



**Resident Conference Call Series:  
Breaking Down Communication Barriers:  
Cultural Sensitivity and Verbal and Listening Strategies**

*Tuesday, November 30, 2010*

*2:30-3:30 p.m. EST*

Speaker Bios

**John Booker** has been the director of the National Association of Direct Care Workers of Color since 2003. Prior to that, he served as a long-term care ombudsman in Southern California and as chair of the National Taskforce on Male Nursing Assistants. Currently, he is also the chairman of the Board of Directors of the Direct Care Alliance and the president of the Indiana Care Givers Association.

Mr. Booker holds certificates in pharmacology, medical administration and long-term care, and is a certified trainer, coaching supervision in long-term care. His publications include *A Defense of Nursing Homes* (2004) and *Unseen Barriers to Recruitment in Long Term Care* (2003).

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**Carol J. Scott** is the Missouri Long-Term Care State Ombudsman. She has been in this position since 1989. Prior to being the State Ombudsman, Carol was the legislative liaison for the Division of Aging. She was a budget analyst for the Division of Medical Services (Medicaid Program) for two years.

Carol served as the President of the National Association of Long-Term Care Ombudsman Programs (NASOP) from 2000 to 2004. She is a past President of Missouri Volunteer, a statewide organization representing directors of volunteer programs. She is a member of the statewide Advisory Committee for the SMP program (Medicare Fraud program), Nursing Home Quality Improvement advisory council, CLAIM Advisory Committee (Missouri's State Health Insurance program - SHiP), National Chair of the Consumer Workgroup for the Advancing Excellence in America's Nursing Homes Campaign, and is past President of the Missouri End-of-Life Coalition.

She was on the board for the Central Missouri Food Bank from 1996 to 1999 and is a past President of River City Habitat for Humanity. She is an elder at the First Presbyterian

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Church in Jefferson City, MO, and is a Reach to Recovery volunteer for the American Cancer Society. She has a BS in Public Administration from the University of Missouri-Columbia, MO.

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**James Galbreath**, president, Resident Councils of Washington, was born and raised in Seattle, Washington. He graduated from Ballard High School and attended the University of Washington where he received his Bachelor's in Arts and Finance. He was married for 17 years. For 21 years he had a county career at several banks, Rainier, NBC and Security Pacific. He enjoys math and sports. James has been very active in resident council work. He was president of the resident council at Lynnwood Manor prior to his work in the resident council in his present home. He has been the treasurer and finance chair of Resident Councils of Washington as well as instigating new bylaws changes for RCW as the current present of RCW. He considers himself a leader. He puts forth effort to be good at what he undertakes. He has seen attendance at council meetings grow since his involvement in the council. Although it is easy for residents to complain, James encourages them to put aside fears and speak up. James believes that his roles on the council have taught him to be open to all residents and their concerns and the residents do feel free to approach him about matters.

For ten years, earlier in his life, James was head of a church baseball league, responsible for everything from trophies to finances. This job also gave him experience working with others and managing group affairs for the good of all. He approaches people with an attitude of trust and willingness to get along and make things work. He hopes to bring all that he has learned in the past to his work for RCW.

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