

**Delivering information to those who are at the center of quality care**

## Lt. Governor-elect Reynolds Walks in the Shoes of a Direct Care Worker

It was easy enough getting the fourteen-year-old Valley Southwoods freshman dressed for the day – leopard print leggings, an off-white turtleneck, and heart print socks – but when it came to breakfast time that was a different matter. Taking her time, Lt. Governor-elect Kim Reynolds, gingerly held Rachel's hand while feeding her pudding, cleverly hiding medications, and a bite of donut every few minutes. The teenager laughed as she bit the fork and teased the Lt. Governor-elect. At one moment she refused to chew the donut completely,



*Lt. Governor Elect Kim Reynolds is pictured with Rachel Pender after brushing Rachel's teeth.*

visibly concerning Lt. Governor-elect Reynolds. A mother and grandmother herself, Lt Governor-elect Reynolds couldn't help but feel close to Rachel and her direct care worker, Emily, as she assisted both through Rachel's morning schedule of dressing, grooming, breakfast, and stroll to the school bus. Smiling and chatting throughout, Reynolds was most in her element when it came time to brush and style Rachel's hair. "With three daughters, I can do hair," laughed Reynolds.

[See page 10 for more.](#)

## My Trip to DC!

*by Becky Johnson, Home Health Aide, ICA Direct Care Worker Leadership Council*

*Editor's Note: Becky Johnson traveled to Washington D.C. in September to be part of the Eldercare Workforce Alliance's Day at the Capitol. She was one of 40 people from around the nation to participate (she was one of 4 people from Iowa). They talked with Members of Congress and their staff about the need for more attention to be given to the workforce needed to care for America's aging population. Becky's comments follow....*

I had a great opportunity to speak with Representative Loeb sack, Senator Harkin, and Representative Boswell's assistants. I felt that we were all very well received. They all seemed to want

[See page 10 for more.](#)



*Dr. Susan Schultz, University of Iowa; Becky Johnson, CNA, ICA DCW Leadership Council; John Hale, ICA Public Policy Consultant; Dr. Paul Mulhausen, University of Iowa*

## Tracy Hoveland, CNA, Named 2010 ICA Leadership Award Recipient

*by Kristin Senty, ICA Consultant*

When caregiver Tracy Hoveland takes care of her patients, she says it "comes from the heart," and not because she wants to "get recognized."



Yet Hoveland, a CNA of 13 years from Mason City, was recently honored by the Iowa CareGivers Association with its annual "Leadership Award."

The award is designed to recognize one caregiver each year who has brought needed visibility to the profession. Several years ago, Hoveland got involved in ICA's Leadership Council. She then worked with her state Representative through the "Come Care with Me" program,

[See page 6 for more.](#)

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## To Be a Leader

by Renee Bernier, CNA and Member of ICA Direct Care Worker Leadership Council

I looked the definition up, a leader is one that shows guidance, authority, skill, energy. Being a CNA for over 30 years, I feel I show these qualities plus some. Having to be a mentor to new employees, I have had to show "patience." You need to take the time to show how to use a stand or a lift, how to feed, what to do if a resident gets combative, what interventions work. Be patient, if it takes several times to show. I remember when I took the CNA class, I didn't know what to do, let alone if this what I wanted to do as a career.

A leader also has to accept if another co-worker has a different way of handling a situation. Your way is not always the route to take sometimes. Be a good listener to your residents, you are their ears and mouth, you see their pain, you can do something about it if they can't.

I took 5 min. out of my day to have a resident teach me some German words and to this day, I still remember those words. I took care of a lady that loved cats, I brought in some kittens, she sat up with a smile on her face. Just take time.

Your co-workers, some of them might look at you as a leader, someone they feel confident in asking for advice, they don't have to take it, but there is something in you they see as a person.

Not all of us are leaders, some of us don't want to be or have that responsibility about making decisions. There are different types of leaders, our president, your administrator, a priest, teacher, pilot, just to name a few, we believe they can direct in the right direction.

Being part of the leadership council, we as a group put our and your ideas, needs voices out there. We walk those hallways, work those extra hours, can't afford the insurance. I like belonging to a group that wants to make a change, have our profession be recognized for what we do. I say "don't be part of the problem, but part of the solution.

## My Body

### My Body

#### What has happened to me

*My legs, I could walk for miles it seemed like down the hallways.*

*My arms, I could push a resident and their oxygen concentrator together.*

*My eyes, could read the care plans, and chart the ADLS sheet out.*

*My ears, I could hear the call lights ringing, or the "tabs" unit going out.*

*My mouth, could help you to tell someone you were in pain.*

*My back, helped me to lift the right way, so I wasn't hurting at the end of the day.*

*My mind, was there to remind me to put your call light close.*

*My heart, was there to show I cared for another human being.*

Renee Bernier, CNA

## Let's Get to the Point!

You've got the Leadership Skills...  
We've got the Opportunities for  
You to Develop Them.



Graduates of the Iowa CareGivers Association Leadership Program are eligible to apply for a position on the ICA's Direct Care Worker Leadership Council.

Currently, there are 2 positions open and another 3 will open at the end of this year.

To be considered in the next review of applications, please have your application in by January 7, 2011. And just a reminder we do accept applications year round.

