

Voices United 2020

Connection Matters
Our Voices Louder Than Ever





Photographs and/or video will be taken at today's event

By taking part in this event you grant the rights to use the images resulting from the photography/video filming for publicity or other purposes. This might include (but is not limited to), the right to use them in printed and online publicity and press releases.

If you do not wish to be photographed, please inform an event organizer.



VOICES UNITED 2020

October 8, 2020

Agenda

Welcome

Mairead Painter
State Long Term Care Ombudsman

Opening Remarks

Amy Porter
Commissioner of the Department of Aging and Disability Services

Jeanette Sullivan-Martinez
President of the Executive Board of Presidents of Resident Councils

Keynote Speaker

Doctor Sheri Gibson | Trauma During COVID-19: Healing Through Relationships
Chair of the Colorado Coalition for Elder Rights and Abuse Prevention

E-board Vignettes

Jeanette Sullivan-Martinez
Brad Parkhurst
John Balisciano Jr

Presentation

Laurene Gomez & Manny Baretto | Introduction to CCP Program
Department of Mental Health and Addiction Services

Award Presentations

Carol Rosenwald Spirit of Advocacy Award
Barbara Cass

Brian Capshaw Rock Star Award
Doctor Matthew Cartter
Doctor Vivian Leung

Open Mic & Panel Discussion

Closing Remarks

Keynote Speaker



SHERI GIBSON, PhD.

Dr. Gibson received her Ph.D. in Clinical Psychology with an emphasis in Geropsychology from the University of Colorado, Colorado Springs (UCCS). She is an instructor for the Psychology Department at UCCS and a faculty affiliate with the UCCS Gerontology Center. Dr. Gibson serves on the editorial board for the *Journal of Elder Abuse & Neglect*, is Chair of the Colorado Coalition for Elder Rights and Abuse Prevention (CCERAP), a member of the Research Committee for the National Adult Protective Services Association (NAPSA), and board member for the Colorado Culture Change Coalition. In addition to being an advocate for elder justice, Dr. Gibson has a private psychotherapy and consultation practice, which includes provision of capacity evaluations, expert testimony, consultation, and training.

Introduction to DMHAS COVID-19 Coach Laurene Gomez & Manny Baretto



The Department of Mental Health and Addiction Services (DMHAS) has received funding through Federal Emergency Management Agency (FEMA) for a short-term Crisis Counseling Assistance and Training Program (CCP) to work with individuals experiencing negative impacts of COVID-19 throughout the state. The program is administered by Advanced Behavioral Health, Inc. and the crisis counselors are employed by six (6) agencies throughout the state. Crisis Counselors will use the CCP model which is based on responding to natural disasters. The model is strengths-based, anonymous, outreach oriented, culturally aware, conducted in non-traditional settings designed to strengthen linkages with existing community supports systems based on an assumption of material resilience and competence.

Carol Rosenwald Spirit of Advocacy Award

“You Must Hold onto Your Ideals and Always Have the Courage to Speak Your Mind” ~ Carol Rosenwald



History of the VOICES Forum

In September of 1996, nursing home resident and activist Carol Rosenwald, with assistance from the Ombudsman Program, began organizing residents across the state to advocate for improvements in the long-term care system. Carol envisioned a time when the “VOICES” of nursing home residents could be heard “beyond the walls” of their facilities. She became the founder of the Statewide Coalition of Resident Councils and the driving force behind the first “VOICES” Forum in 1997. As a large group of voting constituents, residents were able to speak directly with political leaders and public officials about important issues affecting their quality of life.

VOICES 2020 marks the 24th anniversary of Carol’s vision and of this historic event. Our heartfelt thanks to the many courageous residents who have attended VOICES over the years and to all of you attending today who inspire systems change in long term care. You have our deepest admiration and respect.

~The Long-Term Care Ombudsman Program

Brian Capshaw Rock Star Award



The Coalition of Presidents of Resident Councils and the Long-Term Care Ombudsman Program are pleased to announce the Brian Capshaw annually award recipient. Brian is remembered for his incredible advocacy both in Connecticut and at the national level. In 2012, Brian participated in the Consumer Voice Conference in Washington, DC. He represented Connecticut nursing home residents with a strong voice and with the incredible advocacy that only one who has “walked the walk” can bring to the conversation. He was the resident representative on the Long-Term Care Advisory Council, he testified at countless hearings and he went door to door at the capitol talking with legislators about all the issues so important to quality care and services for nursing home residents: improved staffing levels, video monitoring, personal needs allowance, to name just a few. Brian also worked on national advocacy: he was appointed to be the Chair of the Leadership Council of the Consumer Voice, he was interviewed numerous times by the national media and participated in a wide variety of state and national workgroups. Brian was invited to the White House to participate in the 2015 White House Conference on Aging.

