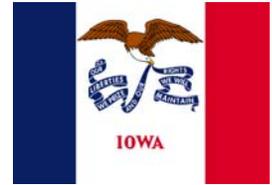




# IVH Insights

SERVING IOWA VETERANS SINCE 1887



## *A Message From The Commandant*



**Commandant Oujiri** Spouses. Many of our residents have made many sacrifices during their lives.

Happy Fourth of July!! I hope that your Independence Day was full of greatness! With this being my first Insights message I want to say that I'm very honored and humbled to be the Commandant of one of the largest State Veterans Home in the nation! We have a hard working and dedicated staff that is ready to support our Iowa Veterans and Spouses. Many of our residents have made many sacrifices during their lives.

For the past month the word "change" has probably been mentioned more in conversations than it has the last several months. Let me reassure you that the sky has not completely fallen and it will not completely fall! Do we have changes within our Home? Absolutely! With everyone's leadership (regardless of your position here), mentoring, work ethics, and camaraderie we will be able to pick right back up and continue on with our mission. We must respect each other's positions and not disrespect them. So what do we know? Changes to the Collective Bargaining Agreement will be effective July 1, 2017, FLSA effecting overtime for exempt personnel, to include **569** years of experience from retirements in the past **90 days!** This is a tremendous amount of experience leaving this campus. There are some very significant changes here and replacing experience is never easy. Our leaders at IVH will be responsible for bringing their teams together, ensuring continued quality of life and care for our residents.

I will continue to have a open door policy! Feel free to make a appointment. All polices and procedures will remain in effect.

**Timon**



*Insights — July.2017*

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**The Iowa Veterans Home Insights is a quarterly published document. The data that goes into the editions are contributions from staff here at IVH. If there are articles or topics that you wish to contribute, or think that our readers may have interest in, feel free to e-mail to me. We try to capture everyone's thoughts and comments for the Insights. We thank you for your contribution!**

**THANK YOU**

Michael Hines -  
Executive Assistant

To submit news or  
articles, please email:  
Michael.hines@ivh.state.ia.us

### Canteen Hours

*The canteen is available for  
your needs.*

*Monday—Sunday*

**8:30 am to 3:00 pm**

*Check* out the weekly specials from our local vendors during your lunch hour!!!



## Annual Survey For The Iowa Veterans

At the Iowa Veterans Home, data is not just gathered out of our desire to confirm positive outcomes; it is used to identify the areas to focus our efforts for change. Each year we give our IVH residents an opportunity to take part in the annual survey. The survey's questions span across the many aspects that support our mission of providing outstanding long-term care to Iowa's veterans, and this year's results are another indication of our staff's commitment to quality. These results will be used to improve the processes we use to serve our resident's needs, and work is already underway in planning for assessing and promoting increased resident satisfaction in fiscal year 2018.

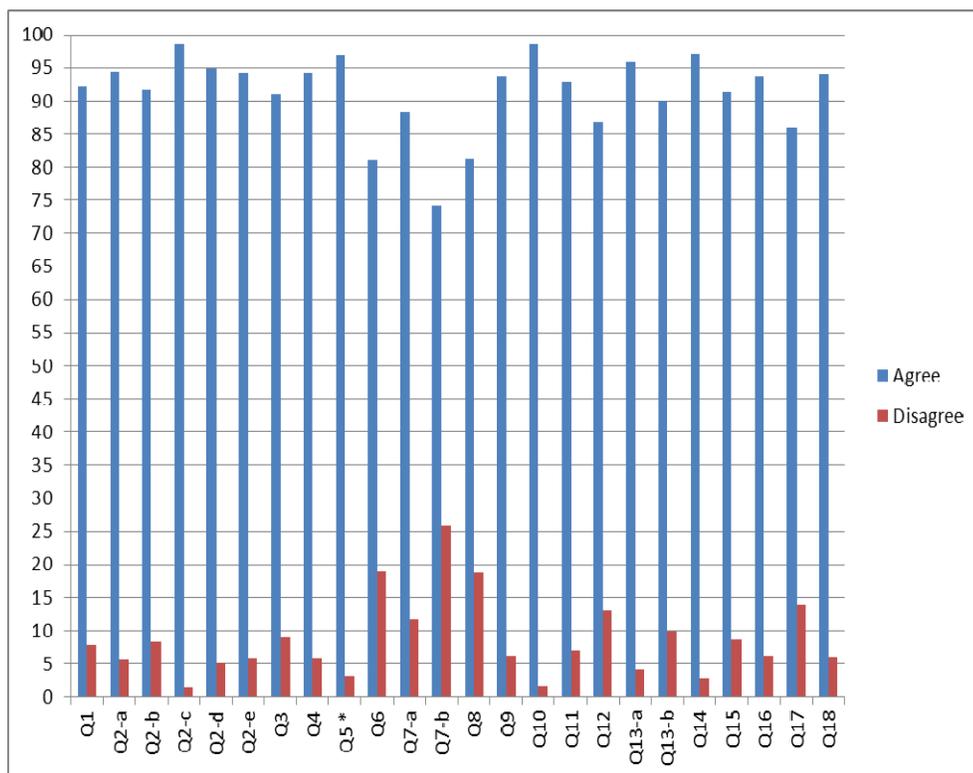
If you have any questions or comments related to this year's survey or its results please feel free to contact me directly! My email is [dex.walker@ivh.state.ia.us](mailto:dex.walker@ivh.state.ia.us) . I can also be reached by phone at extension 4429. Thanks to the entire Iowa Veterans Home community for the work you all do in making this such a great home for our residents. I'm honored to be a part of this team.—*Dex Walker Management Analyst 3*