For more information or for a council application, please call 515-225-2952 or email [pam.biklen@iowacaregivers.org](mailto:pam.biklen@iowacaregivers.org).

If you are interested, but have questions, we'd be happy to talk with you about the position benefits and requirements by phone.

## ICA Leaders

*Congratulations and  
Thank You for Your Service!*

The following 3 direct care workers will complete their terms of service on the ICA Direct Care Worker Leadership Council at the end of the year.

**Diane Frerichs**  
**Estherville, IA**

**Cindy Ramer**  
**Denver, IA**

**Laura Schroeder**  
**Dubuque, IA**

## Dementia: A Personal Perspective

*"The man who once warmed my cold little hands in his...  
now needs me to warm his fragile, weak hands."*

by Heidee Barrett-McConnell, ICA Education and Community Outreach Specialist

One of the best teachers for me has been personal experience. My Dad has dementia. My Mother cared for her husband of 67 years in their home for several years until last fall when she could no longer care for him. My Dad has been at Heritage Home in Bancroft, Iowa for a year now. The staff is caring and kind to my Dad. He is adjusting and we as family are all trying to adjust. The man, who once warmed my cold little hands in his very warm, very large hands, now needs me to warm his fragile, weak hands. I have cared for many patients, clients, and residents with dementia during my nursing career, but when it is my father who is afflicted with dementia, a father whom I have always loved and admired with great respect, it totally breaks my heart. We have always and I mean always been "buddies".

So now who cares for my Dad? Who gives my Dad a hug? Who treats my Dad with the kindness and respect he so deserves? Who calms him when he feels lost and alone? The direct care workers do. They come to work day after day and take care of his needs, they listen to him, they feed him, and they tuck him in at night. And I thank them from the bottom of my heart! You may not be "caring for my Dad", but you are caring for someone's loved one. Words cannot express how thankful I am for you. I see first hand how important you are, I have always known it, but now I appreciate you more than ever.



Heidee pictured with her dad, Herbert Krause

My husband Jim also has a personal experience to share. His mother, dear Emma was diagnosed with dementia. The direct care workers were there for her, another place, another compassionate caregiver. (See page 12 for Jim's story).

An important component of the Iowa CareGivers Association's educational programs is the evaluations from you, the direct care workers. Our goal is to listen to your suggestions for program topics and meet your educational needs. It is clear that you want more education on dementia and therefore, the 2011 ICA Regional Conferences (3 P's in a Pod) will include it on the agenda.

Dementia care affects direct care workers no matter the work setting. It often creates difficult situations that need problem solving and to problem solve you need resources available to you and your co-workers. At the ICA Regional Conferences there will be a breakout session that will talk about stages, challenges, and techniques helpful to providing care to those with dementia. People are affected by this disease, those that have it and those that experience watching their loved one go through this slow process. We need caring, compassionate, direct caregivers to help the afflicted and comfort the families and help them cope with losing their loved ones on this heart breaking journey.

I invite you to attend the ICA Regional Conferences next spring. For now I would like to share some helpful tips. See the column to the right.

### Dementia Care Tips

*Be in Their World*

One of the main points regarding the care of a person with dementia is to see the world from their perspective. If it is real to them it is real. We often make the mistake of seeing our world and that can lead to frustration to both the individual with dementia and the caregiver. We will discuss ways to open our mind and be creative to what may be going on in the world of people with dementia. We are their companion, helper, and friend. We must try to be in their world.

#### Professionally:

- Learn as much as you can about dementia
- Respect individuals with dementia
- Allow behavior in order to learn about it
- Give positive instruction

#### Personally:

- Take care of your health. Make time for sleep, exercise, good nutrition, and private time.

#### Peer-to Peer:

- Be partners in caring for people with dementia
- Work together, keep lines of communication open
- Be creative with ideas to try and share those ideas
- Create a calm environment

Information from the DEPP program, Dementia Education Preceptor Project.



### 3 P's in a Pod

Professional. Personal. Peer.

## Iowa CareGivers Association 2011 Regional Conferences

Look for brochure and registration information soon!

### Spring 2011 Schedule: ICA Regional Conferences

April 5, 2011: Fort Dodge  
Iowa Central Community College  
One Triton Circle  
Fort Dodge, IA 50501  
BHS Auditorium

April 19, 2011: Ottumwa  
Indian Hills Community College  
Rural Health Education Center  
655 Indian Hills Drive  
Ottumwa, IA 52501  
Room # 108

April 20, 2011: Mason City  
North Iowa Area Community College  
500 College Drive  
Mason City, IA 50401  
Muse Norris Conference Center  
NC 180 A, B, C, D, E, F

April 26, 2011: Dubuque  
Northeast Iowa Community College  
Town Clock Center for Professional Dev.  
680 Main St.  
Dubuque, IA 52001  
Room 106 A, B, & C

## On Their Own Dime and Time! Only 30 Attended ICA's Conference 18 Years Ago!

by Di Findley, Executive Director, Iowa CareGivers Association

In 1993 when Iowa CareGivers Association (ICA) held its first annual educational conference for direct care workers, it was planned by a committee of about four volunteers...personal friends whom I coerced into helping. One would call me every day the week leading up to conference and ask, "How many people do we have registered?" My response was, "two...counting you and me."

