

LONG TERM CARE (LTC) ADVISORY COMMITTEE MEETING

March 21, 2014

Office of the Long Term Care Ombudsman (LTCO)

3855 Wolverine NE, Suite 6

(Training Room)

Salem, Oregon

MINUTES

MEMBERS PRESENT:

Bill Bard, Chair

Teena Ainslie

Glenn Berk

Dan Dunham

*Michele Edwards

*Peter Fuchs

STAFF PRESENT:

Mary Jaeger, Director/State LTC Ombudsman

Ann Fade, Deputy State LTC Ombudsman

Ana Potter, Deputy State LTC Ombudsman

Gretchen Jordan, Coordinator of Volunteers

Mary Ann Lebold, Office Manager

MEMBERS ABSENT:

Claudia Kyle, Vice Chair, Excused

LTCO VOLUNTEERS PRESENT:

*Jerry Walker, Volunteer CFO

GUESTS:

Rick Bennett, AARP

May Dasch, Alzheimer's Network of Oregon

*Senator Michael Dembrow, Democrat - District 23 - Portland

Bob Joondeph, Executive Director, Disability Rights Oregon (DRO)

Charles Richards, Governors Commission for Senior Services (GCSS)

Fred Steele, JD, Legal Services Developer, State Unit on Aging, Department of Human Services

CALL TO ORDER: Mr. Bard called the meeting to order. Mr. Bard recognized Mr. Bennett, who is with AARP and a long-time supporter of the Ombudsman program.

PUBLIC COMMENT: There was no public comment.

APPROVAL OF MINUTES: Dan Dunham asked that a minor edit be made that does not change the essence of the minutes of the February 21, 2014 meeting and moved that the minutes of the February 21, 2014 meeting be approved with the edit. The motion was seconded and passed.

CORRESPONDENCE AND RELATED ACTIVITIES: Bill Bard announced he has forwarded Ms. Ainslie's email list of "basket ideas" which he believes will be helpful to those planning the small Silent Auction that will be part of the LTCO's Training Event. He has also been providing Committee members information about budget approvals, SB 1553 and other issues. He will continue to be available to Committee members to clarify the information.

NEW BUSINESS: Mr. Bard distributed and discussed two handouts about Alzheimer's Disease. He also distributed a longer report about Alzheimer's Disease to Committee members

*Participated via telephone or Go-To-Meeting

electronically earlier today. In his role as Volunteer IT Chair, Mr. Bard reported that he recently met with the LTCO Deputy staff to determine ways to facilitate and fine tune reporting. Mr. Bard showed Committee members a Yearbook that he created for volunteers and staff serving Multnomah County and offered to help other Deputies create a Yearbook for their districts. He also made Committee members aware of a box of aids to help people keep their brains active. The box can be ordered at:

<https://www.eventsvc.com/legacyhealth/event/a7dd8678-3707-4e28-8e7d-a2f2795e6689?cat=Classes>

Mr. Dunham presented an advertisement that was attached to his local newspaper offering free flat screen televisions and rent reductions as incentives to move into a local assisted living facility.

BOB JOONDEPH, EXECUTIVE DIRECTOR, DISABILITY RIGHTS OREGON:

Mr. Joondeph expressed his gratitude for being asked to attend today's meeting. As Executive Director of Disability Rights Oregon (DRO), he looks forward to working with the LTCO to implement SB 626.

Mr. Joondeph distributed a brochure about DRO and a brochure, *Guardianship Handbook: Protective Proceedings for Adults*, which he believes will be of interest to the Committee members. He described his long experience with DRO, how DRO has evolved and where the organization is today. An example of the change he has seen is that, in the 1950s and 1960s, when parents were told their child had downs syndrome, the typical medical advice was to turn the child over to the state for lifetime care in an institution. Today children with these disabilities are typically raised by their families and are members of their community. One of the challenges that the LTCO will have when it takes on advocacy for residents of facilities for people with developmental disabilities and mental illness (DD and MH facilities) will be understanding the administrative rules which vary for each group. Unlike the LTCO where volunteers frequently investigate complaints, only DRO staff investigates complaints that DRO receives. Mr. Joondeph compared and contrasted the long-term care facility model to the model for DD and MH facilities.

In response to a question from Mr. Dunham, Mr. Joondeph explained that he expects the connection between the LTCO and DRO to evolve as the two organizations work together. DRO, like the LTCO, most frequently works on very basic issues that impact human dignity. Ms. Jaeger and Mr. Joondeph agreed that LTCO's advocacy for residents of DD and MH facilities will be most successful with a minimum number of paid staff and most of the advocacy work done by well-trained volunteers. Ms. Jaeger hopes that Mr. Joondeph will serve as an advisor to the Committee and the LTCO to help LTCO staff identify the types of issues that the LTCO will be expected to address including data issues.

Mr. Joondeph supports the LTCO in its new advocacies. The program created by SB 626 is something that he has encouraged for years and he believes the new program has great promise.

He hopes that DRO and the LTCO will work closely together to protect the dignity of residents of DD and MH facilities. He believes that there is no substitute for the “eyes and ears” of volunteers in facilities.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan distributed copies of her February 2014 report. Preparations continue for the Training Event to be held April 29 through May 1. Committee members are encouraged to attend. Ms. Jordan described her efforts to attract volunteers and the relatively large numbers of applications received after recent newspaper and television exposure. Mr. Richards requested Ms. Jordan’s assistance locating persons willing and qualified to serve on the GCSS. Ms. Jordan expressed her appreciation of AARP’s contribution to the Training Event to Mr. Bennett. A Washington County Certified Ombudsman has expressed an interest in assisting with recruitment of volunteers in Washington County.

