



Snohomish-King Advocate

LTC ADVOCACY, PROGRAM UPDATES, NEWS, AND INFORMATION

Hello fellow Ombuds! Welcome to our new forum to bring you LTC news, program updates, and key information for effective advocacy in long-term care. The Snohomish and King County programs merged effective March 1, 2017, making us the largest of the 11 regional programs in Washington State. Here are some numbers that emphasize the size and scope of our responsibility. We provide advocacy for residents in 79 skilled nursing facilities, 190 assisted living facilities, and over 1500 adult family homes. Currently that's 27,822 residents. Wow! We couldn't be as successful as we are without our volunteers. So thank you for all that you do for Snohomish-King LTCOP, and the residents we serve.

Sign up today for Advocacy Action Alerts

The Washington State Ombuds Office has implemented a new way to alert constituents on proposed laws or issues that impact seniors. These Advocacy Action Alerts are primarily used during the Legislative Session; however, they can also be used when the State Legislature is out of session as well. You can [click here](#) or the link below to get signed up. Your information will NOT be shared with a third party, and State LTCOP will be mindful about sending out too many messages!

<http://www.waombudsman.org/news/advocacy-action-alerts-state-ltc-ombuds/>

Update on Dementia Communities in Washington State

The Dementia-Friendly Communities project team of Washington State recently reviewed dementia friendly programs and initiatives around the world. They created a fact sheet highlighting the key elements of dementia communities in Washington State. This year, they are working to distribute the fact sheet in addition to exploring statewide interest in networking and resource sharing around the topic of dementia friendly programs and initiatives. You can [click here for Dementia Action Collaborative](#) or visit <https://www.dshs.wa.gov/altsa/stakeholders/alzheimers-state-plan>, you will find the fact sheets and information regarding upcoming scheduled events. Please help spread the word. Feel free to share the link with anyone who has an interest in this important topic.

A Bittersweet Farwell to Almost Two Decades of Service

Would you believe that we had two volunteers, each with almost two decades of volunteering as a Long-Term Care Ombuds? It is true.



Nancy Coleman, 17 years of service

King County volunteer **Nancy Coleman** was with the program for over 17 years. Nancy was a fierce advocate for the residents at Park West Skilled Nursing, and The Kenny in West Seattle. Nancy started with the program back in 1999. Her background was a perfect fit for our program; she held jobs as both a social worker, and a facility Administrator before retiring in 1997. She has big plans for the future that include more gardening in her yard, and continuing traveling all over the globe. Soon Nancy is taking a trip to Spain and Portugal which will be the 50th and 51st country she's visited. Every year during the holidays Nancy also travels to Michigan to spend time with her family. We will miss her enthusiasm and commitment to the program.



Ruth Madden, 18 years of service.

(Pictured from left to right Ruth Madden & Gay Rutter)

In Snohomish County we say goodbye to **Ruth Madden**, who was with the program for over 18 years and also had a role as an Administrator for a nursing home down in California. Ruth is reluctant to move on, but she says it's time to cultivate a garden, and do some long overdue traveling with her spouse. Ruth joined the program back in April of 1999. She represented the residents at Sunrise Skilled Nursing and Sunrise Assisted Living, plus she visited 5 AFHs. Ruth and her husband are moving over to the Peninsula. Ruth was an excellent advocate for the residents she served. It was a pleasure to learn from, and work with Ruth.

We wish both Nancy and Ruth warm days, happy tilling and planting, and a bountiful harvest. We extend our sincerest heartfelt thank you and best wishes for wherever life's journey may take them.

Senior Lobby Day was February 23rd



Pictured left to right Gazel Tan, Robert Roseth, Sandie McDonald, & Judy West

Individuals that participated in Senior Lobby Day:

*John Barnett – Kirkland
Margaret Bradley – Seattle
Kathleen Carstens – Renton
Jill Cline – Bothell
Ethan Crawford – Bellevue
Karen Greenwalt – Everett
Lorelee Hedlund – Bellevue*

*Ruth Anne Henderson – Kent
Ruth Madden – Everett
Robert Roseth – Seattle
Gazel Tan – Bellevue
Dee Totten – Issaquah
Maxine Wagner – Kent
Earlene Webster – Des Moines*

We greatly appreciate your support and assistance. Thank you so much for your incredible performance!