Well, we've come a long way since then. At that time most of the thirty individuals who attended did so on their own dime and time. They either took the day off without pay or a vacation day.

There were a total of 318 people at conference this year. Of the 234 paid registrations at this year's conference, 76% were paid by their employers.

We commend the progressive employers who value their direct care workers and invest in them by paying their registration and travel to our statewide conference. Many were also given the days off with pay. We share their commitment to direct care workers in Iowa.



76% of paid conference registrations were paid by employers in 2010.

## Why We Support the Iowa CareGivers Association's Annual Conference

After more than 30 years, I can still recall the anticipation of attending my first professional conference as a licensed nursing home administrator, and that has waned only slightly as I prepare to attend yet another conference in the next few weeks. The certainty that I am going to learn something new combined with the opportunity to be with other people who have chosen my same career is still exciting to me. It is one of the greatest benefits afforded me by my employer, even though I no longer serve as an administrator full-time.

These days, I spend at least part of my time hiring and training administrators who are new to long-term care, and I know from doing it for a while now that I am not unique in this way. Most administrators expect to have opportunities for education and networking, and almost never is it because it is a requirement for continued licensure. Rather, we understand that it is a requirement for continued competence.

Administrators, and department heads, and licensed nurses all have important

jobs and serious responsibilities within a home, and nobody questions the value or necessity of investing our customers' and taxpayers' dollars in our continuing education.

Indeed, monies used to educate our managers through quality programs taught by skilled instructors return near-immediate gains in improved services planned and overseen by leaders who are more knowledgeable.

That said- few administrators actually provide hands-on care to any residents. Nor do most of the department heads that we employ-- nor even many of the licensed nurses. Rather, the people who are in the positions that have the greatest impact on the well-being of our customers are our Direct Care Workers.

They are without question some of our most important people.

At ABCM, we recognize this in our corporate commitment statement, and we appreciate the opportunity that the Iowa Caregivers Association's conference gives our Direct Care

Workers for education and networking with others who have chosen their same career.

When I attend my conference next month, the cost of my travel, my lodging, my meals, and my wages will be covered. Our Direct Care Workers should expect nothing less.

I am proud to work for a company that recognizes and embraces this, and I believe that providers who ignore it, do so to the detriment of their residents and their programs and ultimately, to the future of care-giving as a vocation.

*Alexa Mayner, COO  
ABCM Corporation, Hampton, IA*

Our Commitment:

1. Our residents, families and employees are the "Most Important People."
2. We will encourage our residents and families to make choices in the care they receive.
3. We will support our employees to do the best that they can.
4. We will appreciate each person for who they are.

[www.abcmcorp.com](http://www.abcmcorp.com)

What Attendees Do After Conference...

## 2010 Hometown SuperHeroes Conference

by Mary Krueger MSN, RN-BC, NE-BC, Education/Administrator Coordinator, and the Direct Care Staff from Jennie Edmundson Memorial Hospital

Five Certified Nursing Assistants from Jennie Edmundson Memorial Hospital in Council Bluffs, Iowa, attended and participated in every workshop offered at Iowa CareGiver's Association Hometown SuperHeroes Conference held August 30 and 31, 2010. We are very thankful for this opportunity as this event was our springboard for our newly created CNA Practice Committee.

Here are our thoughts:

"I learned about different types of care giving,"

"It was an opportunity to refresh my skills."

"I am motivated to come back to JEMH to give better care for my patients."

"It helped me see the Big Picture-if you give good care, respect patients, you earn respect of the patient and their families-and they come back for your good care."

"I came away knowing it was OK to be a career Certified Nursing Assistant."

"The knowledge we gained will be used in personal life to improve the health of our families as well as ourselves."

"We want to share this knowledge with the rest of the Certified Nursing Assistants."

Our Practice Committee was started to establish a forum to represent the CNAs. Our three objectives:

1. to promote communication, interpersonal and team building skills;
2. to assess, develop, and recommend content for educational in-services;
3. to promote and support coordination of educational activities through meetings, email, and our CNA newsletter

The committee consists of Diane Brockman, Andrea Hoden, Andrea Holman, Mary Krueger, Rashelle Kunik, Carolyn Larson, Pam Snipes, and Crystal Travers. We represent acute patient care units in Birthing, Medical/Surgical, Oncology/Orthopedics, Outpatient Surgery, Pediatrics, and Psychiatry. Our plan is to start sharing information from these four workshops:

1. "Meeting the Care Needs of Those Approaching Death"
2. "The Importance of Oral Health Care"
3. "How Skin Care Shows You Care"
4. "Depression 101: Understanding the Basics"

We thank you for this wonderful opportunity that created such enthusiasm in our Certified Nursing Assistants, which also supports our Standards of Compassionate Service. We already have requests to attend your conference in 2011.

[www.iowacaregivers.org](http://www.iowacaregivers.org)

View and download more "Hometown SuperHeroes" photos at our website



## Conference Highlights

What I liked least about the conference: "THE END!!"

What I liked most about the conference: "Visiting with others in my line of work and networking and the presentations were excellent."

