



Volunteer Ombudsman Newsletter

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

Welcome to our New Volunteers!

Linda Stickle
Willow Gardens
Marion

Kim Martin
Heritage Nursing and Rehab
Cedar Rapids

Peg Heither
All American Care Center
Muscatine

Joann Askam
All American Care Center
Muscatine

Judy Staack
All American Care Center
Muscatine

David Hetzler
Lutheran Homes Society
Muscatine

Barb Sabbath
Lutheran Homes Society
Muscatine

Rhonda Winslow
Crestview Acres
Marion

Fredda Cocklin
Premiere Estates
Muscatine

Linda Kelty
Premiere Estates
Muscatine

Linda Rule
The Rehab Center of Des Moines

Julie Perkins,
Fleur Heights Des Moines

Bob Johns
Pleasant Care
Pleasantville

Payton Paulsen
Arbor Springs
West Des Moines

Tips for Effectiveness!

Many of our Volunteer Ombudsman ask for feedback regarding their effectiveness when identifying and resolving resident concerns. Here are some general tips for effectiveness you can apply to your visits.

- Be objective. Be neither a supporter or critic of the facility. Rather, listen carefully to the residents and seek to resolve their concerns in cooperation with your facility point of contact.
- Present yourself as an advocate for residents. Even if you have interacted with residents at your facility for a long time, try to align your identity with the Volunteer Ombudsman Program as opposed to the facility. This will help gain the trust of the residents.
- Remember the boundaries of your role.
 - Confidentiality is crucial to your effectiveness as a Volunteer Ombudsman. Do not share resident concerns without their permission. If permission is not granted, ask other residents if they are experiencing a similar issue, and try to educate the resident about your ability to resolve the issue without their permission. Without permission, keep your observations general and ask the facility how they typically handle the general situation in question. Note the situation in your monthly report.
 - Volunteer Ombudsman do not have access to resident's medical, financial, or other records. If records would need to be reviewed to resolve a concern, please contact a VOP Coordinator so that a Local Ombudsman from staff can meet that need.
 - It is appropriate to visit with and observe residents while they dine or participate in activities. It is not appropriate for you to lead or assist with their activities or dining. For example, you could attend a piano performance with residents, but you should not be the piano player (or the pianist's page turner, usher, cookie baker, coffee server, etc.).
 - Graciously decline gifts of value (\$2.99+) from residents and anyone associated with the facility. Likewise, avoid giving gifts to residents and anyone associated with the facility.
 - Remember it is not within your role to provide hands-on care. Always seek the assistance of staff if hands-on care is requested by a resident.

Continuing Education

Safety in the Golden Years: A virtual conference on understanding, addressing, and preventing crimes against seniors. This virtual conference will take place on April 10 from 9:00 – 4:30 EDT (8:00 – 3:30 Central time). Attendance is free.

Read more information and register in advance: <http://engage.vevent.com/index.jsp?eid=2155&seid=268>. If you attend all or a portion of this virtual conference, please send your hours to Sarah for continuing education.

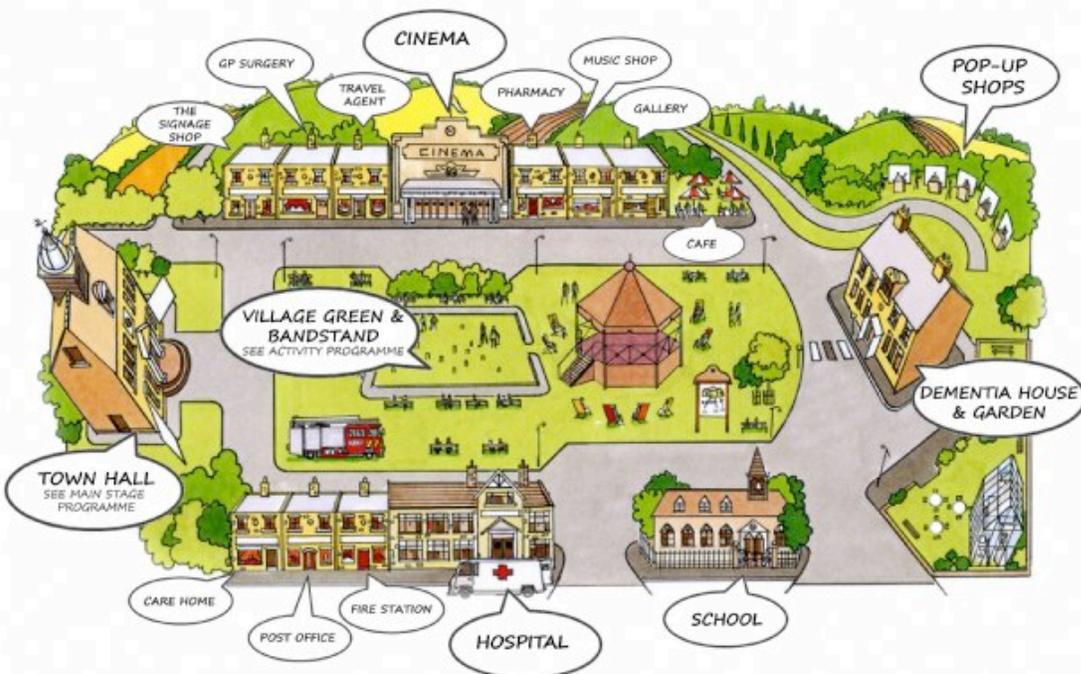
The Iowa Fraud Fighters will hold three free forums this spring in Ames, Cedar Rapids, and Davenport. The forums educate the public on how to combat financial scams against older Iowans. If you attend, this will count toward your continuing education. View the dates here: <http://www.iowafraudfighters.gov/>. The Ames forum is now open for registration!

An Amazing Village Designed Just For People With Dementia

“...there's still no perfect way to care for sufferers of dementia and Alzheimer's. In the Netherlands, however, a radical idea is being tested: Self-contained "villages" where people with dementia shop, cook, and live together—safely.”

A small supermarket, theater, restaurant, and a cafe, and residents participate in activities and clubs for music, baking, painting, and gardening - Hogeweyk is a regular community but the residents are older men and women suffering from severe dementia. Care providers wear street clothes and seek to aid residents in maintaining their normal routine.

Read more about this fascinating community: <http://gizmodo.com/inside-an-amazing-village-designed-just-for-people-with-1526062373>



Helpful Resources

Has a resident brought a concern to you relating to legal needs or health insurance needs? Keep these toll free numbers handy...

- The Hotline for Older Iowans (Iowa Legal Aid): 1-800-992-8161
- SHIIP – Senior Health Insurance Information Program: 1-800-351-4664

Monthly Reports

Here's your friendly reminder that monthly reports should be dropped in the mail today (March 31st) 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!

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