***\*Note—See Insert for results***

Beginning **July 2nd** we are happy to announce we will **extend our hours on Sundays**. Our hours will be **Monday through Friday 9:00-4:00 and Saturday and Sunday 10:00-2:00** for a **total of 43 open hours a week**. The library has many different resources available for you to enjoy. We regularly add large print books to our collection and we recently added 36 DVD's and 32 Blu-rays. A few of the titles of our newer releases on DVD are: "The Accountant", "Fences", "The Magnificent Seven", "Monster Trucks" and "Passengers". We also added some of the great old classic films like "Bringing up Baby", "Gentlemen Prefer Blondes", "It Happened One Night", "Mr. Smith Goes to Washington" and "Vertigo". Enjoy!

The Iowa Veterans Home gladly accepts memorial funds from individuals, organizations, businesses and families. It is through the generous contributions of organizations and individuals that we are able to provide many essentials as well as enhance the daily lives of our residents. If you are interested in making a donation in memory of a loved one please contact Mike Hines at (641) 753-4309 or e-mail at [michael.hines@ivh.state.ia.us](mailto:michael.hines@ivh.state.ia.us).

## 2017 Resident Satisfaction Survey—Facility Wide Results



Total Number of Respondents =

290

Number of Residents Who Declined =

58

\* Question 5 is negatively worded in the survey, with the results being positively reported on the graph for relevant comparison.

Q1: I feel that the choices I make for my life are respected.  
 Q2-a: I am satisfied with the service I receive from: Nursing.  
 Q2-b: I am satisfied with the service I receive from: MD/NP.  
 Q2-c: I am satisfied with the service I receive from: Social Worker.  
 Q2-d: I am satisfied with the service I receive from: Dietitian.  
 Q2-e: I am satisfied with the service I receive from: Recreation.  
 Q3: I participate in my care and treatment decisions as much as I desire.  
 Q4: Staff treats me with dignity and respect.  
**Q5\*: I do not feel safe at IVH.**  
 Q6: I am asked my opinion in deciding what activities are provided.  
 Q7-a: There are enough organized activities for me to do: During the week.

Q8: I am satisfied with the food served.  
 Q9: I am satisfied with laundry services.  
 Q10: I have adequate opportunities to meet my spiritual needs.  
 Q11: Staff ensures my privacy is maintained.  
 Q12: Staff engages in meaningful conversations with me.  
 Q13-a: I am able to make choices regarding: Sleep/wake times.  
 Q13-b: I am able to make choices regarding: Bathing schedule.  
 Q14: I am satisfied with the housekeeping services.  
 Q15: Changes in my plan of care are explained to me in a way that I understand.  
 Q16: I am satisfied with my quality of life living here.  
 Q17: My mental health provider has helped me cope better.  
 Q18: I know how to get money from my personal funds account.

