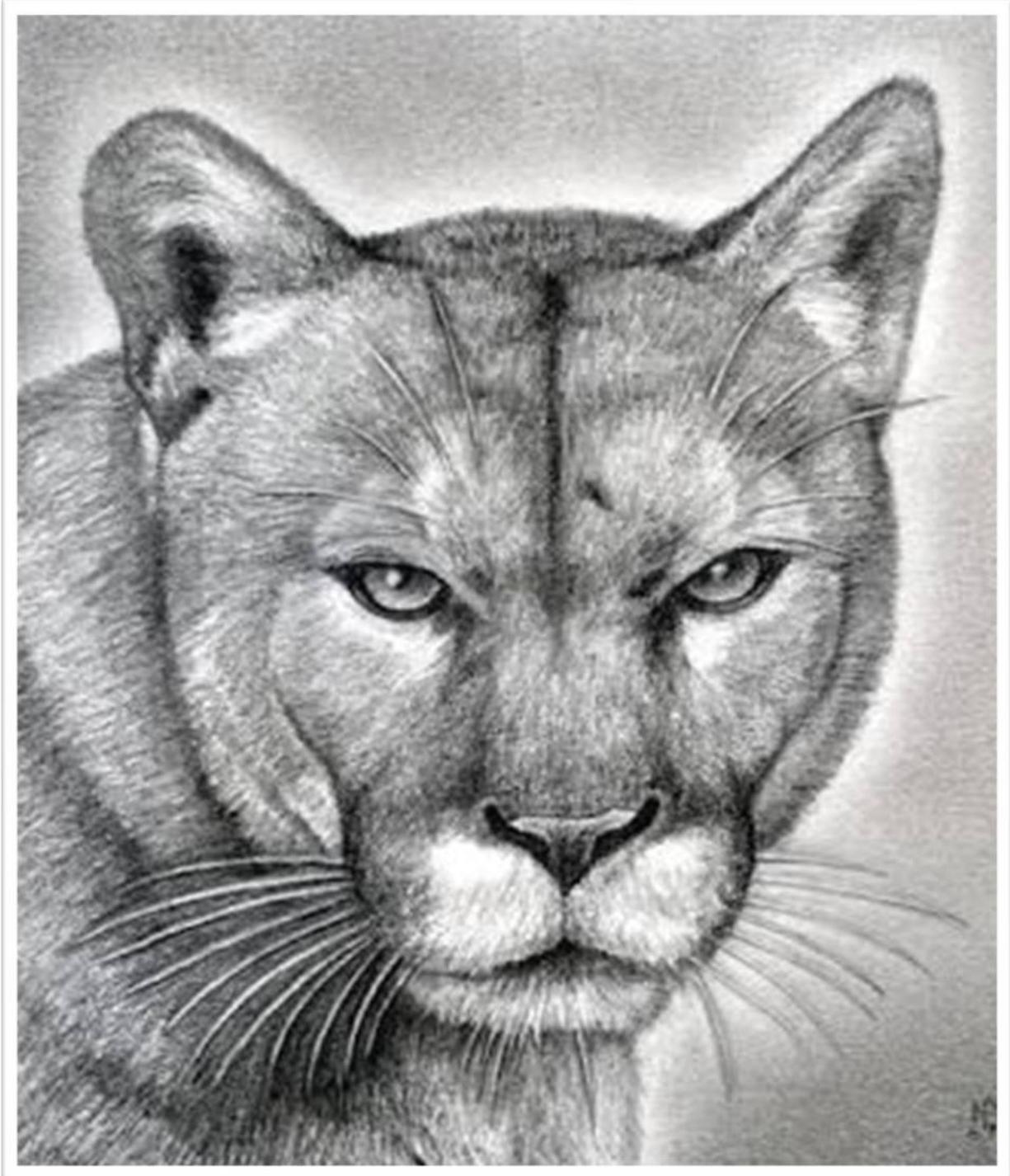


Silver Panther Newsletter

SPRING 2024 | Vol 15 Issue 2



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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 or by telephone at [1-866-388-1888](tel:1-866-388-1888).



