

The Advocate

Office of the State Long-Term Care Ombudsman

April 2007

Issue #9

Message from Jeanne

Despite the storms we experienced in February and the first of March, it is exciting to report that good things happened within the long-term care system. I would like to recognize Crestview in Marion for their hard work and friendliness as 31 people from Sunnycrest in Dysart spent several days as guests at Crestview. We have heard that the people at Crestview helped to make the best of a bad situation as they welcomed the visitors and made them feel at home.

It makes me proud to say that I live in Iowa!

We express our sympathy to Katie in the loss of her Grandma Alice. Alice was a delightful lady who brought smiles and joy to all who knew her.

The legislature is still in full swing. If you have the opportunity, please remind your legislator how important the RAC program is to people living in long-term care facilities and the need to continue funding this program. Also encourage your legislator to support the funding for four additional ombudsmen, bringing the total to 10 so that we can spend more time in facilities working directly with the people who live there.

RAC Officers

We wanted to remind everyone that there are different positions for each RAC. Each committee should have a chair person and also a secretary. The *chair person* schedules and conducts quarterly meetings, leads group discussions, helps orientate new members, updates members on facility information, helps to recruit new members,

etc. The *secretary* records minutes of the quarterly meetings, sends the minutes to our department, organizes materials, and provides leadership if the chair person is unavailable. Please consider re-organizing your committee on a yearly basis. It may be helpful to rotate positions and to give each committee member an opportunity of leadership. This may facilitate new ideas for your committee

SHINING STAR AWARD

"TOUGH ENOUGH TO CARE" STAR ADVOCATE



Do you know a resident advocate committee member who deserves special mention? In each newsletter we will recognize someone who has been nominated. Please call or e-mail Katie with your suggestion.

We are pleased to honor this quarter's "Tough Enough To Care Star Advocate"

Ellen Grace Brown

Ellen Grace Brown has been a very active RAC member for over 15 years at Country Haven in Corning. Shortly after joining the RAC she also volunteered to lead Bible Study Classes for the residents. Her fellow RAC members share that she is always cheerful, patient and kind in her faithful service to the Residents.

Thank you, Ellen Grace Brown for your countless hours of advocacy work and your dedication to older Iowans.

Disability Etiquette

Many residents who live in LTC have a disability. The Eastern Paralyzed Vets Association created a booklet on how to interact with people with disabilities. Some of this information was borrowed and applied to RAC visits.

Residents Who Use Wheelchairs or Have Mobility Impairments

- Wheelchair users are people, not equipment. Don't lean over a resident in a wheelchair to shake another person's hand or to reach for something.
- When talking to a wheelchair user, grab your own chair and sit at her level. If that is not possible, stand at a slight distance, so that she isn't straining her neck to make eye contact with you.
- Residents who use canes or walkers need their arms to balance themselves, so never grab them. Quickly opening a door could cause them to fall. Even pulling out or pushing in a chair could present a problem. Always ask a staff member for help.

Residents Who Are Blind or Visually Impaired

- Identify yourself before you start conversation with a resident who is blind or visually impaired. Tell him your name and your role as a RAC member. Also be sure to introduce him to other people who may be included in the conversation.
- When you are finished with your visit, be sure to inform him that you are leaving the area. Let him know what landmarks he is close to: i.e. bed, chair, etc.

Residents Who are Deaf or Hard of Hearing

- Follow the person's cues to find out if she prefers gesturing, writing or speaking. If you have trouble understanding her, let her know. If okay with the resident, find a staff member that is familiar with her and her ways of communicating.

- Before speaking to a resident who is Deaf or hard of hearing, make sure that you have her attention. Depending on the resident, you could wave your hand or lightly tap her on the shoulder.
- Rephrase, rather than repeat, sentences that the person doesn't understand.
- When talking, face the resident. A quiet, well-lit room is most conducive to effective communication.
- Speak clearly. Most people who are hard of hearing count on watching people's lips as they speak to help them understand. Avoid chewing gum or obscuring your mouth with your hand while speaking.
- There is no need to shout at a resident who is Deaf or hard of hearing. If the resident uses a hearing aid, it will be calibrated to normal voice levels; your shout will sound distorted.

The most important thing to remember is to treat each person as an individual. If you are ever unsure about what to do or what to say, just ask!

2007 Training Schedule

EXPECTING EXCELLENCE is the topic of our 2007 training. Please remember that all volunteers should attend this yearly meeting.

The regional long-term care ombudsmen will be hosting these lively and informative conversations on person-directed care/culture change. Remember that we ask you to sign up in advance for a site close to you. It is important that you call or e-mail Tonya or Katie to reserve your spot. If a change in location or time is needed, or if bad weather is predicted, we can alert you to any changes in the schedule.

If any committee members did not receive a new manual in 2006 please tell us how many you need when you call to make a reservation and we will bring them with us.

