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Issue Two

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and much more...!!!

## A NEW CAPTAIN TAKES THE HELM



**Bill Lamb, left, congratulates and thanks FORLTC Board Chair Christopher Ivy as Chris officially takes the wheel on April 10, 2006.**

FORLTC sprang forward with revitalized leadership on Monday, April 10. On just that one day, new board members were oriented to their critical mission, the entire board met under the direction of its new chairman, and the Public Policy Committee convened to prepare for the 2006 “short session” of the legislature.

An exciting season of renewal continued as new board and committee members joined with experienced ones to plan and carry out a major event, the Quest for Quality Awards Banquet on May 17; to further develop FORLTC’s educational projects; and to advocate for needed legislative reforms. Details and photos are featured in this issue of our newsletter. For more information, please visit [forltc.org](http://forltc.org), call us at (919) 782-1530, or e-mail us at [friends@forltc.org](mailto:friends@forltc.org).

# Words from the Board Chair

By Chris Ivy

## QUALITY

This is my first column as president of the board of Friends of Residents in Long Term Care, and I would like to thank the board for giving me this opportunity to serve.

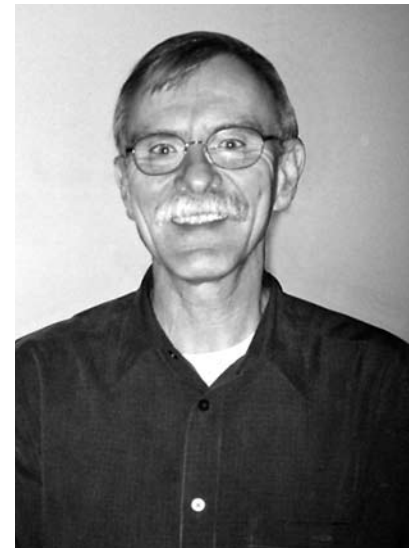
I have worked in the area of long term care since the early 1980's when I took a position with Durham County Department of Social Services known as Adult Home Specialist. I visited Adult Care Homes and Family Care Homes for 14 years, monitoring the homes for compliance with minimum standards.

I served as the president of the NC Adult Foster Care Association, another advocacy group for residents in long term care facilities. One of the goals of NCACA was to promote quality of care to the residents in long term care.

Quality of care is what led me to become a member of FORLTC. I see Friends as another voice advocating for quality services for those whose voice is not too often heard.

Webster's definitions of quality include: a degree of excellence, superiority in kind, and a distinguishing attribute. I feel that we all would like our seniors and disabled citizens living in group care settings to have the best quality of life available to them. I see FORLTC as an organization that promotes as well as seeks out quality of care.

In its day to day operations FORLTC members and staff are busy informing the public and legislators regarding legislation that affects the area of long term care. They are also answering questions from family members and residents about the rules and regulations that govern long term care facilities. They are developing



FORLTC Board Chair Chris Ivy

### Moving? E-Mail Address Changed?

If you have moved recently, or if your e-mail address has changed in the last year, please keep FORLTC updated. Just call us at 1-888-411-7571 with your new information. It's important to keep up with you! Thanks for your help.

### For Your Information

The newsletter of Friends of Residents in Long Term Care

#### Officers

Chair .....Christopher Ivy  
Immediate Past Board Chair..... Bill Lamb  
Secretary ..... Helen Savage  
Treasurer ..... David Moser

#### Staff

Office Manager..... June Bolton

Layout and Printing..... Sir Speedy Printing  
Hillsborough Street, Raleigh, NC

*For Your Information* is published four times yearly and is a benefit of annual membership in Friends of Residents in Long Term Care.

materials that will help individuals to organize family and resident councils in facilities as well as educating the public regarding long term care choices. Through all of this we are promoting quality of care.

Promoting quality of care is one thing, but recognizing quality of care when you see it is another. FORLTC recently held a Quest for Quality event that recognized quality in long term care facilities. Individuals, facilities, and community advisory committees were recognized for the good work that they are doing serving the residents in long term care.

It was an honor to present all of the awards to the honorees at the event. It was a gift to see the jubilation in the eyes of the staff of the facilities that were honored and see the camaraderie that was shared passing the plaque from person to person. It was a pleasure to know that there are good folks who really care about their work out there taking care of residents.

Award recipients included Direct Care Worker of the Year **Daniel Guerrero** from Shepherd House in Chapel Hill. An Honorable Mention certificate was presented to **Brenda Newcomb** of Camellia Gardens of Durham.

