

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

April 15, 2016

at the

Office of the Long-Term Care (LTC) Ombudsman

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

Michele Edwards, Chair
Betsy Welch, Vice Chair
*Teena Ainslie
Bill Bard
Kelly Breshears
Jan Friedman
Tom Giles

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
Travis Wall, Oregon State Public Guardian
Rebecca Fetters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
Mary Ann Lebold, Committee Administrator and
Office Manager
Amra Marché, RFO Program Coordinator

MEMBERS ABSENT:

Claudia Kyle

LTCO VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman

GUESTS:

Sara Gelser, State Senator, District 8
Caddy McKeown, State Representative, District 9

CALL TO ORDER: Ms. Edwards called the meeting to order and asked all present to introduce themselves.

PUBLIC COMMENT: State Representative Caddy McKeown attended the meeting to listen and learn so that she can better serve the constituents of her District including her father who is in his 90s and living in an assisted living facility. She is working closely with other State Senators and Representatives so that they can do a better job to serve the citizens of Oregon who are using various aspects of the state's long-term care system.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Judge Welch moved that the minutes of the March 18, 2016 meeting be approved as written. The motion was seconded by Kelly Breshears and passed.

NEW BUSINESS: Ms. Fetters described the LTCO's three-pronged Memory Care Initiative. In the first prong, 50 Certified Ombudsman (CO) volunteers and the entire LTCO staff will receive special training about memory care facilities. The Certified Ombudsmen will be asked to make a commitment to visit Endorsed Memory Care Units that may exceed the customary CO visit commitment. As part of the second prong, two Deputy State LTC Ombudsmen, Melissa Bosworth and Debbie Boures, have drafted a brochure that will be helpful to people who are in the process of placing a family member in a memory care facility or already have a family

member living in a memory care facility. Ms. Fetters and Mr. Steele met with a University of Oregon intern who is also preparing a brochure with information about memory care facilities. The third prong of the LTCO Memory Care Initiative, is the creation of a readily available database containing survey information, complaint data and LTCO's experience with memory care facilities.

Ms. Fetters described a presentation that she recently attended by the co-owners of a memory care facility in the Salem area that provides memory care based on the Montessori method. A link to information is: <http://www.cen4ard.com>

ANNOUNCEMENTS: Mr. Bard announced that Mary Jaeger, former State LTC Ombudsman now Aging Veteran's Services Director with the Oregon Department of Veterans Affairs, has been appointed by Governor Brown to serve on the Governor's Commission on Seniors Services (GCSS).

Mr. Bard distributed copies of a poster that the Administration for Community Living has developed to promote the 2016 Older American's Month which is May. Mr. Bard distributed five additional items that he believes will be of interest to Committee Members.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Mr. Wall distributed copies of an updated brochure about the OPG and provided an overview of the program. He also distributed and discussed a graphic representation of the Highlights and Challenges of the program showing how the program is being rolled out in specific counties around Oregon. In order to serve the entire state, the program will need more funding. Mr. Wall distributed and discussed a summary of the program's Direct Services To Date. He thanked Ms. Breshears for the Oregon Department of Veterans Affairs' assistance in serving an OPG client who needs conservatorship services as well as the guardianship services provided by the OPG.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN - *Status of New Committee Members:* Mr. Steele reported that, although no candidates have been put forward for consideration for appointment to this Committee in the legislative assembly's next hearing to consider Board, Commission, and Committee appointments, he continues to work with Mary Moller, Governor Brown's Executive Appointments Director, and Dani Ledezma, Governor Brown's Health and Human Services Policy Advisor, to identify individuals who will be asked to submit an interest form and be considered for appointment to this Committee. Ms. Edwards has been in touch with a retired psychiatrist from rural Oregon who has expressed an interest in appointment to this Committee. There was discussion about how Committee Members could best work with the Governor's office and legislators who have the responsibility to appoint Committee Members.

STATE SENATOR SARA GELSER: Ms. Edwards introduced Senator Gelser and thanked her for joining us today. Senator Gelser talked about how the LTCO budget may be addressed by legislators during the 2017 session and possible changes in Legislative Committee structures and assignments. She described her concerns about the welfare of residents of long-term care and residential facilities in the light of anticipated budget reductions. Senator Gelser described the

impact of the legislation passed during the 2016 session on DHS and how DHS provides for their clients as a result of that legislation.

To inform Senator Gelser, Ms. Edwards talked about nursing home closures in process throughout Oregon and described the unintended consequences of the nursing home closures in her community. In response to Judge Welch's comments about how to get the information held by both LTCO staff and volunteers to legislators, Senator Gelser responded that the months between legislative sessions is the best time to transmit this important, relevant information to legislators. Mr. Steele expressed his desire to meet further with Senator Gelser to discuss legislative support for the OPG.

Senator Gelser encouraged Committee Members to contact her at any time and keep her informed of the agency's needs and concerns.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): Ms. Larson distributed and discussed a map illustrating how the state has been divided into regions to be served by the Deputy Residential Facility Ombudsmen.

Three offers have been made to and accepted by individuals who will serve as Deputy Residential Facility Ombudsmen (Deputy RFOs) beginning May 3. Initially all Deputy RFOs will be stationed in the Salem office as development of the program continues. Ms. Larson described how she expects to roll the program out through the entire state over the next several months. Ms. Larson described the varied experience and background of the Deputy RFOs. The next step will be designing a training program for the Deputy RFOs.

In addition, Ms. Larson and Ms. Marché will be working to create accurate lists of facilities to be served by the program and create outreach materials such as posters and brochures. Samples of a very rough draft of a poster were distributed. They are also building a database to serve the program.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: Mr. Steele reported on the 2016 National State Long-Term Care Ombudsman National Training Conference which he attended this week. The conference was sponsored by the National Long-Term Care Ombudsman Resource Center.

Mr. Steele announced that the bill to reauthorize the Older American's Act (OAA) has passed the US Senate as carried by Representative Suzanne Bonamici of Oregon and is now on President Obama's desk for signature. Mr. Steele discussed changes to the language of the OAA that are in the reauthorization bill.

The LTCO will submit eight Legislative Concepts (LCs). Mr. Steele described the LCs and will provide complete information to Committee Members when the Legislative Concepts are complete and ready to submit.

Shelly Zylstra, with the Administration for Community Living, Region X, will meet with

Mr. Steele next week to address agency issues such as possible conflict of interest between the Long-Term Care Ombudsman program and the Oregon Public Guardian Program and other agency issues.

INTERNAL FOCUS GROUP (IFG) REPORT: *Data IFG Report:* Ms. Fetters described the results of a short survey that asked COs about their experience with guardianships during the last year. There was discussion about the CO role when the LTCO has been notified that there is a potentially protected person living in an LTC facility. Judge Welch suggested COs complete a written report of some sort and file it with the LTCO office after visiting a resident who is a potentially protected person. Many questions were raised regarding the issue of the CO role in guardianships.

Ms. Edwards suggested that, as the LTCO continues to grow and now encompasses three programs, Committee Members reconsider the length and frequency of their meetings.

The Committee's next meeting will be on May 20, 2016 with the time and style of the meeting to be determined.

Today's meeting was adjourned at approximately 3:00 PM.