

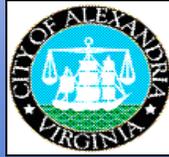
# Northern Virginia Long-Term Care Ombudsman Program (NVLTCOP)



Office of the State  
Long-Term Care  
Ombudsman

Promoting Quality - Protecting Rights

*Serving the Jurisdictions of Alexandria, Arlington, Fairfax and Loudoun,  
through their Area Agencies on Aging*



# THE UPDATE

Volume 10 Issue 2 April-May 2016

## National Volunteer Week®

### April 10-17th is Volunteer Appreciation Week

The Northern Virginia Long-Term Care Program has about 50 volunteers working along with us. The program would not be able to reach the same amount of residents without their time and efforts. In recent years, research on older Americans that volunteer has discovered that not only do volunteers give but they receive health benefits from volunteering as well. (continued on page 2)

#### In this issue:

- April 10-17 is National Volunteer Week
- A Note from Volunteer Ombudsman Coordinator: Lisa Callahan
- April 16th is National Healthcare Decisions Day
- Older Americans Month May 2016: Blaze a Trail
- HUD Approves Grants for Senior Housing
- Virginia General Assembly Elder Law Updates 2016

## April 10-17 is Volunteer Appreciation Week

The Northern Virginia Long-Term Care Program's volunteer advocates provide an extremely important service to residents. The volunteers activities are performed with the intention to help others and many of these volunteers feel they receive more in return from this experience.

Researchers have measured the benefits that volunteers receive, including the positive feeling referred to as "helper's high," increased trust in others, and increased social and political participation.



Over the past two decades we have seen a growing body of research that indicates a strong relationship between volunteering and health: Those who volunteer have lower mortality rates, greater functional ability, and lower rates of depression later in life than those who do not volunteer.

Comparisons of the health benefits of volunteering for different age groups have also shown that older volunteers are the most likely to receive greater benefits from volunteering. This could be because volunteering provides them with physical and social activity and a sense of purpose at a time when their social roles are changing.

Learn more about the health benefits of volunteering in this [research summary](#) by the Corporation for National and Community

## A Note from Lisa Callahan

The Northern Virginia Long-term Care Ombudsman Program is proud to announce that 15 new Volunteer Ombudsmen have completed the 3 days of New Volunteer Spring Training and have been accepted into our program.

A few of the topics that were covered during training included residents' rights, living with and understanding loss, advocating for the resident with Alzheimer's disease and other dementia, infection control, ethics and confidentiality, the importance of boundaries, abuse, neglect and exploitation, and retaliation.

The Ombudsman Program would like to thank AARP Virginia for collaborating with us to recruit new volunteers to our program. Thank you AARP Virginia for your partnership!

We would also like to thank Nancy Dezan of ElderTree Care Management Services, Talesha Sutermeister, Director of Nursing and Carla Tate, Assistant Director of Nursing of Fairfax Nursing Center, for your wonderful educational presentations to the group. A special thank you goes out to all of our Volunteer Ombudsmen who offered their time to present to the class and to take the trainees with them to their facilities so they could see how a Volunteer Ombudsman does the work.

To the Volunteer Ombudsmen who assisted with this training, Rita Alexander,Carolynn Baer, Elizabeth Fiore, Mike Jackley, Jill LaMotte, Andrea Lomrantz, Nancy Makara, Pat McMahon, Rosemary Murphy, Lucia Reynolds, Joy Saul, Martha Schworm, Carol Silberstein, Kitty Lou Smith, Manny Solon, Jane Walker, and Bob Walter, thank you for volunteering your time to train and guide a new group of volunteers. We so appreciate you all. You're the best!

Fall New Volunteer Training is scheduled for September 12, 14 and 21, 2016 with September 23, 2016 as the "Save the Date" in case of a weather event.



## National Healthcare Decisions day: April 16, 2015

According to the Centers for Disease Control (CDC), April 16 is National Healthcare Decisions day, a time to raise awareness about the importance of advance care plans. Sometimes called an advance directive or living will, an advance care plan is a way to plan ahead for your medical care in case you cannot make your wishes known.

This kind of planning:

- Can be made at any time in your life.
- Gives you and your loved ones peace of mind.
- Helps prevent questions, confusion, and disagreements among family members.
- Advises health care providers what you want if you are unable to speak for yourself.