Award recipients and Honorable Mention designees also included **Petra Boling**, **Lisa Horton**, and **Rep. Jennifer Weiss**. Facilities honored were the **Arbor Acres Methodist Retirement Community**, Winston-Salem; **Dr. Charles Davant Extended Care Facility**, Blowing Rock; **Evergreens Senior Healthcare**, Greensboro; and **Somerset Court** in Winston-Salem. Community Advisory Committees recognized were the **Davie County ACH/NH CAC** from Advance and **Region I Forsyth CAC Subcommittee III**.

Finally, I would like to add a word of thanks to all of the award recipients for a job well done.

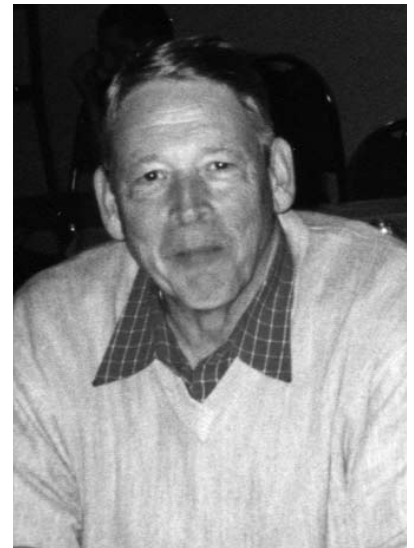


**Renaissance Director Janie Johnson, right, and Renaissance Assistant Gail Hornaday accepted the Best Practice: Nursing Home Award presented on May 17 to Evergreens Senior Healthcare of Greensboro for their Evergreens Renaissance Program. The Renaissance mission is to enrich the nursing home experience by nurturing the minds, bodies and spirits of facility residents in a variety of ways. Professionally taught classes and sessions in areas of interest include guitar lessons by a local classical guitar instructor, Tai Chi, and the TimeSlips storytelling program.**  
*Photo by Toni James Manus.*

## Words from the Public Policy Committee Chair

By John Young

Well, it's that time of the legislative session again where the sausage is almost made. You know the old saw that one does not want to watch the making of sausage or legislation. We will report to you in the fall newsletter about the whole legislative session and its outcome. There are, however, two items of particular interest to Friends of Residents, and you may wish to ask your legislators to support them.



**FORLTC PPC Chair John Young**

Legislation in the last session drastically changed the Penalty Review Committee process so that it has become very difficult for advocates and consumers to follow and report on the outcomes of the penalties and fines as we did in the past. Therefore, because of this less than optimal outcome, before this session began, we asked several legislators to introduce a bill that would partially correct this defect. This bill would require the Department of Health and Human Services to shed some light on the process by posting the fines on the Internet. Wake County and Buncombe County already report on long term care facilities on the county's web page and if the county can have monthly reports posted, certainly DHHS should be able to post violations and fines on the Department's web page. Thanks to Representative Weiss for moving a recommendation to post fines on the Internet endorsed by the Aging Study Commission.

It looks as if some version of the bill (HB2059) will pass because of the hard work of our lobbyist, Patricia Yancey, and our Public Policy Committee. Generally the bill will:

- Provide consumers with helpful information when choosing a long term care facility;
- Allow public scrutiny of the penalty review process; and
- Allow the public and advocates of the elderly to follow the penalty process and disposition of and outcome of violations and fines.

This new system, if passed as currently proposed, will provide more complete information about violations, penalties assessed, and payments made than was readily available under the old penalty review process.

The Older Americans Act of 1965 established the Long Term Care Ombudsman Program to protect and enhance the basic rights of vulnerable older adults in long term care facilities. This has been the backbone of our protective framework for older adults in long term care

