

Summer 2015



Spotlight: Meet Pat Wyatt

As a secretary for the Iowa Department on Aging who spends a lot of time answering public phone calls, Pat hears from many Iowans and their families in need of assistance and knows what a difference the VOP makes. > [Learn More](#)



Continuing Education:

VOP Trivia!

Are you a trivia buff? To make things a little more exciting, our VOP newsletters will now include a trivia question related to aging facts and prizes will be awarded!

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, which will take place the last business day of each month, allowing volunteers a few weeks to submit their answers. The correct answer and name of the winner will be featured in the following month's newsletter.

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

This month's trivia question:

The word "ombudsman" is of what linguistic origin?

- French
- Swedish
- Spanish
- Korean

Submit your answer by July 31 to be eligible for this month's prize drawing!



Welcome Our Newest Volunteer Ombudsmen!

- Susan Bartsch, Green Hills Care Center (Ames)
- Dale Bielenberg, Regency Care Center (Norwalk)
- Lynne Clifton, Windmill Manor (Coralville)
- Wendy Diekema, Ramsey Village (Des Moines)
- Dee Dee Dohlman, Norwalk Nursing and Rehabilitation Center (Norwalk)

Offerings & Opportunities

STATEWIDE VOP CONFERENCE CALLS:

Did you miss the first Statewide VOP Conference Call on May 20? Not to worry... minutes of the meeting and resources are available on our website's [VOP Communiques](#) page.

The next VOP Conference Call will take place on July 22 at 2 p.m. and will be facilitated by State Long-Term Care Ombudsman Deanna Clingan-Fischer and VISTA VOP Coordinator Cairn Reisch. The access details will be sent in a separate email to volunteers by July 17.

If you are a volunteer without an email address who would like to join the call, please contact your VOP Coordinator to obtain the contact information.

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:

- July - "Choosing Wisely and Goals of Care"
- August - "Nutrition Considerations in Advanced Dementia"

> [View the full schedule](#)

EVENTS & CONFERENCES:

Dementia Community Education Events

"Dementia 360: Seeing the Condition from Everyone's Point of View"
July 27 (2-4 p.m.)
Ellsworth Community College, Gentle Student Center
1100 College Ave.

- Maggie Elliott, Iowa City Rehab
- Pandora Lamar, Riverside North (Ames)
- Sue Marsh, Oakwood Care Center (Clear Lake)
- Nancy Nickerson, Good Shepherd (Mason City)
- Dolores Reece, Villa Del Sol (Marshalltown)
- Catherine Stone, Fleur Heights (Des Moines)
- Cathy Stone, Oaknoll Retirement Residence (Iowa City)
- Shelley Turner, Good Samaritan Center (Forest City)
- Bill Warren, Kahl Home (Davenport)
- Jodie Wineski, Fleur Heights (Des Moines)
- Raye Wolfe, Lutheran Retirement Home (Northwood)



One-Year Anniversaries

The following volunteers are celebrating their one-year anniversary:

- Bill Campbell
- Karen Dokken
- Mary Heikens
- Dixie Johnson
- Roger Leff
- James Miller
- Connie Richards
- Maxine Stiemsma
- Paul Venner

Iowa Falls, IA 50126

"Connecting and Communicating: Why Do They Do That?"

Aug. 5 (8:30-11:45 a.m.)
 West Des Moines Christian Church
 4501 Mills Civic Parkway
 West Des Moines, IA 50265

These free community education events are presented by Teepa Snow, one of America's leading educators on dementia and developer of the Positive Approach to Care techniques and training modules used by families and professionals around the world. An advocate for those living with dementia and their caregivers, Teepa has made it her personal mission to help others better understand how it feels to live with the challenges and changes that accompany various forms of the condition, so those who suffer from dementia can live more fully.

To register for the Iowa Falls event, call (641) 648-8014. To register for the West Des Moines event, call Senior Helpers at (515) 251-7444.

Teepa will also be offering educational workshops later this summer in Omaha (July 28, \$75) and Cedar Falls (July 29 and 30, \$75). If you are interested in applying for a scholarship to attend one of these workshops, please contact your VOP Coordinator.

2015 Iowa CareGivers Conference: Passport to Direct Care

Aug. 24-25
 The Meadows Events & Conference Center
 1 Prairie Meadows Drive
 Altoona, IA 50009

The annual Iowa CareGivers Conference is scheduled for August and last year we were able to send two volunteers on scholarship. This year's lineup of workshops will cover topics such as dementia, challenging behaviors, sexuality in long-term care, oral health and hygiene, grief, falls prevention, advocacy and more.

If you are interested in applying for a scholarship to the conference, please contact your VOP Coordinator.

[*> Register*](#)

PEER GROUP MEETINGS:

Meet with other Volunteer Ombudsmen in your area to network and learn from one another. Each meeting lasts about 1-2 hours.

- Cedar Falls (Wednesday, July 22, 10 a.m.)

If you would like to attend one of these meetings



Monthly Reports Due by Month's End

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

Are you ready to try out the online reporting system? If so, contact your Volunteer Coordinator to get set up.

and have not already RSVP'd to your Peer Group Facilitator, or if you are interested in organizing a Peer Group in your area, please contact your VOP Coordinator.

ADDITIONAL RESOURCES:

Residents' Voice Challenge

In anticipation of Residents' Rights Month in October, the Consumer Voice encouraged long-term care residents across the country to participate in the Residents' Voice Challenge by submitting essays, poems, art or videos related to this year's theme, "Care Matters."

Additionally, residents were asked to submit 40 words of wisdom to coincide with the 40th anniversary of Consumer Voice.

> [View the entries](#)

Identifying, Preventing and Responding to Bullying in Long-Term Care Facilities

July 28 (2-3:15 p.m.)

This webinar will discuss the prevalence of bullying among residents in long-term care facilities and teach participants how to identify, prevent and respond to these incidents. Resources regarding resident-to-resident mistreatment and advocacy tips will also be shared.

> [Register for the webinar](#)

