



Volunteer Ombudsman Newsletter

Listen, empower, and serve as a voice for Iowa's long-term care residents

Welcome to New Volunteers!

Bill Campbell

Regency Rehab & Skilled Nursing
Council Bluffs

Dixie Johnson

Eventide Lutheran Home
Denison

Frankie Sroufe

Westwood Nursing & Rehab
Sioux City

Roger Leff

Westwood Nursing & Rehab
Sioux City

Helen Schuck

Westwood Nursing & Rehab
Sioux City

Spotlight on Melanie Kempf: Long-Term Care Ombudsman!

Melanie has served as a Long-Term Care Ombudsman (LLTCO) for 5 years, covering 13 counties in central and southern Iowa.

She grew up in southwest Iowa and now resides in Urbandale with her family. Her husband is Bruce and they have one daughter, El-lison, who will be two in October. About her family, she says: "There is never a dull moment as a parent, and I am reminded of this every day!" She enjoys spending time with family and friends, traveling, doing anything Iowa State, playing volleyball, and running.

About her position, Melanie says: "Our most vulnerable citizens in Iowa's long-term care facilities need an advocate; someone they can trust to listen to them, support them, and work on their behalf to resolve their concerns. As a LLTCO, I am an advocate for the resident and feel I can play an important role when there are disagreements between what a resident wants versus what facility staff, family, and/or other legal representatives want or don't want for them. I love the variety in this position: no day is ever the same!"

About our volunteers, she says: "Volunteer ombudsmen are an important piece in advocating for those who reside in Iowa's nursing facilities, so thank you for being a part of our mission in helping maintain and enhance residents' quality of life! As a LLTCO, my time is often spent working on complaint-driven cases, so volunteers serve as the eyes and ears and create a more prominent presence in facilities when I am unable to do so. I see all of our volunteers as assets: you are an extension of myself and the Office of the State LTC Ombudsman, and I appreciate you!"



Volunteer Ombudsman Program Facts

Currently there are 75 Certified volunteers in the program. Together they serve at 66 facilities across 31 counties. There are 54 new volunteers getting ready to start in the program. Since September of 2013, volunteers have made 578 visits to facilities. This amounts to 861 total hours served. The value of an hour of volunteerism in Iowa is currently \$20.93 (according to the Independent Sector), together our volunteers have donated more than \$18,000 of their time to advocating for the right of Iowa's long-term care residents. Feel free to share this information with your contacts!

Ten Central Iowa volunteers met in Des Moines on July 23. They received updates from the program and viewed a guest presentation.



Central Iowa Volunteers

Front row: Elaine Ericson, Becky Velez, Julie Perkins.
Standing: Jack Mauldin, Andy Webb, Celia Hansen, Connie Richards, Tara Lake, Gus Velez, and Judy Avritt.

Continuing Education

Eastern Iowa volunteers plan to meet in Muscatine on August 11th from 10:30 am—2:30 pm, at the Musser Public Library: 304 Iowa Ave, Muscatine. The agenda will include program updates, peer discussion, a guest presenter, and lunch! Please RSVP by Thursday, August 7.

Future continuing education events in other areas of the state will be announced soon!

Peer Group Meetings: As more volunteers connect during trainings and continuing education events, there is a growing interest in volunteers within a community to meet in self-guided groups on a more regular basis to support one another and share resources/experiences. We are in support of this idea, and would like to help facilitate these groups getting organized. If you are interested in helping to organize a peer group in your neck of the woods, please contact Sarah.

Check out some free educational events/conference from Iowa Alzheimer's Association Chapters:

⇒ In Fort Dodge, Moravia, Altoona, Davenport, Burlington:

http://alz.org/greateriowa/in_my_community_58261.asp

⇒ In Cedar Falls, Decorah:

http://www.alz.org/eci/in_my_community_education.asp

⇒ In Omaha:

http://www.alz.org/nebraska/in_my_community_education.asp#Omaha

Monthly Reports

Here's your friendly reminder that monthly reports should be dropped in the mail July 31, or as soon as possible if you have not already done so. For those that just got started this week, you do not need to send in a report unless you were able to visit after your orientation.

**Thank You for serving
Iowa's Long-Term Care
Residents!**