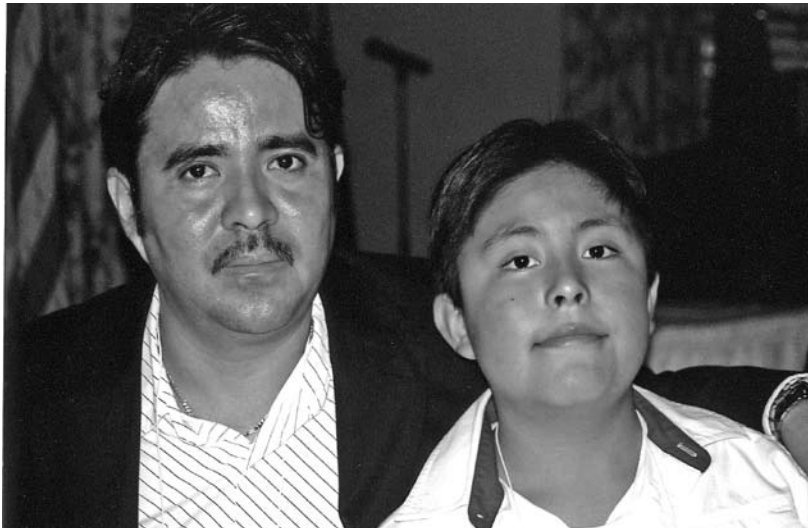
facilities since that time. A number of reports have suggested that North Carolina has far too few ombudsmen to fully fulfill their mission. Therefore, Friends has advocated for more funding to provide additional slots for ombudsmen. Thanks to Representative Earle, there is a provision in the budget that would fund 10 new ombudsmen positions. As with many budget items, there is some bad along with the good. Unfortunately, there is no comparable Senate provision. This will require us to join hands with the House sponsor to make sure that the Senate accepts the House position. Also, the House language allows the ombudsmen to fulfill an additional role in the quality improvement program for adult care homes. We believe that these two roles are incompatible, and that this provision needs to be changed. If you have a chance, please contact your legislator on this one and stay tuned.

Finally, the current ombudsmen need our thanks and praise. They are the bedrock of our protective system in long term care facilities. They are in a sense the founders of Friends and are on the front lines as no other advocates. Their input is one of the main ways we understand those policies that need attention. As the bumper sticker says; “Have you hugged an ombudsman today?”



**More than a dozen ombudsmen from around the state gave of their time and expertise in the nomination and planning processes and by attending the May 17 Quest for Quality Awards Banquet. Sabrena Lea, second from left, served on the Event Committee, as did State Ombudsman Sharon Wilder and Ombudsman Kim Daleus. Also pictured, from left, are Ombudsmen Debi Lee, Patricia Cowen, Cynthia Kincaid, Linda Miller and Hillary Kaylor. Photo by Toni James Manus.**

# ***FACES OF QUALITY***



**The Direct Care Worker Award presented at the Quest for Quality Awards Banquet went to Daniel Guerrero of Shepherd House Assisted Living in Chapel Hill, pictured with his son, Daniel Guerrero, Jr. A large group of supporters including Shepherd House Administrator Crystal Wilder and others who had written letters of support for Daniel's nomination were on hand to see him receive the award.**



**Administrator Penny Rogers also had many supporters in attendance as she accepted the Best Practice: Assisted Living Award on behalf of Somerset Court in Winston-Salem. The facility was honored for evidence-based practices focused on achieving the highest level of independence for each of its 60 residents and as a participant in the pilot phase of NC NOVA.**



**Rep. Jennifer Weiss of Cary was given FORLTC's Legislative Advocacy Award in honor of her tireless work on behalf of North Carolina's older adults. Elected to the NC House of Representatives in 1999, she currently serves on both the House Aging Committee and on the Study Commission on Aging. She is largely responsible for passing legislation to require criminal background checks for all employees working in long term care facilities.**



**Chair JoAnn Mintz, center, accepted the Community Advisory Committee Award presented to the Davie County ACH/NH CAC from Advance. Davie CAC Members in attendance also included Denise Brown, left, and Kay Gleeson. Among those dining with them at the University Club in Raleigh was Regional Long Term Care Ombudsman Andi Reese, who had nominated them to receive the award.**



**MAY 17,  
2006**

**Sharon Wilder Advocacy Award Winner Lisa Horton, bottom right, was honored for her many efforts on behalf of the residents of Forsyth Village in Winston-Salem. Administrator Horton's proud entourage included her husband, a facility resident, a facility employee, the owner of the facility and letter writers on her behalf. You can try to guess who's who; all equally enjoyed the event!**



**Woodrow Singleton, a resident of the Dr. Charles Davant Extended Care Facility, an Honorable Mention designee, attended the Quest for Quality Awards Banquet with his daughter, Blowing Rock Hospital Administrator Alice Salthouse. The facility was nominated by Jerry W. Burns, editor of their local newspaper, *The Blowing Rocket*.**



