

# The Advocate

Office of the State Long-Term Care Ombudsman

July 2007

Issue #10

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## Message from Jeanne

### *NEW OMBUDSMEN*

During the 2007 legislative session, we requested four additional ombudsmen. We are pleased to say we will be getting two additional people later this summer. While this is exciting news, it means that once again we must assign new districts to each ombudsman. This is challenging as relationships have been built and each ombudsman has become attached to the people they serve. However, in the long run this will improve our services to both the people who live in long-term care facilities and our volunteers. In the next newsletter we will announce the new districts and hopefully our new employees. Remember you can also check out our website for current information.

## Staff Announcement

Tonya Amos has assumed the role of Resident Advocate Committee Program Coordinator and will spend almost half of her time with this program. Each local long-term care ombudsman will continue the transition to become more involved with individual committees. You have met your local ombudsman during training this year, and we hope you enjoy making the connection with the ombudsman who visits the facility where you volunteer. Tonya and the local ombudsmen continue to be assisted by Katie and Shirley as we work to respond to your requests for information and assistance. Anyone member of the Ombudsman staff can be reached through the toll free number, 800-532-3213.

## DISASTER Assistance

All long-term care facilities should have a comprehensive emergency plan in place in the event of a crisis. Consumers – including residents, families and volunteers – should inquire about the

facility's emergency preparedness and evacuation plans. Here are some questions you could ask or discuss at the next RAC meeting.

- The plan...What is the facility's emergency plan for evacuation and for "sheltering in place"? Plans will be different for tornados, snow storms, fires, terrorist attacks, etc.
- Staffing concerns...Are there enough staff to carry out the evacuation plan during all shifts? What are the training procedures for staff related to emergency evacuations? Are evacuation drills practiced on all shifts?
- Coordination with other resources...Are there contracts in place with transportation and other facilities to provide housing for displaced residents? How is the plan coordinated with community resources, the city, county, and state emergency management?
- Supplies...What type and how much emergency supplies does the facility have on hand? (food, generators, flashlights, water, oxygen, medicines, etc.)? Can residents have their own emergency supplies in their rooms if they wish?
- Resident Information...How does the facility discuss the plan with the residents? How will residents be identified in an evacuation? How will information about the resident and supplies such as medications be transported?
- Role of the family...How and when will family members be notified about evacuation plans? How can family members be helpful in an emergency situation? Should the family members come to the facility to assist? If family

lives out of town, what is the phone number to call off-site to get information?

**We need your help.** We want to make certain we are aware of potential problems in nursing homes that stem from natural or other disasters. If you know that a long-term care facility in your area has been damaged by a tornado, severe storm, fire or if they may be without water or power, we ask that you call our office immediately so we may offer assistance and make certain all residents are safe. Remember that you can call our office at any time and if our office is closed you will be directed to an emergency number. This is an important new request that we have for our volunteers. Since each ombudsman has 10-20 counties, they cannot monitor every situation. Thank you for helping us in our efforts to protect the health, safety and welfare of the people we serve.

### Rule Review

A new feature that will appear in each newsletter is a nursing home regulation that will be quoted and discussed. Please call Katie if there are certain topics that you would like to be reviewed. This quarter's topic: Right to Privacy.

Right to Privacy.

*Chapter 481-58.45(5) states "Staff shall knock and be acknowledged before entering a resident's room unless the resident is not capable of a response. This shall not apply in emergency situations."*

Most of us would be pretty unhappy if someone entered our home without knocking or ringing the doorbell. In fact, we would probably call the police or yell for help if a stranger entered our home. People who live in a long-term care facility should be treated with this same respect. Remember that a resident's room is their home and staff, family and visitors should knock and ask for permission to enter. During your visits to the facilities, observe staff interaction with residents. If you see people entering rooms without permission, check with the resident involved to see if they are upset by this, and if so, gently remind the staff of the rule above. If you have questions or need ideas, feel free to call our office.

## 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"

### ***Bernice Commers***

Bernice has recently resigned as a dedicated advocate in Washington County for the past 20 years.

Fellow Resident Advocates of Parkview Manor in Wellman attribute Bernice's cheerful, kind personality to her success as a great advocate. Her patience and dedication to Sunday evening services make her a wonderful volunteer.

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

## Recruiting New Members

We have received an increased number of calls about recruitment. If your committee is lacking volunteers, we would be happy to assist you and the facility with recruitment efforts. We have a press release to increase awareness of our volunteer opportunities. This press release can be personalized to recruit volunteers for a particular facility. It has been used in local newspapers, facility newsletters, church bulletins, club bulletins, etc. Some people post the release on a message board within the facility. If you would like a personalized press release sent to your committee, or for additional recruitment ideas, please call us.

