

MINUTES
PENNYRILE AREA LONG-TERM OMBUDSMAN
ADVISORY COUNCIL
September 7, 2017

The Pennyrile Area Long-Term Ombudsman Advisory Council meeting was held September 7, 2017 at Pennyrile Area Development District, Hopkinsville, KY.

The following Council members were present and a quorum was established per the bylaws.

COUNCIL MEMBERS

Edith Lewis
Anita Simmons
Nell Ritzheimer
Mary Robinson
Margaret Gilland
Kathy Pharris

Christian County
Christian County
Christian County
Christian County
Crittenden County
Trigg County

VISITORS:

CALL TO ORDER:

Cindy Tabor determined that there was a quorum and the Ombudsman meeting was called into session.

MINUTES:

A motion was made and seconded to approve the March 8, 2017 and May 10, 2017 minutes as printed. The motion carried.

OLD BUSINESS:

There was no old business.

NEW BUSINESS:

Cindy Tabor opened by introducing new Council member, Mary Robinson and welcomed her to the Council.

Cindy reported on FY'17 for the LTC Ombudsman Program. Cindy mentioned that the Pennyrile Ombudsman serves the nine county Pennyrile region with 32 facilities and 2,566 beds and stated that the primary role of the Ombudsman is to advocate for residents in nursing facilities, investigate and resolve complaints made by residents or families. Cindy stated that 347 facility visits were completed and that the LTC Ombudsman office received 293 complaints with a resolution rate of 77.13%. She reported that the LTC Ombudsman office provided 1,428 consults to individuals and facilities. Cindy mentioned that the LTC Ombudsman office participated in 120 facility surveys and attended 27 resident council meetings. Cindy stated that the LTC Ombudsman office is in need of volunteers, friendly visitors and certified ombudsman volunteers. She provided information on the three different

types of volunteers needed and the number of training hours required.

Cindy provided information on the Centenarian Celebration that was held May 25, 2017 at the PADD Office for Older American's Month. Cindy mentioned each centenarian was recognized at the reception with a special citation from their Representative and Senator. She stated that the oldest centenarian present was 106 years old.

Cindy discussed World Elder Abuse Awareness Day activities that were held on June 15, 2017. Cindy mentioned that the Hopkins/Muhlenberg Elder Abuse Council held a food drive and collected enough food to distribute 200 bags to seniors in the area. Cindy stated that there are three elder abuse chapters in the Pennyrile region and that each Council is involved in bringing awareness to the community about elder abuse. Dates and times of the meetings were provided.

Cindy reviewed the Consumer Voice Conference hand-out and stated that she will attend the annual conference in Washington, D.C. on November 5-8.

Cindy discussed the 2017 Annual Forgotten Angel project and mentioned that the project may be undergoing some changes. Cindy asked Council members for any new ideas on how to improve the project and how to cut down discrepancies among residents. There was some discussion on filling the bags with snacks, McDonald's gift cards and small items and cutting back on large personal items. There was some discussion on providing a list to residents and having them choose a few items off the list. Cindy reported that the project has money left from last year that will be used for this year's Forgotten Angel project.

With no further business, a motion to adjourn was made, seconded and approved. Meeting adjourned.