Brian loved sports, his family and friends, getting into his van to meet friends for concerts and various activities. He thoroughly enjoyed his rock music! Brian, in every fashion, was an inspiration and a joy to all who knew and admired him. We miss him dearly.

**This year we are pleased to award the
Carol Rosenwald Spirit of Advocacy Award
to Barbara Cass and the Brian Capshaw Rock Star Award
to Doctor Matthew Cartter and Doctor Vivian Leung**



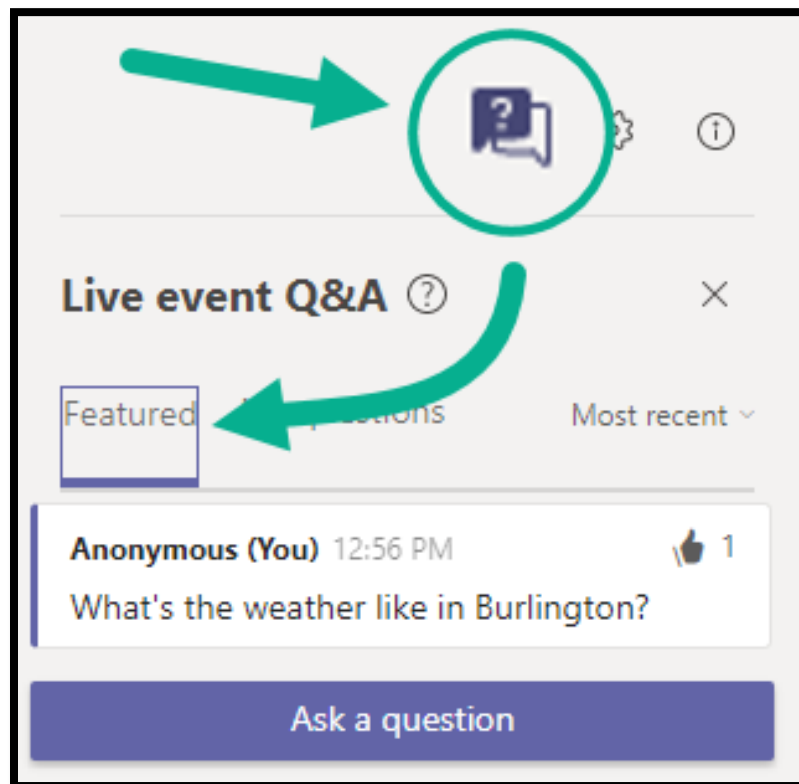
Working as the Chief of the Healthcare and Quality Branch of Department of Public Health, Barbara Cass has been steadfast in her advocacy and working to protect residents throughout this pandemic. Doctor Vivian Leung and Doctor Matthew Cartter are epidemiologists at the Connecticut Department of Public Health. These two have also tirelessly worked throughout the pandemic to ensure that infection control measures have been in place to keep residents safe, while also making certain that residents rights remained at the forefront of their decision making.

LIVE QUESTIONS AND ANSWERS SEGMENT WE WANT TO HEAR FROM YOU!



How to Submit Questions
During the Live Event

1. Type them into the Q&A Chat Box directly in Microsoft Teams



2. Call or Text them to 860-331-9813

Biographies of Executive Board Members




Jeanette Sullivan-Martinez

Jeanette joined the SCPRC in July 2014 and currently serves as its President. Jeanette is an advocate committed to making a difference for the residents in her home and for all residents living in Connecticut nursing homes. Jeanette joined the E-Board with valuable skills as a secretary, teacher and assistant office manager. Jeanette has been a strong voice in nursing home staffing and personal needs allowance legislation and has testified during CT Public Hearings on staffing and PNA bills. Jeanette was also part of the Long Term Care Advisory Committee and currently sits on a VEYO transportation committee with the aim of bringing the nursing home perspective to transportation issues. Jeanette is extremely active in her home and makes herself accessible to residents and families. She regularly meets with Department heads to ensure concerns are addressed and resolved. In addition to her interest in advocating for others, Jeanette is an avid reader and enjoys doing jigsaw puzzles.

