

# The Ombudsman Connection

Nursing Home Ombudsman Agency of the Bluegrass • Lexington, Kentucky



Fall 2009

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***NHOA's mission is to  
improve the quality of  
care for residents in long  
term care facilities.***

## FROM THE DIRECTOR'S DESK—SHERRY CULP RESIDENTS RIGHTS WEEK 2009

Often we find ourselves taking our basic human rights for granted. We have grown accustomed to the right to privacy, the right to live abuse-free, and our personal freedoms. We make thousands of daily decisions about how we want to live. We determine when to brush our teeth, when to bathe, and what we want to eat for dinner. But what if you suddenly found yourself in a nursing home? What if you were sick and dependent upon others and realized your rights were not respected? Who would you turn to for help?

This is where the ombudsmen of the Nursing Home Ombudsman Agency of the Bluegrass (NHOA) step in. We serve thousands of residents each year and advocate for their rights. Without our help, many of these residents would go unheard, and they would not receive the attention they deserve.

Residents' Rights Week is designated by NCCNHR: The National Consumer Voice for Quality Long-Term Care (formerly known as the National Citizens Coalition for Nursing Home Reform) and it highlights the importance of listening to residents who live in our country's nursing homes, personal care homes and family care homes. Residents' Rights Week originated in 1981. Several nursing home residents from across the country gathered and decided that a special time should be designated to celebrate residents. After a successful petition drive to persuade Congress, a Congressional Resolution was passed. Residents' Rights Week is an excellent opportunity to reaffirm our collective commitment to residents' rights as well as honoring our long-term care residents. It is a time to celebrate all residents, the uniqueness of their lives, their valuable contributions, and their RIGHTS.

During Residents' Rights Week 2009, the 35 NHOA ombudsmen throughout the Bluegrass area educated over 5,000 people in central Kentucky about resident rights, reasons why residents do not exercise their rights, and how to overcome obstacles in exercising rights.



**NHOA Board Chair Nancy Leonard with Georgetown Mayor Karen Tingle-Sames, signing the Residents' Rights Proclamation during Residents' Rights Week**

Many local governments answered NHOA's plea to adopt a proclamation designating October 4-10, 2009 Residents' Rights Week. Ombudsman Gene Layne was presented with a proclamation by Mayor Ed Burtner of Winchester and by Judge Executive Henry Branham of Clark County. NHOA's Board Chair, Nancy Leonard was presented with a proclamation by Mayor Karen Tingle-Sames of Georgetown. Ombudsman Betty Hutchinson was presented with a proclamation by Mayor Hugh Coomer in Danville. Ombudsman Dennis McWilliams was presented with a proclamation by Mayor Connie Lawson of Richmond. Ombudsmen Ken and Ann Evans were presented with a proclamation by Mayor Edwinna Baker of Lawrenceburg. NHOA Board Vice President Rod Wilson and NHOA Executive Director Sherry Culp were presented with a proclamation from Mayor Jim Newberry of Lexington.

COUNTIES NHOA SERVES

- Anderson
- Bourbon
- Boyle
- Clark
- Estill
- Fayette
- Franklin
- Garrard
- Harrison
- Jessamine
- Lincoln
- Madison
- Mercer
- Nicholas
- Powell
- Scott
- Woodford

*"We are not little old ladies with gray hair and glasses. We are each unique each with our own story to speak."*

*- Residents of Lexington Country Place, in response to Residents' Rights Week.*

**By the year 2020, 12 million older Americans will need long-term care.**

**Coming Soon...  
The 2010 Decorators' Showcase  
April 24—May 16, 2010  
"Springtime in Paris"**



**2009 HOLIDAY SHOWCASE  
AT THE BODLEY-BULLOCK HOUSE  
PRESENTED BY:  
NURSING HOME OMBUDSMAN AGENCY &  
THE JUNIOR LEAGUE OF LEXINGTON**



**Bodley-Bullock House  
200 Market Street  
Lexington, KY**

Several interior designers will decorate the exterior and interior of the home for the holidays. Special group tours are available. Many holiday items will be available for the public to purchase. Mr. & Mrs. Claus will also be there!

