

JULY 2022

PENNSYLVANIA STATE LONG-TERM CARE OMBUDSMAN PROGRAM

A NEWSLETTER BY VOLUNTEER OMBUDSMEN FOR VOLUNTEER OMBUDSMEN



As fellow regional specialist Jaime Rose looks on, Kandy Schreffler gives her presentation on the Pennsylvania PEER program at May's State Long-Term Care Ombudsman Conference.



BY JENNIFER KURTZ
Luzerne County
Volunteer
Ombudsman

Be ready for that first visit

As volunteers are beginning re-entry into facilities or perhaps entering for the first time as newly certified ombudsmen, I thought some tips on completing facility visits may be useful. I know I had to refresh my step-by-step process before making my first facility visit earlier this year, and it really helped me to dive back in successfully. Now I'd like to share with my fellow ombudsmen.

A successful facility visit begins well before the day of the visit. Good preparation is key. First, you must set a date and time for your visit. Try to pick a time when you think residents would be available to speak with you such as after breakfast or lunch. Try not to make your visit too late in the evening as residents may retire early. As your visits increase, you'll see what time is best.

It is also a good idea to vary your visit times to witness how the facility operates and to speak with different residents who may be more available at different times.

Next, prepare for your visit before the actual day. You will need

Spreading the word

Pennsylvania's ombudsmen host the 2022 State Long-Term Care Ombudsman Conference in Pittsburgh

First off, Pittsburgh is a pretty cool town. You probably know that already.

Now, add 70 of the nation's finest ombudsmen, a full agenda of interesting topics, and it adds up to four great days.

That was the result when the National Consumer Voice hosted its 2022 State Long-Term Care Ombudsman conference, held May 2 through 5 at the Sheraton Pittsburgh Hotel at Station Square.

Pennsylvania's Office of the

LTC Ombudsman was lauded for providing the site for the annual conference, and your State Office had eight representatives enjoying and learning from some of the best. They were:

- Margaret Barajas, State Long-Term Care Ombudsman
- Dorrie Taylor, Southwest Regional Specialist
- Jaime Rose, Northeast Regional Specialist
- Eliza Weeden, Northcentral Regional Specialist



BY JAY ROTZ
State Office
Administrative
Assistant

- Kandy Schreffler, Southeast Regional Specialist
- Kim Shetler, Data and Analytics Specialist
- Mary Ann May, Recruitment and Retention Specialist
- Jay Rotz, Administrative Assistant/Ombudsman

On the conference's second day,

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Compassion is its own reward

EDITOR'S NOTE: *Michael's House, Inc., is a nonprofit grassroots organization that serves the elderly poor in the developing world who have become invisible, who receive no funds from government organizations or other large aid foundations.*

MICHAEL CRAIG, founder
Michael's House, Inc.

The little town of Midleton in Cork, Ireland, has a beautiful memorial consisting of a gleaming circle of nine steel feathers, each almost 20 feet and attesting to a remarkable union of the Irish and Choctaw people who were thousands of miles from each other.

So how did this come about?

By 1847, the most catastrophic year of the Great Hunger in Ireland (1845-50), more than a million people had already died and nearly two million had been compelled to emigrate on coffin ships to the new world. Most of the wretched who remained endured all kinds of affliction from dire poverty.

At about the same time, another catastrophe had taken place 4,000 miles away in the United States. The Trail of Tears was the involuntary relocation of approximately 100,000 Native Americans in the 1830s, in which thousands of indigenous people lost their lives. It's considered today as a great human-rights atrocity and a shameful period in the history of the United States.

The Choctaw Nation was forced to give up its lands east of the Mississippi River from what are now the states of Mississippi and Louisiana, and migrate by foot 1,500 miles to an area in present-day Oklahoma.

In 1847, that terrible year for Ireland, the Choctaw Nation — not having yet recovered from the Trail of Tears but hearing about the crisis in England — began collecting donations to send to the starving people of Ireland. Despite their poverty and devastation, they collected \$170 and sent the money to Ireland. That value could have been up to \$20,000 today, and it came from a ravaged people who had nothing.

The Choctaw Nation's gift was recognized as extraordinary even at that time. Many Irish-Americans whose ancestors came from Cork were saved because of this gift.

I'm sure that the Choctaw were not unique in their awareness of the terrible conditions in Ireland. So, the question is



The unlikely, but beautiful union of Ireland and the Choctaw Nation is commemorated in this memorial, located in the town of Midleton in Cork, Ireland.

what drove the Choctaw to respond to this crisis of people thousands of miles away, when some nearby European neighbors did very little by comparison? No doubt the recent history of the Choctaw motivated them to help the Irish in a concrete way. They had empathy for the people in crisis, but went that one step further and acted out of compassion for them.

Compassion is identifying with the hardship and tribulation of ourselves with the active resolve to alleviate the hardship. It is a very active emotion and response. While it builds on the human emotions of pity, sympathy and empathy, it goes beyond to the readiness to alleviate the suffering of others.

An excellent understand of compassion is found in the Golden Rule of Confucius, with which we all are familiar: "Do not let others suffer what you do not wish for yourself."

The notion of compassion rests at the core of all religious, moral and spiritual and secular traditions, urging us constantly to regard all others as we wish to be treated ourselves. As the Dalai Lama says, "Compassion is not religious business. It is human business. It is not a luxury; it is essential for our own peace of mind, it is essential for human survival."

Compassion is not only shown in one-on-one relationship; it is the forefront in political, economic and international relationships. To practice compassion, we must broaden our horizons and practice it in every walk of life, just as the Choctaw did. It drives us to see every human being, every community, and every race with absolute justice, equity, and respect. This is essential for a fulfilled humanity.

For the most part, we do not know the people we serve through Michael's House. But we have learned of the plight of desperate aged from across the globe who do not receive assistance from world powers or international charities.

