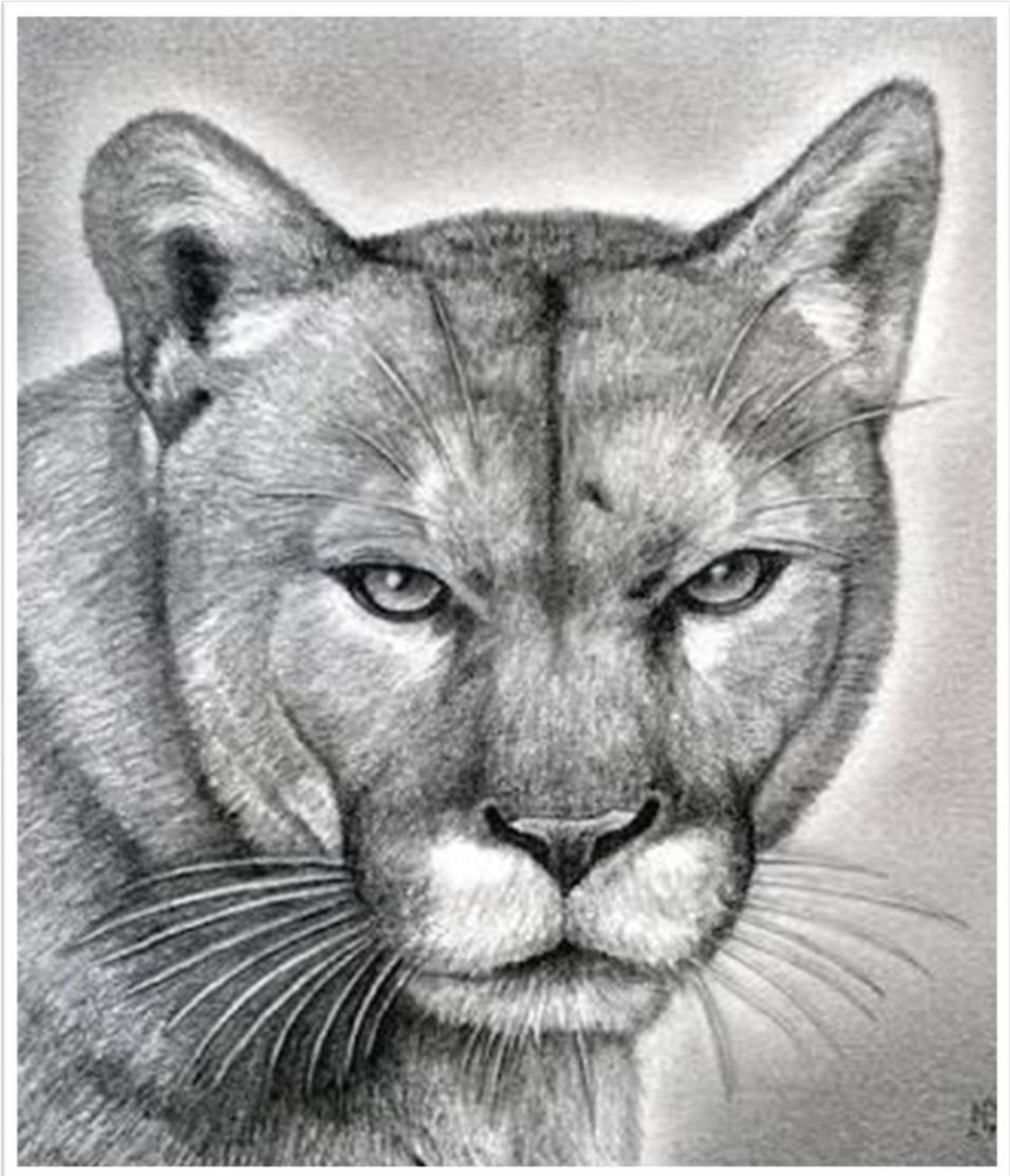




# Silver Panther Newsletter

WINTER 2024 | Vol 15 Issue 1





**Statewide Coalition of Presidents of Resident Councils  
(SCPRC) Steering Committee Members**

Balisciano Jr., John <i>President</i>	Hewitt Health and Rehab
Bilansky, Susan	Hebrew Home
Leland, Martha	Touchpoints of Manchester
Sullivan-Martinez, Jeanette	Pendleton Healthcare
Thomas Dorman	Amberwoods of Farmington
Richard Metayer	Pendleton Healthcare
James Cramerford	Newtown
Robert Willis	West Side
Ivette Alvarez	Newtown
Cindy Michaud	Summit of Plantsville
Lauri Amodeo	Whispering Pines
Sally Ann Fallon	Whispering Pines

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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).

