

Centralina Ombudsman Program

January – March 2016 Volume 21, Issue 2

CAC Connection



Flu, Scabies & Bed Bugs, Oh My!

Not only is it the time of year to set resolutions and enjoy the cold weather, it is also time for viruses and other illnesses to rear their ugly heads. This is especially true for our long term care facilities.

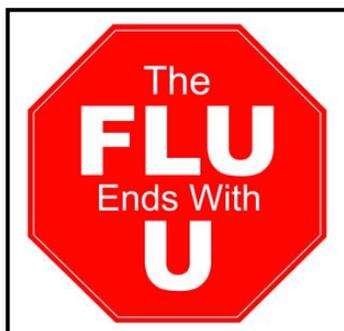
Recently, many facilities in our region have been affected by other illnesses such as scabies, lice, and bed bugs. Please be aware that these are very easily transmittable and we encourage you to be extra cautious.

Please Remember...

- If you see a sign posted on the front door of the facility stating that a virus or other illness is present in the building, please reschedule your visit. The staff at the facility is working hard to keep their residents healthy and friendly visitors can prolong the issue.
- Be careful where you sit down in a facility and where you place your notebooks, etc. Many facilities have been struggling with bed bugs and they are tough to get rid of. Your Ombudsman has additional educational material on bed bugs in facilities if you care to read up on it!
- Please respect a sign on a resident's door that states that visitors must see the nurse before going into a room, or one that requires gloves

and gowns before entering by honoring universal precautions.

Thank you for helping keep our residents safe and healthy in 2016!



Leadership Training for CAC Members



Happy New Year! If you are a veteran CAC member and are looking to become more in-

involved in the program, we have a training for you! Region F will be offering an additional Leadership Training to prepare CAC members to handle complaints with residents in our long term care facilities. It has been a while since Leadership Training has been offered, and we intend to offer it later in the year.

In order to qualify to this additional, intensive training, a CAC member must...

- Have at least one year of service on record
- Have attended 75% of quarterly meetings with the Ombudsman each year
- Have completed 75% of scheduled visits to assigned facilities per quarter

Leadership Training will be an extensive look into what constitutes a complaint case: documentation, follow up, and different types of consent.

If you are interested in pursuing additional training, please contact your Ombudsman.

Annual Report

Be prepared to reflect on your activities in 2015 to help contribute to the Annual Report at your next Quarterly Meeting.

**QUARTERLY TRAINING AND TECHNICAL ASSISTANCE MEETING WITH
REGIONAL OMBUDSMAN**

<u>ANSON</u>	DATE	TIME	LOCATION	NOTES
JOINT	Wednesday, January 6	10am	Anson Rehab	
<u>CABARRUS</u>				
ACHCAC	Wednesday, January 13	2pm	Senior Center	
NHCAC	Thursday, January 14	1pm	Senior Center	
<u>GASTON</u>				
ACHCAC	Tuesday, January 12	10am	Lucille Tatum Building	Joint Meeting
NHCAC	Tuesday, January 12	10am	Lucille Tatum Building	
<u>IREDELL</u>				
ACHCAC	Friday, January 8	9-11am	Iredell DSS	
NHCAC	Friday, January 8	10am-12pm	Iredell DSS	
<u>LINCOLN</u>				
JOINT	Tuesday, January 5	10am	Lincoln Senior Center	
<u>MECK</u>				
ACHCAC	Wednesday, January 20	10am-12pm	Bayada Nursing	Joint Meeting
NHCAC	Wednesday, January 20	10am-12pm	Bayada Nursing	
<u>ROWAN</u>				
NHCAC	Thursday, January 14	9-11am	Ruffy Holmes Senior Center	
ACHCAC	Thursday, January 14	10am-12pm		
<u>STANLY</u>				
JOINT	Thursday, February 11	11am-1:30pm	Bethany Woods	
<u>UNION</u>				
ACHCAC	Wednesday, January 27	9:30am	Healthquest	Joint Meeting located at 415 East Franklin St. Monroe, NC 28112
NHCAC	Wednesday, January 27	9:30am	Healthquest	

**REMINDERS FOR ALL
VOLUNTEERS**

- * Bring any Quarterly Reports for facility visits ★
- * Complete your Activity Reports including mileage (even if you don't get reimbursed)
- * Plan to stay for the entire meeting



**ORIENTATION AND
TRAINING DATES FOR
NEW VOLUNTEERS**



February 3-4, 2016

Aldersgate United Methodist
Retirement Community
3800 Shamrock Drive
Charlotte, NC 28215



*Thank you for
your hard
work and
commitment!!*

