



Volunteer Ombudsman Newsletter

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

Welcome New Volunteers!

Pamela Parker
On With Life
Ankeny

Susan DeVries
Grand JiVante
Ackley

Bob Larson
Scottish Rite Park
Des Moines

Sandy Grant
Monticello Nursing and Rehab
Monticello

Diane Erickson
Scenic Manor
Iowa Falls

Tyler Ellis
Briarwood Healthcare
Iowa City

Jean Sommer
Thornton Manor
Lansing

Deb Bailey
Kennybrook Village
Grimes

Kathy Elswick
Westview Acres
Leon

Paul Heckman
Southridge Nursing & Rehab
Marshalltown

Spotlight on Kim Cooper: Local Long-Term Care Ombudsman

Kim Cooper is a Local Long-Term Care Ombudsman serving 10 counties in Eastern Iowa. She has been a Local Ombudsman for 8 years. Prior to that, she worked with Milestones Area Agency on Aging as an Elder Abuse Prevention Coordinator.

Kim grew up in Davenport and still lives in the area. Family is very important to Kim. Her mother lives in town as well and they are very close. Her sister, brother-in-law, niece, and nephew (the latter two of which she enjoys spoiling) live in Georgia. Her brother-in-law was recently promoted to a Major within the Army. Kim is very proud of his service he has given to our country. She takes an annual vacation to the Retirement Villages in Florida where her aunt and uncle reside—and they spend their time playing games and dancing. In her free time, you might see her cruising around town in her Corvette or on her Harley.

While growing up, Kim's family cared for one of her grandparents in their home. Though that, she learned the importance of looking out for those who are elderly and vulnerable. It inspired Kim to study social work and complete Aging Studies program at the University of Iowa. Since then, she has been able to put her skills into play by advocating for her grandmothers who resided in a nursing facility. She says, *"This made me realize even more how those living in long term care facilities need someone to advocate on their behalf."*

To all of our Volunteer Ombudsman, Kim would like to say, *"Thank you for your time and commitment to serving our vulnerable Iowans. You are an extension of us and without you we would not be able to serve all of the residents we do."*



Person-Centered Matters: Making Life Better for Someone Living With Dementia

This 15-minute video beautifully portrays the lives of 5 people living with dementia and shows how person-centered care helps them live meaningful lives. "Person-centered" care is the recognized gold standard for anyone living with dementia, including Alzheimer's. This video shows the positive results when person-centered care is used in the home and in elder care settings. A renowned geriatrician, social worker, and family members describe the benefits and importance of person-centeredness.

If you know someone living with dementia you will not want to miss this wonderful video.

Watch it here: <http://youtu.be/5R3idi0e1eg>

Continuing Education

New! Continuing Education Reflection Form

To help us better monitor the continuing education opportunities you are seeking out and whether or not they are helpful to you and future volunteers, we have created a Reflection Form. When you report your completed continuing education opportunities to your VOP Coordinator, simply complete this very simple form and mail, fax, or e-mail to your VOP Coordinator at your convenience. This will apply to continuing education moving forward—you do not need to fill this out for time/opportunities you have already reported. [Click here to get the form!](#) If you have any questions, please contact your VOP Coordinator.

Prepare to Care On-Line Training: Learn More About Life as a Care Worker

Direct care professionals go by many different job titles and provide supportive services and care for people of all ages with health conditions, illnesses and disabilities. The Iowa Department of Public Health and University of Iowa College of Nursing have developed a Core Training on this topic that is available as a free online course available to anyone.

The course is an introduction to direct care and trains students in communication and interpersonal skills, documentation, person-centered support, infection control, mobility assistance and worker safety, and professionalism. After successfully completing the course, students will receive a certificate of completion. The course includes six sections and takes approximately six hours to complete.

Remember that Volunteer Ombudsmen DO NOT provide any hands-on care to residents. We are recommending this opportunity so that you can learn more about the role of direct care workers in your facility, and so that you may have more information to better advocate for your residents. To enroll in the course, visit this link: <http://directcare.training-source.org/>

Monthly Reports

Here's your friendly reminder that monthly reports should be dropped in the mail October 31st, or as soon as possible if you have not already done so. For those that had orientation in the last two weeks, you do not need to send in a report unless you were able to visit after your orientation.

New Resources for Volunteers

Many important volunteer resources have now been posted to a private page on our website. Bookmark and visit <https://www.iowaaging.gov/vop-communiques> to access the latest versions of the VOP manual, monthly report forms, past newsletters, continuing education reflection forms, continuing education scholarships, and more.

One brand new form has been posted to this page, which we request that all of you to complete and mail back to us with your next monthly report. This is a photo/name release form. In order to be able to provide volunteer recognition in a public setting, which we hope to do in the near future, we need your permission to publish your name and/or image as a volunteer with our program. [Click here to access the form.](#) Then simply print, sign, and send to us in one of your postage paid return envelopes. You may also scan and e-mail the form or fax it to 515.725.3313. Thank you!

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

