



February 2020



## Note from the State Long-Term Care Ombudsman

The 2020 Census will begin on April 1. This year marks the first time that majority of people will complete the census online; however, not everyone has the ability to complete the online form so there are other options including by phone and postal mail. Those who may need assistance completing the census may find support at [DisabilityCounts2020.org](https://www.disabilitycounts2020.org).

When you need to contact our Office please call 1-866-236-1430 so you may be routed to the Long-Term Care Ombudsman on call for the day if you or the resident/tenant are not already working with a Long-Term Care Ombudsman for the matter you are calling about. Once a Long-Term Care Ombudsman is assigned a specific matter they will continue working on the matter until it is complete. Feel free to contact me with any questions at 515-393-1710 or [cynthia.pederson@iowa.gov](mailto:cynthia.pederson@iowa.gov).



## News & Resources

Our Office became aware that Money Follows the Person are taking referrals again. If residents with disabilities would like to explore living at a lower level of care take a look at the following [website](#) to see if they qualify.



## Resident/Tenant Rights

Decorating can add to the quality of life for residents/tenants. Whether residents/tenants show their creative side through decorating or show off their family and friends. Decorations are a window to deeper conversations for residents/tenants. Allowing that window to open may bring a better quality of life for residents/tenants as they connect to their new environment by sharing memories or stories.



## Resident/Tenant Health, Safety & Welfare

Coronavirus (2019-nCoV) is a newly identified version of this particular virus. Information regarding the virus has been published on the Polk County Health Department - Communicable Disease Team [website](#). Additionally, there is a [fact sheet](#) for review. The threat to Iowa is low at this time.

Oral health is not covered by Medicare, but Justice in Aging has been hot on the trail advocating for this change. [Poll results](#) show that Medicare needs to include dental coverage otherwise individuals will continue to have little to no insurance for oral health needs.



## Involuntary Discharge

Last month, our Office shared that regulations dictate that copies of involuntary discharge/transfer letters must be sent to the Des Moines office. Assisted living programs, residential care and nursing facilities should not send letters directly to Local Long-Term Care Ombudsman or Volunteer Ombudsman.



## Managed Care Ombudsman Program

Polk County Health Services launched their social media campaign. They may be reached at the following social media outlets:

Facebook: <https://www.facebook.com/PolkHealth/>

Twitter: <https://twitter.com/PolkHealth>

LinkedIn: <https://www.linkedin.com/company/polk-county-health-services>



## Volunteer Ombudsman Program

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

### VOP Statewide Conference Call

This month's statewide call will be hosted by Managed Care Ombudsman Lin Christensen on Wednesday, February 19 at 2:00 pm presenting information about PACE. Additionally, Lisa will provide updates about VOP. 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 [7-Domains of Well-Being in Dementia Care](#). 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 Ombudsman are welcome to drop by to say hello especially if you have not had the opportunity to meet her in person.

- **February 27** at Fort Dodge Public Library 10:00 am to noon
- **February 27** at Storm Lake Public Library 2:30 pm to 4:30 pm
- **February 28** at Elderbridge in Spencer 8:30 am to 10:30 am
- **February 28** at Orange City Public Library noon to 1:30 pm



## Events & Educational Opportunities

### Dementia Care: CMS Toolkits Call

VO CEU eligible

Mar 3 (12:30 - 2 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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