Brad Parkhurst

Brad was born and raised in Norwich. Brad graduated from Norwich Free Academy and began working in construction, specifically home construction and remodeling. Brad was elected Resident Council President at his former Home, Harbor Village South, two months after becoming a resident. This came as an honor and a surprise because he wasn't trying to run for a Council position. Brad became Resident Council President and an Executive Board member to help residents get better care in nursing homes. Harbor Village South closed in December 2017. Brad was the last resident to leave the home and this was done at his own choosing. Brad wanted to be at the Home to support other residents as they left the building. Brad is the first Executive Board Member to transition to his own apartment under the Money Follows the Person program. It wasn't easy for Brad to be alone in his own place after being surrounded by




other people all day and night. However, it has gotten better with time and he enjoys having the freedom to come and go when he wants. Having his own care team at home makes it easier to maintain his health and Brad has added two kittens to his family who have been a great comfort. Brad has a passion for creativity and has started to make jewelry of all kinds.

Rita Wissink

Rita was born in Johannesburg, South Africa. Rita completed her education in Johannesburg and received an undergraduate degree in Art and English and a Master's in linguistics. Rita then moved to the United States and lived in the suburbs of Philadelphia for ten years. In Pennsylvania, Rita worked as an artist and completed a mural which was on display at the Women's Center for the National Bicentennial. Rita also sat on the editorial board for a two-volume history set on the Bicentennial. Rita and her family then moved to Connecticut where she set up her own business. Rita cultivated David Austen English roses and sold them to Manhattan wholesalers. Rita was placed in the Who's Who among American Women and in the 2000 Most Prominent Women in America for her work in pioneering a new generation of roses. Rita is looking forward to contributing her artistic talents to the E-Board as well as continued advocacy on increasing nursing home staffing levels. Rita would also like to ensure that art and creativity are fundamental components to nursing home resident care.

Gregory Brooks

Gregory Brooks is Resident Council President at Quinnipiac Valley Center in Wallingford and is in his fifth term. Greg is committed to making sure residents in his building have choice, whether it is choice in their care or daily preferences or choice in how their home is structured. After graduating high school Greg enlisted in the Army and served as a first sergeant in a parachute infantry regiment of the 82nd Airborne Division. After Greg left the service, he traveled the country. Greg has walked remote logging roads in northern Maine, rode air boats in the Everglades, dipped his feet in the headwaters of the Mississippi, and netted shrimp in the Gulf of Mexico. He has swum in both oceans, rode dirt bikes in Death Valley and the Baja, camped in the bottom of the Grand Canyon and hiked sections of the Appalachian trail solo. He has witnessed two space shuttle launches close-up, and visited national Battlefields from Gettysburg, to the Little Big Horn. He rode his motorcycle to major rallies in Daytona, Laconia N.H., and Sturgis S.D. Greg attended trade and vocational schools in Conn. and Florida and became a metalsmith, welder and fabricator. Greg owned three different shops over the




years, specializing in custom motorcycles and hot rods. He was also a Health and Safety Director at a major hot tub manufacturer. Greg loves the outdoors, and is a little bit of an artist he's told! Greg was involved in a motorcycle accident and is confined to a wheelchair as a result. However, Greg never gives up and wants to be an advocate for residents at his home and across the State. Greg has served on the E-Board since 2018 E-board and brings fresh ideas and different approaches in order to achieve common goals.

John Balisciano

John was born in 1965 in Derby, CT. John lived most of his life in Ansonia attended both Grammar School and High School there. John attended 4 years of college at the Naugatuck Valley Community College where he studied Early Childhood Education. John's goal was to pursue a Degree and become a Pre-School Teacher. However, he was never able to finish his degree due to financial issues. Nevertheless, John still enjoys his interactions with children and if he had to pursue a degree again it would be in Early Childhood Education. John has worked several different jobs including retail positions at grocery and department stores and then positions at a local movie theater and bowling alley. John was an avid volunteer at Holy Rosary Church in Ansonia. He ran the parish Bingo for almost 30 years and served as an usher, lector, and Eucharistic minister. He also taught 4th grade Religious Education for 10 years. John currently resides in Shelton at the Hewitt Heath and Rehab. This happens to be his second time at the facility, the first time was after he suffered a stroke in July 2015. Currently, John is Resident Council President and going through his second year. He recently joined the E-Board in July 2020. John's goal is to learn and work with more experienced E-Board members in hopes he will add value and ideas to Executive Board initiatives and projects.