These people are voiceless. Their suffering is miserable, they are powerless, they are sick and infirm, they lack medical care. And above all, they are alone.

These are the people to whom we reach out in compassion. It is not a burden to serve them, but an honor.

"In a world where poverty is a crime and where people are yearning for some crumbs of affection, they can only dance on the brim of the volcano and wait for an eruption of compassion." — Erik Pevernagle
We are it!

TIPS

From Page 1

to assemble everything you need for the visit. Grab your ombudsman badge and lanyard, a must for every visit to identify who you are. You earned it, so wear it proudly!

You must also bring a notepad and pen for jotting down your notes during the visit -- who you spoke with, what you saw, resident concerns, anything and everything! Notes are extremely important because they provide the documentation information that is necessary for our program. Remember: If it isn't documented, it didn't happen.

Bring several pamphlets to hand out to residents and families and staff. They leave a helpful reminder of the program as well as contact information.

Also, bring the official ombudsman sheet "Facility Visitation by Long-Term Care Ombudsman," showing what ombudsmen are exempt from regarding COVID protocols. This is signed by our State LTC Ombudsman, Margaret Barajas. You may encounter staff trying to test you for COVID before entering the facility. Ombudsmen are not subject to that. The sheet explains that as well as masks, vaccination status and other important info. If you are not familiar with it, ask your supervisor to provide it to you.

A facility-visit form is also good to bring for reference. Some volunteers fill it out as they go, either on paper or electronically on a tablet, but I find it easier to focus on it after the visit. That way, you can speak with residents more and not be distracted with filling out a form. Remember, you will be taking notes as you go for the form documentation.

Don't forget your mask, hand sanitizer, and anything helpful for you to complete your visit. A voice amplifier is a good idea for those that are hard of hearing.

Place all of your needed supplies in a tote for easier carrying. You can put pamphlets and forms in a folder so they don't get lost in the tote.

On the day of your visit, smile! You are doing important work and bringing joy to the residents just by visiting and speaking with them. Wear that lanyard with your badge and get ready to go! Grab your tote and double-check that you have all



Here's another good idea from Lehigh/Northampton County staff ombudsman JJ Brown, who has her ombudsman poster prepared with the local phone number as she prepares to enter a Lehigh Valley facility.

you need. Head to the car, but don't leave yet. Mark on your notepad the date, time, and mileage before you start to drive. Now you're ready!

Head to the facility. When you arrive, mark your time again so you can keep track of your travel time for your facility-visit form. Mark down any questions you may have for residents and staff.

Information is needed for the facility-visit form. Rather than study the form as you go, jot down only what you don't already know for that facility. Perhaps you can do this at home before you leave.

Grab your tote and enter; sign in and mark your visit as a routine ombudsman visit. Also, jot down the time you signed in on your notepad. You may have to fill out a COVID screening form and get your temperature checked.

Remember, you don't have to get a COVID test or wear a facility-specific mask. If you encounter resistance, be polite and show the form provided to you regarding what ombudsmen are not subject to. If there is still resistance, please contact your supervisor and regional specialist. They need to know. If there are no issues, proceed with your visit.

After you sign in, you can get a current census and names and room numbers from the staff receptionist or administrator. Write the census number down for your form. If you are concerned with active COVID

cases, just ask. If there are positive cases and you don't wish to proceed, please don't feel bad. If, however, there are few or none and you feel comfortable, proceed. Ask if there are any new residents, and get their names. You may want to reach out to them to explain the program.

Check the calendar to see how things are running. Are there plenty of activities? Is there a resident council meeting? Review it for anything interesting. If you can't find it, just ask the receptionist. Also, check out the menu. Is there a variety of foods? What about alternate meals?

Make your way through the facility. Do you see ombudsman posters? Is the info correct? What do you see and hear and smell as you move around? Refer to the facility visit form or your questions on your notepad for needed things to find out.

When you see a resident, introduce yourself and ask if you may speak with them. Talk about the program and ask if they have any concerns. If they do, help them as best as you can, remembering to take notes if concerns turn into complaints and you need to open a case. Have an electronic device such as a cell phone or tablet available to look things up if necessary. If you don't have an answer to their question, do your best to find out and follow up with them.

Find out who is on resident

council if you can. Speak with those residents to see if they'd like to share their concerns with you. Maybe they will invite you to their meeting, but remember that it is their meeting and you are a guest if you attend. Only speak if they ask you to, and remember not to take charge of it. You may take notes during the meeting.

You can say hello to the administrator and staff also to be on good terms, but don't forget your visit is primarily to speak with the residents. Don't spend too much time with staff. If the staff mentions a resident by name and you happened to speak with that resident, be careful not to divulge anything you spoke about. You do not have that right unless the resident specifically gave you consent for a particular complaint. If necessary, inform the staff that you cannot speak about anything because of confidentiality. Change the subject politely.

When you have completed your visit, sign out and mark the time on your notepad as well. Head to your car. Jot down anything you need to do to follow up or anything you didn't have the chance to write down when in the facility. Mark the time again and head home.

When you arrive home, mark the time again and the mileage. Head inside and, if possible, fill out the facility-visit form, whether on the PDA-LMS or a paper copy. It's good to do it while the memory is still fresh. Is there anything you forgot to find out? No worries! You can call the facility to get the missing info.

Also, if you provided information and assistance, fill out that form as well. Keep track of the time taken to fill out the forms, as that is included in the time spent in facility on the facility-visit form. Send the forms to your supervisor to be documented in OmbudsManager or, if allowed, you can document yourself. Don't forget about a mileage reimbursement sheet.

If you had any resident complaints, notify your supervisor so a case may be opened. You may be the one working the case if your supervisor allows this.

When you are done documenting, put your tote and badge in a safe place for next time.

Remember to plan a follow-up if necessary.