**Petra Boling, left, a previous winner of the Sharon Wilder Advocacy Award, was honored again in that category, this time with an Honorable Mention, for her work at the Wellington Nursing Center in Knightdale. FORLTC Board Member Fredda Pippin, center, a facility resident, her daughter Allison Pippin Watts, right, and several others enthusiastically celebrated with the two-time honoree. *Photos on these two pages by Toni James Manus.***

**MANY THANKS TO THE NC REGIONAL LTC OMBUDSMEN ASSOCIATION, FOR JOINING WITH US TO MAKE THE QUEST FOR QUALITY AWARDS BANQUET POSSIBLE, AND TO OUR EVENT SPONSORS: THE CAROLINAS CENTER FOR MEDICAL EXCELLENCE, AARP, NC FARM BUREAU MUTUAL INSURANCE COMPANY, ALTERRA WINWOOD-CLARE BRIDGE OF CHAPEL HILL, DICKENS DESTINATIONS, THE ALZHEIMER'S ASSOCIATION-EASTERN NC CHAPTER, THE HAVEN IN HIGHLAND CREEK, NC ASSOCIATION OF AREA AGENCIES ON AGING, NC ACADEMY OF TRIAL LAWYERS, THE LAW OFFICE OF ROGER MANUS, JUNE BROTHERTON, BILL AND MARTY LAMB, DAVID MOSER AND JOHN YOUNG.**

## **Update on NC NOVA (New Organizational Vision Award)**

By Susan Harmuth

NC NOVA is a voluntary, raise the bar, special licensure program for nursing homes, adult care homes and home care agencies. NC NOVA was developed by a broad based Partner Team, and Friends of Residents in Long Term Care is represented on the Partner Team by FORLTC Board Member and PPC Chair John Young.

The Partner Team is now seeking to have legislation adopted to establish NC NOVA as a statewide program. The North Carolina Study Commission on Aging included a recommendation and draft legislation in their recent annual report in support of establishing NC NOVA as a voluntary statewide program effective January 2007.

Legislation was introduced in both the House and Senate in May 2006. The Senate Bill is S1277 and the House version is H2049. The NC NOVA Partner Team will be tracking the progress on these two bills this summer and is hopeful that legislation will be passed during this session of the North Carolina General Assembly.

The pilot phase for NC NOVA continues, and the Partner Team is working to develop measures that will be needed to determine the impact of NC NOVA on retention and care. The Carolinas Center for Medical Excellence reviews applications for NC NOVA and conducts on-site visits to determine whether an applicant has met the criteria for special licensure. NC NOVA criteria covers the following four major areas: Supportive Workplaces, Training, Career Development and Balanced Workloads.

The development of NC NOVA was funded through a national Better Jobs, Better Care demonstration grant funded by The Robert Wood Johnson Foundation and The Atlantic Philanthropies. For more information about NC NOVA, go to: [dcwa-nc.org](http://dcwa-nc.org).

*NC NOVA Project Manager Susan Harmuth was a featured speaker at FORLTC's Quest for Quality Awards Banquet on May 17. Background information on the program is also featured on the FORLTC website, [forltc.org](http://forltc.org), under the heading of Better Jobs, Better Care.*

### **FAMILY COUNCIL MANUALS STILL AVAILABLE**

For your free copy of the FORLTC publication  
*Creating a Family Council: A Group for Success*,  
please contact an ombudsman or the FORLTC office.

# Membership Contributions from March through May 2006

*Thank you to these contributors for helping continue our mission!*

## **BENEFACTORS AND SUPER FRIENDS**

(\$1,000 and up)

Sally and Ronald Johnson  
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Centralina AAA Ombudsman Program

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Marie and Richard King  
Bob Konrad  
Donna Mehr  
Neal and Maria Riemann  
Frank Sutterlin  
Triangle COG  
Sharon Wilder

## **IN HONOR OF**

**Marlene and Al Chasson**  
By Sally and Robert Buckner  
Also by Anne Dahle

## **Bill Lamb**

By Karen Gottovi

## **Regional LTC Ombudsman**

By Denise Rogers

## **IN MEMORY OF**

**Elmer Childers, Grady Galloway, Christine Morris, Ethel Mae Perkins, Ida Schmadeke's sister Anne, Roy Shuler, Dorothy Bennett Swafford, Evelyn Reeves Taylor**