Susan Bilansky

Susan Bilansky is President of the Resident Council at The Hebrew Center for Health and Rehabilitation. Susan works with her fellow residents to address resident issues and find positive solutions. Susan is from Milwaukee and her interests are varied. Susan has worked in service positions throughout the years, including serving as Vice President of B'ani B'rith council, President of National Council of Jewish Women-Milwaukee section, and President of Keshet Zion Synagogue Sisterhood. In those positions Susan learned that she could implement and expedite issues while developing strong bonds with good people. Later, Susan sold advertising for Hartford Woman and Max Magazine. Susan's gardens over the years have been her passion and she found



peace in designing and developing gardens. Susan hopes by joining the Executive Board she will be active in addressing issues that are important to the residents.

Martha Leland

Martha is currently Resident Council President at Touchpoints of Manchester where she has lived for 9 years. Martha had to have 2 total hip replacements, but then got MRSA as a result. Martha has been in and out of the hospital many times trying to subdue the MRSA. In March, Martha contracted the Coronavirus, which incapacitated her for about 4 months. However, Martha is grateful to the staff for their perseverance in keeping her alive, healthy and safe. The impact the staff has had has influenced her phenomenally, enhancing her compassion for other residents. Martha uses what she has learned to support and teach others. Martha is a lot like her mother, who always exuded a wonderful outlook on life, with a tremendous sense of humor while going through difficult times. Martha used to work at Hartford Hospital and then Mass General Hospital on the Pediatrics floor, teaching children about their surgery and how to cope with stress. These arduous jobs helped her to become a stronger person. Martha is determined to continue her advocacy on the E-Board by helping others recognize their inner strengths and finding the courage and confidence to advocate on their own behalf.



Thank You!

**To our Resident Advocates who
selflessly volunteer their time
advocating on behalf of nursing
home residents.**

Northern

Linda

Joan

Richard

Jack

Kathleen

Betsy

Roy

Southern

Bob

Mary Frances

Joyce

Ann-Marie

Kathleen

Western

Judith

John

Kathy



Consumer Voice is very pleased to announce that yesterday, after six months of strict visitation restrictions in nursing homes, the Centers for Medicare & Medicaid Services (CMS) [released a memo](#) significantly easing those restrictions. The new guidance, which is effective immediately, permits outdoor visitation, indoor visitation, and compassionate care visits and lays out a framework for those visits. CMS notes that this guidance replaces all previous guidance.

Consumer Voice, along with other advocates, has been urging CMS to lift visitation limitations, noting the devastating effect being separated from their loved ones has had on residents. We commend the agency for responding to these concerns and recognizing the value and importance of residents' connections with family and friends. We thank CMS for these changes, which will make a critical difference in the lives of residents, and look forward to continuing to work with CMS toward full restoration of residents' visitation rights.

Below are key highlights from the September 17th CMS memo.

General Guidance About Visits

- Visitation should be person-centered, consider the resident's physical, mental, and psychosocial well-being, and support their quality of life.
- Facilities should ensure visits are conducted with privacy.
- Certain core principles apply to all types of visits. Among others, these include screening, hand hygiene, face covering or mask, and social distancing.

Outdoor Visitation

- Visits should be outdoors whenever practicable. Facilities should facilitate outdoor visits routinely except under certain circumstances.
- Facilities should create accessible and safe outdoor spaces and a process to limit the number of visits and people visiting any one resident.

Indoor Visitation

- Facilities should support indoor visitation adhering to the following guidelines:
 - No new onset of COVID-19 cases in the last 14 days; facility not conducting outbreak testing.
 - Only compassionate care visits if the county positivity rate is greater than 10%.
 - Visitors must follow the core principles.

- Facilities should limit number of visitors per resident at one time; total number of visitors in the facility at one time; and movement in the facility.

CMS notes that it does not distinguish between visitors and essential caregivers, but states that such a distinction should not be necessary when a person-centered approach is used.

Compassionate Care Visitation

- Additional examples of compassionate care situations underscore that these visits are not limited to end of life situations, but also include instances of resident decline or distress. See memo for specific examples.
- Visits can be conducted by “any individual that can meet the resident’s needs” – for instance, clergy or lay persons offering religious and spiritual support.
- Personal contact can be permitted for a limited amount of time if:
 - The visitor and facility agree on how that can be done.
 - Infection prevention guidelines are followed.


Required Visitation

- A facility must facilitate in-person visitation and may only restrict visitation when there is a reasonable clinical or safety cause.
 - Examples of reasonable cause for restriction: COVID-19 county positivity rate, the facility’s COVID-19 status, a resident’s COVID-19 status, visitor symptoms, lack of adherence to proper infection control practices, other relevant factors related to the pandemic.
 - Examples of restriction without reasonable cause: when there are no new onset COVID-19 cases for 14 days, county positivity rate is low or medium.
- Failure to facilitate visitation without adequate reason would constitute a potential violation of a resident’s right to visitation, and the facility would be subject to citation and enforcement actions.
- Residents who have COVID-19 or are under quarantine should only receive in-person compassionate care visitation, virtual visits, or window visits until they are COVID-19 free or out of quarantine.

