



# Volunteer Ombudsman Newsletter

*Listen, empower, and serve as a voice for Iowa's long-term care residents*

## *Welcome to New Volunteers!*

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| <i>James Miller</i><br>Carroll Healthcare Center<br>Carroll | <i>Lois Santi</i><br>Millpond Retirement<br>Community<br>Ankeny |
| <i>Becky Velez</i><br>Regency Care Center<br>Norwalk        | <i>Karon Gram</i><br>Friendship Village<br>Waterloo             |
| <i>Deb Lake</i><br>Ramsey Village<br>Des Moines             | <i>John Bryan</i><br>Good Samaritan<br>Forest City              |
| <i>Gustavo Velez</i><br>Regency Care Center<br>Norwalk      | <i>Cindy Pederson</i><br>Oakwood Care Center<br>Clear Lake      |
| <i>Kay Cota</i><br>Embassy Rehab & Care<br>Sergeant Bluff   | <i>Karen Dokken</i><br>Hilltop Care Center<br>Spirit Lake       |
| <i>Marilyn Howieson</i><br>Senior Suites<br>Urbandale       | <i>Mary Heikens</i><br>Milford Nursing Home<br>Milford          |
| <i>Tara Lake</i><br>Wesley Acres<br>Des Moines              | <i>Myrna Hedding</i><br>Lakeside Lutheran Home<br>Emmetsburg    |
| <i>Ann Spencer</i><br>Edgewater<br>West Des Moines          | <i>Larry Pearson</i><br>Green Hills Heath Care<br>Center Ames   |

## Spotlight on Pam Railsback: Long-Term Care Ombudsman!

I joined the long-term care Ombudsman's office in 2007, after working as a nursing home social worker for 8 years. I truly loved working as a long-term care social worker, however I wanted to help more folks living in long-term care. I knew the local long-term care ombudsman position would allow me to positively impact more residents, so I was thrilled to accept this position! I continue to find that each day brings different joys or struggles for residents in the long-term care world. I strive to empower residents and resolve concerns on behalf of the residents and advocate for changes that will enhance their lives. I serve a 10 county territory in south east Iowa, and serve over 7000 residents in my coverage area.

I live in Solon with my wonderful husband Chris, boisterously entertaining son, Jordan (2 ½), and Great Dane, Barkley (she's kind of like a mini-horse)! We moved last summer to a forest-filled acreage, so Jordan and Barkley have a lot of room to roam (and sometimes get in trouble!). There never seems to be a dull moment at our house, and we love it that way.

Being an advocate for folks living in long-term care is very gratifying. In addition to the many meaningful 1:1 visits I have with the residents, I love being able to affect change in a positive manner. Many issues I come across involve a Power of Attorney, or other decision maker who want to restrict a family member from visiting the resident. If the resident doesn't agree with this restriction, I have the ability to intervene and advocate for the resident's rights to visit whomever they choose. It is so satisfying when these situations can be resolved and the resident is able to have visits from whomever he/she wants.

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Spotlight on Pam Railsback Continued: The Volunteer Ombudsman Program is invaluable and I'm amazed at the wonderful work that is being done by our volunteers. Since the local ombudsmen are stretched serving multiple counties, I've come to rely on the volunteer ombudsmen to keep tabs on issues and notify me if my assistance is needed. I'm grateful Iowa has such dedicated volunteers who are willing to help empower residents, promote resident's rights, and assist with resolving concerns. Thank you for making a difference and enhancing the lives of residents living in long-term care!

## Continuing Education

Central Iowa volunteers plan to meet in Des Moines on July 23 from 10AM to 2PM to network, get updates from the program, and view a guest presentation, plus lunch!

Eastern Iowa volunteers plan to meet in Muscatine on August 11 from 10AM to 2PM. More details about the agenda and location will be coming soon!

## Iowa by the Numbers

**470,305** - The estimated number of people age 65 and over in Iowa in 2012.

This age group accounted for 15.3 percent of the total population.

**266,645** - The estimated number of women age 65 and over in Iowa in 2012.

This accounted for 56.7 percent of the age group 65 and over. The estimated number of women age 85 and was 52,439. This was 67.8 percent of Iowans 85 and over.

**680,842** - The projected population age 65 and older in Iowa in the year 2040.

According to Woods & Poole Economics Inc., this age group will constitute 19.8 percent of the state's total population at that time. In 2010 Iowa ranked 5th in the percentage of population age 65 and older.

**26,289** - Number of Iowans age 65 and older in 2012 who lived in group quarters, including nursing facilities; military quarters, correctional facilities as well as college student housing. This age group is 26.2 percent of the total group quarter population.

**49,680** - The number of people age 65 and over in Polk County, making it the largest population of this age group in any county in 2012.

**3,969** - The number of people age 65 and over who moved into Iowa between 2011 and 2012. This represented only 4.6% of all the people who moved into the state during that time.

**\$34,731** - Median 2012 income of households with householders 65 and over. The median income for all households in Iowa in 2011 was \$50,957.

**445,043** - The number of 2012 social security beneficiaries aged 65 or older in Iowa.

See the complete profile of older adults in Iowa here: [https://](https://www.iowaaging.gov/sites/files/aging/documents/Older%20Iowans%202014.pdf)

[www.iowaaging.gov/sites/files/aging/documents/Older%20Iowans%202014.pdf](https://www.iowaaging.gov/sites/files/aging/documents/Older%20Iowans%202014.pdf)

## Monthly Reports

*Here's your friendly reminder that monthly reports should be dropped in the mail June 30th, or as soon as possible if you have not already done so. For those that just got started this week, you do not need to send in a report unless you were able to visit after your orientation.*

*Also, please remember to use the updated report form!*

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*Thank You for serving Iowa's Long-Term Care Residents!*

## *Attention, Attention! More Volunteers Needed!*

Your work as a Volunteer Ombudsman is important, but there is still a need for more volunteers! Here's a video about the importance of the program that recently aired in Mason City: <http://kimt.com/2014/06/10/volunteer-ombudsman-needed/>. Share with those you know and encourage them to join the Volunteer Long-Term Care Ombudsman Team!