## *In loving Memory of our Veterans and Spouses...Apr-Jun 2017*

*The Iowa Veterans Home extends its deepest condolences to the loved ones of the following residents who recently passed away. We are grateful for the time that they spent with the IVH family. Their presence will be greatly missed.*



### Veterans

Adler, George, US Army  
 Clark, Jerry US Air Force  
 Couch, Charles US Army  
 Fellom, Mark US Marine Corps  
 Hewlett, Willard US Army  
 Hildebrand, Norman US Navy  
 Hubble, Richard US Army  
 Jensen, Carroll US Army  
 Karl, Dennis US Navy  
 McKune, Jerry US Army  
 Morgan, Gary US Air Force  
 Overturf, Kenneth US Navy  
 Prough, Dean US Army  
 Schippers, Sr. Robert US Navy  
 Sedore, LaVerne US Navy  
 Smouse, Ralph US Navy  
 Spalding, Barrett US Marine Corps  
 Stocksell, Charles US Army  
 Thelen, Eugene US Marine Corps  
 Thomasson, Jay US Marine Corps  
 Willaims, Kenneth US Army

### Veterans Con't

Hall, Gary U.S. Army  
 Love, James U.S. Navy

### Spouses

Battin, Darelene US Army  
 Davis, Helene US Navy  
 Dunkelberger, Nanette US Navy  
 House, Violet, US Navy  
 Kirk, Virginia US Army  
 Korns, Helen,  
 Lapour, Edith, US Army  
 Plum, Neva, US Army



*The Des Moines Regional Benefit Office* will be a quarterly VBA Claims Clinic at the Iowa Veterans Home on Tuesday, August 15 from 9:00 am to 1:00 pm. The event is open to all IVH residents, veterans in the community, families and friends of veterans.

***Thank-you!*** to everyone who came to give blood on May 31, 2017!!

Here are the results of the blood drive, in case you were curious:

- 35 registered to donate
- 9 first time donors!
- 25 were able to donate
- 28 units of blood collected
- **Up to 84 lives saved or sustained!**



If anyone has questions as to how to use their points earned from donating have them visit the [online store](#) or give us a call [\(800-287-4903\)](tel:800-287-4903).

***We will plan another Blood Drive in the fall.***

**Thanks To All Of Our Service Organizations For Their Continued Support!!**



## Sleep Restoration....

*Sleep is the golden chain that ties health and our bodies together. - Thomas Dekker*



The Iowa Veterans Home has begun a process improvement initiative to assist our residents to improve the quality of their sleep. Review of current research, has helped guide us to embark on a new care approach that focuses on helping our residents have the best night sleep possible.

Changes in sleep patterns do occur as aging progresses. Older adults may become more tired earlier; wake up earlier, or enjoy less deep sleep. These changes are considered **normal** changes in aging. Disturbed sleep, waking up tired every day, and other symptoms of insomnia are **NOT** normal aging. Older adults who do not sleep well are more likely to suffer from depression, attention and memory problems, and excessive daytime sleepiness. Insufficient sleep may lead to more serious health problems such as increased risk of heart disease, diabetes, weight problems, and breast cancer in women.

### A “good night’s sleep” is good for all, but especially for older adults. Benefits of a good night’s sleep:

- Helps to improve concentration and memory formation.
- Allows the body to repair any cell damage that occurred during the day.
- Refreshes the immune system which in turn helps fight disease.

### Common causes of sleep problems in older adults:

- Irregular sleep hours.
- Stimulants before bed such as alcohol, caffeine, and smoking.
- Falling asleep with the television or computer on.
- Pain or medical conditions such as frequent need to urinate, arthritis, asthma, diabetes, osteoporosis, heartburn, and Alzheimer’s disease.
- The combinations of medications, as well as side effects may impair sleep.
- Lack of exercise.
- Stress.
- Lack of social engagement.
- Sleep disorders such as Restless Leg Syndrome and sleep-disordered breathing—such as snoring or sleep apnea.
- Lack of sunlight.

### Tips to Improve sleep habits:

- Artificial light can suppress melatonin. Use low watt bulbs and turn off t.v. or computer at least one hour before bed.
- Bedroom should be quiet, dark, and cool.
- Maintain a consistent sleep schedule.
- Limit sleep aides and sleeping pills. Many sleep aids and pills have side effects and are not meant for long term use.
- Avoid napping. If a nap is needed, nap for only 15 to 45 minutes very early in the afternoon.
- Avoid or limit caffeine, alcohol, and smoking late in the day.
- Have a light snack before bed such as crackers, cereal, milk, or yogurt.
- Drink majority of fluids in the morning. Minimize fluid intake at least an hour and a half before bedtime.
- Regular exercise every morning.
- Explore ways to reduce stress.