A lack of planning has personal and economic consequences:

- Family members may not know what you want and whether they are "doing the right thing" on your behalf.

Getting care you didn't want can lead to unnecessary medical expenses for treatment, hospital stays, and nursing homes.



## Think, Communicate, Decide, and Document

To create an advance care plan:

- Think about your wishes and preferences regarding health care while you are able.
- Talk with family members about your wishes and preferences.
- Decide who will be responsible for making decisions if you cannot.
- Most importantly, put your preferences in writing using an advance care form.

To find [advance care forms](#) and watch a video about the value of advance care planning, visit the [National Healthcare Decisions Day](#) site.

## A Lack of Planning Has Economic Consequences

- Unnecessary medical expenses for treatment, hospital stays, and nursing homes.

Learn more about [National Healthcare Decisions Day](#) and watch a video highlighting the value of advance care planning.



Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives, Protecting People™

## May is Older Americans Month

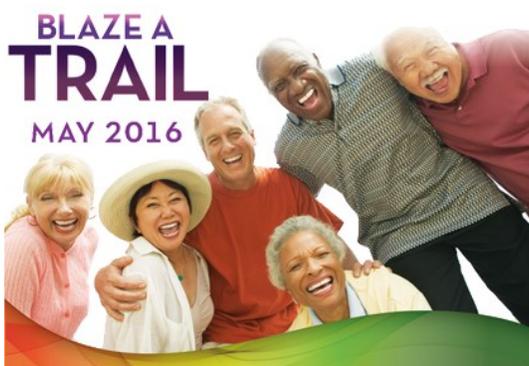


BLAZE A TRAIL: MAY 2016

Older adults are a growing and increasingly vital part of our country. The contributions they make to our communities are varied, deeply rooted, and include influential roles in the nation's economy, politics, and the arts.

From 69-year-old NASA Administrator Charles Bolden, Jr. to 84-year-old actress Rita Moreno to 83-year-old Ruth Bader Ginsberg, who took her seat as a Supreme Court Justice at age 60, older adults are blazing trails in all aspects of American life.

In 1963, we began to acknowledge the contributions of older people by using the month of May to celebrate Older Americans Month (OAM). Led by the Administration for Community Living, the annual observance offers the opportunity to learn about, support, and celebrate our nation's older citizens. This year's theme, "Blaze a Trail," emphasizes the ways older adults are reinventing themselves through new work and new passions, engaging their communities, and blazing a trail of positive impact on the lives of people of *all* ages.



## HUD approves Housing Program for Seniors to Age in Place

The U.S. Department of Housing and Urban Development (HUD) today announced it is making approximately \$15 million available to test a promising housing and services model for low-income seniors to age in their own homes and delay or avoid the need for nursing home care.

HUD's *Supportive Services Demonstration for Elderly Households in HUD-Assisted Multifamily Housing* will offer three-year grants to eligible owners of HUD-assisted senior housing developments to cover the cost of a full-time Enhanced Service Coordinator and a part-time Wellness Nurse. The purpose of the Demonstration is to test the effectiveness of this enhanced supportive services model for elderly households and to evaluate the value of enhanced service coordination paired with affordable housing for seniors. The demonstration will be independently evaluated to determine the impact of the enhanced supportive services model on:

- aging in place in HUD-assisted senior developments;
- avoiding early transitions to institutional care, and; preventing unnecessary and often costly health care events—such as some emergency room visits and hospitalizations—for residents in HUD-assisted senior developments.

HUD and the U.S. Department of Health and Human Services (HHS) collaborated on several research initiatives to inform the design of this Demonstration including a study in 2010 to identify promising models for aging in place in assisted housing and to develop a design for a seniors and services demonstration intended to support aging in place, and an evaluation launched in 2012 of the Support and Services at Home (SASH) demonstration in Vermont. Lessons from each have informed the design of the demonstration announced today. [Click Here for More Info](#)

## Virginia General Assembly Elder Law Summary

Virginia State Ombudsman, Joani Latimer, summarized bills that were considered or passed in the most recent General Assembly in Virginia. The following is her summary of some of the bills pertinent to the work of ombudsmen.