All sessions have now been scheduled. There have been a couple of changes. All additions and changes are indicated in <i>bold italics</i> on the schedule enclosed.
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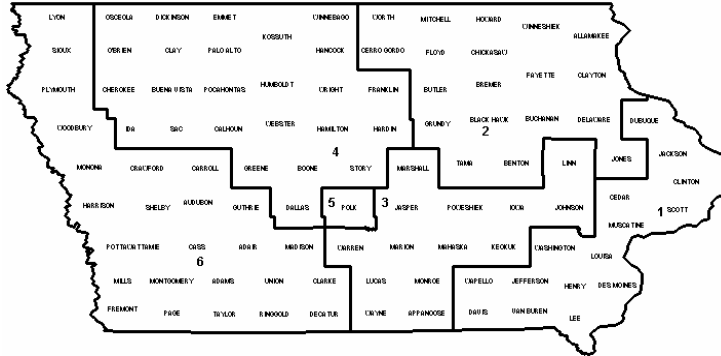
DATE	TIME	CITY	COUNTY	LOCATION
April 26	2:00-3:30	Centerville	Appanoose	City Hall - 312 E. Maple Street
April 19	9:00-10:30	Waterloo	Black Hawk	Hawkeye Valley AAA Room #1 - 2101 Kimball Ave
June 21	2:00-3:30	Boone	Boone	Des Moines Area Comm. College Room 200 1125 Hancock Dr
May 3	2:00-3:30	Independence	Buchanan	Mental Health Institute 3rd Floor Classroom – 2277 Iowa Avenue
May 11	9:30-11:00	Storm Lake	Buena Vista	Public Library - 609 Cayuga
July 20	9:00-10:30	Carroll	Carroll	High School - 2809 N Grant Road
April 20	9:00-10:30	Atlantic	Cass	Cass County Memorial Hospital Conf. Rm 2 1501 E. 10th Street
July 16	9:00-10:30	Mason City	Cerro Gordo	Mercy West Campus Classroom 3 - 1000 NW 4th St.
April 24	9:00-10:30	Spencer	Clay	Grace United Methodist Church Bentena Room 311 2nd Avenue West
June 1	9:00-10:30	Elkader	Clayton	Central State Library - 200 N Main
June 29	9:00-10:30	Burlington	Des Moines	Hy Vee Conference Room - 3140 Agency Street
May 7	1:00-2:30	Dubuque	Dubuque	Carnegie Stout Library - 360 W 11th Street
April 23	2:00-3:30	Estherville	Emmet	Estherville Public Library - 613 Central Avenue
May 4	9:00-10:30	West Union	Fayette	West Union Good Samaritan - 201 Hall Street
June 22	9:00-10:30	Iowa Falls	Hardin	Illinois Central Depot - Rocksylvania Avenue
June 7	2:00-3:30	Humboldt	Humboldt	Humboldt Hospital Conference room - 1000 N 15th
June 26	9:00-10:30	Williamsburg	Iowa	Kirkwood College - 200 West Street
June 15	9:00-10:30	Newton	Jasper	Newton Library - 100 N. 3rd Ave West
June 26	2:00-3:30	Iowa City	Johnson	Mercy Hospital - 1st Floor Conf. Room – 500 East Market Street
July 19	2:00-3:30	Sigourney	Keokuk	High School – 907 E. Pleasant Valley
June 5	9:00-10:30	Fort Madison	Lee	Ft Madison Health Center – 1702 41st St
June 25	2:00-3:30	Marion	Linn	Kirkwood College Room 126 - 3375 Armar Drive
April 27	9:00-10:30	Chariton	Lucas	Community College - 123 E. Grace Street
May 14	2:00-3:30	Knoxville	Marion	Community Hospital Class Room - 1002 Lincoln St.
April 16	9:00-10:30	Marshalltown	Marshall	Marshalltown Medical Center Conf. Room A - 3 S. 4th Street
July 17	9:00-10:30	St. Ansgar	Mitchell	St. Ansgar High School classroom - 206 E. 8th St
May 1	9:30-11:00	Red Oak	Montgomery	Montgomery Co Hosp Heritage Pioneer Room 2301 Eastern Ave
May 10	2:00-3:30	Sheldon	O'Brien	Northwest Comm. College Bldg A Rm 118 603 W Park
April 30	2:00-3:30	Shenandoah	Page	Safety Building--Fire Station - 400 W Sheridan
April 10	1:00-2:30	Pleasant Hill	Polk	Oakwood United Methodist Church - Family Life Center 400 NE 56 St.
May 17	2:00-3:30	Council Bluffs	Pottawattamie	Western Historic Trails- Back Room – 3834 Richard Downing Avenue
June 14	2:00-3:30	Grinnell	Poweshiek	Stewart Library - 926 Broad St
April 18	1:00-2:30	Davenport	Scott	Fairmont Library - 3000 N Fairmont Street
June 18	2:00-3:30	Sioux Center	Sioux	Chamber of Commerce - 303 N Main Avenue
May 18	9:00-10:30	Creston	Union	Greater Regional Medical lower level conf. room 1700 W. Town Line
June 4	2:00-3:30	Ottumwa	Wapello	Seneca AAA Suite 2 lower level - 117 N Cooper
July 24	6:00-7:30	Norwalk	Warren	Regency Assisted Living Conference Room – 815 High Road
May 15	10:00-11:30	Indianola	Warren	Indianola Public Library - 207 North B Street
June 28	2:00-3:30	Washington	Washington	Washington County Hospital - 400 E. Polk
June 8	9:00-10:30	Fort Dodge	Webster	Ft Dodge Chamber of Commerce - 1406 Central
July 12	2:00-3:30	Decorah	Winneshiek	Decorah City Hall Meeting room - 400 Claiborne Drive
June 19	9:30-11:00	Sioux City	Woodbury	Public Library - 529 Pierce St

OFFICE INFORMATION

The Office of the State Long-Term Care Ombudsman is a unit within the Iowa Department of Elder Affairs. All members of this unit can be reached at 800-532-3213 or at the direct phone numbers listed here.

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Long-Term Care Ombudsman Districts



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