



A Note from the State Long-Term Care Ombudsman:

Welcome to the new year, the new legislative session and our new publication, *The Advocate*.

This monthly e-newsletter will replace the listserv messages the Office of the State Long-Term Care Ombudsman formerly sent out to advocates and the staff and administrators of Iowa's long-term care facilities, but will still include education and information on a variety of topics related to enhancing the quality of life of residents and tenants of the state's nursing facilities, residential care facilities, assisted living programs and elder group homes.

As always, I welcome your comments and look forward to partnering with you throughout 2015 as we work together to protect the health, safety, welfare and rights of Iowans residing in long-term care.

Deanna Clingan-Fischer, JD



2015 Priority Issues

As the 2015 Legislative Session gets underway, the Office of the State Long-Term Care Ombudsman has already identified a number of issues to watch that may potentially impact the lives of residents and tenants residing in Iowa's long-term care facilities. These include:



1. Closures, whether voluntary or involuntary, of long-term care facilities;
2. Staffing levels at long-term care facilities;
3. Recruitment and retention of direct care workers;
4. Training to meet level-of-care needs of residents;
5. Licensure and training requirements for assisted living program directors and staff; and
6. Due process rights for tenants of assisted living programs and elder group homes.

Look for future issues of *The Advocate* to include details of any legislation or rules proposed during this Legislative Session that deal with any of these priority issues or other key policies affecting the health, safety, welfare or rights of long-term care residents and tenants.

Nursing Facility Leaders Asked to Participate in Rights and Information Survey

In an effort to identify educational topics and resources that would be beneficial to residents of nursing facilities, the Office of the State Long-Term Care Ombudsman is conducting a Rights and Information Survey and respectfully requests all administrators and employees in leadership roles to participate.



Full participation requires completion of two surveys within a one-year period. If you agree to complete the first survey you will be contacted by a representative of the Office of the State Long-Term Care Ombudsman in approximately one year to complete a second survey. Each survey will take approximately five minutes to complete.

Individual survey responses will not be shared with anyone outside the Office of the State Long-Term Care Ombudsman. Personally identifiable information (name, title, facility) will be used solely for the purpose of contacting participants in the future for the second survey.

If you have any questions, contact Merea Bentrott at (515) 344-0052 or Merea.Bentrott@iowa.gov.

Thank you in advance for your participation in this important project. We appreciate your feedback and value your commitment to improving the quality of life of the Iowans we all serve.

> [Take the Survey Now](#)

FFY 2014 Annual Report Filed

Pursuant to Iowa Code 231.42, the Office of the State Long-Term Care Ombudsman has filed its Annual Report for Federal Fiscal Year 2014. A copy of the report is posted at <https://www.iowaaging.gov/annual-report> or is available to download by clicking the link below.

> [Download the FFY 2014 Annual Report](#)

Welcome New Volunteer Ombudsmen

Please join us in welcoming the following new members of the Volunteer Ombudsman Program:

- Lois Bartelme, Windmill Manor (Coralville)
- Mary Anne Brekke, Urbandale Health Care Center (Urbandale)
- Gene Bryant, Newton Care Center (Newton)
- Cindy Cox, The Village at Legacy Pointe (Waukee)
- Kot Flora, Lantern Park (Coralville)
- Jerry Hampton, Lamoni Nursing and Rehab (Lamoni)
- Al Hart, Wesley Acres (Des Moines)
- Merron Hart, Wesley Acres (Des Moines)
- M.J. Klouda, Karen Acres (Urbandale)
- Joann Prince, Valley View Village (Des Moines)
- Doug Sutter, Urbandale Health Care Center (Urbandale)
- Christine Smith, Manorcare (Cedar Rapids)
- Jason Westholm, East Village for Wellness and Rehab (Des Moines)

For more information about the program, visit <https://www.iowaaging.gov/VOP>.

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.