



Volunteer Ombudsman Newsletter

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

Welcome to our New Volunteers!

Dennis Moore
Regency Rehab & Skilled Nursing
Council Bluffs

Sharon Dreyer
Iowa Jewish Senior Life Center
Des Moines

Pam Pickar
Heritage Residence
New Hampton

Jacqueline Mulholland
On With Life
Glenwood

Andy Webb
Bethany Manor
Story City

Jack Mauldin
Riverside South
Ames

Paul Thelen
Salem Lutheran Homes
Elk Horn

Paul Venner
Regency Park
Carroll

Dorothy Knudson
Manning Plaza
Manning

Julie Elmore
Martin Health Center
Cedar Falls

Spotlight on Julie Pollock: Long-Term Care Ombudsman!



Julie Pollock is a Local Long-Term Care Ombudsman serving 17 counties in southwest Iowa. She has been a Local Ombudsman for just over 7 years, and previously served as a nursing home social worker for 25 years. She earned a degree in sociology from Northwest Missouri State University. Julie and her husband Dave have lived in Anita for 30 years. They raised two daughters there—one now living in Chicago and one in Alexandria, VA. They have two grandchildren so far.

As an Ombudsman, Julie enjoys the daily opportunities to help people. She says, *"I like the problem solving it entails and working toward making life better for someone who lives in a nursing facility."* One of the most challenging aspects of her position occurs when a nursing facility closes. She sees how difficult it is for residents to be forced out of their homes and acclimate to a new facility. As the Long-Term Care Ombudsman, Julie advocates for residents to have the choice of where they would like to move and ensure that the transition goes as smoothly as possible. Julie also enjoys working with Resident Councils and educating the members about how to protect and promote resident rights.

Julie adds: *"I have always enjoyed working with the elderly and feel that there is so much we can learn from their life experiences if we just take the time to listen. Listening is a key element to being a good advocate and working in this role provides an opportunity to give back to members of a generation who sacrificed so much in order for us to enjoy the freedom that we have today. It is very rewarding to empower a resident to speak up for themselves or assist them in solving a problem that ultimately improves their quality of life."*

"It is very exciting to see the Volunteer Ombudsman Program evolve and grow. I admire the dedication and commitment of the volunteers who are willing to give of their time and talents to assist residents who live in nursing facilities. By working together, we can ensure that residents' voices are heard and Resident Rights are protected. Thank you for volunteering as a Volunteer Ombudsman."

Monthly Reports

Here's your friendly reminder that monthly reports should be dropped in the mail Friday, May 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!

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

Continuing Education

New Developments in Person Centered Care - a FREE training event offered statewide via ICN on Friday, June 20. This training will offer valuable and timely information about LifeLong Links Network Statewide Expansion, Pre-admission Screening and Resident Review (PASRR) in Iowa, Magellan Health Services - SeniorConnect and Integrated Health Homes (IHH), and the role of the Long Term Care Ombudsman. See more at <https://www.iowaaging.gov/new-developments-person-centered-care-training>.

Iowa Pain & Dementia Workshop: On June 4, Dr. Keela Herr will address problems and challenges of assessing and treating pain in older persons with dementia, including discussion of prevalence of pain and dementia in older adult, under-treatment of pain in persons with dementia, consequence of under-treated pain, pain conditions common in older adults, misbeliefs about pain in dementia, aging changes impacting pain recognition, impact of dementia on experience of pain, and challenges to pain assessment. RSVP to Bonnie Kinkad at bonnie-kinkad@uiowa.edu.

CONSUMER FACT SHEET



The National
CONSUMER VOICE
for Quality Long-Term Care
formerly NCCNHR

How To Prevent, Detect and Report Financial Exploitation in NURSING HOMES

What is Financial Exploitation?

Financial exploitation happens when someone illegally or improperly uses your money or belongings for their personal use. Financial exploitation is the fastest growing form of elder abuse. It is a crime and is often not reported. Learn how to protect yourself. The four steps below will help you prevent, detect and report financial exploitation.

1. **KNOW** Your Rights¹

Federal nursing home regulations provide the following resident rights and facility requirements (state nursing home regulations may provide additional protections):²

Residents (or the residents' legal representative) have the right to:

- Access all records pertaining to himself or herself within 24 hours (excluding weekends and holidays).
- Manage his or her financial affairs.
- Be fully informed of available services and charges for each service.
- To file a complaint without fear of retaliation.

The facility is required to:

- Protect personal funds residents choose to deposit with the facility and place resident personal funds greater than \$50 into an interest bearing account.
- Maintain a full and separate accounting of each resident's personal funds.
- Make individual financial records available through quarterly statements to the resident or resident's legal representative.
- Not charge a resident for services or items paid for by Medicare or Medicaid.

2. **PLAN** How to Handle Your Finances

3. **REVIEW** Your Financial Information

4. **REPORT** Any Suspicion of Financial Abuse

See the rest of the Consumer Fact Sheet here: <http://www.ltombudsman.org/sites/default/files/norc/nh-consumer.pdf>

Vacation Notice

Sarah Hinzman will be on vacation from June 11 - 27. If you need to reach a volunteer coordinator, please contact Merea Bentrott at 515-344-0052 or merea.bentrott@iowa.gov.