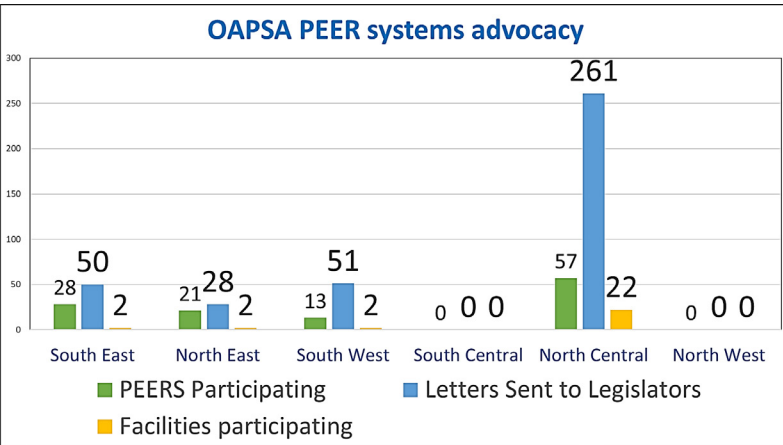
You are all done! Smile! Now keep up the great work and plan your next visit!

PEERs' advocacy efforts take shape

BY JAIME ROSE
Northeast Regional Specialist

Our Pennsylvania Empowered Expert Residents (PEERs), in collaboration with Kandy Schreffler, ombudsman specialist and statewide PEER coordinator, embarked on a project with the Older Adult Protective Services Act to increase the number of criminal background checks completed on facility staff

members.
The current act only requires criminal background checks to be completed upon hire.
The act itself is currently being reevaluated as it has not been updated since 1987.
The PEERs embraced this project and delivered letters to their fellow residents for signatures and support.
These letters were then sent to their local representatives to show



their support on this change.
More than 400 letters were sent to local representatives by the PEERs.
This was a very successful systems advocacy project for both our ombudsmen and PEERs.
This project is still ongoing. If you want to participate, please reach out to Kandy Schreffler (c-kschreff@pa.gov) for further information.



A class of six PEERs enjoyed their May 26 graduation ceremony at Embassy of Loyalsock. Lycoming/Clinton County staff ombudsman Traci Foster once again guided the class through its training with the assistance of volunteer Sherry Phillips.

Philadelphia County staff ombudsmen Erika Barber, left, and Martina Charles-Mildor attended an outreach event for healthy lifestyle. They were able to educate the community on long-term care and ombudsman services in the community.



Greene PEERs beautify PCH

BY TIFFANY HUFFMAN

Greene County Staff Ombudsman

The Greene County ombudsman program has helped to construct a PEER garden at Advanced Personal Care Home in Clarksville for the past several years.

The PEER group came up with the idea because they wanted to do something that everyone in their home could enjoy while expressing their rights. The garden always has a resident rights theme to it and is changed up each year. Many of the residents had gardens of their own before moving to the facility.

The PEER members help plant the garden every year, water it regularly, and pull the weeds out. When the produce is ready, the staff gets very creative, preparing different foods using the various vegetables from the garden.

The PEERs look forward to this project every year and always have ideas for new vegetables they want to plant. The vegetables included in the garden are green peppers, banana peppers, hot peppers, tomatoes, cucumbers, zucchini, onions, and carrots.



Marianne May, Carol Fretz and Denise Dzvonick were proud recipients of their PEER graduation certificates at UPMC Cranberry Place.

WORD SEARCH

(Answers on Page 11)

Baseball Teams

B	W	M	H	S	R	E	G	N	A	R	C	T	T
R	H	N	L	S	R	T	B	I	C	R	A	M	G
A	I	P	A	W	B	A	I	H	A	L	A	A	I
V	T	H	T	E	P	U	P	V	R	T	S	R	A
E	E	I	H	S	I	N	C	P	D	R	E	I	N
S	S	L	L	N	R	S	L	A	I	R	L	N	T
T	O	L	E	A	A	C	A	D	N	Y	O	E	S
W	X	I	T	I	T	C	N	R	A	B	I	R	R
I	A	E	I	D	E	T	G	E	L	P	R	S	E
N	N	S	C	N	S	S	A	S	S	A	O	R	G
S	G	D	S	I	E	E	V	R	R	E	D	S	D
S	E	S	Y	A	J	E	U	L	B	S	E	S	O
E	L	S	S	L	M	A	R	L	I	N	S	S	D
A	S	I	S	N	A	T	I	O	N	A	L	S	S

CARDINALS
INDIANS
MARLINS
DODGERS
WHITESOX
BLUEJAYS
REDS
PIRATES
CUBS
NATIONALS
RANGERS
PADRES
TWINS
MARINERS
PHILLIES
ORIOLES
GIANTS
BRAVES
ANGELS
ATHLETICS

Play this puzzle online at : <https://thewordsearch.com/puzzle/42695/>

A Day at the Beach

K	B	O	A	R	D	W	A	L	K	O	S	L	R
L	U	O	L	T	E	L	B	L	B	D	E	B	K
I	M	A	L	I	A	U	A	O	S	B	V	L	L
F	B	T	F	N	R	N	A	K	O	H	A	E	D
E	R	A	L	I	A	P	N	S	I	K	W	K	R
J	E	H	T	O	D	U	N	U	S	O	A	S	I
A	L	N	S	C	R	S	S	N	T	H	E	E	F
C	L	U	B	T	U	H	L	S	H	L	S	A	T
K	A	S	M	C	R	T	S	H	T	E	R	S	W
E	N	I	A	A	R	E	U	I	S	L	E	H	O
T	W	P	U	S	E	A	P	N	F	A	I	E	O
S	L	A	T	T	L	S	T	E	U	R	P	L	D
S	A	I	L	L	A	B	S	E	A	G	U	L	L
L	K	S	S	E	X	T	O	C	E	A	N	S	W