## Electronic Meeting Minutes

During our RAC training sessions, some advocates have asked about submitting the meeting minute form electronically (via e-mail) to the LTC Ombudsman's Office. If you prefer to send your minutes electronically, send them to [Katie.Mulford@iowa.gov](mailto:Katie.Mulford@iowa.gov). Please make certain that you enter "RAC minutes" in the subject line. If you have problems or need assistance, call Katie.

## 2007 Training Schedule

EXPECTING EXCELLENCE training is well underway and we have a record number of volunteers attending! 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.

All sessions have now been scheduled. There have been a couple of changes. All additions and changes are indicated in *bold italics* on the schedule enclosed.

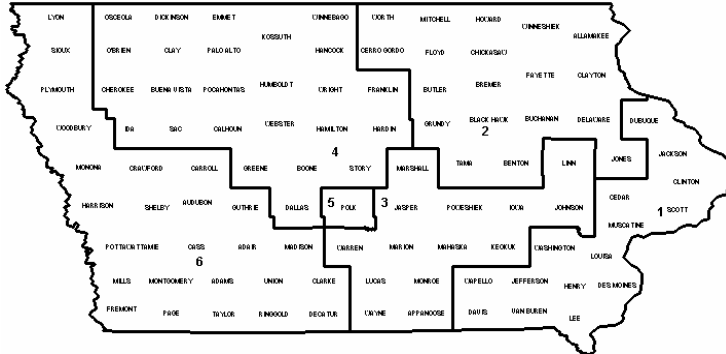
DATE	TIME	CITY	COUNTY	LOCATION
June 21	2:00-3:30	Boone	Boone	Des Moines Area Comm. College Room 200 1125 Hancock Dr
July 20	9:00-10:30	Carroll	Carroll	High School 2809 N Grant Road
<b>July 16</b>	<b>9:00-10:30</b>	<b>Mason City</b>	<b>Cerro Gordo</b>	<b>Mercy West Campus Classroom 3 910 N. Eisenhower Ave.</b>
June 29	9:00-10:30	Burlington	Des Moines	Hy Vee Conference Room 3140 Agency Street
June 22	9:00-10:30	Iowa Falls	Hardin	Illinois Central Depot Rocksylvania Avenue
June 26	9:00-10:30	Williamsburg	Iowa	Kirkwood College 200 West Street
June 26	2:00-3:30	Iowa City	Johnson	Mercy Hospital - 1st Floor Conference Room 500 East Market Street
July 19	2:00-3:30	Sigourney	Keokuk	High School 907 E. Pleasant Valley
June 25	2:00-3:30	Marion	Linn	Kirkwood College Room 126 3375 Armar Drive
July 17	9:00-10:30	St. Ansgar	Mitchell	St. Ansgar High School Classroom 206 E. 8th St
June 18	2:00-3:30	Sioux Center	Sioux	Chamber of Commerce 303 N Main Avenue
July 24	6:00-7:30	Norwalk	Warren	Regency Assisted Living Conference Room 815 High Road
June 28	2:00-3:30	Washington	Washington	Washington County Hospital 400 E. Polk
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.

Jeanne Yordi, State Long-Term Care Ombudsman  
 515-725-3327      jeanne.yordi@iowa.gov

## Long-Term Care Ombudsman Districts



**Watch for Changes!**

**1. Kim Cooper, SE**  
 563-391-6939  
 kim.cooper@iowa.gov

**2. Carol DeBoom, NE**  
 319-272-2050  
 carol.deboom@iowa.gov

**3. Angie O'Brien, S Central**  
 515-725-3343  
 angie.o'brien@iowa.gov

**4. Connie Hadden, NW**  
 515-725-3328  
 connie.hadden@iowa.gov

**5. Tonya Amos, Polk County**  
 515-725-3342  
 tonya.amos@iowa.gov

**6. Julie Pollock, SW**  
 712-243-2917  
 julie.pollock@iowa.gov

Katie Mulford, Ombudsman Assistant  
 515-725-3344  
 katie.mulford@iowa.gov

Shirley Taylor, RAC Secretary  
 515-725-3304  
 shirley.taylor@iowa.gov

Office of the State Long-Term Care Ombudsman  
 510 E. 12<sup>th</sup> Street  
 Jessie Parker Building Suite 2  
 Des Moines, IA 50319