



THE SILVER PANTHER



THE COMMISSIONER'S CORNER

Hello Everyone,

This greeting is to all of you who currently reside in a nursing home. I hope you are all feeling well and are comfortable in your residence.

As you know, we now have a new Connecticut State Department on Aging. This department is designed to help all the Seniors in Connecticut cope with the inevitable problems of aging. The department is dedicated to all Seniors in the state. We would love to hear from you! You can contact us by email, agingservices.dss@ct.gov or phone 866-218-6631.

My very best wishes to all of you!

Sincerely,

A handwritten signature in black ink that reads "Edith G. Prague". The signature is written in a cursive, flowing style.

*Edith G. Prague, Commissioner
State Department on Aging*

SCPRC Executive Board Members

*Grace Bligé-Curry; Marion Gifford; Karen Hawley; Jack Cretella;
Helen Fitch; Ronnie Martin; Brian Capshaw; Charlene Paquin*

2 The Silver Panther Newsletter

MR. CAPSHAW GOES TO WASHINGTON

**By: Kimberly Massey
Regional Ombudsman**

Brian Capshaw, Executive Board Member of Presidents of Resident Councils executive board member since 2010 shared some exciting news. Brian traveled to Washington D. C. in May to participate in the annual meeting of the Leadership Council of the National Consumer Voice for Quality Long Term Care. The meeting was hosted by Bernie Sanders, senator from Vermont. The council is composed of long term care advocates and Brian is currently the only resident member. Some of the projects the council is working on include producing a video coinciding with The Older Americans Act which conveys the importance of the Ombudsman Program. Another video which Brian participated in is titled: *Why Medicaid Matters* can be viewed at the following website, <http://www.youtube.com/watch?v=TJibf715aMw>. The council is exploring how best to get the video in the hands of D. C. lawmakers when budget talks begin in October.

Additional projects focus on staffing, discrimination, and evaluating profitability in the nursing home industry. The group holds bi-monthly phone conferences to discuss the progress of the projects. While attending this annual meeting Brian was able to view some of the historic Washington sites such as the White House, Lincoln Memorial and the Capital building. Brian states, "I enjoy working on these projects with a great group of people from across the country on the leadership council."

3 The Silver Panther Newsletter

Legislative and Regulatory Committee Report

Selected Long Term Care and Ombudsman-Related Legislative Bills

Dan Lerman
Regional Ombudsman

The 2013 CT General Assembly legislative session was recently completed. Three key bills directly impacting the CT Long Term Care Ombudsman Program (LTCOP) were passed by the CT legislature and signed by Governor Malloy.

First, The Long Term Care Ombudsman Program and the Executive Board are proud that Governor Malloy signed Senate Bill 519/Public Act 13-70 **AN ACT CONCERNING TRAINING NURSING HOME STAFF ABOUT RESIDENTS' FEAR OF RETALIATION**.

The bill requires annual in-service training for nursing home staff about residents' fear of retaliation. It is the first bill of its kind in the nation and was passed by the House 131-0 and by the Senate 36-0. The bill developed in response to retaliation concerns reported by nursing home residents. See a following page for further details.

Second, Bill 6705 "Implementing the Governor's Budget on Housing, Human Services, and Public Health" includes a section requiring the LTCOP to conduct and implement a pilot program to serve home and community-based recipients in Hartford County on and after July 1, 2014. This pilot program expands the LTCOP jurisdiction beyond nursing homes, assisted living, and licensed residential care homes.

Third, the CT Department on Aging was established and became operational in Spring 2013. Governor Malloy appointed former State Senator Edith Prague, a noted and devoted champion on senior issues, as the Commissioner of the Department on Aging. This new department includes the former state unit on aging and the LTCOP among program areas.

Bills that the Long Term Care Ombudsman Program and E-Board strongly supported and advocated for that did not pass this session included:

- Bill 5760 – increase in personal needs allowance – did not get out of Appropriations Committee
- Bill 5763 - grievance committees in nursing home facilities – House bill died
- Bill 5761 - notification to new owners of liability related to abuse, neglect, exploitation as amended – House passed by vote of 118-24 (8 not voting) but not taken up by Senate
- Bill 5766 - compliance with safe and comfortable temperature standards – House bill died

4 The Silver Panther Newsletter

SB00519 AN ACT CONCERNING TRAINING NURSING HOME STAFF ABOUT RESIDENTS' FEAR OF RETALIATION – Public Act 13-70. More information of the bill is included below.