- 318 attended
- 234 attendees were direct care workers
- 76% of those registered were paid by their employers (KUDOS to those employers!)
- 98% rated the conference excellent or good
- 97% would recommend the conference to a co-worker
- 84% said attendance at conference increased the likelihood that they would continue to work in the field of direct care
- 77% said attendance at conference increased the likelihood that they will remain with their current employer.



## Tracy Hoveland, CNA, Named 2010 ICA Leadership Award Recipient

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Tracy Hoveland, CNA (center) is pictured with 2009 ICA Leadership Award Recipients, Vicky Garske and Laura Schroeder.

and participated in “Day at the Capitol” to advocate for policy change in her profession.

She wants others to understand how important the profession is, and how it supplies hands-on “care and compassion” for individuals in need. She says the leadership work she did through ICA helped her to communicate that message to others.

“I really grew and got out of my comfort zone,” she says. “I created important friendships with other caregivers, and I realized what a resource we are for each other.” Hoveland’s family, including her husband and three children, are all “very proud” of her accomplishments.

Di Findley, Executive Director of the Iowa CareGivers Association says Hoveland has “demonstrated what it means to be a true role model for the direct care profession. We hope that as ICA’s 2010 Leadership Award recipient you will continue to serve as the ‘voice’ and the role model for involvement.”

Hoveland works at a long term care facility called The Good Shepherd in Mason City. What started as a “job,” she says, eventually turned into a “passion for caring.” She credits the director of nursing there – Sherie Dunn – with “setting high standards” that helped her to excel.

She’s considered working toward her RN degree, but realizes that the “one on one care is where my heart is.”

Those connections have given her a sense of meaning, and every day Hoveland asks herself, “what can I do to make the world better today?”

## 2010 “From the Heart” Award Recipients



**FROM THE** *Heart*

The ICA “From the Heart” Award is a new award presented to those organizations and individuals who have supported the ICA and its work in one or more ways.

### **The Madrid Home:**

For being a good employer by demonstrating support for their direct care staff and for their participation in piloting the first Come Care With Me event in Iowa. Pictured are: L to R: Michael Dittert, Certified Nursing Assistant (CNA), Julie Rossow, Director of Nursing, Keith Kudej, Administrator, Jackie Kriz, Certified Medication Aide, DeAnn Thompson, Chair, Board of Directors, and April Elsberry, CNA.

(Photo by Dennis Wilcox, Madrid Register-News – printed with permission).



### **Football Coach Paul Rhoads, Iowa State University:**

For taking time out of a busy schedule to help produce a public service announcement paying tribute to direct care workers. He compares front line direct care workers to his football linemen. Receiving on the Coach’s behalf was, Nick Uhlenhopp, Iowa State University (ISU) Football Program, Assistant Recruitment Coordinator.

## Margaret Swanson Legacy in Giving Award Presented to Deb Bush, CNA

by Kristin Senty, ICA Consultant



Deb Bush pictured with Margaret Swanson.

As a young girl, Deb Bush would take the bus across Dubuque with her grandmother to take care of an elderly woman. "What I noticed was that my grandmother seemed to have such compassion," says Bush. The elderly woman's son - a doctor - observed that Bush was helpful to her grandmother, and good at care giving. At the age of 9, he offered to pay her fifty cents an hour to help out. When she turned 12, he steered her toward a job at Mt.

Carmel, taking care of the elderly Catholic sisters who lived there.

Forty-four years later, Bush has continued to work as a caregiver. It's a role that she says has always "come easy" to her, and she credits her grandmother with setting an important example.

44 years of service  
in direct care

Recently, she was honored at the annual Iowa CareGivers Association conference with the Margaret Swanson Legacy in Giving Award for longevity in the profession. Bush has worked at Sunnycrest Manor in Dubuque for the past 33 years. Cathy Hedley, Administrator for the facility says, "We are very pleased and proud that a member of the Sunnycrest family, Deb Bush, was chosen for recognition by your organization. Her years of service and compassionate care to the residents here make her truly deserving of this award."

Bush will retire this year, and says that the award was a "surprise," and that her family has also celebrated with a special party. While it's been many years of hard work, she says that each day "flies by quickly," with something new to learn. But it's the people who have really kept her motivated. "Every day it's easy to get out of bed, because you know someone out there is waiting for you, and looking forward to your support," she says.

## A Note from Margaret

Lately I have been thinking about all that has been going on, that includes all of you.

Di, you told me about naming the award after me. I said ok. All of September I thought about it and I couldn't believe that it is real. I was so glad to talk again and again about how wonderful caregivers are, both women and men. Any and all awards, comments, pins, etc. belong to them. They all, all of you, work so hard doing for others.

As I thought about the award and what it does mean to me, I think I forgot to thank everybody. Maybe it didn't seem real until I had some time to think about it. If I was able to do a little bit for you, I am glad because each and every one of you have done so much for me. Learning about caregivers and how faithful they are and how proud they feel about their work. I hope you all know what it means to me and many others.

Thank you so much and I am so proud of all of you.

Fondly,

Margaret

### Special note on the award:

The Margaret Swanson Legacy in Giving Award is new for ICA. It's named for former board chair Margaret Swanson, whose life was personally touched by direct care workers when she lost her daughter. Swanson has also served as a community activist and volunteer to ICA. She recently made a significant contribution to ICA that has enabled its first endowment fund.