# 27<sup>TH</sup> ANNUAL VOICES FORUM

*Receiving Quality Care Through Goals, Preferences, and Priorities*



The 27th Annual VOICES Forum, hosted at the Aqua Turf Country Club in Plantsville, CT, achieved remarkable success by uniting a diverse assembly of voices dedicated to enhancing long-term care. Orchestrated by the Coalition of Presidents of Resident Councils, the event witnessed active participation from resident council presidents and their delegates. Rooted in the visionary activism of Carol Rosenwald, founder of the Statewide Coalition of Resident Councils, the





27th anniversary celebration centered on the theme "Receiving Quality Care Through Goals, Preferences, and Priorities."

The forum's triumph was accentuated by compelling discussions and impactful presentations, featuring distinguished speakers like Julie Robison, Ph.D., Professor of Medicine at UConn Center on Aging, and Judy Stein, the Executive Director at the Center for Medicare Advocacy. Attendees not only gained valuable insights into the intricacies of the long-term care system but also played an integral role in crafting solutions. The event's success resonated in its ability to foster collaboration, kindle meaningful dialogues, and empower residents to assert their rights. As the 27th VOICES Forum concluded, it left an enduring impression on participants, reinforcing the pivotal role of resident voices in propelling positive transformations within the long-term care landscape.

For those who, unfortunately, couldn't join us in person, we understand that distance and other commitments may have kept you away. However, we don't want you to miss out on the wealth of knowledge and experiences shared during the forum. We're pleased to share with you the recorded sessions from the day, ensuring that you can still be part of this enriching experience.

We have also compiled essential resources from the day's events, including presentations, handouts, and additional materials. Please find these resources linked below, so you can bring the insights and best practices to your own resident councils at your respective facilities.

Link: <https://portal.ct.gov/LTCOP/Voices2023>

# Introducing New SCPRC Steering Committee Members

## James Cramerford



James Cramerford, a Yonkers native born in January 1963, has been an integral part of Newtown Rehabilitation since 2014. From his early days enjoying motorcycle rides and beach outings to embracing painting and bowling as newfound passions in the nursing facility, James's resilient spirit and diverse interests shine through. As the current co-president of the Resident Council, he tirelessly advocates for his peers, ensuring their voices are heard. Now, as an executive board member, James extends his commitment to the well-being of nursing home residents

statewide. His leadership and genuine care for others continue to leave an indelible mark, fostering a sense of community and compassionate care within Newtown Rehabilitation and beyond.

## **Robert Willis**



Born in April 1968 and raised in Bridgeport, CT, Robert "Bobby" Willis embodies a dynamic blend of professional prowess and artistic flair. Early in his career, Bobby garnered valuable experience in construction, contributing to the creation of a Valvoline gas station and Shaws supermarkets. Beyond his professional endeavors, Bobby is a man of the arts, finding joy in DJ'ing, drawing, and painting. Since becoming a resident, and resident council president. Bobby has become a radiant presence, enriching the communal tapestry with his diverse talents.

Eager to deepen his commitment, Bobby looks forward to assuming a role on the executive board as a steering committee member, where he can passionately advocate for the needs and interests of residents not only within his own residence but across the entire state.

## **Ivette Alvarez**



Ivette Alvarez was born on June 3rd 1941 up in San Juan, PR. Her formative years were marked by reciting poetry as she also developed a passion for writing poetry at an early age. She got her degree in business while attending school and worked as an accountant developing her professional skills. Ivette brings a wealth of experience and enthusiasm and is excited about the prospect of contributing to the positive atmosphere at her own nursing home. She is also dedicated to fostering a supportive environment for all residents and is excited to



collaborating at the statewide level to enhance the overall wellbeing of the greater community.

## **Richard Metayer**



Richard Metayer, born in Boston, Massachusetts, spent his formative years growing up in Braintree, Massachusetts, before later moving to Groton, Connecticut, at the age of 21.

Education played a pivotal role in shaping Richard's early years, as he spent 12 years in Catholic parochial schools in Massachusetts. The seeds of Richard's technical prowess were sown early on when, at the age of 13, he obtained a General Class Amateur Radio License and built radio equipment. This early venture into amateur radio not only



showcased Richard's technical acumen but also laid the foundation for a lifelong passion.