There's a Better Way – Ending Anti-psychotics in LTC Settings

On April 20th, volunteers from across the state attended an all-day conference in Tacoma entitled, “**There’s a Better Way - Ending Anti-psychotics in LTC Settings.**” Keynote Speaker **G. Allen Power, MD**, along with guest speakers **Jonathan Evans, MD**, and AARP Sr. Attorney **Kelly Bagby**, imparted a wealth of information regarding residents in long-term care that live with dementia. A key focus of the program was a discussion around the need to change the Biomedical Model of Dementia, and adopt a new one of creating well-being. The conference raised awareness, and increased our understanding of the problem in long-term care facilities. We heard several real life examples highlighting the importance of understanding a resident’s individuality. If you were unable to attend this educational and informative conference, you can [click here](#) for the handouts or visit our State LTCOP website at www.waombudsman.org, and click on [There’s a Better Way - Ending Anti-psychotics in LTC Settings](#) which is located on the left page of "News and Events" column.

Welcome New Volunteers

In March, we held our first volunteer certification training for the new Snohomish-King region. A special welcome to our new Certified Volunteer Ombuds:

Barbara Alban (North King)
Alan Black (Central King)
Maureen Jackson (North King)

Tom Johnson (Snohomish)
Charles Thompson (North King)

Volunteer Monthly Meetings & Events

Mark Your Calendar: Upcoming Events

- LTCOP Volunteer Certification Training in Federal Way
June 8th, 9th, 14th and 19th
- LTCOP Volunteer Certification Training in Lynnwood
July 26th, August 1st, 2nd and 4th
- Alzheimer's local chapter has free classes on coping, strategies and care giving for loved ones diagnosed with Alzheimer's and dementia. Visit the website to find classes in your area.
www.alzwa.org click on calendar

Volunteer Monthly Meetings

Team	Meeting Dates	Time	Location
Snohomish Team (Gay's Team)	May 17th and June 21st <i>Meets the 3rd Monday each month</i>	9:30 am – 11:30 am	Mariner Fire Station #11 12425 Meridian Ave Everett, WA 98208
North King (Amy's Team)	May 15th and June 19th <i>Meets the 3rd Monday each month</i>	10:30 am – 12:30 am	Northgate Public Library 10548 5 th Ave NE Seattle, WA 98125
Central King (Sandie's Team)	May 18th and June 15th <i>Meets the 3rd Thursday each month</i>	1:00 pm – 3:00 pm	Beacon Hill Public Library 2821 Beacon Ave S Seattle, WA 98144
South King (Lexus's Team)	May 17th and June 21st <i>Meet the 3rd Wednesday each month</i>	1:00 pm – 3:00 pm	Kent Senior Center 600 E Smith St. Kent, WA 98030

As a reminder, Federal standards require Long-Term Care Ombudsman Programs to hold monthly volunteer meetings, and require their Volunteer Ombuds to attend at least six (6) volunteer meetings each year. While this is necessary to maintain certification, it's also a good time to meet with fellow volunteers to share best practices, discuss challenging cases that you're working on, and get helpful information from staff and other volunteers. The volunteer meetings also allow staff to update you with any program changes, and share new information regarding advocacy in long-term care. From time to time, we bring in guest speakers who provide us with knowledge that we can pass on to our residents. Below you can find information on upcoming monthly meetings. In the event you can't make your regular team monthly meeting, please feel free to attend the team meeting most convenient for you.

Advocacy Do's and Don't's

Advocacy Do's

- Listen
- Explain clearly and completely
- Respect privacy
- Never promise results
- Investigate fully
- Communicate and inform
- Be objective
- Avoid Confrontation
- Determine the real issues
- Honesty, Integrity, and Accuracy
- Formulate actions and potential solutions
- Keep records
- Maintain confidentiality

Advocacy Don't's

- Friendly, but NOT friendship
- Disregard facility rules
- Exceed the limits of ombudsman authority
- Disrespect facility staff
- Practice Medicine
- Make judgments
- Practice Law
- Disrespect resident space, desires, and direction

Snohomish-King Staff Contact

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