**HB 343- Pogge—Nursing Homes; reimbursement of unexpended patient funds.** Amends § 32.1-127 to require the Board of Health to include in its regulations a provision requiring nursing homes to provide a full refund of any unexpended patient funds on deposit with the facility following the discharge or death of a patient, other than entrance-related fees paid to a continuing care provider, within 30 days of a written request for such funds by the discharged patient or, in the case of the death of a patient, the person administering the patient's estate in accordance with the Virginia Small Estates Act (§ 64.2-600 et seq. of the Code of Virginia). *Approved by the Governor.*

**HB 386 Minchew and SB 328 Favola—Nurse aide education programs; observational and reporting techniques to be included in curriculum.** Amends § 54.1-3028.1 to add training in observational and reporting techniques to the list of training and education requirements for nurse aide training programs. *Approved by the Governor.*

**HB 504 Garrett—Renewal of certification as nurse aide.** Amends § 54.1-3026 to change the frequency with which certification as a nurse aide must be renewed from biennially to annually. *Approved by the Governor*

**HB 420 Helsel—Auxiliary Grants; regulations.** Amends § 51.5-160 to clarify that regulations adopted by the Commissioner of the Department for Aging and Rehabilitative Services shall establish auxiliary grant rates for adult foster care homes and licensed assisted living facilities,

services to be provided to auxiliary grant recipients and paid for using auxiliary grant funds. The bill eliminates specific requirements for regulations related to reporting certain allowable costs and resident charges, the time period for reporting such costs, forms to be used, financial reviews, and audits of reported costs, and clarifies processes for calculating auxiliary grant rates. *Signed by Speaker and President.*

**SB 553 Cosgrove—Nursing facilities; audio visual monitoring.** A section 1 bill that directs the Board of Health to promulgate regulations governing audio-visual monitoring of patients in nursing homes by July 1, 2017, and requires the Board of convene a workgroup of stakeholders to make recommendations on such regulations. The regulations shall include provisions related to resident privacy, notice and disclosure, liability, ownership and maintenance of equipment, cost, recording and data security, and nursing facility options for facility-managed and resident-managed recording. The workgroup shall report its recommendations to the Board and the General Assembly by December 1, 2016. *Signed by Speaker and President.*

**HB 342 Pogge and SB 466 Wagner—Guardianship; communication between incapacitated person and others.** Amends § 64.2-2019 to provide that a guardian shall not unreasonably restrict an incapacitated person's ability to communicate with, visit, or interact with other persons with whom the incapacitated person has an established relationship. *Signed by Speaker and President*

**HB 248 Minchew and SB 249 Black—Financial exploitation of adults; documentation referred to law enforcement.** Amends § 63.2-1605 to provide that upon receipt of a report or during an adult protective services investigation of suspected financial exploitation of an adult who is 60 years old or older or incapacitated in which financial losses to such adult resulting from the exploitation are suspected to be greater than \$50,000, the local department of social services or adult protective services hotline shall immediately refer the matter to the local law-enforcement agency for investigation. *Approved by the Governor.*

# Welcome Spring



## What an Ombudsman does:

- ◆ **Advocates** for improving the quality of life for persons receiving long-term care services
- ◆ **Resolves complaints** against long-term care providers through **counseling, negotiation, and investigation**
- ◆ **Provides information** about long-term care providers to help make an informed decision
- ◆ **Educates** the community about long-term care issues
- ◆ **Visits** residents of long-term care facilities on a weekly basis through our volunteer program
- ◆ **Trains** long-term care staff on long-term care related information

## Need Information or Have a Concern About Nursing or Assisted Living Facilities?

### Northern Virginia Long-Term Care Ombudsman Program

12011 Government Center Parkway,  
Suite 708

Fairfax, VA 22035

Offices hours are Monday through Friday  
from 8:00 a.m. to 4:30 p.m.

**Intake Line: 703-324-5861 TTY: 711**

Fax: 703-653-1796

Email us at:

[NVLTCOP@FairfaxCounty.Gov](mailto:NVLTCOP@FairfaxCounty.Gov)

**Visit our NVLTCOP  
website at:**

[www.FairfaxCounty.Gov/LTCOmbudsman](http://www.FairfaxCounty.Gov/LTCOmbudsman)



The Northern Virginia Long-Term Care Ombudsman Program is committed to a policy of nondiscrimination in all programs and services.

To request reasonable accommodations or alternate formats, call 703-324-5861 (voice); 711 (TTY). This publication has been created or produced by Fairfax County with financial assistance, in whole or in part, from the Administration on Aging and/or the Virginia Department for the Aging.

A Fairfax County, VA Publication. April 2016