## Previously Undetected Diabetes Discovered During ICA Health Screenings

by Kristin Senty, ICA Consultant

She'd been feeling dizzy and lightheaded often enough - but former caregiver Julie Grugan (pictured at right) wasn't one to typically run off to the doctor when she didn't feel good.

When Grugan was working as a CNA in southwest Iowa, she'd gotten used to skipping regular checkups "because going to the doctor was too expensive." It was only after she received a free health screening at ICA's recent annual conference that she realized her symptoms were pointing to diabetes.

"If it hadn't been for ICA and all of the opportunities they offer caregivers, I wouldn't have even known," she says. Since the conference, Grugan has started taking medication and she's feeling a lot better. But the experience reminded her that too many caregivers pass on taking care of their health because they simply can't afford to do so.

"It's ironic, because many caregivers are working with injuries and health issues -- yet they're also taking care of people in poor health," she says. Grugan worked as a CNA for nearly 7 years and in that time got injured on the job and developed Sciatica. Many of her coworkers also coped with injuries and long-term pain in order to keep on working, and one developed a heart problem that was related to lack of dental care. Unfortunately, few of them could afford to seek the treatment they needed, or to pay for the health insurance that was available.

Grugan says it's a common problem in the care industry that needs to change. She no longer works as a CNA, even though she loved the work. "The work is hard and physical, and with my injury I started to worry that I might drop someone," she says.

Many high-quality caregivers, she says, end up leaving the profession for similar reasons - but she feels the trend toward high turnover needs to stop.



Pictured back row on right is Julie Grugan at this year's "Hometown SuperHeroes" conference

"Everyone has a relative who will need a caregiver at some point, and so we all have a common interest in keeping the best in our profession," she says. "We can only do that with better wages and opportunities for affordable medical care."

Grugan knows that those are goals that ICA supports. While she and other caregivers work with ICA to advocate for needed changes in the profession, she's also grateful for the opportunities that being a part of the organization offers. "I still attend the annual conference, and each year I learn something new about taking care of others and also taking care of myself," she says.

Speaking out for those in her former profession is one of the ways she hopes to keep on contributing. "Being a CNA is truly one of the most special jobs you can do," says Grugan. "And caregivers are some of the most decent people I've known."

To learn more about diabetes, please see the accompanying article on the next page by Laura Delaney of DMU.



## Understanding Diabetes

by Laura Delaney, MPAS, PA-C, Clinical Coordinator PA Program, Des Moines University

(Des Moines University PA Program provided health screenings for attendees at the ICA Conference in August)

What is diabetes? Could this be you or someone you care for?

Most people know someone with this disease and believe that it will not happen to them. According to the Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) and the National Institute of Health “Diabetes is a group of diseases marked by high levels of blood glucose, also called blood sugar, resulting from defects in insulin production, insulin action, or both. Diabetes can lead to serious complications and premature death, but people with diabetes can take steps to control the disease and lower the risk complications.”

“There are different types of diabetes. Type 1 diabetes was previously called insulin dependent diabetes mellitus (IDDM) or juvenile-onset diabetes. Type 2 diabetes was previously called non-insulin diabetes Mellitus (NIDDM) or adult onset diabetes. This type 2 diabetes accounts for 90 to 95 percent of all diagnosed cases of diabetes.”

*National Diabetes Statistics, 2007*

“Pre-diabetes is a condition which individuals have a blood glucose level of 100-125 md/dl after an overnight fast (impaired fasting glucose- IFG). This level of blood glucose is higher than normal but not high enough to be classified as diabetes. Impaired glucose tolerance is a condition which the blood glucose level is 140 to 199 after a 2-hour glucose tolerance test. This level is higher than normal but not high enough to be classified as diabetes. Some people have both IGF and IGT. People with pre-diabetes have an increased risk of developing type 2 diabetes, heart disease and stroke. If blood sugar is not controlled diabetes, a lifelong, chronic disease can develop.”

*NIH Publication No. 08-3892*

If one has had diabetes for a long time, they are more than twice as likely as people without diabetes to have heart disease and a stroke. One can lower their risk by keeping their blood glucose, blood pressure and cholesterol under control.

High blood levels of glucose can present with symptoms which include: Blurry vision, excessive thirst, fatigue, frequent urination, hunger and weight loss. However, because type 2 diabetes develops slowly, some people with high blood sugar experience no symptoms at all. Because type 1 diabetes can start suddenly and have severe symptoms, people who are newly diagnosed may need to go to the hospital. The long-term goals for treatment are to: prolong life, reduce symptoms and prevent diabetes-related complications such as blindness, heart disease, kidney failure and amputation of limbs.

There is no cure for diabetes. Treatment involves medicines, healthy eating choices, and exercise to control blood sugar and prevent symptoms.

