

November 2015



Spotlight: Meet Sarah Hinzman

Sarah Hinzman has served as the Volunteer Ombudsman Program Coordinator since September 2013 and also coordinates a statewide AmeriCorps Vista program through the Iowa Department on Aging. Sarah came on board almost immediately upon completing her master's degree in Adult Learning and Organizational Performance from Drake University. > [Learn More](#)



Continuing Education:

Welcome Our Newest Volunteer Ombudsmen

- Cairn Reisch, Rock Rapids Health Center (Rock Rapids)
- Linda Richardson, Good Samaritan Society (Ottumwa)



VOP Trivia!

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

Volunteers can submit answers via email to volunteerVOP@iowa.gov or by calling their VOP coordinator (one submission per volunteer, please). Volunteers who submit the correct answer will be entered into a prize drawing. The correct answer will be featured in the following month's newsletter.

The prize for this month's winner is either one free hour of continuing education or a VOP swag bag.

This month's trivia question is...

In 2013, the national average for one year in a private room in a nursing home cost how much (according to AARP)?

- A. \$50,400
- B. \$72,300
- C. \$87,600

Last month's trivia question:

True or False — Residents in long-term care facilities have the right to participate in community activities, both inside and outside the facility.

Thank you to those who submitted answers to last month's question — 100 percent of submissions were correct! The correct answer was **TRUE**.

Congratulations to our winner, Nancy Hodson! Nancy serves at Donnellson Health Center and has been with the VOP since August 2013.

Offerings & Opportunities

STATEWIDE VOP CONFERENCE CALLS:

The next Statewide VOP Conference Call will take place at 2 p.m., Wednesday, Nov. 18. It will feature VOP Coordinator Sarah Hinzman discussing the results of a new program initiative started this past summer called Coordinator Shadowing. To join, please call (877) 273-4202 and enter conference room number 877-693-990.

LECTURES:

University of Iowa 2015 Geriatric Lecture Series (offered online each month)

The University of Iowa Geriatric Lecture Series is presented online in a series of monthly lectures. The 2015 series, which is sponsored by the Iowa Geriatric Education Center and the University of Iowa Roy J. and Lucille A. Carver College of Medicine, is free and will focus on dementia. Each lecture can be viewed for one month and is accessible exclusively during the month it is scheduled beginning the first business day of each month.

To register for the series, email the Iowa Geriatric Education Center at geriatric-education@uiowa.edu with your name, discipline (e.g., nursing, medicine, social work), organization or facility name and your contact information, including your email address. Please allow at least one week to receive a response.

Upcoming topics:

- **November:** Early Detection of Different Types of Dementia: Signs and Symptoms

> [View the full schedule](#)

EVENTS & CONFERENCES:

GAIN Annual Conference

Nov. 6, 2015 (8:45 a.m. - 4 p.m.)
Iowa State Bar Association Headquarters
625 E Court Ave.
Des Moines, IA 50309

The Guardianship Association of Iowa Network (GAIN) is hosting its third annual conference. "Tough Decisions: Mental Health, Aging and Substitute Decision-Making in Iowa" will feature Iowa's leading experts and advocates to help attendees develop a better understanding of mental illness, Alzheimer's disease and the aging process; challenges related to serving this population; and additional impacts these diagnoses have on the substitute decision-making process.

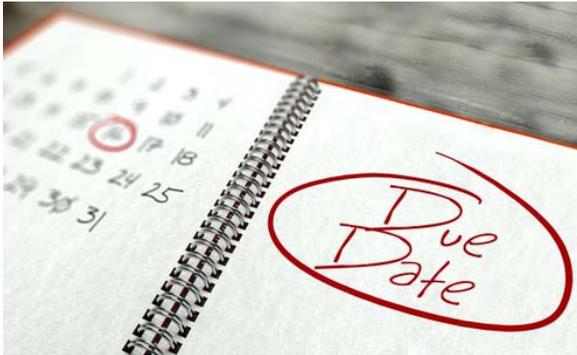
Space is limited; Volunteer Ombudsmen are



One-Year Anniversaries

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

- Paige Buchanan
- Dave Draheim
- Judy Goldberg
- Jill Kent
- Patricia Scieszinski
- Mark Thomsen



Monthly Reports Due Oct. 31

A friendly reminder that monthly reports are due on the last day of each month. If you have not already done so, please submit October's report as soon as possible. Online reports must be completed by Nov. 5.

Please contact your VOP Coordinator for any assistance.

encouraged to attend and can register at the discounted rate of \$25. If you are interested in applying for reimbursement to attend this event, please contact your VOP Coordinator.