References and more information available on request.



## *Internship Opportunity's at IVH*



*Blake Ells*

We would love to introduce to everyone Blake Ells, our Recreation Therapy intern for the summer! Blake started on May 8<sup>th</sup>. She will be at the Iowa Veterans Home for 14 weeks! She will be in nearly every unit this summer assisting the Recreation Therapist with providing leisure and recreation activities for IVH Veterans and spouses. She will be a great asset to the Recreation Department and IVH! Please welcome her! ~Emily Hall  
*Recreation Bureau Chief*



### *Our Interview with Blake Ells*

**Name:** Blake Ells

**Hometown:** Bettendorf, IA

**School:** University of Northern Iowa

**Degree:** Leisure, Youth and Human Services with an emphasis in Therapeutic Recreation.

**What Therapeutic Recreation Means to Me:** *Therapeutic Recreation means improving quality of life for various individuals. To me Therapeutic Recreation gives individuals a distraction to all the stresses in their lives and lets them forget for a while so they can really enjoy themselves.*

**Family:** *My parents still live in Bettendorf. I have a younger sister that just graduated high school, and she is going to Mount Mercy in Cedar Rapids in the fall.*

**Pets:** *I have a puppy at my parents named Ellie and she is a Cockapoo (mix of Cocker Spaniel and poodle).*

**Hobbies and Interests:** *I love being outside, especially in the summer. I love to go camping, kayaking, four wheeling, fishing and swimming. Anything that gets me outside, I'm there.*

**Best part of Iowa Veterans Home:** *I think the best part about the Iowa Veterans Home so far is seeing all the smiling faces every day from the residents and staff. Everyone has been so welcoming of me and it has made my transition here very smooth.*



# VOLUNTEERING



WE NEED GIFT SHOP, RECREATION, CHAPEL, & ONE-ONE VOLUNTEERS

## BECOMING A VOLUNTEER

Complete an application & submit it to the IVH Volunteer Services Office.

Human Resources will conduct a background check through the DCI and the Abuse Registry, and we obtain three personal references.

Each new volunteer will receive a volunteer handbook at their volunteer orientation, as well as a volunteer name tag and parking permit.

Must be at least 12 years of age to become a registered volunteer.

**WE NEED YOU!!**

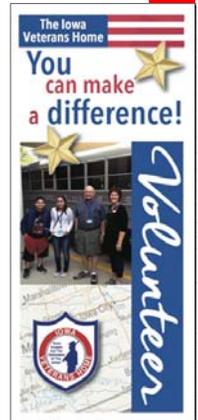
IVH's greatest cheerleaders are often our own employees, residents, and current volunteers. We need your help shouting from the rooftops about the need for volunteers.

Volunteer Services' goal over the next 6 months is to get each of these areas to a comfortable level of volunteers. What does a comfortable level of volunteers mean? It means that we might be short a volunteer occasionally but the majority of the time we are filled with volunteers. We need help to make that happen.

This is where you come in. We would love your help in handing brochures out to friends and family, clubs, churches, organizations, and retired IVH employees. To help spread the word we have a ready to be distributed application and brochure available in Volunteer Services (now located in the Dack building).

Please stop by and grab a couple of packets to distribute.

**Thank you for all you do and thank you for supporting our goals!!**



Call Aimee to Volunteer Today—753-4406. We need YOU!

## Chaplain's Corner by Rev. Craig Nelson, M. Div., Chaplain

One of the things I have learned throughout my time in ministry and from my contact with various other denominations and religions is the importance each of them places on focus. All of them in some way try to focus us on universal truths and overlooked gifts.



An example of this is found in Paul's words to Timothy as he mentors him in pastoral care. He tells him in 1 Timothy 6:6 that "godliness with contentment is great gain", and a little further on that "the love of money is the root of money if the root of many evils". His point is that as we live life if our focus is on simply day to day living we can easily find ourselves chasing more and more material fulfillment. We set goals or desires on newer and better things. We find ourselves being dissatisfied in the present because of the things we do not have or are striving to get rather than taking the longer view of enjoying what we already have.

Do I have family? They are here right now. Can I find joy and satisfaction in building a deeper relationship with them. Perhaps a letter or a phone call to find out what they are doing, if they have new interests, plans, or dreams. Rather than re-hearing my needs or problems with them how can I get to know them on a new or deeper level.