One needs to be aware of their goals for their blood glucose, blood pressure and cholesterol. Ask questions and talk to their healthcare provider and take the steps needed to decrease the risks of diabetes. The health care team can assist one in reaching their goals. They cannot control these risk factors for your patients or you if you have blood sugars not controlled, but they can give the needed information to assist in keeping the body healthy. Follow a “heart-healthy” diet, be physically active for 30-60 minutes most days (go for a walk- work does not count), take medicine as directed, if you smoke-QUIT, and ask your healthcare provider if you should take an aspirin to prevent heart disease or stroke.” *NIH Publication No. 07-6184*

As health care providers we need to take care of ourselves first, so we can be healthy enough to do the job we are trained to do. Start by getting a yearly physical and talk to your provider. If there is something not at goal, whatever parameter it may be, look after yourself and take the necessary actions to stay number one!

**To get more information about diabetes:**  
**[www.ndep.nih.gov](http://www.ndep.nih.gov)**  
**[www.diabetes.niddk.nih.gov](http://www.diabetes.niddk.nih.gov)**

## My Trip to DC!

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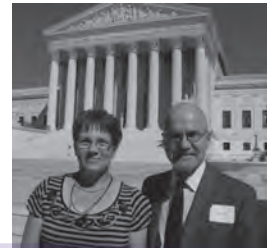
to hear what we had to say, and understood the difficult situation that our elderly and disabled will be in if we don't make a change.

I was very disappointed that I wasn't able to meet with Senator Grassley. My plane was leaving too early and he was running late.

I felt that everyone at the capitol was very cordial and respectful to our group. It was an amazing experience. I wasn't quite sure how I would fit in with the group but, everyone made me feel very comfortable.

Thanks to ICA for giving me this chance and the confidence to go to D.C. I hope that I somehow made a difference.

*Pictured at left are John Hale, ICA Public Policy Consultant; Dr. Susan Schultz, University of Iowa; Becky Johnson, CNA, ICA DCW Leadership Council; Dr. Paul Mulhausen, University of Iowa*



## Lt. Governor-elect Reynolds Walks in the Shoes of a Direct Care Worker

Continued from page 1

Rachel is no ordinary teenager. Lt. Governor-elect Reynolds was assisting Rachel that morning as part of a Come Care With Me visit sponsored by the Iowa CareGivers Association. The visit was intended to provide Reynolds a first-hand experience in the unique needs Rachel faces every day due to cerebral palsy. From mobility assistance, to grooming and feeding, Rachel requires the assistance of a direct care worker every other day to help her parents support a household of three other children with disabilities. Emily Wiederin, a 22-year-old Grandview student, has filled that position for over two years. "I enjoy my work with Rachel. We've become extremely close. I know her regular routine inside and out, and, frankly, today was a good day. Emily expressed her concern about the need to recruit and retain more direct care workers, like her. "I hope that the Lieutenant Governor-elect's visit will help to bring a light to see how much is required taking care of people at home. People need to recognize that it's not as easy as it seems...people seem to think anyone can walk off the street and take care of somebody else. That's not true! We need to have the education and we need to have the experience and right now there is a desperate need for those people. I hope this will bring more people into the field and reaffirm to those in the field that they are doing a good job."

Jim Pender, Rachel's father, says of Emily, "She provides our entire household a better quality of life. Michelle [Pender] and I can be better parents to our other children, Rachel has a better quality of life with Emily around, and we all are able to enjoy our time together more than we would without the help of a direct care worker." The Penders take advantage of the Consumer Choice Option through Medicaid to employ Emily directly in their own home. The waiver options through Medicaid are designed to ensure individuals like Rachel are able to receive services in their community, rather than living in a facility away from family. Lt. Governor-elect Reynolds agreed, adding, "Emily is a true blessing for this family."

You can view the conversation with Lt. Governor-elect at [http://www.iowacaregivers.org/videos/video\\_reynolds.php](http://www.iowacaregivers.org/videos/video_reynolds.php)



## What's New in the Public Policy World?

by John Hale, ICA Public Policy Consultant



Every year, with the input of the Board of Directors and the Direct Care Worker Leadership Council, the ICA prepares its Public Policy Agenda.

The Public Policy Agenda includes things that we will be working on with the Governor's Office, with Federal and State legislators and the staff members that assist them, with the Directors and staff of agencies of state government, and with many others across the state and nation who are involved in issues that affect direct care workers and those they serve.

With 2011 just around the corner (I know, that's hard to believe, isn't it?), we're finalizing what that agenda will look like. Here's a preview of some of the things being discussed. Visit the ICA website for more detail!

In 2011, we want to do the following for direct care workers:

- \*Improve their standard of living
- \*Improve their health and access to health care services
- \*Improve the quality of care they provide
- \*Improve the knowledge and skills they possess
- \*Expand public awareness of their work and value.

It will be a big and important agenda; one that will provide all kinds of opportunities for direct care workers and their supporters to be involved – and to make a difference! I look forward to working with you!

State Representative Kevin Koester and State Senator Larry Noble--both of Ankeny--attended the recent ICA Direct Care Worker educational conference "Hometown SuperHeroes" in Des Moines.

Shortly after the conference, ICA Public Policy Consultant John Hale met with them to discuss direct care workers and the important role they play in the lives of aging Iowans and Iowans with a disability. Shown below left to right: Representative Koester, John Hale and Senator Noble.