**Tours:**  
November 20—December 2, 2009  
Tuesday—Thursday: 11 a.m.—4 p.m.  
Friday: 11 a.m.—5 p.m.  
Saturday & Sunday: 1 p.m.—5 p.m.

The house will be closed for tours on Mondays and Thanksgiving Day.  
General Admission: \$10 per person

For more information about this event, call (859) 277-9215 or email [juliemcdearmon@aol.com](mailto:juliemcdearmon@aol.com)

All proceeds benefit NHOA



LEXINGTON  
**HERALD-LEADER**

**DONORS**

OUR SINCERE THANKS TO THESE PEOPLE WHO MAKE NHOA'S WORK POSSIBLE.  
INDIVIDUAL DONORS FROM 5/27/09 THROUGH 10/08/09  
(WE REGRET ANY ERRORS OR OMISSIONS MADE ON THIS LIST)

- |                             |                            |                          |
|-----------------------------|----------------------------|--------------------------|
| Elizabeth Alexander         | Pam Hurt                   | Miriam Woolfolk          |
| Mary Barber                 | Travis and Julie McDearmon | Woody and Willa Woolfolk |
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| Honorable Order of          | Birdeen White              |                          |
| Kentucky Colonels           | Lowell T. Williams         |                          |

**Memorialize Your Loved One**

Consider making a difference in the life of a long term care resident through a memorial. Memorials can be made in the form of donations to the Nursing Home Ombudsman Agency. Donations are tax deductible. For more information about planned gifts, donations, or memorials, contact Julie McDearmon at (859) 277-9215.



## OMBUDSMAN SPOTLIGHT: KATHY HAAG

Those who know Kathy Haag are well aware of her passion for the Ombudsman Program. She has been a NHOA ombudsman for almost three years, but prior to NHOA she was a Volunteer Ombudsman in Oklahoma City for two years and Dallas for five years. "The best thing about being an ombudsman is the difference we make in people's lives. We have an opportunity to not only educate the residents and family members about quality care, but we speak for those who cannot speak for themselves," says Kathy. Debbie Wilson, the daughter of a nursing home resident Kathy recently helped says, "I was devastated about the situation with my mother. I thought the ombudsman may give me some little piece of advice over the phone, but she was there in the facility immediately. Kathy was a wealth of information. I regularly refer other people to the ombudsman program. The office staff and the facility ombudsman have been so helpful."

Kathy says that one resident in particular always helps her stay focused during her work as an ombudsman. During her time in Texas, she had a resident, a ward of the state named Shirley, who had been abandoned by her family and sent to a facility to live out her final days. While visiting the facility one day, she heard a resident scream out in terror. She ran into the resident's room to find an aide pulling the resident's arm. After some investigation, Kathy learned that the resident was upset because she wanted to be wrapped in a sheet to go to the shower room. She told the aide this didn't seem like an unreasonable request but the aide then cursed at both Kathy and the resident. She immediately went to the administrator and the aide was fired for her behavior. Before this incident, Kathy had been ready to tell the administrator that she was leaving her job as an ombudsman. "I wanted to quit being an ombudsman because I couldn't help everyone but because of Shirley, I knew I was there for the one I could help. Because of Shirley, I am a better ombudsman. I remind myself 'I can make a difference for just one, I'm doing my job'," says Kathy.

In her spare time, Kathy enjoys Bible Study, golf, reading and traveling. She also volunteers her time to teach Sunday School at a nursing home. She and her husband Greg live in Lexington.