Do you have interests in life that have been neglected? They are here right now. Perhaps there is a new book about them? Look and see if there is a new documentary available about your interest that will rekindle your curiosity. Is there a course online that will guide you deeper? Perhaps you might even look into something new that you have always wondered about.

In doing these things you begin to shift your focus. Your mind begins to reshape itself into the joy of discovery as opposed to the dissatisfaction of focusing on what you do not have. Paul is telling us through his words to Timothy to look around us to see what it is and who it is that God has already given us in which to find our contentment.—Chaplain Nelson

## ***Iowa Veterans Home Retirements***

*We wish everyone an enjoyable future ahead after your retirement! May all your coming days be filled with many more rewards of joy and fulfillment. Thank you everyone for your **569 yrs** of service to the State of Iowa and the Iowa Veterans*

<u>Name</u>	<u>Position</u>	<u>Years</u>
Dolley Boarman	RTW	10yrs
Suzie Herold	Food Service	16yrs
Diana Shaffar	RTW/CMA	28yrs
Pam Stalzer	LPN	30yrs
Sherry Roseborough	Food Service	11yrs
Carole Ballo	Food Service	17yrs
Paul Pierran	Drive	31yrs
Cheryl Brown	Laundry 2	29yrs
Deb Laughlin	Secretary 1	20yrs
Bonnie Gunderson	Accounting	10yrs
Gary Banzhaf	Clerk Advanced	8yrs
Roberta Paige	Nurse Clinician	11yrs

<u>Name</u>	<u>Position</u>	<u>Years</u>
Eui Bennett	RTW	34yrs
Peggy Gibbs	LPN	36yrs
Deb Street	RTW/CMA	24yrs
Cheryl Raum	RTW	23yrs
Brenda Fleming	RTW	38yrs
Mike Groh	Social Worker	18yrs
Debra Aneweer	RTW/CMA	22yrs
Eloise Dillavou	LPN	7yrs
Kristi Hassler	RTW/CMA	36yrs
Denise Isaacson	RTW	34yrs
Julie Kelsey	RTW	39yrs
Deb Buchwald	Driver	38yrs

## **Iowa Veterans Home Longevity Awards (Apr-Jun 2017)**

### **5 Years**

Shasta Cecak  
 Amber Clark  
 Samantha Stacy  
 Jack Studebaker  
 Vicki Weaver  
 Carmen Zednichek  
 Michelle Butcher  
 Kim Frimmel  
 Monica Davis  
 Jody Arment  
 Lauren Timm

### **10 Years**

Cathy Hunnicutt  
 Vicki Jenkins  
 Brenda Klemesrud  
 Ashley Yuska  
 Jilisa Bollhoefer  
 Jackie Benda-Meeks

### **15 Years**

Cyndy Huntrods  
 Ben Westphal  
 Stacey Duden  
 Candy Hunt  
 Terrie Gibson

### **20 Years**

Scott Anderson  
 Janet Connelly  
 Deb Laughlin  
 Bill Switzer  
 Mari Long  
 Wendy Pena  
 Lynette Anderson  
 Helen Willet  
 Kathy Edwards  
 Dr. Cheuk

### **30 Years**

Janyce Bachman  
 Rhonda Kriegel  
 Kristi Benesh

### **35 Years**

Dawn Santman  
 Janyce Bachman  
 Rhonda Kriegel  
 Kristi Benesh



# Wellness...Summer Health Hazards

## *The Top 7 Summer Health Hazards*

Beach days and BBQ dinners are great, but here's what you need to know to stay safe in summer, too!

### 1. Mower Injuries

Every homeowner loves the sight of a pristine, neatly mowed yard. But in their haste to get the lawn in shape, some people forget to take precautions. Frequent mower injuries include toes, hands and fingers getting caught in the blades and things like rocks and sticks getting flung out of them. To be safe:

- Wear closed-toed shoes--preferably with a steel toe--when you mow, along with goggles or
- Sunglasses, gloves and long pants that will protect you from flying debris.
- Keep kids away from the push mower and off the riding mower.
- Get a professional to service your mower or learn how to do it properly. Important to disconnect the spark plug to prevent the engine from accidentally igniting when the mower's blades are turned manually.

### 2. Boating Accidents

People's biggest mistake by far is drinking and boating. People get out on the water and drink alcohol all day in the sun and you end up with the same accidents you have with driving with the added risks of falling out of boats, getting hit by propellers and drowning.