Richard pursued higher education at the prestigious Massachusetts Institute of Technology (MIT), earning a degree in Mechanical Engineering. The bulk of Richard's professional journey unfolded at Electric Boat, where he dedicated an impressive 35 years to the design and construction of nuclear submarines. Beginning as a Mechanical Engineer, Richard progressed through various roles, ultimately retiring as Chief Engineer of “Marine Engineering”.

A defining moment in Richard's career occurred when he testified to a Federal Grand Jury in support of Electric Boat's claim for redesigning a defective government-supplied SSN 688 Class Design—a case that ended in victory for Electric Boat.

Beyond his contributions to the field of engineering, Richard actively participated in local governance, serving two terms as a Groton Town Meeting Member for Old Mystic. Upon retirement, Richard continued to contribute to his community as he entered Pendleton, a skilled nursing facility where he has resided for over twelve years. His leadership qualities were evident as Vice President of the Pendleton Resident Council for six years and currently as Co-President and a new Executive Board Member.

As a new Executive Board member, Richard is excited about leveraging his wealth of experience to contribute to the overall wellbeing of residents not only on a larger scale in the state of Connecticut but also at the national level, ensuring a lasting impact on the quality of care for nursing home residents throughout the country.

# Best Practices

## *Middlesex Healthcare Center*

During this holiday season there is no better time to show our love and appreciation for each other than through small meaningful activities. With conversations and holiday cheer galore we created pine cone feeders to care for our feather friends during the cold season. Playing Santa's elves we were able to wrap gifts for our residents to spread the holiday spirit and decorations are always a must, so we deck the halls with homemade ornaments. A fun time for all.



## VRA HOLIDAY WRAP UP 2023



The LTCOP Resident Advocate Annual Holiday Wrap Up, held on December 5th, provided a unique and enriching platform for Long-Term Care Ombudsman Program (LTCOP) Resident Advocates. This gathering served as a valuable opportunity for advocates to collectively review best practices, exchange experiences, and strengthen community bonds. In response to the heightened interest in the Money Follows the Person (MFP) program during this year's VOICES event, Volunteer Advocates received specialized training from the Department of Social Services (DSS) Money Follows the Person staff. This training equipped them with the knowledge needed to assist in educating residents of long-term care facilities about the program and guide them on how to connect with it.

The event not only fostered professional development among the advocates but also underscored the commitment to empowering





residents with crucial information about available resources and programs.

If you are interested in learning more about money follows the person, please [click here](#) to check out this brochure or call [1-888-992-8637](tel:1-888-992-8637). You can also apply to MFP online at <https://ctmfp.com/>.

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



**Connecticut Long Term Care Ombudsman Program**

2K followers • 106 following

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



1-866-388-1888

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





## Get Updates from Long Term Care Ombudsman Program and E-Board straight to your inbox!



CT.gov Home / Long Term Care Ombudsman Program

<ul style="list-style-type: none"><li>About Us &gt;</li><li>Programs and Services &gt;</li><li>Publications/Forms/Reports &gt;</li><li>Resident Rights &gt;</li><li>Work Groups &gt;</li><li>Other Resources &gt;</li><li>Contact Us &gt;</li><li>Search Long Term Care Ombudsman Program</li></ul>	<h3>Most Popular</h3> <ul style="list-style-type: none"><li>Getting Quality Care &gt;</li><li>Advocacy Center &gt;</li><li>How to Choose a Nursing Home &gt;</li><li>Trainings and Podcasts &gt;</li><li>Your Legal Rights &gt;</li><li>File a Complaint With DPH &gt;</li><li>News and Legislative Updates &gt;</li></ul>	<h3>Subscribe</h3> <p>Get updates from Long Term Care Ombudsman Program straight to your inbox! <small>* required</small></p> <input type="text" value="First Name"/> <input type="text" value="Last Name"/> <input type="text" value="Email"/>
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<https://portal.ct.gov/LTCOP>

Please visit the CTLTCOP web page and click **“Subscribe”** to stay informed on topics that you care about most:

- Legislative News
- Local and State Wide Resident Council Resources
  - Silver Panther Newsletter
- Local and State Wide Family Council Resources
  - Visitation / COVID-19 Updates
  - Educational Opportunities / Webinars



# Connecticut Long Term Care Community Ombudsman Program



1-866-388-1888



### PURPOSE

Enhance quality of life and care for Connecticut citizens who receive long term services and supports



### SETTINGS

- Residential Care Homes
- Assisted Living Communities
- Private Homes



### WHAT DOES THE LONG TERM CARE COMMUNITY OMBUDSMAN DO?

- **RECEIVES** and looks into complaints and assists individuals to resolve problems.
- **EDUCATES** individuals and families about their rights.
- **EMPOWERS** and supports individuals and families to discuss concerns with others providing care or services.
- **PROVIDES** information regarding long-term services and supports
- **ADVOCATES** improvements in state and federal laws and regulations.
- **REPRESENTS** the voice of individuals receiving LTSS and their interests before governmental agencies.
- **IDENTIFIES** and seeks to remedy gaps in provider, government, or community services.
- **RESPECTS** the privacy and confidentiality of individuals.