28TH ANNUAL VOICES FORUM

SAVE
the
DATE

**28TH ANNUAL
VOICES FORUM**

DATE: FRIDAY OCTOBER 4TH, 2024

TIME: 9AM-2PM

WHERE: AQUA TURF

**ADDRESS: 556 MULBERRY ST,
PLANTSVILLE, CT 06479**

<https://portal.ct.gov/ltcop/voices2024>

What is the VOICES FORUM? The VOICES Forum is an annual event which provides an opportunity for Presidents of Resident Councils from around the State to gather and discuss issues and concerns in their homes. The Connecticut Long Term Care Ombudsman Program is the sponsor and partner of the Statewide Coalition of Presidents of



Resident Councils and the VOICES Forum. The Coalition of Presidents of Resident Councils is an organization of residents of long term care facilities who work together on the enhancement of the quality of their care and the quality of their lives. The Long Term Care Ombudsman Program supports the Coalition in their efforts to effect positive change in larger systems such as local and state governments.

When is Voices? Friday October 4th. 9am-2pm

Where is Voices Held? The Aqua Turf - 56 Mulberry St, Plantsville, CT 06479

Who Can Come To Voices? (1 Resident + 1 Staff Guest if needed) Voices is designed for resident council presidents to be able to come together annually and so ideally the resident council president or vice president are invited to attend. If the RCP and RCVP are unable to attend for whatever reason, but would want another member of the council to come as an ambassador delegate, they can elect to have them come in their place and attend on behalf of their council. If the resident who attends on behalf of a nursing home needs assistance with Activities of daily Living then they can also elect to have one staff member also come to be present to assist them. The Maximum attendance per building is 2 individuals. 1 Resident and if needed 1 resident assistant (This can be a caregiver for the resident or the rec director themselves if they are assuming that role.) There are some very rare exceptions where another facility staff member or resident may attend, but you would want to confirm such with the state ombudsman prior to confirming such. We also always want to make sure that legislators who want to attend have the opportunity to do so. So please also forward the link to any legislator you think may be interested in attending the event.



How much does it cost to go to Voices? The cost to attend voices is free. The Facility is only responsible for getting the resident to and from the event.

Is Lunch Provided for the Event? Yes, there is a choice between eggplant parmesan or chicken francaise. Additionally if individuals have gluten/ceeliac intolerance or other special dietary considerations such as chopped or puree food please note such when registering or reach out to LTCOP@ct.gov

Is there financial assistance for Transportation to be covered to/from Voices for the 2024 Calendar year? Unfortunately, no. Facilities are responsible for covering the transportation to and from the event, however we may suggest that you may wish to coordinate your trip with other local nursing homes to use a shared facility van and carpool residents together or share the costs of the transportation for securing private transportation. For example, in 2022, many Apple Rehab facilities rode in all together to save on costs. Or, several unrelated nursing homes would work together regionally to rent a handy-van for the day in order to ensure residents have access to the event and share the costs. Most recently, UBER did expand access to handicap accessible rides which may also be a consideration for the facilities.

How do individuals RSVP to Voices? There will be an online link to register that you can access Starting August 1st. Registration will Close September 22nd. You will be able to access the link to Register by visiting the [VOICES 2024 WEB PAGE](#).

Link to 2024 VOICES WEBSITE: <https://portal.ct.gov/LTCOP/Voices2024>



Center of Excellence For Behavioral Health in Nursing Facilities



Established by the Substance Abuse and Mental Health Services Administration (SAMHSA), in partnership with the Centers for Medicare and Medicaid Services (CMS), the COE-NF offers Certified Medicare and Medicaid Nursing Facility Staff a centralized resource hub with easy access to trainings, technical assistance and additional resources, at no cost. Some Services You can Ask Your Facility to Pursue include:

Access Free Mental Health and Substance Use Technical Assistance

See if your facility is interested in unlocking the potential of your skilled nursing facility with their NO COST technical assistance services. The Center of Excellence understands that facilities have questions, and they are here to help. Centers for Medicare and Medicaid Services (CMS)-certified nursing facilities can now access comprehensive support on various behavioral health topics. Whether you need help finding a mental health or substance use provider, exploring telehealth options, initiating your facility's behavioral health education journey, or addressing specific behavioral health concerns of residents – they have your facility covered. Request COE-NF technical assistance through their [online submission form](#).



Behavioral Health Needs Assessment

The COE-NF's new Behavioral Health Needs Assessment can complement the required annual facility-wide assessment. The assessment was designed to bridge any behavioral health gaps not addressed or identified in the required annual facility-wide assessment.

