

Investigating concerns • Connecting to choices • Advocating for better care

FIRST EDITION

SPRING 2011

Welcome to the first edition of the new LTCO Newsletter. If you are receiving this in print form, and would like to get it via e-mail, please send a note to Maria Asher at masher@ltco.org.

This quarterly newsletter will be an opportunity for us to share changes and updates about our services and work. If there are particular topics about which you'd like information, please let us know at masher@ltco.org.

LTCO SPEAKERS BUREAU

Training for the LTCO Speakers Bureau will be Thursday, April 28th from 6:30 – 8:30 p.m. We'll provide a light dinner at 6:00 p.m. for anyone interested. The training will include an overview of LTCO and the basic presentation materials, information on current advocacy issues, and some guidelines for effective speaking.

Please RSVP your participation (and dinner reservation) to 216-696-2719 or 800-365-3112 or e-mail to info@ltco.org. Training will be at the LTCO office; free parking is available in the lot off Prospect Ave.

VOLUNTEER NEWS

Welcome New Volunteers! We have been actively recruiting new volunteers and have a strong class of 15 for training that started on St. Patrick's Day and continues 3/24 and 3/31. So the *Luck of the Irish* should be with this group!

LTCO Volunteer Robert Blasko from Geauga County was recently honored at the United Way of Greater Cleveland Annual Meeting as a Spotlight Volunteer! This honor is in recognition of the many hours Bob has committed to ombudsman work over the past years. Thank you Bob!

Indians challenge. Each individual who volunteers for LTCO for a minimum of 4 hours between March 11 and August 31, 2011, will receive two complimentary Indians tickets to a Cleveland Indians game. The individual who logs the greatest number of overall volunteer hours in this Challenge will win the opportunity to throw out the first pitch at a Cleveland Indians game this fall!

National Volunteer Week is April 10-16. The theme is "celebrating people in action." Thank you! to all our very important volunteers – we couldn't do it without you!

Regional Volunteer Meetings

- **Cuyahoga County** – Tyrone Robinson & Margaret Miller – 3/31 (2-4 pm) Independence Library, 6/21 (10 am -12 pm), 6/29 (2-4 pm), 11/10 (1-3), locations to be determined.
- **Cuyahoga & Geauga** - Kate Greenfield – 3/29 (5:30-7:30 pm) & 3/30 10-12 pm, Independence Library.
- **Lake, Geauga & East Cuyahoga**– Lauri Scharf - 4/12, 1-3 pm. Location to be determined.
- **West Cuyahoga & Lorain County** – Tyrone Robinson – 6/18, 10-12 pm, Independence Library.
Call LTCO for more information.

ADVOCACY

\$\$\$ - Governor Kasich's budget for state fiscal years 2012-2013, (which begins July 1, 2011), includes a 10% reduction to state funding for ombudsman programs. We do not know yet if there will also be cuts at the federal level. Other programs for older persons, including Adult Protective Services, have also experienced cuts, but the Governor's budget will be reviewed and potentially changed by the legislature, so there may be some changes. We may be asking for support through letters and calls to legislators, so stay tuned!

Person-Centered Care (PCC) - This is a primary advocacy area for ombudsman programs over the next few years. PCC is a philosophical approach to nursing home care that honors and respects the voice of elders and those working closest with them. It involves a continuing process of listening, trying new things, seeing how they work, and changing things in an effort to individualize care and de-institutionalize the nursing home environment. Ombudsman programs around the State will be working with their area facilities to share information and help them identify better ways to serve older adults that makes their lives and the lives of their caregivers more meaningful. This is a common-sense approach to bringing care back into caregiving at the nursing home and enriching the lives of those that live and work there.

DESIGNATION & SERVICE REVIEW

The next State Review (DSR) is scheduled for May 11, 2011. The State Ombudsman staff will be reviewing many of our case records, and will meet with staff and board members. One of our performance measures is "regular presence" in the facilities, and so continuing volunteer and staff visits in the nursing homes, assisted living and adult care homes is very important.