### CONFIDENTIAL AND RESIDENT DIRECTED

All activities are on behalf of residents and at their direction. All communication is held in strict confidentiality. The Ombudsman does not follow up unless directed to by the individual.



1-866-388-1888



## SEEKING HELP

You're entitled to seek help to exercise your rights.

Visit Us On the Web at:  
<https://portal.ct.gov/ltcop>  
 or Call  
 1-866-388-1888





WINTER PASTIMES  
WORD SEARCH  
OUTDOOR



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

Skis, Snowboarding, Slope, Poles, Skipatrol, Parka, Snowball Fight, Mittens, Scarf, Boots, Ski Area, Skate, Times Square, Sled



INDOOR



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

Knit, Crochet, Needlepoint, Bake, Sew, Quilt, Concert, Sing, Poetry, Read, Game, Cards, Monopoly, Scrabble, Chat, Draw, Fireplace, Paint, Popcorn, YMCA, Shop

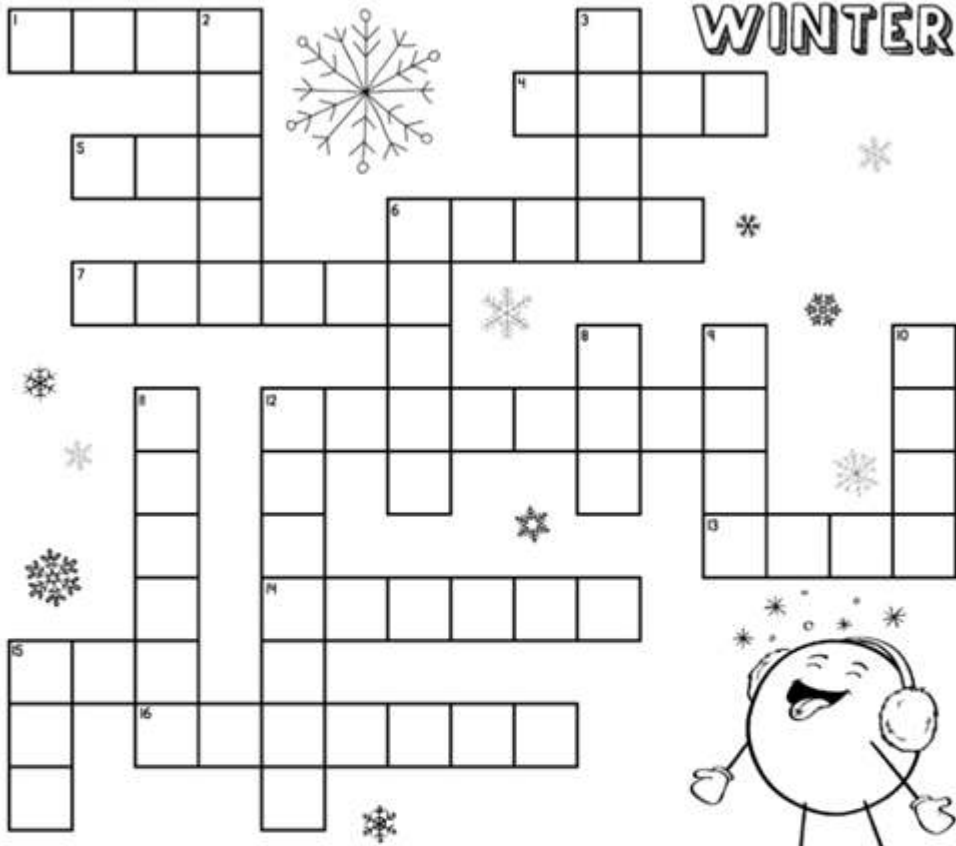
~ Karen Hawley~



## WINTER PASTIMES WORD SEARCH

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

CAR PARADE, COLORING, CRAFTING, DRAWING, FACETIME, HALLWAY BINGO, IPAD, LETTERWRITING, PUZZLES, TABLET, WINDOW VISIT, ZOOM



**ACROSS**

1. soft, white pieces of frozen water that falls to the ground
4. opposite of hot
5. to move on snow with long narrow strips attached to the feet
6. footwear in the winter
7. Dress warm so you don't \_\_\_\_.
12. children like to throw one of these
13. "The snow is 2 feet \_\_\_\_."
14. the coldest season of the year
15. frozen water
16. "We like to go \_\_\_\_ on the pond in the winter."