We encourage nursing facilities to use the assessment as they examine their own needs in the context of mental health and substance use services. Contact the COE-NF for training on how to complete the form. This Behavioral Health Needs Assessment is not a requirement.

[Click Here to Download the Assessment](#)

Making Health Care Better Podcast

The Center of Excellence for Behavioral Health in Nursing Facilities was featured on Alliant Health Solution's Making Health Care Better podcast. From discussions with industry experts to insightful interviews with health care professionals, each episode of the Making Health Care Better podcast offers valuable insights and practical advice to navigate the complexities of healthcare. Whether you're a health care provider or administrator or simply curious about the future of health care, tune in to stay informed and inspired.

What Nursing Facilities Need to Know About Managing Substance Use Disorders - Part 1

As the number of older adults with chronic medical illnesses and substance use disorders, especially opioid use disorder (OUD), increases, so does the need for post-acute care services in skilled nursing facilities. On the Making Health Care Better podcast, Dr. Swati Gaur, Alliant Health Solution’s medical director and a practicing physician who specializes in geriatric medicine, shares insight about what nursing facility staff need to know about managing substance use disorders.

[Click HERE to Listen](#)



What Nursing Facilities Need to Know About Managing Substance Use Disorders - Part 2

In this episode, Dr. Gaur is back along with Wilbert Martin, the COE-NF recovery specialist. They share insight about what nursing facility staff can do now to help provide better care for residents with substance use disorders.

[Click HERE to Listen](#)



LEGISLATIVE UPDATE

See Below a Summary of Key Bills Moving Forward this legislative session as of 4/9/24. For a Full and Updated List, Check our [Bill Tracking Web Page](#)

Bill Number	Title of Bill
HB-5001	AN ACT SUPPORTING CONNECTICUT SENIORS AND THE IMPROVEMENT OF NURSING AND HOME-BASED CARE
HB-5046	AN ACT PROMOTING NURSING HOME RESIDENT QUALITY OF LIFE
HB-5048	AN ACT ADJUSTING THE STATE BUDGET FOR THE BIENNIUM ENDING JUNE 30, 2025
HB-5164	AN ACT CONCERNING UNEMPLOYMENT BENEFITS
HB-5308	AN ACT CONCERNING ABSENTEE VOTING FOR CERTAIN PATIENTS OF NURSING HOMES
HB-5319	AN ACT REQUIRING A PLAN CONCERNING PRIVATE EQUITY FIRMS ACQUIRING OR HOLDING AN OWNERSHIP INTEREST IN HEALTH CARE FACILITIES
HB-5373	AN ACT CONCERNING VARIOUS REVISIONS TO HUMAN SERVICES STATUTES
HB-5457	AN ACT CONCERNING NURSING HOMES AND IMPLEMENTING NURSING HOME WAITING LIST RECOMMENDATIONS



Bill Number	Title of Bill
SB-156	AN ACT ESTABLISHING A TASK FORCE TO STUDY REQUIRING NURSING HOMES TO SPEND A PERCENTAGE OF MEDICAID REIMBURSEMENT OR TOTAL REVENUE ON DIRECT CARE OF NURSING HOME RESIDENTS
SB-246	AN ACT ESTABLISHING A TASK FORCE TO STUDY TEMPORARY NURSING SERVICES PROVIDED TO NURSING HOME FACILITIES
SB-273	AN ACT CONCERNING NURSING HOME STAFFING
SB-275	AN ACT PROHIBITING NURSING HOMES FROM REJECTING A PATIENT SOLELY ON THE BASIS THAT SUCH PATIENT RECEIVED MENTAL HEALTH SERVICES
SB-309	AN ACT CONCERNING A STUDY OF MEDICAL ASSISTANCE FOR CERTAIN LEGALLY PRESENT, OLDER NONCITIZENS
SB-316	AN ACT CONCERNING A STUDY OF STATE-FUNDED ASSISTED LIVING SERVICES
SB-318	AN ACT CONCERNING A STUDY OF PRIVATE EQUITY OWNERSHIP OF NURSING HOMES
SB-324	AN ACT CONCERNING PROBATE COURT OPERATIONS AND ADMINISTRATION

Meet Our New Regional Ombudsman: Stacey Larrabee



We are thrilled to introduce Stacey Larrabee as the latest addition to the Connecticut Ombudsman program. Stacey brings a wealth of experience and a passionate commitment to advocating for the rights and well-being of aging and disabled individuals in our state.

