Welcome to the 2nd Edition. We start with a special message from our Regional Ombuds Jeremy Bell......

Happy New Fiscal Year! July 1st, is the first day of our new fiscal year, and it marks Day 1 of the first full fiscal year we’re together as one Snohomish-King LTCOP Region. This New Year starts off with great news! As I write this message we’ve just learned that Governor Inslee has signed the FY2018 State budget, which includes an additional $300,000 in funding for the biennium, for Washington’s LTCOP. These additional funds don’t fully restore LTCOP to levels prior to the 2011/2012 budget cuts, but it’s very close. This will allow for positive impacts across the state program, including within the Sno-King Region.

I’m confident that one of the changes for our region will be the ability to increase program staffing levels. Though the details are still being worked through, increased staff support for our volunteers increases the overall capacity of the program to reach more facilities, and ultimately more residents. We’re all very excited to be able to increase staff headcount within the region, and more updates on that in the coming weeks. Earlier this year we announced the return of our volunteer newsletter. This is something we've wanted to do for quite a while, and we're very happy to hear such positive feedback. The newsletter helps keep us all informed of what’s new within our region, but it’s also a way for us to stay connected as one large team. From time to time it will also feature volunteers, and the work that you all are doing. This brings up another topic that the staff has wanted to address for some time, and that is volunteer recognition. I’m happy to say that our Advisory Council is currently working on a Volunteer Recognition Program. We have the largest number of Certified Volunteer Ombuds of any regional program in the state, and we want to be able to recognize the work you’re all doing. Look for more information on the Volunteer Recognition Program from the Volunteer Advisory Council in the next newsletter.

Many of you have heard me say this before, but when I think of our volunteers I’m reminded of the Latin phrase, “Sine qua non.” The literal translation is, “Without which, not.” It refers to an essential ingredient or condition that without its presence, there would be nothing. Without all of you we would not have the successful program we have today, and the resident’s we serve would not have such wonderful advocates. On behalf of the entire Sno-King staff, THANK YOU!

Have a great year!
Jeremy
A BIG Welcome to New Volunteers

In June, we held our second volunteer certification training for the new Snohomish-King region. A warm welcome to our new Certified Volunteer Ombuds:

Carolyn Ayers (South King)  
Heidi L’Esperance (Snohomish)  
Benjanela “Nia” Green (Central King)  
Christopher Martin (South King)  
Eric Jones (South King)

Volunteer Monthly Meetings

Training topics for volunteer monthly meetings are:

**July**  •  Guardianships

**August**  •  Durable medical equipment and assistive devices

**September**  •  Establishing boundaries with residents and staff.

Also, please note that an additional meeting time and space has been added for volunteers on the East side.

<table>
<thead>
<tr>
<th>Team</th>
<th>Meeting Dates</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
</table>
| Snohomish Team (Gay’s Team) | July 19, August 16, and September 20  
Meets the 3rd Wednesday each month | 9:30 am – 11:30 am   | Mariner Fire Station #11  
12425 Meridian Ave  
Everett, WA 98208 |
| North King (Amy’s Team)     | July 17, August 14, and September 18  
Meets the 3rd Monday each month,  
except for August which is 2nd Monday | 10:30 am – 12:30 pm  | Northgate Public Library  
10548 5th Ave NE  
Seattle, WA 98125 |
| Central King (Sandie’s Team) | July 20 and August 17  
September 21  
Meets the 3rd Thursday each month | 11:30 am – 1:30 pm  
12:30 pm – 2:30 pm | Beacon Hill Public Library  
2821 Beacon Ave S  
Seattle, WA 98144 |
| **NEW**  
East Central –King (Sandie’s Team) | **NEW**  
July 21, Friday – Room 4  
August 16, Wednesday – Room 4  
September 21, Friday – Room 6  | **NEW**  
10:30 am – 12:30 pm  | **NEW**  
Bellevue Public Library  
1111 110th Ave NE  
Bellevue, WA 98004 |
| South King (Lexor’s Team)   | July 19, August 16, and September 20  
Meet the 3rd Wednesday each month | 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. In the event you can’t make your regular team monthly meeting, please feel free to attend the team meeting most convenient for you.
Upcoming Events, Seminars, and training opportunities

Mark Your Calendar:

