

Greetings from the State Office of Long-Term Care Ombudsman:

As October and National Residents' Rights Month comes to a close, it has been exciting to hear about the many ways long-term care facilities across Iowa have been celebrating the individual rights of long-term care residents. Thanks to this year's theme – "Better Staffing: The Key to Better Care" – many of you also have been considering the important relationship between staffing and the quality of care your facility provides, and although the government currently does not have minimum staffing requirements, we applaud your continued efforts to review and enhance your staffing policies to better meet the needs of the residents you serve.

Additionally, National Residents' Rights Month provides a unique opportunity to educate residents and their family members, as well as your employees and members of the general public, about the many programs and legal provisions that exist to assist residents and improve their overall quality of life. Our Office is pleased to announce we will soon be distributing a series of brochures funded by Civil Money Penalty (CMP) dollars to each of Iowa's long-term care facilities. The series of 12 brochures is currently being printed and covers a wide variety of topics, including:

- Residents' Rights
- The Office of the State Long-Term Care Ombudsman
- The Volunteer Ombudsman Program
- Health Care Power of Attorney
- Financial Power of Attorney
- Living Wills
- Long-Term Care Choices
- Medicaid HCBS Elderly Waiver Program
- Resident & Family Councils
- Payment Options in Long-Term Care
- Financial Exploitation
- Involuntary Discharge from a Long-Term Care Facility

Nursing facilities will be receiving the brochures within the next six weeks. Once they arrive, please display them in the brochure kiosk you received earlier this year and place the kiosk in a prominent location in your facility, like a reception area. As you run out of brochures, you may request additional copies by calling 1-866-236-1430.

Your cooperation is appreciated in this matter. Thank you for all you do for the residents and/or tenants of your facility.

*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.*