Stacey returns to Connecticut, her birthplace, after dedicating three decades to the field of Human Services in Colorado. With the evolving landscape of her previous role due to systemic changes, Stacey saw an opportunity to come back to where her roots lie. Born in Manchester and raised in Willimantic, she is deeply connected to the community here, surrounded by family and friends who make Connecticut feel like home.



Holding an impressive academic background, Stacey possesses a Bachelor of Science in Human Services, a Master of Science in Criminology, and a Master of Arts in Applied Psychology. Her education has been a cornerstone of her ability to effect change and provide support in her professional endeavors.

Throughout her career, Stacey has predominantly worked in Long Term Care, collaborating with advocacy groups and agencies to enhance supports for those in her care. Her transition to the Ombudsman team in Connecticut is a natural progression of her life's work, where she finds the team's dedication and expertise to be unparalleled. Stacey is eager to contribute to our shared mission and to make a meaningful difference in the lives of Connecticut's aging and disabled population, affirming her belief that this is where she is meant to be.

Please join us in welcoming Stacey Larrabee to our team and to her new role as the new southeast regional long term care ombudsman.

Best Practices

Pilgrim Manor Care Center at Covenant Living of Cromwell

Residents at Pilgrim Manor Care Center celebrated love in February by hosting their first Resident Bridal Shower. Colors of white, rose, and gold decorated the event area. A floral archway showcased donated wedding gowns. Wedding photos of staff and residents were displayed on the walls of the facility, complete with the couples' names and wedding dates. Residents enjoyed an afternoon tea service and a slice from a three-tiered wedding cake. Live music entertainment filled the room with joy as they sang along to their favorite love songs. Pilgrim Manor reminisced and relived the love they shared on their special day.



Chestelm Health & Rehab Center

Doris resides at Chestelm Health & Rehabilitation Center where she is known to give out beauty tips and advice. She is the grand master of Chestelm. Doris Brown was born in 1917. Last year she celebrated her 106th birthday. She was raised in Wallingford CT. She relocated to East Haddam in 1960. Doris and her husband Frank raised five children. Doris was always active with her children, and one friend stated, “Mrs. Brown was the mom that always had kids in her home, feeding them like her own!”



Most recently, Doris has become famous through her grandson Alex Traynor, who is a comedian and video producer. You can view Doris Brown on YouTube with stories and advice that Alex has produced with his grandmother through humor and life experiences! You will have a good laugh and we encourage you to view the videos.



Singles Review: Grandma's The Bachelorette Audition Tape



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



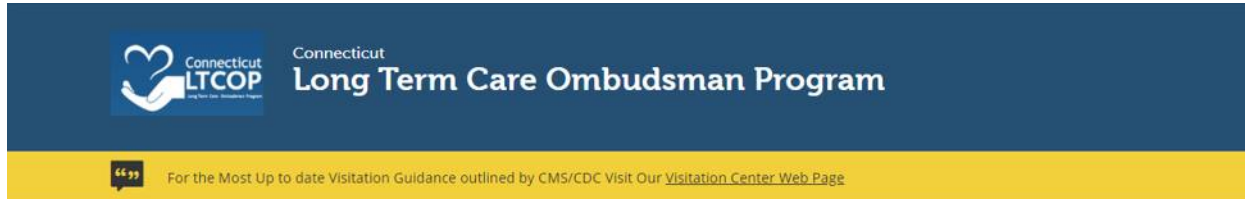
1-866-388-1888

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





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



<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 LTCOP

Long Term Care Ombudsman Program

Community Ombudsman Program



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.



SEEKING HELP
 You're entitled to seek help to exercise your rights.
 Visit Us On the Web at:
<https://portal.ct.gov/ltcop/lccco>
 or Call
1-866-388-1888



E	G	R	A	I	N	S	I	N	G	V	E
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Weight, calories, grams, meals, protein, vitamins, fruit, vegetables, cholesterol, meat, cheese, milk, yogurt, salad, snack, bread, bagel, English muffins, diet, cucumber, lettuce, beets, kale, orange, cherry, banana, apple, salt, pepper, grains





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R	H	E	M	E	P	A	L	M	M	U	N
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STPATRICK, SHAMROCK, GREEN, EASTER, BUNNY, EGGS, BONNET, PALM, ASHES, JELLY BEANS, SEE GARDEN, HOE, SHOVEL, DAFFODIL, HYACINTH, RAKE, FERTILIZER, TULIP, TROWEL, BASEBALL, SPRINGTRAINING, MAPLESYRUP, PANSY, SNOWDROP, APRIL, MAY, MARCH, JUNE