RELAX
DRIFTWOOD
SUNSHINE
BOOK
PAIL
UMBRELLA
SWIM TRUNKS
FISH
SEASHELLS
TOWEL
BOARDWALK
OCEAN
SEAGULL
SAIL
SUN HAT
LIFE JACKET
CASTLE
WAVE
PIER
TAN

Play this puzzle online at : <https://thewordsearch.com/puzzle/223610/>

Beach Items

S	H	U	K	S	E	V	A	W	F	F	S	I	S
N	S	R	D	S	L	B	R	E	F	E	U	K	U
I	I	C	R	W	D	E	E	D	I	C	N	T	N
H	F	C	A	I	S	A	P	I	I	O	S	N	B
P	R	I	U	M	K	C	A	T	N	E	C	S	U
L	A	K	G	S	C	H	S	S	W	R	R	H	R
O	T	I	E	U	O	T	L	S	O	C	E	A	N
D	S	T	F	I	M	O	L	W	E	O	E	R	R
A	E	E	I	T	M	W	E	R	H	W	N	K	I
L	P	O	L	S	A	E	H	A	D	A	K	S	E
B	A	R	C	S	H	L	S	R	N	U	L	N	S
D	O	O	F	A	E	S	A	E	A	D	E	E	E
P	A	L	M	T	R	E	E	I	S	K	A	U	S
O	I	T	F	O	S	E	S	P	L	S	S	E	I

OCEAN
STARFISH
HAMMOCK
SEASHELLS
BEACH TOWELS
DOLPHINS
LIFEGUARD
SEAFOOD
WHALES
SUNSCREEN
WAVES
SUNBURN
TIDE
CRAB
KITE
SWIMSUIT
PIER
PALMTREE
SAND
SHARKS

Play this puzzle online at : <https://thewordsearch.com/puzzle/2485/>

Summer Fun

L	S	T	T	C	R	E	A	D	I	N	G	N	G
P	M	T	H	A	R	V	E	S	T	P	O	O	N
I	O	E	G	M	A	F	R	L	H	H	P	L	I
C	R	N	W	P	A	A	N	E	N	C	S	E	H
N	E	N	A	I	M	R	R	M	L	A	A	M	S
I	S	I	S	N	O	W	C	O	N	E	S	R	I
C	O	S	O	G	V	P	T	N	N	B	S	E	F
E	F	N	S	A	I	N	R	A	L	S	E	T	R
C	T	H	E	C	E	L	A	D	E	A	T	A	R
R	B	I	I	D	S	I	T	E	N	N	K	W	F
E	A	K	F	I	R	E	W	O	R	K	S	E	A
A	L	I	G	N	L	A	V	I	N	R	A	C	I
M	L	N	R	G	I	M	G	P	O	O	L	P	R
T	A	G	B	I	K	E	R	I	D	I	N	G	A

FISHING
WATERMELON
SNOWCONES
SMORES
LEMONADE
GARDEN
BIKE RIDING
FIREWORKS
CAMPING
BEACH
ICECREAM
SOFTBALL
CARNIVAL
READING
HARVEST
ART
LAKE
TENNIS
MOVIES
HIKING
FAIR
POOL
PICNIC

Play this puzzle online at : <https://thewordsearch.com/puzzle/1105682/>



BY MARY ANN MAY
Recruitment
and Retention
Specialist

Volunteer survey provides direction

Thank you to all of the volunteers who responded to the survey we conducted in the fall. Your response was exceptional — more than 60 percent of the surveys that were sent out. We are gratified with the great responses and we are grateful to you for your high opinion of the training program.

Volunteers gave high ratings for the online modules, virtual classroom instructions, and mentoring and shadowing. A large number

of respondents reported the time devoted to training was sufficient. Another large majority reported that their mentor met with them regularly and provided them with guidance during the training process.

Mentoring, in fact, was viewed by a great majority of respondents as one of the most valuable and beneficial parts of the training process.

Support from staff was regarded favorably. Most of the respondents

were aware of meetings and found them helpful.

While the survey provided a favorable opinion of the program, we still need to address an area of concern revealed by the survey responses.

When asked to indicate the sources they used to join the program, the majority of respondents checked the box labeled “Other” rather than the specific sources listed on the survey. Deeper inquiries will be needed to identify the

“other” sources which persons may employ for information about the program.

On a more positive vein, the great majority of respondents to the survey indicated that they unhesitatingly would recommend becoming a volunteer to a friend. It is also noteworthy that a large majority of respondents would be interested in additional roles besides visits and casework, such as public speaking on matters affecting nursing-home residents.

Volunteers are essential to the vitality of the ombudsman program. We appreciate your contributions, your opinions and your continued efforts to improve the quality of life for long-term residents. Thank you again so very much.



Schwartz receives his due

The Franklin County Commissioners recently presented ombudsman Sheldon “Shelly” Schwartz of Greencastle with a certificate of appreciation for his advocacy, dedication and service to Franklin County residents through his years of volunteerism and instrumental leadership with various County Human Services departments.

Schwartz began volunteering as an ombudsman for the Franklin County Area Agency on Aging in 2009. To this day, he continues to serve residents in our local nursing homes, personal care and assisted living facilities by working to resolve their issues and complaints.

On more than one occasion, he served as the official staff ombudsman for Franklin County, and he directly mentored and trained individuals stepping into the role of county ombudsman.

Schwartz has served as a board member of the Franklin/Fulton Mental Health/Intellectual and Developmental Disabilities/Early Intervention Advisory Board since 2011, including six years as board chairman.

He was also a founding member of the Franklin County Block Grant committee, on which he served from 2012-2019. He was valuable in establishing the committee’s param-



BY PAYTON HOUSE
Franklin County
Staff Ombudsman



eters and annual work plans. He took a special interest in onboarding new community members and worked with staff to develop orientation processes and educational documents for those new members.

Schwartz has served as chair of the Tuscarora Managed Care Alliance’s Steering Committee since 2015. His thirst for knowledge distinguishes him as a successful advocate for those using public services. He always strives to not only understand the services but also the outcome, the funding methodology, regulatory requirements and all nuances of the program.