- 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

- DSHS Developmental Disability Specialty Training – DD Specialty Training is a **FREE** three-day (18 CE approved hours) introductory training intended for individuals who support people with developmental disabilities. You must attend all three days and pass a written test to receive your specialty designation and certificate. If you are interested in attending this training please contact your Staff Ombuds for more information, and a schedule of training dates. **Space is limited based on location. It is recommended to sign up for a class at least 3 weeks in advance.**

Advocacy Tools

Ten Commandments of Communicating with People with Disabilities

I. Speak directly rather than through a companion or sign language interpreter who may be present.
II. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
III. Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking.
IV. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
V. Treat adults as adults. Address people with disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheelchairs by patting them on the head or shoulder.
VI. Do not lean against or hang on someone’s wheelchair. Bear in mind that people with disabilities treat their chairs as extensions of their bodies.
VII. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head. Never pretend to understand; instead repeat what you have understood and allow the person to respond.
VIII. Place yourself at eye level when speaking with someone in a wheelchair, in bed, or on crutches.
IX. Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands, cigarettes and food away from your mouth when speaking.
   - Never shout at a person. Just speak in a normal tone of voice.
   - If a person is wearing a hearing aid, don’t assume that they have the ability to discriminate your speaking voice.
X. Relax. Don’t be embarrassed if you happen to use common expressions such as “see you later” or “Did you hear about this?” that seem to relate to a person’s disability.
Community Resources and Information
Has a resident asked you for information but you didn’t have the answer? You can call your Staff Ombuds or depending on the nature of the question try this:

In King County – Call “211” to reach the Washington Information Network, providing information to community resources for all ages, or you can use the online directory click on the link that follows: www.resourcehouse.info/win211legacy/results.aspx?SearchID=CE022A76-F8F0-4F58-B475-24255BDA8E48

In Snohomish County – Call Homage Senior Services 425-355-1112, or visit their website by clicking on the following link: www.homage.org

Medicaid Dental Coverage
Did you know that Medicaid dental covers dentures? For more information about Medicaid dental visit the following link, or check your resource table at your next volunteer meeting for the Medicaid Dental fact sheet: https://www.hca.wa.gov/assets/free-or-low-cost/22-811.pdf

In Memory Of Kary Hyre

Kary Hyre passed away on June 24, 2017. Kary served as the Washington State LTCO for seventeen years, and made monumental changes to law and resident rights in Washington. He is a legend. If you are not familiar with Kary Hyre here’s an opportunity to learn about him, and how instrumental he was to the success of the LTCO program. He helped pioneer the laws and regulations in assisted living, spoke out against neglect and abuse, and he was an early advocate for residents living with dementia and Alzheimer’s. You can read more about Kary and his accomplishments that benefitted our program by selecting the link that follows: http://www.seattletimes.com/seattle-news/retiring-advocate-finds-a-new-way-to-use-his-voice/

Hyre’s Helpful Hints
1. Learn Resident Rights
2. You have a duty to inform re: Residents Rights
3. See the barrier: Think, “if I can do it; then the resident can”
4. Ask the question, “What does the resident want?” Talk to the resident first.
5. Learn to respect the resident as an individual – each resident has his/her own rhythm: i.e.: Bathing - when do you (the resident) want to bathe?
6. Language – Communication

Good Word List
Options
Choice
Preference

Bad Word List
System
Schedule
Regimen
Next Issue

Information to look for in our next edition.....

The Advisory Council • who are they, and what exactly do they do?
Featured Volunteer • exclusive interview with a LTC volunteer Ombuds
Snohomish-King LTCOP Intake • what is it, how does it work?
Volunteer Recognition

Contact Information

Snohomish-King Staff Contact
Jeremy Bell  RLTCO  jeremyb@mschelps.org  (253) 838-6810
Gay Rutter  Asst. RLTCO  gayr@mschelps.org  (360) 926-6220
Amy Adams  Staff Ombuds (North)  amya@mschelps.org  (206) 714-0138
Sandie McDonald  Staff Ombuds (Central)  sandram@mschelps.org  (206) 714-0108
Lexor Green  Staff Ombuds (South)  lexorg@mschelps.org  (206) 334-4440

Snohomish-King LTCOP Intake
Snohomish:  (360) 862-1100
King:  (206) 623-0816
Email:  kcltcop@mschelps.org
Fax:  (253) 815-8173
Mail:  Snohomish-King LTCOP
       PO Box 23699
       Federal Way, WA  98093

If you have suggestions for a story or information you’d like to see in the newsletter, please contact Gay Rutter at gayr@mschelps.org