**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



The Long Term Care Ombudsman Program



TOLL FREE NUMBER

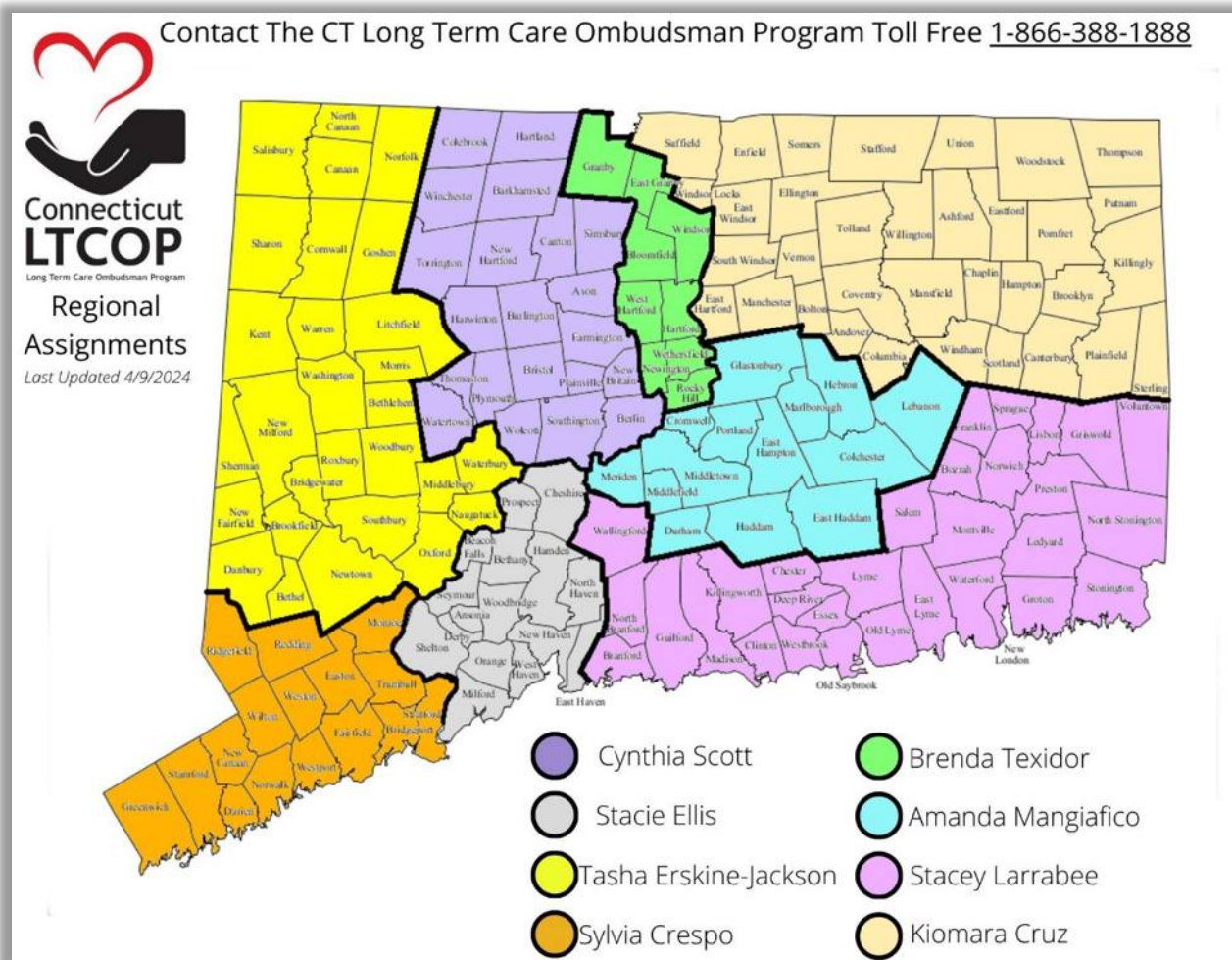
[1-866-388-1888](tel:1-866-388-1888)

Email: ltop@ct.gov

Facebook: www.facebook.com/CTLTCOP

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

REGIONAL OMBUDSMAN ASSIGNMENTS





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

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

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