It's also easy to get lax about life jackets. Kids need to have them on at all times. Having them on the boat is not enough. If someone does not know how to swim, they probably will not get to one in time. It is also recommended to have basic lifesaving skills when you are going to be out on a boat or at the beach with a child. You can find first aid, BLS and other emergency lifesaving courses near you, online at [americanheart.org](http://americanheart.org).

### 3. Dehydration Disasters

People can get dehydrated any time of the year, but it's much more common in the summer months, when they are active outdoors in the warm sun. Heat stroke is the most severe form of dehydration. That's when your internal temperature rises to dangerously high levels. Your skin get hot, but you stop sweating. Someone with heat stroke may pass out, have hallucinations or suffer seizures. Preventing dehydration and heatstroke couldn't be easier: Drink plenty of fluids, especially water, take regular breaks in the shade and try to schedule your most vigorous outdoor activities for times when the heat isn't as strong, such as early morning or late afternoon.

For persons suffering more serious dehydration or heatstroke, get them indoors, have them lie down and cool them off with ice packs and cool cloths. Someone who is seriously affected by heat may need IV fluids in the ER.



## *Wellness Summer Hazards...Continued from page 8*

### 4. Sunburn Snafus

The risk for melanoma doubles if you've had just 5 sunburns in your life so it is important to perform "safe sun" practices.

Wearing sunscreen that protects against both UVB and UVA rays, long-sleeved shirts, wide brimmed hats and staying out of blistering midday rays are all good practices. They are also things you can do to treat a severe burn:

- Drink water or juice to replace fluids you lost while sweating in the hot sun
- Soak the burn in cool water for a few minutes or put a cool, wet cloth on it
- Take an over-the-counter pain reliever, such as acetaminophen
- Treat itching with an OTC antihistamine cream or spray to help block the inflammatory reaction
- Apply an antibiotic ointment or an aloe cream directly to the burned area.

### 5. Picnic Poisoning

Food poisoning hits its peak in the summer months. Anything that has mayo, dairy or eggs in it and any meat products can develop some nasty bacteria after only a couple of hours unrefrigerated. To prevent food poisoning:

- Clean--wash your hands as well as the surfaces where you'll be preparing foods
- Separate-- wrap raw meat securely and keep it stored away from other food items
- Cook--Use a meat thermometer to assure the internal temperature is safe. Steaks should be cooked to a minimum of 145 degs, ground beef and pork to 160 degs and poultry to 165 degrees
- Chill--Keep everything refrigerated as long as possible. Store perishable picnic items in an insulated cooler packed with ice.

Mild case of food poisoning can be treated at home. Avoid solid foods and stick with small frequent drinks of clear liquids to stay hydrated.

Once the nausea and vomiting have eased, start bringing food back into your diet slowly with small, bland portions. If symptoms persist more than a couple of days (or more than 24 hours in small kids), see a doctor.

### 6. Fireworks Safety

The safest way to watch fireworks is at a professionally sponsored display but if you can buy fireworks legally and want to set them off at home, take these precautions:

- Keep a hose or fire extinguisher handy to put out small fires
- Keep children away from fireworks--even a sparkler can burn as hot as 2,000 degs

To care for a fireworks burn, wrap it in a clean towel or T-shirt saturated with cool water and get to the ER to have the injury checked out.

### 7. Summertime Stings

To stay free of bees (and other stinging insects, including mosquitoes) when outdoors, avoid heavy perfumes and scents (especially florals), wear light-colored clothing with no floral patterns (stinging insects are attracted to dark colors and flowers), and guard food and sugary drinks like sodas. Most people who get stung will just have pain, tenderness, itchiness, and swelling at the sting site. But see a doctor or go to the ER immediately when you have:

- Hives, itchiness, and swelling over large areas of your body
- Tightness in the chest or trouble breathing
- Swelling of the tongue or face
- Dizziness or feeling you will pass out

To treat a milder reaction, take acetaminophen for the pain and an antihistamine for hives and swelling. Icing the bite can also help.