In addition to these positions, Schwartz is also a valued member of the Franklin Together Reentry Coalition, where he attends coalition meetings and serves as the Reentry Simulation Bail Bondsman and Pawnshop owner.

Through each of these roles, Shelly has demonstrated compassion and has served as an advocate for those who are unable to advocate for themselves.

The testimonials of those who work closest with Shelly speak to his humanity and tireless efforts on behalf of others. He is a genuine champion of humanity who pours his heart and soul into helping others, and sets an example everyone should follow.



BY PAYTON HOUSE
Franklin County Staff Ombudsman

Virtual miniseries proves hit

In the spring of 2020, the COVID-19 pandemic put the most challenging stress on long-term care ombudsmen, who were unable to visit residents in LTC facilities for over a year. I was only six months into being an ombudsman for Franklin County, with still so much to learn and I had to quickly adapt to the toll the pandemic had on ombudsmen and their job duties.

In September 2019, I had five established volunteer ombudsmen, and I was extremely lucky that I didn't lose any in 2020 or 2021. Actually, I had gained volunteers during the pandemic and still gain a lot of interest about the program today.

In the spring of 2021, I created a virtual miniseries to attract those who would be interested in volunteering for the three programs we had for the FCAAA (Franklin County Area Agency on Aging). The series is held once a week for three weeks, lasts about 45 minutes, and discusses the services that the FCAAA provides, the volunteer opportunities and how one can get involved and become a volunteer for the FCAAA.

I have gained two volunteers from the series, and they are now both certified. Multiple others were very interested after attending the series.

In the role of ombudsman, and along with my volunteer coordinator duties for Franklin County, it was important for me to find a way to engage people in the volunteer opportunities.

While I am the type of learner who prefers hands-on and in-person presentations, the virtual option makes it flexible for multiple people, and saves gas money as well.

This series boomed in 2021, with not only ombudsman program interest, but PA MEDI and our local senior centers as well. The mini volunteer series was also a way to engage people living out in the community who didn't know or didn't know enough about the services that the FCAAA provides.

The series now has also made its way out on an email blast from our Information Access and LINK Service Coordinator, and the blast goes out to hundreds of people who work in the community, and even in surrounding counties.

At the end of the last series, I always ask the participants how this can be expanded and how I can get the word out. I have been given great resources to reach out to, and will be starting some presentations in some of the local long-term care communities in the near future.

We are very pleased to announce that our PA Long-Term Care Virtual Family Council now has a YouTube channel. The meeting videos are being cross-posted on Facebook and YouTube. All the meeting recordings will be available to re-watch. A listing will be sent soon on all the videos that will count for continuing education credit hours.

Subscribe today and never miss a meeting.

<https://www.youtube.com/channel/UCLRGHDf0cMbPcgVIFvgOVyA>



Serving Seniors, Inc., has extended its footprint to now provide ombudsman advocacy in six counties — Lackawanna, Monroe, Pike, Wayne, Luzerne, Wyoming. At left, front row, volunteers Barbara O'Neill, Barbara Williams and Rosemary Goulet. Standing, volunteer Donna Walsh, volunteer Diane Beckage, staff ombudsman Linda Korgeski and Executive Director Mary Anne Maloney-Evans.

Front row in above photo: volunteers Anita Procci, Suzanne Bornemann and Kathy Eckert. Back row: Korgeski, Maloney-Evans.



Front row, left to right: Korgeski, volunteer Jennifer Kurtz and staffer Marcia Gabrielle. Back row, left to right, volunteers Marita Murphy and Charlotte Kitler, Maloney-Evans, and staffer Susan Drake.

ALLEGHENY
Staff: Jeffrey DiMeolo, Lisa Engle, William Harrison, Ronald Korintus, Michael Lawrence, Kimberly Slocum, Donna Vail.
Volunteers: David Boice, Carol Gilbert, Edna Holt, Ilene Iskoe, Rita Morasco, Madeline Nagel, Mary Samarin, Jim Sander, Sue Schmidt, Linda Sciulli..

ARMSTRONG
Staff: Corinna Helm.

BSST (Bradford/Sullivan/ Susquehanna/Tioga)
Staff: Carol Dieffenbach.
Volunteers: Lawrence Acla, Jody Chappell, Mary Ann Doyle, Ann Monaghan, Brigitta Schofield, Billie Shewell.

BEAVER
Staff: Dawna Bott, Tesi Dye, Teresa Helbling, Leslie Lotito, Jolene Pawlack.
Volunteers: Jean Dobay.

BERKS
Staff: Ann Barlet, Lisette Mendez, Melissa Oley, Rochelle Wanner.
Volunteers: Colleen Kane, Sandra McDevitt, Nancy Svitak.

BLAIR
Staff: Stacy Park.
Volunteers: Linda Bonsell, Judith Clendenin, Marcia Loner, Marie Newberry, Audrey Orner, Heather Partner, Edith Vellone.

BUCKS
Staff: Jane Fox Laquer, Lisa Hall, Pat Long, William McTigue, Stephanie Schwartz, Debra Taylor.
Volunteers: Kimberlie Dundas, Mary Greenhalgh, Brian Kelly, Ann Kolb, Kathleen Laurita, Caroline Mael, Linda Peters.

BUTLER
Staff: Brittany Gilfillan, Vanessa Gussey, Wendy Hooks, Judy Thompson.
Volunteers: Faye Carbin, Rachel Crider, Bonnie Fiel, Janet Fortino, Marie Geibel, Kathy Huff, Carol Israel, Lorraine Klinger, Janie Myers, Mariah Reitemeyer, Julie Stock, Terri Walker.

C/E/M (Cameron-Elk-McKean)
Staff: Jill Jovenitti, Kellie Rusciolelli, Kelly Spencer.
Volunteers: Darleen Abbey.