[> Register](#)

2015 Respite: Care for Caregivers Conference

Nov. 10, 2015 (8:30 a.m. - 3:30 p.m.)
FFA Enrichment Center
1055 SW Prairie Trail Pkwy.
Ankeny, IA 50023

The Iowa Lifespan Respite Coalition is pleased to announce this special conference for caregivers. A variety of sessions focused on caregiver issues, guardianship and legal questions, respite resources and respite care in Iowa will provide attendees with the tools they need to support their loved ones and give them the best possible care.

There is no cost to attend this event.

[> Register](#)

Join the Conversation

Nov. 17, 2015 (10 a.m. - noon)
Multiple Locations

Participate in a statewide conversation to discuss issues like the changing dynamics between generations, the challenges and financial considerations of caregiving and the realities of aging. The thoughts, concerns, opinions and ideas discussed will be documented and shared with all Iowans, including community leaders and policymakers.

Events will take place in Ames, Cedar Rapids, Creston, Dubuque, Fort Dodge and Ottumwa. They are free and open to the public. For more information or to register, please call LifeLong Links at (866) 468-7887.

ADDITIONAL RESOURCES:

Webinar: Put a Stop to Poor Care - Advocating for Quality Care

Nov. 18, 2015 (3-4:15 p.m.)

Join us for a webinar hosted by Consumer Voice in collaboration with the National Center on Elder Abuse (NCEA) to learn how to advocate for quality, individualized care. Regardless of where an individual receives long-term care services and supports, he/she is entitled to receive quality, person-centered care.

This webinar will identify indicators of quality care and warning signs of poor care; provide communication tips; and share advocacy strategies to help consumers, family members, advocates and others advocate for individualized care. Participants will learn about resources available to assist in their advocacy, including advocacy with, and on behalf



Celebrating Residents' Rights

The Office of the State-Long Term Care Ombudsman celebrated Residents' Rights Month throughout the month of October. Highlights included:

- Eight "CARE Matters" events were held across Iowa. A total of 131 people took part - including long-term care professionals, Volunteer Ombudsmen and community members.
- Gov. Terry Branstad signed a proclamation to officially declare October as Residents' Rights Month in Iowa (pictured above).
- Gov. Terry Branstad and Lt. Governor Kim Reynolds signed certificates of recognition for all Volunteer Ombudsmen to thank them for their efforts to protect and preserve the rights of residents in long-term care facilities.

Peer Group Meetings

- Tuesday, Nov. 10: Audubon Public Library, Audubon (3 p.m.)
- Tuesday, Nov. 10: East Side Library, Des Moines (5:30 p.m.)
- Thursday, Nov. 12: Iowa Department on Aging, Des Moines (10 a.m.)
- Friday, Nov. 20: Waukee Public Library, Waukee (3 p.m.)

If you are interested in organizing a peer group in your area, please contact your VOP Coordinator.

The Advocate E-Newsletter

The Advocate is published monthly and distributed to administrators and directors of Iowa's long-term care

of, individuals with limited capacity. Additionally, presenters will review the role of the Long-Term Care Ombudsman (LTCO) Program and how and when to seek LTCO assistance.

[>Register](#)

Presentation: The Fine Art of Balancing Protection with Self-Determination

Adults have a basic right to make choices, good or bad, and determine the course of their lives. An overly aggressive or inappropriate protective response to limited capacity can itself be a form of abuse.

This presentation by the National Consumer Law Center talks about recognizing the signs and signals of abuse, neglect (self-neglect) and exploitation; tools for maximizing communication with persons with differing abilities; and how to promote self-determination and choice through supported approaches. The session also explores the application of the Supported Decision Making model to assist individuals in making choices, increase access to positive life outcomes and reduce the risk of harm.

[> Download the presentation](#)

Tips for Effectiveness

Below are a few excerpts from volunteer monthly reports that the Local Ombudsmen and VOP Coordinators find helpful when reviewing your work each month. You'll notice a few key components:

- Stating the issue;
- Addressing the issue with the POC;
- Problem solving; and
- Discussing the outcome and/or follow-up steps.

Including these components helps us to know what has been done to resolve the issue in the facility. If you have any questions about what kind of information to include in your monthly report, contact your VOP Coordinator.

"9/10/15: I met with my point of contact and discussed the following: (1) Call light response and the possibility of conducting an exercise series to identify problems in that area and improve response time. The POC is employing a number of strategies to improve call light response, including staff incentives, reviewing call light logs, posting logs for staff review and having staff float to areas of greater need, as needed. (2) Employing new resident orientation (like a buddy system) by interested residents. The facility activities director will be involved in discussing and possibly implementing this concept."

facilities, as well as to long-term care professionals, advocates of long-term care residents/tenants and others.

> [Sign up](#)

“9/30/15: Two residents stated there needs to be more staff availability at meal times. 9/23/15: I observed lunch. Ten minutes passed between a tray being served and a staff person being available to help the resident eat. Followed up with POC.”



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