*"Kathy was a wealth of information. The office staff and the facility ombudsman have been so helpful."*

*-Debbie Wilson, daughter of a nursing home resident*

### NHOA OMBUDSMEN

- Brenda Adkins
- Marion Barna
- Nora Bethel
- Betty Carter
- Vanda Chambers
- Nan Collins
- Linda Craft
- Pat DeMay
- Ann Evans
- Ken Evans
- Kathy Haag
- Rebecca Hacker
- Betty Hutchinson
- Alice Jackson
- Gene Layne
- Jerri Lucas
- Madge Lynn
- Susan McCray
- Lin McCuddy
- Dennis McWilliams
- Monica Miller
- Carol Ostrander
- Doris Parsons
- Betty Patrick
- Edna Quire
- Betty Stull
- Kathy Thompson
- Birdeen White
- Mollie Wiseman
- Winifred Yunker

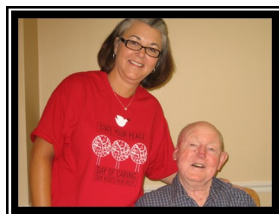


## UNITED WAY DAY OF CARING

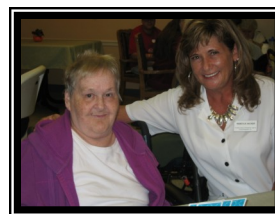
On September 23, several hundred volunteers came together for the Heart of Kentucky United Way's Day of Caring. The day is focused on giving back to the community through volunteering for various community projects. NHOA ombudsman Betty Hutchinson planned a morning of cards and jewelry-making with the residents at one of her long-term care facilities, Danville Center. Betty, Becky Hacker, also a NHOA ombudsman, and community volunteers visited with residents, played cards, and helped residents make necklaces. NHOA ombudsman Monica Miller, along with several community volunteers, coordinated and cooked a pancake and sausage breakfast for residents at one of her facilities, Waynesburg Personal Care Home. After the volunteers completed their community activities, they enjoyed a lunch in the park sponsored by the Heart of Kentucky United Way.



**Ombudsman Betty Hutchinson playing cards with residents**



**Volunteer Linda Dye with Danville Center resident Gordon Walton**



**Ombudsman Becky Hacker with resident Marline Wilson**

**How to Contact Us**

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Senior Citizens Center  
Lexington, KY 40503

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Toll free: 1-800-787-0077  
Fax: 859-277-4843

**We're on the Web!**  
[www.ombuddy.org](http://www.ombuddy.org)

The Nursing Home  
Ombudsman Agency is a  
proud agency partner of  
the United Way.



**Please don't TOSS this  
newsletter!**

We encourage you to  
"recycle" newsletters to a  
friend, physician's office,  
church or club.

**ARTS IN LONG-TERM CARE**

People of all ages deserve access to inexpensive, convenient and stimulating forms of art. In the past, NHOA has taken nursing home residents to performances at the Lexington Ballet, WoodSongs, and held art workshops at various nursing homes. The agency continues to strive to provide access to arts programming for residents. Within the last few months, NHOA staff has partnered with several local artists and art advocates, nursing home activity directors and aging services employees to form the Regional Arts Program. The goal of this program is to bring stimulating forms of art back into the lives of residents in long-term care facilities.

Research has indicated that various arts activities positively benefit seniors and their physical and mental health. Dr. Gene D. Cohen of The George Washington University Medical Center did an extensive study of how the human brain changes as people age and how this change can actually open up a new realm of creativity, in turn having a positive impact on the immune system and brain activity. Arts activities also increase social engagement opportunities between residents in the facilities. Dr. Cohen's study indicates

that interpersonal relationships later in life have been known to reduce blood pressure and reduce stress levels.

To kick-off the program, on July 15, Bruce Burris, co-founder of Latitude Artist Community in Lexington, conducted a poetry tour with local favorite Sunny Montgomery. During the tour, Ms. Montgomery read poetry to several residents in seven area nursing homes.

If you are interested in helping with this special program, please call Sherry Culp at (859) 277-9215 or email at [ombuddypd@aol.com](mailto:ombuddypd@aol.com).



**Sunny Montgomery reading poetry to residents**

ADDRESS SERVICE REQUESTED

1530 NICHOLASVILLE ROAD  
AGENCY OF THE BLUEGRASS, INC.  
NURSING HOME OMBUDSMAN

The Ombudsman  
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