

This issue finds our incredible volunteers and staff just back from our annual Spring Training Days. This was a chance to update our knowledge and skills as well as celebrate the successful results achieved every day for residents of licensed long-term care.

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Southern Oregon (Skilled Nursing Facility)

The volunteer was contacted by a concerned family member that his wife had been left “hanging” in a malfunctioning Hoyer lift device which assists some residents into and out of bed. While there is a manual override, the evening staffer was not strong enough to operate it alone. Subsequent meetings and a care planning conference resulted in assurance from the administrator that adequate staff to operate the lift safely would be on hand.

Lower Willamette Valley (Assisted Living Facility)

The resident has some special dietary needs that the facility had failed to address. The Volunteer met with the food services staff and the administrator. Appropriate menu options are now being provided.

Greater Portland Metro Area (Adult Care Home)

The Volunteer noticed that several residents were wearing clothing protectors at a time when no meals were being served. There appeared to be no other reason for the protectors. In discussions with both the house manager and the owner, the Volunteer explained that this practice was not age appropriate and was a violation of their Resident Right to dignity. These residents are now offered protectors only at mealtime.

Mid-Willamette Valley (Assisted Living Facility)

A Volunteer was alerted by a resident that she had been given a double dose of her prescribed evening medication. Upon investigation, the Volunteer contacted the nursing services director who confirmed the error and took immediate action to assure the medication aide was given additional training and supervision. While no harm resulted, the resident was grateful for the Volunteer’s assistance and follow-up.

Greater Portland Metro Area (Skilled Nursing Facility)

A number of residents were distressed that the audio on a favorite TV channel was muted throughout the facility. It took repeated urging from the Volunteer for the administrative staff to give priority to fixing the problem. Enjoying TV movies was a very important part of these residents’ daily activities. It took over a week, but the sound was restored and the residents were very pleased.

Eastern Oregon (Skilled Nursing Facility)

A resident with dementia had developed difficult behaviors that could lead to his placement in an enhanced memory care setting. The Volunteer worked with family, staff, case manager, and a mental health professional to re-assess the care plan and adjust his medications. As a result the resident has dramatically improved and is not presenting the difficult behaviors. He will be able to continue to make this facility his home.

Southern Oregon (Residential Care Facility)

The family of an elderly resident had a series of complaints needing the attention of the Volunteer. A prolonged water leak, missing clothing items, and an attempt to discharge the resident when he converted to Medicaid eligibility, among others, had his family quite desperate. Also, multiple family members were reporting problems to various staff. After addressing each issue with facility staff and administration, the move-out notice was rescinded and the family agreed to provide a single contact point for future issues.

Lower Willamette Valley (Skilled Nursing Facility)

A trans-gender resident with complex mental health and physical issues asked the Volunteer for help with payment and behavioral problems that had resulted in a move-out notice. With great sensitivity to the resident’s needs and persistence with facility staff, the Volunteer worked out several compromises and adjustments to the care plan allowing the resident to remain in the facility, as she wished.