Key Provisions Include : Section 1. Subsection (b) of section 17b-403 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2013*):

(12) [State Ombudsman will] Create, and periodically update as needed, a training manual for nursing home facilities identified in section 19a-522c, as amended by this act, that provides guidance on structuring and implementing the training required by said section;

Sec. 2. Section 19a-522c of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2013*):

A nursing home administrator of a chronic and convalescent nursing home or a rest home with nursing supervision shall ensure that all facility staff receive annual in-service training in an area specific to the needs of the patient population at such facilities, including patients' fear of retaliation from employees or others. A nursing home administrator shall ensure that any person conducting the in-service training is familiar with needs of the patient population at the facility, provided such training need not be conducted by a qualified social worker or qualified social worker consultant. A nursing home administrator shall ensure that the in-service training in patients' fear of retaliation includes discussion of (1) patients' rights to file complaints and voice grievances, (2) examples of what might constitute or be perceived as employee retaliation against patients, and (3) methods of preventing employee retaliation and alleviating patients' fear of such retaliation. In accordance with section 19a-36, the Commissioner of Public Health shall amend the Public Health Code in conformity with the provisions of this section.

In addition to these CT state legislative measures, the federal Centers for Medicare and Medicaid Services (CMS) proposed new federal regulations for Long Term Care Ombudsman Programs on 6/18/13 – http://www.ofr.gov/OFRUpload/OFRData/2013-14325_P1.pdf . Selected topics addressed in the regulations include organizational conflicts of interest, decision-making authority, and disclosure procedures. There is a 60-day comment period. Please submit any comments to State Ombudsman Nancy Shaffer.

5 The Silver Panther Newsletter

BEST PRACTICES FROM RESIDENT COUNCILS

By

Committee members:

Grace Blige-Curry, President of Resident Council in Newington Health Care Center; Michael Michalski & Brenda Torres, Regional Ombudsman.

A Best Practice goal is to inform the residents of how they can accomplish a task to the benefit of all involved by helping residents tap into available resources that you see or come across in your daily routines. That's how I've develop my first Best Practice.

Other Best Practices:

Brian Capshaw, President of Resident Council @ Aurora at East Hartford, increases his member's attendance by providing them with a written agenda prior to the meeting to peak their interest. Members of the council are curious to find out more regarding the issues listed.

Robert Hartrenst, President of Resident Council at The Governors House in Simsbury utilized his Resident Council members to advocate for policy change within their facility. They advocated for permanent assignment of CNA'S at their facility, making it less cumbersome for residents to constantly re-inform the aide on how to assist them with their care. Also due to an increased issue with lost laundry items, all clothing is now inventoried in the residents chart and labeled with the resident's name. This has reduced missing and lost items in the nursing home.

Respectfully submitted by Grace Blige-Curry, President of Resident Council in Newington Health Care Center.

If you would like to share a Best Practice that your Resident Council has put into place, please fax it to:

Best Practices

860 723-1425 or you can e-mail it to ;

michael.michalski@ct.gov or brenda.torres@ct.gov.

Committee members:

Grace Blige-Curry, President of Resident Council in Newington Health Care Center; Michael Michalski & Brenda Torres, Regional Ombudsman.

Please save the date for...

*The
Annual*

VOICES FORUM

October 10, 2013

*The Aqua Turf Club
Southington, Connecticut*

**The Statewide Coalition of Presidents of Resident Councils
(SCPRC)**

Executive Board Members

**Brian Capshaw
East Hartford Health & Rehab**

**Ronnie Martin
Bayview Health Care**

**Mary DePasquale
Ellis Manor**

**Grace Blige-Curry
Newington Health Care**

**Charlene Paquin
Walnut Hill**

**Jack Cretella
Hewitt Health & Rehab**

**Karen Hawely
Geer Memorial Health Care**

**Helen Fitch
Valerie Manor**

NANCY B. SHAFFER - STATE LONG TERM CARE OMBUDSMAN

860- 424-5200

Desiree Pina - Administrative Assistant

860-424-5239

CONTACT YOUR REGIONAL OMBUDSMAN

TOLL FREE NUMBER 1-866-388-1888

REGION I WESTERN

INTAKE NUMBER 203-597-4181

Sheila Hayden - Intake Coordinator

Regional Ombudsmen

Kim Massey, Dan Lerman & Mairead Phillips

REGION II SOUTHERN

INTAKE NUMBER 860-823-3366

Stephanie Booth - Intake Coordinator

Regional Ombudsmen

Brenda Torres, Brenda Foreman & Thomas Pantaleo

REGION III NORTHERN

INTAKE NUMBER 860-424-5221

Charlene Thompson - Intake Coordinator

Regional Ombudsmen

Michael Michalski & Maggie Ewald

9 The Silver Panther Newsletter



www.ltcop.ct.gov