TRAINING OPPORTUNITIES

See the last page of the newsletter for training programs scheduled for the next few months. If you are aware of other free/low cost programs, please let us know; many providers are now charging for training.

STAFF CHANGES

We have two new Ombudsman Specialists. **Tyrone Robinson**, MSW, covers Lorain County and parts of Cuyahoga County. Tyrone has been Director of Social Services in area nursing facilities so he brings a wealth of knowledge about facilities. **Margaret Miller**, LPCC, covers eastern Cuyahoga County, and has worked in senior centers, on the Alzheimer's Association help-line, and in area nursing facilities, so she too has great experience and expertise for this work. We also have a new contract person, **Elaine Molis**, LSW, working with the Home Choice program. And we are also welcoming Maria Asher as our new Office Manager. Maria has extensive experience in administration and fundraising and development work.

Unfortunately, we are also saying goodbye to a long-time ombudsman, **Loretta Stiles**. She has accepted a new position with Eliza Bryant Village. Loretta is a great loss to our program and she will be missed.

Welcome to our new staff and thank you & goodbye to Loretta!

CONTINUING EDUCATION OPPORTUNITIES

- **March 17, 24, 31: New Volunteer Training for LTCO.** (Reservations are closed due to a full house!)
- **March 29: Topic: Balancing the Long-Term Services and Supports System in Ohio.** Sponsor: American Society on Aging, Northeast Ohio Regional Network. Presenter: Roland Hornbostel, Deputy Director for Programs and Policy, Ohio Department of Aging. NOTE NEW LOCATION – McGregor Place, 14900 Private Drive, East Cleveland. 8:30 -10:00 a.m. Register at www.benrose.org. RSVP: Please register by email at www.benrose.org. 8:30 am – 10:00 am, 1 CEU (pending).* Registration and continental breakfast ½ hour prior to session.
- **April 20: Facing Challenges in Relationships: What is My Ethical Duty?** Sponsor: Rockport Retirement Community, 20375 Center Ridge Road, Rocky River, Ohio 44116. 8:00 am – 9:30 am; 1.5 CEU (pending) RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **May 18: Ethics: Principles, Practices and Parameters.** Sponsor: Harbor Court Retirement Community; Location: 22900 Center Ridge Road, Rocky River, Ohio 44116; 8:00 am – 10:00 am. 2.0 CEU (pending) RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **June 16: LTCO Quarterly Volunteer Training.** Topics: TBD. 1:00 p.m. – 4:00 p.m. LTCO Office. RSVP at therd@ltco.org.
- **July 20: Creating a Vision Map.** Sponsor: Rockport Retirement Community; Location: 20375 Center Ridge Road, Rocky River, Ohio 44116; 8:00 am–10:00 am; 2.0 CEU (pending). RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **August 17: Assertiveness: How to Say What You Need to Say.** Sponsor: Harbor Court Retirement Community; Location: 22900 Center Ridge Road, Rocky River, Ohio 44116; 8:00 am – 10:00 am; 2.0 CEU (pending); RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **August 11, 18, 25: New Volunteer Training for LTCO.** Time and location TBD.
- **September 15: LTCO Quarterly Volunteer Training.** Topics: TBD. 1:00 p.m. – 4:00 p.m. LTCO Office. RSVP at therd@ltco.org.
- **October 19: Topic: Relationship Strategies: Respecting Preferences and Differences.** 8:00 am – 10:00 am; 2.0 CEU (pending); Sponsor: Rockport Retirement Community; Location: 20375 Center Ridge Road, Rocky River, Ohio 44116. RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **November 16: Topic: Increasing Optimism.** Sponsor: Harbor Court Retirement Community; 8:00 am – 10:00 am; 2.0 CEU (pending) Location: 22900 Center Ridge Road, Rocky River, Ohio 44116; RSVP: If you wish to attend, call Patrick Robinette at 440.863-5016.
- **November 17: LTCO Quarterly Volunteer Training.** Topics: TBD. 1:00 pm – 4:00 pm. LTCO Office. RSVP at therd@ltco.org.