**DOWN**

2. the color of fresh snow
3. a piece of clothing worn to keep warm
6. "The temperature fell \_\_\_\_ zero last night."
8. a covering to keep the head warm
9. an outdoor winter toy for kids to slide down snowy hills
10. Be careful not to \_\_ and fall on the ice.
11. special shoes for ice
12. a model of a person made with snow
15. In the winter, the roads can be \_\_\_\_.



**Statewide Coalition of Presidents of Resident Councils  
(SCPRC) Steering Committee Members**

Balisciano Jr., John <i>President</i>	Hewitt Health and Rehab
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Thomas Dorman	Amberwoods of Farmington
Richard Metayer	Pendleton Healthcare
James Cramerford	Newtown
Robert Willis	West Side
Ivette Alvarez	Newtown
Cindy Michaud	Summit of Plantsville
Lauri Amodeo	Whispering Pines
Sally Ann Fallon	Whispering Pines







**Sylvia Crespo - Southwestern Region**

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**Towns Covered:** BRIDGEPORT, DARIEN, EASTON, FAIRFIELD, GREENWICH, NEW CANAAN, NORWALK, REDDING, RIDGEFIELD, SOUTHPORT, STAMFORD, STRATFORD, TRUMBULL, WEST REDDING, WESTON, WESTPORT, WILTON

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**Towns Covered:** BETHEL, BETHLEHEM, BRIDGEWATER, BROOKFIELD, CANAAN, CORNWALL, DANBURY, GOSHEN, KENT, LITCHFIELD, MIDDLEBURY, MORRIS, NAUGATUCK, NEW FAIRFIELD, NEW MILFORD, NEWTOWN, NORFOLK, NORTH CANAAN, OXFORD, ROXBURY, SALISBURY, SEYMOUR, SHARON, SOUTHURY, WARREN, WASHINGTON, WATERBURY, WOODBURY

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**Towns Covered:** ANDOVER, ASHFORD, BOLTON, BROOKLYN, DANIELSON, DAYVILLE, CANTERBURY, CHAPLIN, COLUMBIA, COVENTRY, EAST HARTFORD, EAST WINDSOR, EASTFORD, ELLINGTON, ENFIELD, HEBRON, KILLINGLY, MANCHESTER, MANSFIELD, PLAINFIELD, POMFRET, PUTNAM, ROCKVILLE, SCOTLAND, SOMERS, SOUTH WINDSOR, STAFFORD, STAFFORD SPRINGS, STERLING, SUFFIELD, THOMPSON, TOLLAND, UNION, VERNON, WILLINGTON, WINDHAM, WOODSTOCK, WINDSOR LOCKS

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**Brenda Texidor - Northern Region**

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**Towns Covered:** AVON, BLOOMFIELD, EAST GRANBY, GRANBY, HARTFORD, ROCKY HILL, WEST HARTFORD, WETHERSFIELD, WINDSOR

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**Stacie Ellis - South Central Region**

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**Towns Covered:** ANSONIA, BEACON FALLS, BETHANY, CHESHIRE, DERBY, EAST HAVEN, HAMDEN, MILFORD, NEW HAVEN, NORTH HAVEN, ORANGE, PROSPECT, SHELTON, WEST HAVEN, WOODBRIDGE

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**Towns Covered:** COBALT, COLCHESTER, CROMWELL, DURHAM, EAST HADDEM, EAST HAMPTON, GLASTONBURY, HADDEM, HEBRON, LEBANON, MARLBOROUGH, MERIDEN, MIDDLETOWN, PORTLAND



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**Towns Covered:** BARKHAMSTED, BERLIN, BRISTOL, BURLINGTON, CANTON, COLEBROOK, COLLINSVILLE, FARMINGTON, FORESTVILLE, HARTLAND, HARWINGTON, KENSINGTON, NEW BRITAIN, NEWINGTON, NEW HARTFORD, PLAINVILLE, PLANTSVILLE, PLYMOUTH, PROSPECT, SIMSBURY, SOUTHINGTON, THOMASTON, TORRINGTON, WATERTOWN, WINCHESTER, WOLCOTT



MedicareAdvocacy.org

## 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

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