

September 2015



Spotlight: Meet Deanna Clingan-Fischer

After dedicating the past 25 years of her life to elder rights and advocacy on behalf of Iowa's long-term care residents and tenants, State Long-Term Care Ombudsman Deanna Clingan-Fischer measures success by how she can make a difference in others' lives. > [Learn More](#)



Celebrate Residents' Rights Month this October

To celebrate Residents' Rights Month this October,

Welcome Our Newest Volunteer Ombudsmen!

- Gianni Beer, Genesis Senior Living Center (Des Moines)
- Dixie Casady, Careage of Newton (Newton)
- Frieda Peterson, Oakland Manor (Oakland)
- Marliiss Rockwell, North Crest Living Center (Council Bluffs)
- Pamela Rosman, Bethany Lutheran Home (Council Bluffs)
- Allen Scult, Iowa Jewish Senior Life Center (Des Moines)
- Matt Spitzli, Iowa Veterans Home (Marshalltown)



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. The correct answer 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:

According to the National Council on Aging (2014), how often is an older adult treated in the emergency room for a fall?

- Every 15 seconds
- Every 30 seconds
- Every 60 seconds
- Every 90 seconds

the Office of the State Long-Term Care Ombudsman is offering a unique training event to interested persons to help them gain a better perspective of what residents and tenants of long-term care facilities experience every day.

Attendees will participate in activities that focus on and celebrate awareness of the dignity, respect and value of each individual resident or tenant and will leave the session with the knowledge and tools to honor and respect rights.

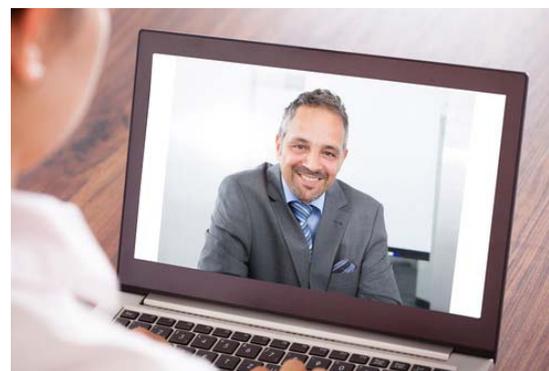
Training events will be held in communities across the state from 10 a.m. until 3 p.m.:

- CEDAR RAPIDS – THURSDAY, OCT. 1
- COUNCIL BLUFFS – THURSDAY, OCT. 1
- MASON CITY – MONDAY, OCT. 5
- OTTUMWA – MONDAY, OCT. 5
- WATERLOO – MONDAY, OCT. 5
- DAVENPORT – WEDNESDAY, OCT. 7
- DES MOINES – THURSDAY, OCT. 8
- SIOUX CITY – THURSDAY, OCT. 8

Training is open to any interested person. The cost to register is \$10 per person and includes a boxed lunch.

For more information or to register for this event, please visit <http://goo.gl/forms/Aag92DDwXh> or contact Cairn Reisch at (866) 236-1430 or cairn.reisch@iowa.gov.

Hurry! Space is limited and registration ends Sept. 21, 2015!



Continuing Education: Offerings & Opportunities

STATEWIDE VOP CONFERENCE CALLS:

Did you miss the Statewide VOP Conference Call on July 22? Not to worry... minutes of the meeting and resources are available on our website's [VOP Communiques](#) page.

The next Statewide VOP Conference Call will take

Submit your answer by Sept. 18 to be eligible for this month's prize drawing!

Last month's trivia question:

Congress enacted the Older Americans Act in which year?

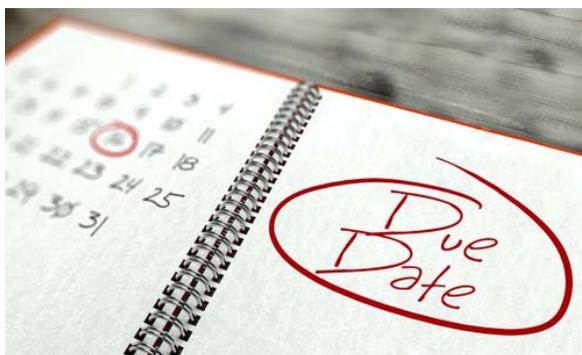
- 1980
- **1965**
- 1972
- 1959



One-Year Anniversaries

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

- Sandra Grant
- Paul Heckman
- Terry Hornbuckle
- Peggy Johnson
- Danette Schutjer
- Marilyn Spangler
- Harriett Waters



Monthly Reports Due Aug. 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 August's report as soon as possible. Online reports must be completed by Sept. 5.

place on Wednesday, Sept. 16 at 2 p.m. It will feature AmeriCorps VISTA Meredith Funke talking to Discharge Specialist Cindy Pederson about her role in the Office of the State Long-Term Care Ombudsman, involuntary discharges and facility closures. 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:

- September - "Chronic Lung Disease, Cognitive Function and Dementia Risk in the Elderly"

> [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 encouraged to attend and can register at the discounted rate of \$25. If you are interested in

Please contact your Volunteer Coordinator for any assistance.

Ombudsman Tidbit



I am very happy to have the opportunity to thank our certified Volunteer Ombudsmen for the wonderful work they do and also share how they have helped the residents of long-term care facilities in my area.

On behalf of myself and the residents, we appreciate your willingness to share your time and talents advocating for some of our state's most frail citizens. It can be a very challenging choice as far as volunteering goes, but it has many rewards.

I consider our Certified Volunteer Ombudsmen a vital extension of the Office of the State Long-Term Care Ombudsman. I have had nursing facilities close in my area and the Volunteer Ombudsmen have been a strong presence in the buildings during these stressful times. What residents need most during a closure is reassurance that everything is going to be okay. Knowing that someone is there to listen to their concerns and frustrations to speak on their behalf is a tremendous comfort. The Volunteer Ombudsmen have been able to be a constant presence when residents feel that everything is changing and spiraling out of control.

The Volunteer Ombudsmen also provide a positive outlet for residents to be able to express concerns and assist in developing strategies for resolution. Many residents have told me how helpful it is to have someone to visit with about their concerns, and it is so rewarding to have a resident tell me they talked to their Volunteer Ombudsman and "got everything straightened out."

Our Certified Volunteer Ombudsmen are committed and dedicated to the role they have chosen. Thanks, again, for serving the residents of nursing facilities in our state.

Julie Pollock
Local Long-Term Care Ombudsman
Southwest Iowa

applying for reimbursement to attend this event, please contact your VOP Coordinator.

> [Register](#)

ADDITIONAL RESOURCES:

Long-Term Care Ombudsman Resource Center Webinars

The Long-Term Care Ombudsman Resource Center has posted several free webinars and slide presentations on its website. "Identifying, Preventing and Responding to Bullying in Long-Term Care Facilities" discusses the role long-term care ombudsmen have in responding to complaints regarding bullying, highlights advocacy tips and shares resources regarding resident-to-resident aggression.

"Advance Care Planning for Residents - Role and Responsibilities of Long-Term Care Ombudsmen" explores how long-term care ombudsmen can best support a resident who wants to do advance care planning, or for those residents whose wishes are not being respected by the facility, family or friends, as well as what resources are available for information sharing and advocacy.

> [View the webinars](#)

Justice in Aging Guide

Justice in Aging is offering a free guide entitled *20 Common Nursing Home Problems and How to Solve Them*. To receive your copy, follow the link below, provide your email address and answer a few simple questions.

> [Get the guide](#)

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](#)

510 E 12th Street, Ste. 2 | Des Moines, IA 50319 | (866) 236-1430 | www.iowaaging.gov/VOP