CAMBRIA
Staff: Raymond Arcurio, John Cammerata, Rebecca Koren.
Volunteers: Myla Minner, Adriana Oortgiese, Carole Trusty.

CARBON
Staff: Leona Titman, Susan Zeigler.

CENTRE
Volunteers: Clare Fitzgerald, Marilyn Goldfarb, Timothy Johnston, Susan Radis, Linda Spangler, Sherry Symons.

CHESTER
Staff: Helen Bautista, Jennifer Costello.
Volunteers: Jack Bartman, Robert Berger, Sharon Falasco, Tim Hock, Sharon Liebhaber, Diane Peralta, Aparna Peri, David Smith.

CLARION
Staff: Jean Baumcrazt, Joni Beichner.
Volunteers: Penny Peters.

CLEARFIELD
Staff: Julie Fenton, Jeanne Urban, Linda Young.
Volunteers: Geneva McCallum, Catherine Sparlin-Caldwell, A. Kay Tyberg, Paulette Way, Retta Webb.

CRAWFORD
Staff: Hayleigh Dersch, Krista Wiltrout.
Volunteers: Barry Porter.

CUMBERLAND
Staff: Jen Branyan, Melinda Day, Amy Julias.

According to our Older Americans Act Report 2021, 195 certified volunteer ombudsman program representatives contributed 5,105 hours of service to our ombudsman program. The independent sector determined the estimated value of a volunteer hour in 2021 was \$29.95. For our program, that is over \$152,894.75 of assets due to volunteer service!

A shout-out to our valued ombudsmen!

Pennsylvania’s State Long-Term Care Ombudsman program is honored to have one of the nation’s most dedicated groups of ombudsmen. The passion for your work is documented daily from Erie to Philadelphia and all points between.

These are Pennsylvania’s 337 ombudsmen as of July 18.

Volunteers: Patricia Aguilera-Hermida, Gary Berresford, Laurie Crain.

DAUPHIN
Staff: Cori Hurley, Elizabeth Phillipy, Shannon Vallier.
Volunteers: Kendrick Albert, Kathy Bronstein, Jackie Dameshekc, Morgan Molnar.

DELAWARE
Staff: Agnes Braxton, Sarah Kuchan, Terry Levine, Marie Severini.
Volunteers: Richard Biedrzycki, Peter Caracci, Elaine Lawley.

ERIE
Staff: Carolyn DiMattio, Jamie Dolmovich, Amanda Trenn.
Volunteers: Julie Gould.

FRANKLIN
Staff: Payton House.
Volunteers: Brendan Finucane, Natasha Gunasekara, Thomas Koutris, Tyler Miller, Neil Ober, Sheldon Schwartz, Diane Strock.

H/B/F (Huntingdon/Bedford/Fulton)
Staff: Jessica Woomer.

INDIANA
Staff: Debra Gressley.
Volunteers: Gloria Eshelman, Linda Gibson, Claudia Kepple, Marie Kirsch.

JEFFERSON
Staff: Mindy Sivanich.
Volunteers: Tom Brandon, Diane Fiscus.

LACKAWANNA
Staff: Elaine Augelli, Bernadette Jones, Linda Korgeski, Mary Anne Maloney-Evans.
Volunteers: Diane Beckage, Rosemary Goulet, Lois Komensky, Sandra Kovach, Barbara O’Neill, Donna Walsh, Barbara Williams.

LANCASTER
Staff: Monique Breedon-Goyco, Leanne Garner, Jamie Schell, Sheri Snyder, Robin Work.
Volunteers: Ellen Berfond, Beverly Birk, William (Bill) Kelley, Barbara Sutton.

LAWRENCE
Staff: Christine Murray, Linda Scott, Holly Wright.
Volunteers: Peggy Gettings, Joan Quahliero, Terry Weyman.

LEBANON
Staff: Nick Matash, Judy Weimer.
Volunteers: Sandy Agee, Joseph Royer.

LEHIGH/NORTHAMPTON (Catholic Charities)
Staff: Janet Brown, Teresa Dakuginow, Kirby Loeb, Nichole Peardon, Susan Weiss.
Volunteers: Carol Cagno, Susan Golden, Robert Hale, Thomas Howell, Chanel Porochniak, Linda Swankoski, Kathy Tkach, Patty Upjohn, Patricia Welsh.

LYCOMING/CLINTON
Staff: Traci Foster, Michelle Koons.
Volunteers: John Archer III, Judy Chestnut, Marian Conn, Louise Cooney, Jeannie Mincer, Sherry Phillips, Richard Wehler, Norma Winter.

MERCER
Staff: Ericka Dershimer.

Volunteers: Grant Dunsmore.

MIFFLIN/JUNIATA
Staff: Amanda Craig, Mary Ann Demi, April Patton.
Volunteers: Angie Brannon, Carol Laughlin, Sandy Lauver, Valerie Stutts.

MONROE
Volunteers: Suzanne Bornemann, Anita Procci.

MONTGOMERY
Staff: Leilany Davila, Tracy Gordon, Megan Manney-Thomas, Nequava Matthews, Millie Ofray, Elizabeth Piazza.
Volunteers: Winifred Backlund, Joanne Coffman, Joan Gerace, Dahlia Palmer, H. Edmund Petersohn.

PERRY
Staff: Alyson Thebes, Allyson Valentine.
Volunteers: Charlotte Barrett, Rodney Bower.

PHILADELPHIA (CARIE)
Staff: Alex Brendanawicz, Jessica Hartfield, Lori Walsh.
Volunteers: Carl Bailey, Kathy Czapp-Sliman, Deborah Glass, Marcella Hand, Dorothy Hawkins, Michael Johnson, Sherrie Shade, Pamela Stroman-Gibson.