Source: [www.webmd.com](http://www.webmd.com)



# Infrastructure photos...

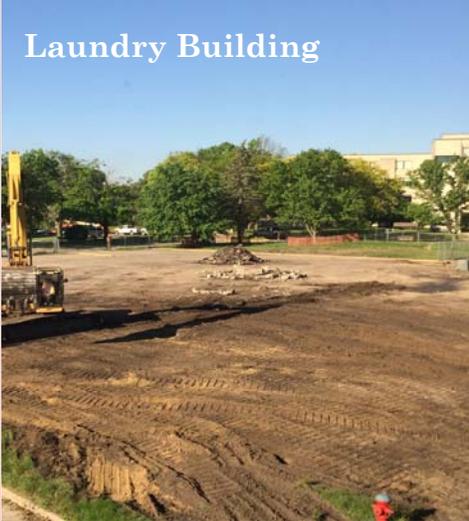
Laundry Building



Laundry Building



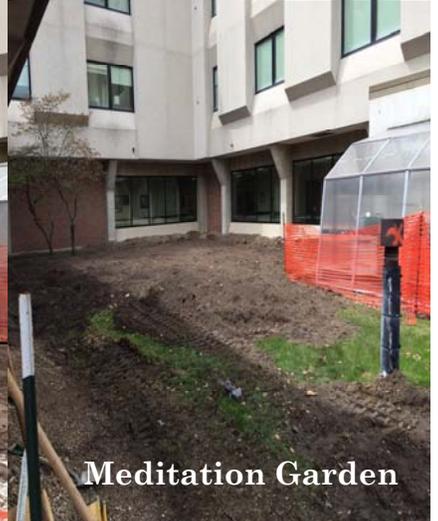
Laundry Building



Meditation Garden



Meditation Garden



Meditation Garden



Meditation Garden

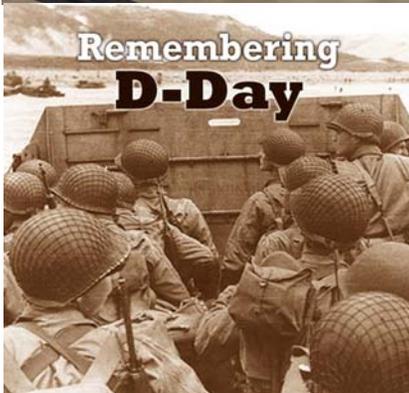




NVAR Presents Certificate To IVH Employee James Robak.



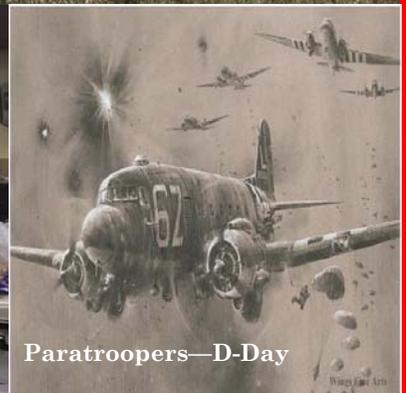
World War II Monument



Remembering D-Day



Ride To The Wall Welcome



Paratroopers—D-Day



Gift Shop Merchandise



Rec Staff Helping With NVAR Lunch

## IVH Open House Scheduled for 13 September 2017



The Iowa Veterans Home Marketing Committee has been planning an Open House for the Home for many months now. IVH will hold a self-guided tour of the Home on Wednesday, September 13. The tour will start at 4:00 pm in conjunction with a Harvest Market event which will be sponsored by the 13th Street District Committee which will be located along the newly renovated 13th Street. We want to be part of the 13th Street District Committee planning efforts now and in the future. A full agenda will be announced shortly for all of our employees including the community to enjoy.



*Old Main Building opened in 1887*

The first suggestion for a home for disabled soldiers in Iowa came from Governor Samuel J. Kirkwood (1876-1877) but it took \$30,000 in commission to get Marshalltown selected as the site for such a home in 1886. Governor Kirkwood made his suggestion at a committee meeting of members from both branches of the General Assembly.

## IVH History



The above formal iron gates and former guardhouse are now a “symbol” of the Iowa Veterans Home. At one time these gates once knew the sound of horses’ hooves and hundreds of horse carriages of the Iowa Soldiers Home.



*Fox Building opened in 2012*

Initiating the movement for an Iowa Soldiers Home was the Grand Army of the Republic, led by Philip M. Crapo of Burlington, Iowa. This movement resulted in the 21<sup>st</sup> General Assembly passing an act, which on March 31, 1886, appropriated \$75,000 for the purchase of ground and the erection of suitable buildings and another \$25,000 to maintain that home for one year.

**Founded December 1887**