

APD Home and Community-Based Individual Experience Survey

The following represent comments made by individuals completing the HCBS Individual Experience Survey. The following comments were made in the margins of the questions designed to get at an individual's ability to communicate or have phone access.

Some themes include:

- Yes
- Yes, access but does not and reason given
- Yes, but needs assistance
- no

COMMUNICATE WITH OTHERS/USE PHONE

29. I have access to a phone or to other methods of communicating with others outside of where I live. I can talk to anyone I want at any time.

Always Usually Sometimes Never

HAVE MY OWN PHONE

HE HAS HIS OWN PHONE

MY CHILD PROVIDES PHONE IN MY ROOM

I HAVE MY OWN CELL PHONE

BUT IT IS HARD FOR ME TO DIAL NUMBERS

MY OWN CELL PHONE

CANNOT FULLFILL THIS HAS A CELL PHONE BUT BRAIN CANNOT US
IT

IF CONDITION ALLOWED

I TOOK HER PHONE OUT BECAUSE SHE FORGOT HOW TO MAKE CALLS BUT CAN IF SHE ASKS. THEY HAVE MY PHONE #;

HAVE MY OWN PHONE

CANNOT HEAR. I CALL HER WEEKLY

BUT NEEDS ASSIST TO DIAL OUT

NEED HELP CALLING OUT, BUT CAN ANSWER OWN PHONE

MY OWN CELL PHONE

WHEN LIVING INDEPENDENTLY ON HIS OWN USED HIS PHONE ONLY ONCE A YEAR

CELL PHONE

CAN'T TALK! STAFF DOES TAKE THE PHONE TO HER WHEN I CALL

IF NEEDED

DAUGHTER & GRANDCHILDREN REGULARLY SKYPE USUALLY DOES NOT RESPOND BUT SHOWS INTEREST IN THE PICTURES & VIDEOS

My mom can't hear well enough to talk on the phone. She gets confused about what she's talking about., and struggles with comprehension. One family is not allowed to contact her because they took advantage of my mom using the power of attorney they had

MY OWN PHONE. I PAY FOR IT.;

(BY PHONE

BUT I HAVE MY OWN PHONE

IS REALLY NOT ABLE TO MAKE PHONE CALLS & CANNOT HEAR WELL WHEN SHE IS ON A PHONE

[ALWAYS] PHONE [NEVER] A CIMPURTER

MY OWN CELL. OR WHEN MY CASEWORKER COMES MY ROOM W/
DOOR

NEEDS ASSISTANCE TO CALL OUT DUE TO VISION

UNABLE TO TALK

IS NOT CAPABLE OF VERBAL COMMUNICATION

WE CAN VISIT OR CALL WHENEVER WE WANT. OUR MOTHER NO
LONGER CONVERSES OVER THE PHONE

CA NOT SPEAK

NOT VERY CAPABLE

IN MEMORY CARE - DEMENTIA IS SIGNIFICANT

NOT ABLE

ACCESS YES BUT IS UNABLE TO TALK ON THE PHONE

MY SPEECH IS IMPAIRED SO BRINGS HER PHONE TO ME WHEN
SOMEONE CALLS

PROBABLY IF SHE WANTED BUT SHE SELDOM TALKS

HE CALLS ME

I HAVE MY OWN PHONE IN MY ROOM

until she runs out of minutes she is not allowed to use the home phone

IS UNABLE TO SPEAK DUE TO STROKE

N/A, THERE MAYBE SOME RESIDENTS WITH PHONES BUT NOT TO
MANY PUBLIC PHONE OUT IN PUBLIC SP

CANNOT COMMUNICATE

can't talk

DOESN'T KNOW HOW TO USE/PUSH BUTTONS - WILL ASK STAFF TO MAKE CALL FOR HER

N/A/ UNABLE TO COMMUNICATE

STAFF DIAL'S FOR HIM

SHE DOES BUT CANT CALL OUT ON HER OWN. HARD TO CARRY ON CONVERSATION

SHE DOES NOT KNOW HOW TO USE THE PHONE ANYMORE - DEMENTIA

HAS LOST HIS ABILITY TO USE PHONE. I CAN CALL AND THEY MAKE SURE WE COMMUNICATE ANYTIME

I TOOK PHONE OUT OF ROOM. HE NEVER ANSWERED IT ALSO HE CUT PHONE CARD - SO DISCON'T PHONE SERVICE.;

NO LONGER KNOWS HOW TO USE A PHONE

I WASNT ABLE TO GO INTO ANY OTHER RESIDENTS ROOM TO VISIT

HAS HIS OWN PHONE

ACCESS, YES - ABILITY-NO

UNLESS EMERGENCY

BUT NEEDS ASSISTANCES TO USE PHONE - USUALLY DOES NOT WANT TO TALK ON PHONE

IS UNABLE TO USE A PHONE

BUT DIFFICULTY DIALING, HOWEVER OTHERS ASSIST

NOT COGNISANT TO COMMUNICATE IN ANY FORM

IN CAPABLE OF USING HOUSE PHONES

THERE WAS A PHONE IN THE ROOM BUT NEVER WHERE COULD REACH IT

ALZHEIMERS NOT ABLE TO TALK ON PHONE

SEL PHONE

IS UNABLE TO COMMUNICATE

CELL PHONE

CANNOT COMMUNICATE

HAS ALZHEIMERS - CANNOT USE MEANS OF COMUNICATING VERBALLY

DOES NOT COMMUNICATE

I believe this would be true if my could speak has 5th state Alztiemers (sp?) and is no longer able to communicate with words - nor any other means that I have observed. The staff at appear to be kind and compassionate though the staff seems to change quite a bit. Her subdued behavior may be due to the many anti anxiety drugs she takes - I'm not sure.

NEVER ASKS TO USE PHONE

DOESN'T WANT PHONE

CAN'T HEAR ON PHONE!

BUT AGAIN-DEMENTIA

CAN'T HEAR!

SHE CNA USE HOUSE PHONE

PROBABLY BUT UNABLE TO MAKE CALLS

BUT NOT ABLE TO RELATED TO DEMENTIA

DIFFICULTY TALKING OR USING COMPUTER

DOES NOT USE PHONES ANYMORE

CAN'T REMEMBER HOW TO USE PHONE

HAS NO FAMILY NOR FRIENDS OUTSIDE OF THE FACILITY