PHILADELPHIA (Center in the Park)
Staff: Erika Barber, Renee Cunningham, Martina Mildor-Charles, Karen Phillips.
Volunteers: Ada Bello, Stacey Fitzpatrick, Elaine Grant, Ethel Malone, Denise Osborne, Barbara Pritchard, Barbara Roberson, Cheryl Taylor, Timothy Young.

PHILADELPHIA (PCA)
Staff: Andrea DeLoatch, Lynda Pickett.

PIKE
Volunteers: Kathy Eckert.

POTTER
Staff: Andrea Skaggs.

SCHUYLKILL
Staff: Eileen Barlow, Lynn Breidegam, Valerie West.
Volunteers: Linda DaRosa, Cathy Farone, Kristen Karnish, Joseph Taglieri.

SOMERSET
Staff: Brenda Nicholas.
Volunteers: Rhonda Burket, Kathy Carney, Phyllis Conner, Christine Lamberson, Tracy Miller, Dorena Scott, Jean Taylor, Charles Younklin.

SOUTHWEST PA (Fayette/Greene/Washington)
Staff: Christine Barnhart, Eric Braun, Allison Cole, Katie Fisher, Melissa Gorby, Tiffany Huffman, William Teagarden.
Volunteers: Raymond Barnhart, Trish Latzo.

STATE OFFICE
Staff: Margaret Barajas, Becky Fortenbaugh, Mary Ann May, Jaime Rose, Jay Rotz, Kandy Schreffler, Kim Shetter, Dorrie Taylor, Carolyn Tenaglia, Carmen Toro, Eliza Weeden.

UNION/SNYDER
Staff: Amy Foster, Becky Renno, Corrin Zechman.

VENANGO
Volunteers: Lee Fry, Sonja Hunt, Pamela Palm, Peggy Stroupe, Helen Urda.

WARREN/FOREST
Staff: Joy Wiedmaier, Kimberly Wilson.
Volunteers: Janice Phillips, Jim Tellman.

WESTMORELAND
Staff: Jay Citeroni, Karen Cyphert, Virginia Lucas.
Volunteers: Richard Dickey II.

YORK
Staff: Elizabeth DiLuigi, John Ruppel.
Volunteers: Richard Hartman, Kay Hayes, Sally Kaltrider, Ray Quickel.

Are your continuing-ed hours filled?

Procrastinating is not your best option on this requirement ... it is that time already.

We have entered the fourth quarter of the Federal Fiscal Year, and we all must have our 15 hours of continuing education in the OmbudsManager database no later than September 30, 2022.

The Federal Final Rule for ombudsmen requires that all certified ombudsmen must complete 15 hours of continuing education training to maintain our certification annually.

There are numerous ways to obtain these hours.

- Office of the LTC Ombudsman trainings provided through WebEx/recordings that are posted to the PDA-LMS.
- Non-COVID Consumer Voice webinars, including National Ombudsman Resource Center TA talk webinars, and their continuing education sessions provided monthly.
- Non-COVID NCLER webinars.



BY KIM SHETLER
Data and Analytics Specialist

- Non-COVID Justice in Aging webinars.
- Non-COVID ACL webinars.
- Non-COVID Virtual Family Council meetings/recordings.

- Trainings related to diversity, equity, and inclusion for vulnerable populations.
- Refresher training — either online training modules or virtual classroom training.
- Relevant community training offerings — virtual or in person when applicable.
- College courses that are relevant.
- Volunteer meetings (volunteers only) — if a speaker/presentation is provided.

For credit for these sessions, they must be documented correctly into OmbudsManager. If you need assistance with how to document them, please reach out to your ombudsman specialist.

Starting October 1, 2022, the federal requirement for continuing education hours will be increased to 18 hours per certified ombudsman per year.

DID YOU KNOW?
Your 15 hours of continuing education for the year must be recorded in the OmbudsManager database by September 30, 2022.

PCH succeeds in controlling COVID-19

EDITOR'S NOTE: *The identity of the personal-care home has been withheld to uphold the privacy of the facility and its residents.*

When I heard one of our local personal-care homes had no recorded COVID-19 deaths, I couldn't wait to pay them a visit. So on June 2, I met with their executive director and operations manager.

They were anxious to share that the facility did not have any positive COVID cases for over 23 months (March 2020 to February 2022). When they did have their first positive case in February of 2022, it was acquired by offsite location. The facility did not have any deaths because of COVID. As a facility of the older population, deaths did occur from normal age-related illnesses, but not COVID-related.

After listening to their actions and decisions, below are five factors underpinning their success.

Closing the facility once the COVID-19 threat was made public.

One to two weeks before the commonwealth's enforced closure of facilities, they closed the home



BY SHELDON SCHWARTZ
Franklin County Volunteer Ombudsman

to the outside community. Nobody enters the facility even to this day except for emergency, medical or hospice-related care.

Vendors are not permitted into the facility, all deliveries are left outside and sanitized prior to entry into the facility by facility staff. The only time a vendor is permitted inside the facility is in emergency situations where rigid infection controls are implemented.

Education of residents, staff and families.

This included constant education of COVID-related items such as vaccines, COVID, CDC and state guidelines.

During the pandemic, the facility provided notification to staff of the local positive cases in our county, including facilities with their numbers of positive residents, positive staff and deaths.

Maintain resident quality of life and quality of care.

The facility continued to allow

residents to move freely within the facility without a mask. Instead of quarantining residents, they expanded activities and meal venues to maintain social distancing. No more than two persons per table were allowed; there was an increased number of "movie nights."

Strong community support.

WellSpan "Slow the Spread" grants were obtained to assist with washers and dryers for sanitation, supplies for sanitation/hygiene, testing kits, masks, N95s, gloves, etc., as well as furnishings for safe visitations with residents and families, and computers for residents for Zoom visits with families and physicians.

Cloth masks were donated early in the pandemic. Also provided were headbands (as masks were hurting ears of staff) and PPE gowns.

Donations of gift cards/money were provided for staff for purchasing lunch at local restaurants. Families and churches dropped off candy, food, and drinks for staff as well.