## Questions? We Get Lots of Them!

by John Hale, ICA Public Policy Consultant

Direct care workers have lots of different job titles and work in lots of different locations. They also have lots of questions, and periodically we'll publish them...both in The HUB and on the ICA website ([www.iowacaegivers.org](http://www.iowacaegivers.org)). Today's question is about the Quality Assurance dollars being received by nursing facilities in Iowa that serve Medicaid residents.

The question: "I've heard about these quality assurance dollars and I wonder how they will be used in the facility where I work. Can you help?"

The answer: The "quality assurance dollars" you refer to are a result of the passage of a law (Senate File 476) by the Iowa Legislature in 2009. The law created an additional fee on all for-profit and nonprofit nursing facilities in Iowa. The idea was that money raised by the fee would be used to obtain additional money from the federal government. The law directed that no less than 35% of this new money be used to increase compensation and costs of employment for direct care workers.

The ICA worked hard on this legislation. With the support of organizations like AARP in Iowa, we were successful in getting the "no less than 35%" language in the bill. That language was the key in ensuring that direct care worker compensation issues would be addressed. This bill was part of ICA's policy agenda to improve the ability of facilities to recruit and keep the very best workers...that would lead to the very best quality of care for those they serve.

To be clear: this is a complicated subject and it's easy to get confused about the details. Facilities are getting different amounts of money, depending on their size and their % of private pay residents. They will spend it at different times in different ways. Our hope is that facility management and staff will have opportunities to communicate about the \$\$\$ being received and the options on how to use them.

Facilities do have options on how to use the money for direct care workers. They could pay bonuses or increase hourly wages. They could pay for training. They could improve benefits. They could hire more direct care staff.

Direct care staff in facilities across Iowa will soon be seeing the results of these initial decisions. All facilities who get these dollars must report on how they were used. The first reports will soon be flowing to the Iowa Department of Human Services and we'll have a better idea of how direct care workers will be impacted.

## Honoring My Mother, Honoring Her Care

by Jim McConnell

My Mother, Emma McConnell, passed away September 16th, 2010 at the age of 87. She lived the last few years of her life coping with dementia, first in an assisted living memory unit, and later in a nursing home.

Emma Feddersen was born on April 22nd, 1923. She was the second youngest child in a family of 11 children. My Mom and Dad (Joe McConnell) were married on April 28th, 1949. They raised five children and farmed for almost 40 years, finally retiring in 1988. Mom and Dad loved to get together with family and friends, and they loved to dance. Dad passed away in 2000.

My mom was many things to many people, but most of all she was a very caring wife, mother, and grandmother. She would do anything for her children and grandchildren, and always with a smile on her face and a twinkle in her eye. During the last few days of her life, her family gathered to say their goodbyes and joined in many conversations about her life and how she touched so many people during her lifetime.



Emma McConnell

*“The Direct Care Workers that work in our nursing homes and in other settings have a gift that cannot be taught.”*

Although she never worked in a health care setting, she would have made a fantastic Direct Care Worker (DCW). She spent her entire life caring for others around her. If there was a central theme that was shared as we reminisced about Mom those last days and during the days that followed, it was that Mom never, ever, ever complained about anything. Not one time...ever.

This article is being written not only to honor my Mother, but also to honor Direct Care Workers. Like my Mother, you work long hours doing chores and completing tasks that are not very glamorous and probably not very entertaining. The staff that took care of Mom the last few years usually had a smile on their face and a twinkle in their eye too, especially when they were near Mom helping her with something. There was no complaining and we generally felt that the staff “wanted” to help rather than “had” to help.

One of the DCWs that helped Mom was Holly. Holly went above and beyond the call of duty with Mom. She would stay past the time that her shift ended to make sure all was well with Mom, even though Holly may not have been assigned to Mom's room on that particular day or night. She would take time out of her busy schedule to check in and cheer Mom up, make sure she was comfortable, and make sure she had everything she needed. And she never complained! Not one time...ever!



The Direct Care Workers that work in our nursing homes and in other settings have a gift that cannot be taught. They can be taught how to do certain tasks and how to better manage their time and so forth, but the gift they have is that they can lovingly help those in need at such a critical time in their life.

May God bless all the Direct Care Workers of the world, but especially those who exemplify the qualities that Holly shared with Mom and that my Mom shared with the rest of my family.

I am honored to have been asked to write this article in memory of my Mom.

Jim McConnell

*(At left) Jim and his mom, Emma, dancing at her 87th birthday celebration. “This was the last time Mom got to dance here on earth. I am honored to have been the person who was able to share that special time with her!”*

*A \$250 contribution is being given for a direct care worker to attend the ICA conference or the ICA Leadership Program in memory of his Mother, Emma. Thank you.*

## **Disability or Developmental Disability: What's the Difference and Why Does it Matter?**

*by Becky Harker, Iowa Developmental Disabilities Council*

It really boils down to funding and eligibility for programs. The definitions in federal legislation like the Americans with Disabilities Act (ADA), the Rehabilitation Act, the Developmental Disabilities Act (DD) and others are all there so that we know who specifically is covered by each act. Individuals who are covered by the definition in legislation then become entitled to the protections, funding or programs available through the implementation of the Act.