Access to the Long-Term Care Ombudsman

- In-person access to residents for Long-Term Care Ombudsmen (LTCO) may not be limited without reasonable cause, such as infection control concerns.
- LTCO continue to have immediate access to residents via phone and other technology.

Federal Disability Rights Laws and Protection & Advocacy (P&A) Programs

- 
- Representatives of the P&A systems are permitted to access all facility residents, which includes the right to meet in person.
 - Facilities must comply with federal disability rights laws.
 - Residents that need assistance with communication which is not otherwise available must be permitted to have an individual enter the facility to interpret or facilitate.
 - Facilities may impose legitimate safety measures necessary to adhere to COVID-19 infection prevention.

Entry of Health Care Workers (Non-Employees) and Other Providers of Services

- Health care workers who provide direct care to facility residents, but are not employees of the facility, such as hospice workers, must be permitted to come into the facility as long as they have not been exposed to COVID-19 or have symptoms of COVID-19.
- EMS personnel do not need to be screened.

Communal Activities and Dining

- Communal activities and communal dining may occur, while adhering to the principles of COVID-19 infection prevention.
- Dining:
 - Residents may eat in a common room while social distancing.
 - Facilities should consider additional limitations based on COVID-19 infections in the facility.
- Activities:
 - Group activities may occur for residents who have recovered from COVID-19 and for those who are not isolated for observation or do not have suspected or confirmed cases of COVID-19.
 - Residents must socially distance, use appropriate hand hygiene, and wear face coverings.
 - Examples of activities include: book clubs, crafts, movies, exercise, and bingo.

Use of CMP Funds to Aid in Visitation

- CMS will now approve the use of CMP funds for tents for outdoor visitation and/or clear dividers, like Plexiglass, to reduce the risk of transmission during in-person visits.
- Facilities can apply for up to \$3,000 in CMP funds for this use by contacting the person in charge of CMP funds at their state survey agency

To Contact the Long-Term Care Ombudsman Program

**TOLL FREE
1-866-388-1888**

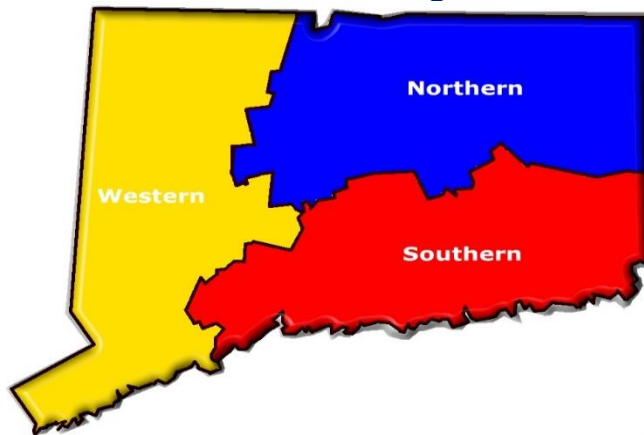
**WESTERN
INTAKE NUMBER 203-597-4181**

**SOUTHERN
INTAKE NUMBER 860-823-3366**

**NORTHERN
INTAKE NUMBER 860-424-5221**

You can also e-mail us: ltcop@ct.gov

Mairead Painter - State Long Term Care Ombudsman



Western	Northern	Southern
Tasha Jackson-Erskine	Brenda Foreman	Dan Lerman
Sylvia Crespo	Brenda Texidor	Patricia Calderone
	Lindsay Jesshop	Dan Beem



Additional Resources

[DMHAS Web Link to COVID-19 Assistance for Community Health Web Page](#)

[DMHAS Covid-19 Coach Cards](#)

[DMHAS Covid-19 Coach Contact Information](#)

[DMHAS Covid-19 Coach Brochure English](#)

[DMHAS Covid-19 Coach Flyer Spanish](#)

[NCLEA - Advanced Care Planning and COVID-19](#)

[NCLEA - Keeping Families Together and COVID-19](#)

[CV - Taking Care of YOU](#)

[CV - Taking a Resident Home and COVID-19](#)

[CV - Trauma Informed Care COVID-19 Resources and Trainings](#)

[National Consumer Voice](#) - Register for National Consumer Voice 44th Annual

Conference - Quality Now and Tomorrow: Creating a Better Future Together