Churches, local community groups, schools were making cards and little gift bags for residents to cheer them up.

Residents and their families are the best support system the facility has. The families are notified of all procedures/changes.

Maintain impeccable infection control protocols.

To this day, the facility continues to operate at a heightened level of sanitation and safety.

Temperature and oxygens are taken of residents daily and staff are taken upon entry and exiting of their shift.

All touch surfaces are bleached three times daily. Lysol spray is utilized on all items that enter the facility.

Masks are worn by staff 24/7.

Visitations with family and friends have special protocols for safety and they change frequently.

Staff and residents are 100 percent vaccinated with boosters for COVID and influenza.

Quarantine is in place for certain off-site procedures that occur.

Testing occurs as the need arises to assure safety of the facility.

As we review actions taken during the pandemic, this facility's plan seems to have worked and should be considered in the development of new response plans in preparation for the next pandemic.

WORD SEARCH ANSWERS

(So, how did you do?)

Baseball Teams



Play this puzzle online at : <https://thewordsearch.com/puzzle/42695/>

A Day at the Beach



Play this puzzle online at : <https://thewordsearch.com/puzzle/223610/>

Beach Items

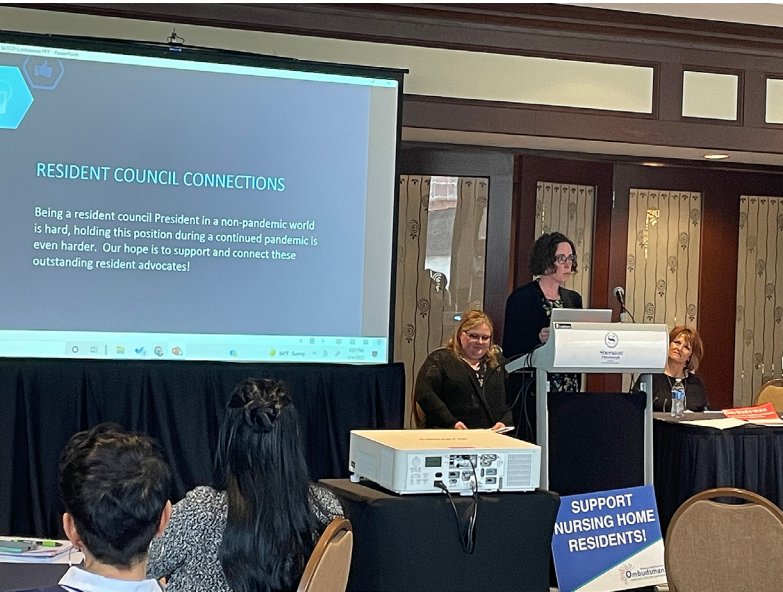


Play this puzzle online at : <https://thewordsearch.com/puzzle/2485/>

Summer Break



Play this puzzle online at : <https://thewordsearch.com/puzzle/503/>



Jaime Rose (top) and Eliza Weeden (middle) give their presentations on social media to the 2022 SLTCO Conference participants. Bottom, Consumer Voice policy director Carol Scott introduces the Pennsylvania presenters.

Several of Pennsylvania’s representatives had their opportunity to shine before the collected national leaders in advocacy.

CONFERENCE

From Page 1

the Pennsylvania crew were front and center in a dialogue hosted by Illinois State LTC Deputy Ombudsman Lee Moriarty. Staff from the various states shared their best practices and learned new ways to improve their programs. From there, various state ombudsmen and Consumer Voice luminaries presented 90-minute modules on various issues.

Tuesday afternoon, a session on schizophrenia diagnoses and the use of antipsychotic drugs was followed by a presentation on best practices for case and activity documentation.

Wednesday morning’s early session on nursing-home reform was led by Beverley Laubert, the new national ombudsman program coordinator for the Administration for Community Living (ACL).

The state Ombudsmen from West Virginia, Mississippi and Minnesota presented a lively discussion on the importance of communication and collaboration between ombudsman programs and Adult Protective Services.

Beverley Laubert, Consumer Voice executive director Lori Smetanka, Consumer Voice public policy director Robyn Grant and Connecticut state Ombudsman Mairead Painter were the hosts of a Wednesday afternoon listening session on nursing-home facility-initiated discharges.

Following that session, several of Pennsylvania’s representatives had their opportunity to shine before the collected national leaders in advocacy.

The session highlighted effective program promotion in 2022, and three Pennsylvania regional specialists presented some of the unique initiatives established by your State Office.

Jaime Rose spoke to the confer-

ence on our Virtual Family Council, the bi-weekly online meetings in which family members and loved ones learn about issues in long-term care and how best to support and advocate for elderly residents.

Eliza Weeden provided a run-down on our new Resident Council Connection. More than 25 resident-council presidents from around the commonwealth attended the first meeting, which allows them to troubleshoot concerns being tackled by their various councils.

And finally, Kandy Schreffler, the heart of our PEER program, related the successes of our resident experts and the future, which includes similar programs being established in other states.

Our regional specialists’ presentations were well-received by the audience, with numerous questions being posed by the group.

A final Thursday morning session detailed the National Ombudsman Reporting System (NORS) and OAAPS reports, in which ombudsmen use data to tell the story of their programs.

Many of the ombudsmen took Thursday afternoon to tour various Pittsburgh attractions before embarking on their journeys back to their home states. Among the offerings, set up by Margaret Barajas, were a guided tour of the Andy Warhol Museum, a trip on the Monongahela Incline and dinner at the Shiloh Gastro.

And, of course, meal breaks and dinners throughout the four days were usually spent with the Pennsylvania contingent getting to know ombudsmen from Puerto Rico to Hawaii, exchanging ideas and establishing relationships which will enrich our national footprint.

With in-person conferences taking a back seat during the pandemic, it was refreshing for ombudsmen to see old and new acquaintances face-to-face.