CHARLES RICHARDS, GOVERNOR’S COMMISSION FOR SENIOR SERVICES (GCSS): Mr. Richards, an enthusiastic supporter of the LTCO, stated that he visited 27 state legislators during the last session and mentioned the success and effectiveness of the LTCO to every legislator with whom he met. In early September the GCSS will be putting on a locally produced television program where candidates in five counties will be interviewed.

SENATOR MICHAEL DEMBROW: Senator Dembrow joined the Committee via telephone. Mr. Bard expressed, on behalf of the entire Committee, his appreciation of Senator Dembrow’s support of SB 1553. The Senator said that many legislators are very appreciative of the work of Mary Jaeger and the LTCO. Legislators believe the agency and its volunteers have a positive impact on Oregon’s citizens with a relatively small investment of funds. During the legislature’s recent short session, there were many accomplishments that will benefit seniors – the most notable being the Oregon Public Guardian and Conservator bill and the bill creating special advocates for protected persons.

Mr. Dunham asked whether the Senator has any particular concerns as the Oregon Public Guardian and Conservator Program is rolled out by the LTCO. Senator Dembrow responded that what happens during the early days of the implementation of the program is critical to the success of the program. He hopes that attention will be paid to geographical reach in identifying new Committee members. In order for Committee members to be confirmed, their application needs to be submitted by early May.

Ms. Jaeger expressed her appreciation to Senator Dembrow for introducing and supporting SB 1553 and asked that he continue to be a resource to the Committee as the Oregon Public Guardian and Conservator Program is developed. Senator Dembrow expressed his willingness to continue to support the work of both the LTCO and the Oregon Public Guardian and Conservator Program and keep other legislators informed.

FRED STEELE, JD, LEGAL SERVICES DEVELOPER, STATE UNIT ON AGING, DEPARTMENT OF HUMAN SERVICES: Mr. Steele explained that the Working Interdisciplinary Network of Guardian Stakeholders (WINGS) is a group of people working together to address not just guardianship but also all types of fiduciary relationships.

He described how the group evolved, the steps that led to identifying the issues that need to be addressed in Oregon and those that could be addressed most quickly to yield a positive result. The group's four areas of focus are: formation of a workgroup to support professionals working on fiduciary relationships, support of family members and others pressed into the role of guardian, advocacy for protected persons and creation of a legislative workgroup to advocate for a public guardian and conservator. The WINGS group has created a booklet for family members and people considering appointing an alternative decision maker, and a person-centered planning tool to give guidance for what needs to be done during the first year of a fiduciary relationship. A link to the State Unit on Aging website with information helpful to fiduciaries is:

<http://tinyurl.com/oregon-guardianship-resources>

Mr. Steele hopes that the WINGS program will partner closely with the LTCO as the Oregon Public Guardian and Conservator Program is developed. Both Mr. Steele and Ms. Jaeger are pleased that stakeholders who worked together to press for the introduction and passage of SB 1553 continue to be engaged and enthusiastic in their advocacy to improve guardianship relationships in Oregon.

MARY JAEGER, DIRECTOR/OREGON'S LTC OMBUDSMAN: In addition to the Oregon Public Guardian and Conservator bill, in its most recent session, the legislature passed HB 4114 which creates clear language to allow a judge to appoint a volunteer to monitor a guardianship. Multnomah County has a non-profit, Special Advocates for Vulnerable Oregonians (SAVO), that is prepared to implement this model.

JERRY WALKER, VOLUNTEER CFO: Mr. Walker reviewed the history of the LTCO's occupancy of its present premises and the need for more space and staff with the enactment of SB 626 and SB 1553. The LTCO will add vacant adjoining space in the center of the building currently housing the LTCO's offices. The LTCO expects the rent to be reduced reflecting recent changes in local rental rates. The plan has been submitted to the landlord and the improvements are expected to take about two months.

The new space includes an enlarged meeting/training space that will accommodate 24 participants at a table plus 30 people seated in chairs around the room.

ANN FADE, DEPUTY STATE LONG-TERM CARE OMBUDSMAN: Ms. Fade, Deputy State LTC Ombudsman, has been serving as the Deputy on Duty on a daily, permanent basis since October 1, 2013. About the same number of new cases have been received in that time as during the same time period in the last year. Most of the cases are handled by the deputy who took the call. Others are handled by the Ombudsman assigned to the facility where the problem is or by an Ombudsman who took the case as a back-up case. She described the types of complaints that she receives, how she works with LTCO staff and volunteers to address the complaints and the amount of time that resolving the different types of complaints requires. She believes that the creation of a permanent DOD role is working well. One of the aspects of the role that she enjoys most is that she never knows what kind of problem a caller will present. Although she has done this work for many years now, she is still presented, on nearly a daily basis, with situations that she has never seen before.

Teena Ainslie moved that future face-to-face Committee meetings end at 2 PM. The motion was seconded and passed. Mr. Bard asked that the Committee consider additional face-to-face meetings in the near future as new members are added to the Committee as a result of the expansion mandated by SB 626 and SB 1553.

The Committee's next meeting will be April 18 via teleconference. The meeting was adjourned at approximately 1:30 PM.