

# The Advocate - March 2020



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## Note from the State Long-Term Care Ombudsman

Even though I may not be Irish, this time of year brings out my Irish spirit as I celebrate St. Patrick's Day by wearing green and cooking corned beef and cabbage. Immersing into a culture can be a little daunting, but in the end it is worth it. As residents and tenants share tidbits about their heritage, talk about those celebrations or traditions and see if the activities director could incorporate a mentioned tradition or celebration into a facility-wide activity.

Spring fever is here! Does your facility offer garden planning? My grandfather would plan his garden row by row to ensure every ounce of space was packed with rich fruits and vegetables. Offering to plan/map out a garden now and then perhaps putting together a life-sized garden on paper further down the road would be an option for the activity director.



## News & Resources

Van Buren County Hospital (a critical access hospital) has implemented a telehealth system used by 190 sites and in 13 other states. See the [article](#) for more information on Avera E-Care.



## Resident/Tenant Rights

Getting through winter can be rough for anyone; however, one Iowa nursing facility found a way to make the best of it. La Porte City Specialty Care enjoyed a "Winter Blues Luau" in February overcoming the cold by wearing festive floral leis and enjoying a Hawaiian themed soiree.



## Resident/Tenant Health, Safety & Welfare

Residents at Mill Valley Care Center enjoy tasty treats with fondue. Chef Chad Meyers organizes events with the activities director to bring delectable bites to residents click for more [information](#).

Influenza outbreaks are climbing and precautions need to be taken to help prevent further issues this season. See the Iowa Department of Public Health [website](#) and the following [article](#) for more information.



## Managed Care Ombudsman Program

The following websites contain the Managed Care Organization contact information for [providers](#) and [members](#).



## Volunteer Ombudsman Program

*We are your Voice for Choice - Iowa Volunteer Ombudsman*

#### **New Volunteer Ombudsmen**

We would like to announce Mark Olson (Polk County) and Jim Gifford (Polk County) are now certified Volunteer Ombudsmen. Welcome!

#### **VOP Statewide Conference Call**

This month's statewide call will be held on Wednesday, March 11 at 10:00 am. Notes from the past calls may also be found on the [website](#). If you do view a recording of a previously recorded statewide conference call be sure to email [volunteervop@iowa.gov](mailto:volunteervop@iowa.gov) to receive one hour of continuing education credit.

#### **VOP CEUs**

The featured webinar/video this time is [Biomedical vs. Experienced View of Dementia](#). Be sure to fill out the [CEU form](#) if you do attend.

#### **Out and About**

VOP Coordinator Lisa Van Klavern will be at the following locations this month for recruiting events. She looks forward to meeting those who are interested in the program. Current Volunteer Ombudsmen are welcome to drop by to say hello especially if you have not had the opportunity to meet her in person.

- **March 21** Milestones Caregiver Conference at Golden Leaf Banquet Center in Davenport 8 am to 1 pm
- **April 4** Benton County Community Health & Wellness Fair at Vinton-Shellsburg High School in Vinton 8 am to noon

## Events & Educational Opportunities

### **Long-Term Care Equality Index (LEI): Introducing Best Practices that Strengthen LGBTQ Inclusive Communities**

*VOP CEU eligible*

Apr 23 (1 pm)

[More Information](#) | [Register](#)

*The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.*

Please feel free to forward this newsletter to others who may be interested.

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