



Residential Care & Assisted Living Newsletter

September 2015

**Congratulations to
these Award Winning
Facilities and Staff!**

**Gold Awards - No
Deficiencies**

- **Hayden Country
Guest Home -
Hayden**

Administrator: Dawn
Hayden



*No matter what age you are, or what
circumstances might be, you are special and
you still have something unique to offer. Your
life, because of who you are, has meaning.*

~ Barbara de Angelis



Remembering a Resident's Right to Choose

As providers and caregivers, we want to protect and make sure all of the residents are safe while under our care. On occasion, while promoting resident safety, we forget about residents' personal choices and end up violating their rights.

It is easy to believe that we know what is best for our residents; however, we need to remember from their perspective what we consider "the best course of action" might not be the right course for them.

Below are some examples of when providers and caregivers have crossed the line and ended up violating residents' rights:

- Making residents take their medications and not allowing them to refuse.
 - Hiding medications in food or beverages.
 - Telling residents that the medication is something different than it is, so they will take it.
 - Telling residents that they cannot refuse their medications and must take them.
- Limiting their choice in foods and not allowing them to make choices.
 - If a resident who has diabetes chooses to eat something that is against their diabetic diet and is told they cannot have the food.
 - Cooking delicious desserts for all the residents and offering residents with diabetes only sugar free pudding.
 - When staff do not ask residents how they prefer their puree diets to be served. Instead, they blend all of the food items together and serve the food in one bowl to the residents.
- Limiting visitations
 - If a resident wants to see a family member or friend, but the daughter who helped admit the resident does not want that person to visit. The resident still has the right to choose who they want to see, even if the closest family member disagrees with that choice.



Remembering a Resident's Right to Choose Cont...

- Limiting Access to a Resident's personal possession
 - Taking residents' cigarettes away without their consent.
 - Taking away residents' television because they are watching R rated television.
 - Removing residents' cane, walker or wheelchair, so they cannot ambulate in their rooms.
 - Placing door knob covers on residents' rooms, so they cannot enter their rooms during the day time.
- Chemically or Physically Restraining a resident.
 - Placing recliners against residents' beds so they cannot get out of their beds independently.
 - Giving residents' behavior modifying medications when they attempt to stand up from their wheelchair or recliner.
 - Physically restraining a resident to administer medications or provide cares. This includes what some facilities refer to as "gentle" restraints.
 - Putting a resident's belt on backwards so they cannot remove their pants independently.

In an attempt to keep the residents safe in the above examples, the facilities actually ended up violating and infringing on the residents' rights. Safety of residents is very important, but so are their rights. It is a delicate balance, but one that is important to remember. If you run into a difficult situation where a resident's safety vs. their rights arises, always remember to discuss the issues with your staff to develop alternatives. It may also be helpful to get the local ombudsman involved to help mediate and advocate for the residents. If you have questions about infringing on residents' rights, please review our [FAQs](#) on our website. If the answer is not there, please call our office for assistance in rule guidance. In the end, remember to treat residents the way we would want to be treated.





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Licensing & Certification Updates



- ◆ Remember to review the most current IDAPA rules for Residential Care or Assisted Living Facilities in Idaho. The rules were modified during the 2015 legislative session and went into effect on 7/1/15. Please go to: <http://adminrules.idaho.gov/rules/current/16/0322.pdf> to review the rule set.
- ◆ We have updated the Frequently Asked Questions on our website. <http://www.healthandwelfare.idaho.gov/Providers/ProvidersFacilities/StateonlyPrograms/ResidentialCareorAssistedLiving/tabid/361/Default.aspx>
- ◆ We have been updating our computer systems in the RALF Program.
 - We have been using our new database called FLARES since July 2015.
 - A facility web portal is being designed and a webinar for provider training is tentatively scheduled for October 5, 2015. As the date gets closer, you will receive further information. Facilities will need to use the portal and maintain an account as the majority of our communications, forms and survey results will be found on the web portal.
 - Sometime in October or November, we will begin rolling out our Nomad program, which will allow us to conduct our on-site surveys electronically.
- ◆ Our health facility surveyor of ten years, Rae Jean McPhillips has retired. Her last day was August 27th. We all will miss her and wish her a fun and lively retirement!!