



VOP Spotlight: *Meet Kelsey Zantingh*

Kelsey Zantingh joined the staff of the Office of the State Long-Term Care Ombudsman (OSLTCO) in October 2015 in the new position of Managed Care Ombudsman. She is no stranger to the office, though, having served as an intern with the Volunteer Ombudsman Program in 2014, which included the development of the first VOP monthly newsletters.

Kelsey grew up in Clear Lake, Iowa, and enjoys returning to spend time with her parents and to enjoy activities surrounding the lake. She currently lives in Ankeny with her husband, Brady, and 9-month-old son, Brett. She enjoys biking, reading, spending time with family and friends and doing anything that makes Brett smile and laugh!



Kelsey received a bachelor's degree in Family Services from the University of Northern Iowa and earned a master's degree in Human Development and Family Studies from Iowa State University. Before joining the OSLTCO, Kelsey served as a Family Caregiver Specialist for an Area Agency on Aging and managed the Iowa Lifespan Respite Grant. Kelsey has also received national exposure on her research regarding aging in rural Iowa communities, best practices for engaging volunteers who work with older adults and effective methods on planning for caregiving.

She stays motivated on the job when she is able to empower people and help them receive services. To our volunteers, Kelsey says, "Thank you for the work that you do to improve the lives of Iowans!"

Volunteer Anniversaries



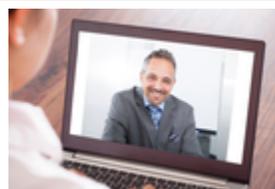
The following volunteers are celebrating their one-year anniversary in March:

- Mary Bustad – Rowley Memorial Masonic Home (Perry)
- Diane Kleckner – Exira Care Center (Exira)

The following volunteers are celebrating their two-year anniversaries:

- Mary Jane Bartusek-Kessler – Northcrest Specialty Care (Waterloo)
- Julie Elmore – Martin Health Care, Inc. (Cedar Falls)
- Ruth Hunolt – Rehabilitation & Health Care Center (Griswold)
- Jacqueline Mulholland – On With Life (Glenwood)

Continuing Education Opportunities & Events



Statewide VOP Conference Call

Join AmeriCorps VISTA VOP Seygbai Kai, Local Long-Term Care Ombudsman for South-Central Iowa Melanie Kempf and your fellow Volunteer Ombudsmen for our VOP Statewide Conference call on Wednesday, March 16, at 2 p.m.

Melanie and Seygbai will discuss strategies for building and maintaining healthy relationships with staff, families and residents and will lead a discussion about your experiences.

This call is expected to last one hour. If you can't participate, directions to read the minutes or view a recording of the call will be available in an upcoming issue of *The VOP Voice*.

To join the conference call:

- Call: (877) 273-4202
- Dial-in: 877-693-990

For any questions regarding the call, please contact Seygbai at Seygbai.kai@iowa.gov or call (515) 725-3320.

Last Month's Statewide VOP Conference Call

January's call is now available for playback on YouTube. Local Long-Term Ombudsman Stacia Timmer and



Monthly Reports Due

This is a friendly reminder that monthly reports for February should be submitted if you have not already done so. Online reports had to be completed by March 5. Contact the VOP Coordinator for technical assistance.



Trivia!

Are you a trivia buff? Answer our monthly trivia question for a chance to win some great prizes!

Submit your answer to volunteerVOP@iowa.gov or call the VOP Coordinator by March 20 to participate; one submission per volunteer. Only volunteers who submit correct answers will be entered into the prize drawing. The correct answer and name of the winner will be featured in the following month's newsletter.

This month's winner will receive his/her choice of a VOP swag bag or one hour of continuing education.

This month's question:
According to The State of

VOP Coordinator Sarah Hinzman guided a discussion on common resident rights concerns and how to resolve them. *(Please note: Although the attendees were visible via webcam during the live webinar/call, only the audio and screen sharing is visible on the YouTube video.)*

> [View the Recording](#)

Webinar: Resident-to-Resident Elder Mistreatment in Nursing Homes

Last month, Consumer Voice presented on resident-to-resident mistreatment and how to prevent and respond to these types of incidents. > [View the Recording](#)

OSLTCO Annual Report

Last month, the Office of the State Long-Term Care Ombudsman released its annual report. This report is required to be filed by federal and state law; time spent reviewing it counts toward VOP continuing education.

> [Read the Report](#)

Register Today! VOP Spring Seminars

The official dates for the 2016 VOP Spring Seminars have been set! We've been planning to make this a great year. This year's Spring Seminars will include:

- Presentation from the Alzheimer's Association or Senior Health Insurance Information Program
- Presentation from the Medicaid Managed Care Ombudsman Program
- Short film screening
- Q&A with your Local Ombudsman
- Program updates
- Free lunch
- ... and more!

Click [here](#) for more information about dates, times and locations. > [RSVP](#)

Aging and Health in America 2013, a report published by the Centers for Disease Control and Prevention, how much aerobic activity is recommended each week for older adults?

1. 150 minutes
2. 180 minutes
3. 75 minutes
4. Both #1 and #3

Last month's question:

The 2010 U.S. Census found that ___ percent of Iowa's population is currently 60 years of age or older. By 2030, ___ percent of the population in 88 of Iowa's 99 counties will be aged 65 or older. (Iowa Department on Aging)

1. 20/30
2. 10/30
3. 15/20
4. **20/20**

Last month's trivia question was tough and we did not receive any correct answers. Keep playing for a chance to win!