By Dorothy Rose Crawford

## **William J. Taylor**

By Annette Pace

## **NEW AND RENEWING MEMBERS**

James Ankeny  
Jeannette Barbour  
June Bolton  
Sally Buckner  
Robert Cain  
Shannon Core  
Dorothy and John Crawford  
Peggy Griffin  
Edna Hayes  
Donna Lasater  
Sabrena Lea  
Susan Kern  
Tim Nordgren  
Kathleen Overman-Jeske  
Greg Patterson  
Gwen Phillips  
Denise Rogers  
Bob and Marian Sigmon  
Elizabeth Turk  
Andrea Wright  
Nina Yeager

# SPECIAL FOCUS ON DISASTER PREPAREDNESS

## **Leave No Elder Behind**

By Polly Williams

When a natural disaster strikes, confusion results, often mass confusion. A big question emerges: who is in charge? With no ready answer, what needs to be done doesn't get done. In New Orleans elderly persons died, abandoned, in hospitals and nursing homes where they were supposed to be cared for.

Hurricane Katrina offered the nation harrowing examples of death and destruction caused in part by such confusion. In response, the North Carolina General Assembly created the Joint Study Committee on Emergency Preparedness and Disaster Management Recovery to consider what is and isn't being done here to prevent problems caused by natural disasters. The Disaster Subcommittee is one of several offshoots of the main committee (others are Energy Security, Health and Bioterrorism, Building Codes, and Public Health) and is charged with making recommendations with respect to hurricane and flood preparedness.

Two recommendations were quickly identified at the first meeting and proposed for the 2006 session of the General Assembly: (1) the creation of a disaster fund that would be instantly available in case of need and (2) the relocation of the North Carolina Emergency Operations Center from its present moldy and inadequate space to the new headquarters of the North Carolina National Guard. Both these recommendations require funding, but they are clear and definite and were easily approved.

An effort to assign responsibility for ordering evacuation fell afoul of the same kind of confusion the draft bill under consideration was attempting to ameliorate. It gave the overall authority to the governor who could delegate it as he chose. But it turned out the governor already has this authority. And what about smaller, localized disasters? An amusing example was offered in a legislative meeting by an officer in the National Guard. In a time of flood, a man took refuge in a tree after his boat capsized. The National Guard wanted to rescue him with a helicopter; local authorities wanted to send a boat. But no one knew who had authority to decide. Meanwhile, the man clung to his tree.

It turns out that county commissioners already have authority to mandate evacuations. But of course a county commissioner does not have authority over a chief of police, only over a sheriff. Think about the situation in Wake County with its city and various town governments, and you will understand why the subcommittee decided to table this draft bill.

# FOR OUR MOST VULNERABLE CITIZENS

This and two other recommendations will be considered by the subcommittee, headed by co-chairs Senator John Snow and Representative William Wainwright, before the long session of the General Assembly to begin in January 2007. One recommendation emerged in response to information from a member of the committee, Randy Thompson, president of the state's Emergency Management Association. He pointed out that federal funds provide for an employee in every county to make plans for managing emergency situations. But in many counties, the employee has other duties as well and may not be well prepared for this responsibility. One recommendation in the works is that a professional management certification program should be developed as a requirement for every Emergency Manager.

Another very important topic to be considered is this:

The Subcommittee will continue to explore the weaknesses in state, county, and local governments' ability to plan and prepare for natural disasters and to evacuate and shelter persons with special needs. The Subcommittee will develop recommendations to establish positions in and provide needed resources to the Raleigh and regional offices of the state agencies responsible for developing, reviewing, and monitoring disaster plans and preparation.

Every county must have a disaster plan. But these may be inadequate and musty from long repose in a file. The state does not have the personnel to review them. Every long term care facility must have a plan—but are these plans adequate? And who is doing coordination beyond the county? If the occupants of a nursing home are to be transferred to the local hospital, what happens when the roof blows off? The Brunswick County hospital has twice lost its roof. And is it clear who has authority to order each facility to evacuate if necessary? Nursing home administrators are extremely reluctant to evacuate their residents, who may be in wheel chairs, on oxygen, incapable of understanding what is happening. They cannot go to the local shelter in the school gym, and they cannot easily be loaded onto a bus. The state must have people who can review plans expertly and monitor evacuations.

The Disaster Subcommittee intends to deal with the complications of its recommendations and estimate their costs. Advocates for the elderly and disabled will be monitoring their meetings with deep concern that plans should be adequate and responsibilities clarified so that helpless people will be taken to safety.

*Polly Williams is Vice Chair of the FORLTC Public Policy Committee.*