A developmental disability is defined by the DD Act as a severe, chronic disability of an individual that is due to a mental or physical impairment or combination of mental and physical impairments. The disability must manifest before the individual is 22 years of age and be likely to continue indefinitely. The disability must also result in substantial functional limitations in 3 or more of the following areas of major life activities: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, or economic self-sufficiency. Finally, the disability must reflect the individual's need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

Unlike the DD Act, the ADA is intended to end the discrimination of persons with disabilities and includes the broader definition of "qualified individual with a disability." That definition of disability offers protections under the ADA to individuals who meet at least one of the following three criteria:

- Have a physical or mental impairment that substantially limits one or more of the major life activities of said individual;
- Have a record of such an impairment; or
- Are regarded as having such an impairment.

As you can see, the two definitions are similar, but there are several distinct differences. Because of those distinctions, an individual may qualify as a person with a disability under one definition and not under another. It's confusing and explains why we need to pay particular attention to how public policy and appropriations define those who are eligible.

For more information: [www.idaction.org](http://www.idaction.org) or 800-452-1936  
Becky Harker & Rik Shannon, Iowa Developmental Disabilities Council

## **Mark Your Calendars! ICA Legislative Reception and Forum**

*An ICA Legislative Reception and Forum has been tentatively set for Tuesday, February 22, 2011 from 5:30 p.m. to 7:30 p.m. The location is to be determined.*

*The reception and forum will be an opportunity for direct care workers and their supporters to talk with legislators, and for legislators to find out more about direct care workforce issues facing Iowa due to the retirement of the baby boomers and the aging of Iowa's population.*

*We need you there -- please plan on attending!*

## **Iowa State Football Coach Paul Rhoads Helps Produce Public Service Announcement Paying Tribute to Direct Care Workers**

This public service announcement is now being viewed across the state and has even received some national attention. It is currently being aired on tv during the Iowa Health System's "Medical Minute" and will appear at several different timeslots on cable and other access channels.

You can view the PSA at our website: [www.iowacaregivers.org](http://www.iowacaregivers.org)

Thanks again to Coach Paul Rhoads and Iowa State University.  
Thanks to Iowa Department of Public Health for cosponsoring some PSA media air time.  
Thanks also to Iowa Health System for their support in distributing the PSA.

*Pictured at right are Rob Denson, DMACC, ICA Board Member; Coach Paul Rhoads, ISU; Diane Frerichs, CNA, ICA DCW Leadership Council; John Hale, ICA Public Policy Consultant; and Howard Hammond, ICA Board Member.*



## Check Into Credit Unions for Your Financial Needs

by Marybeth Foster, Iowa Credit Union Foundation

A credit union is a financial cooperative organized and governed by people who have a common bond. (i.e. employees of a company, church members, citizens of a specific community, city or county, etc.). All members pool their assets, providing funds for loans to those in need within the membership. Credit unions encourage savings and thrift and provide consumers favorable interest rates on loans and savings accounts.

In Iowa, more than 20 credit unions are working to provide lowans with Individual Development Accounts, which are matched savings accounts for low-income families who meet income-based criteria. The matched savings are used to purchase an asset which could be a home, vehicle or small business. Go to [IowaCreditUnions.com](http://IowaCreditUnions.com) to see how you could qualify to receive up to \$4,000 in matched savings!

To learn more about Iowa credit unions and how you can become a member, please visit [IowaCreditUnions.com](http://IowaCreditUnions.com).

Remember you can follow us on Facebook and Twitter.

Sign up at our website: [www.iowacaregivers.org](http://www.iowacaregivers.org)



## Wage & Benefit Survey

Direct Care Worker Wage and Benefit Survey was recently conducted by Child and Family Policy Center for ICA and funded in part by the Northwest Area Foundation.

- Direct care workers in Iowa reported median hourly wages of \$11.50
- Direct care workers are much more likely than other Iowa workers to be without health insurance coverage for themselves.
- 23% of respondents said they had no health insurance coverage
- 57% of respondents indicated that health coverage benefits had declined or costs to the employee had increased in the last 2 years
- The primary reason that over 20% of direct care workers indicate they are seeking employment outside the direct care profession is because of low pay and lack of benefits.

The report will soon be posted on the ICA website at [www.iowacaregivers.org](http://www.iowacaregivers.org). Thanks to all who helped make the survey possible.

## Iowa Department on Aging Reminds lowans November is National Family Caregivers Month

Iowa Department on Aging (IDA) Director Ro Foege reminded lowans that November is National Family Caregivers Month and November 2010 also marks the tenth anniversary of the National Family Caregiver Support Program.

Iowa has nearly 300,000 caregivers who give over 300 million hours of much needed care to those that are no longer able to care for themselves according to a report by the National Family Caregivers Association and the Family Caregiver Alliance (National Center on Caregiving.)

To find out about services and support available to caregivers in Iowa, please contact the Iowa Family Caregivers hotline: 1-866-468-7887 or check the website at [www.iowafamilycaregiver.org](http://www.iowafamilycaregiver.org).

To locate local resources for older adults and people with disabilities, visit [www.lifelonglinks.org](http://www.lifelonglinks.org).

## November is Home Care and Hospice Month

### Direct Care Alliance

The Direct Care Alliance is a nationwide and state-based alliance of direct care workers, employers and people of all ages and disabilities who use long-term services, care and supports. We are united to build an empowered and valued professional direct care workforce essential to ensuring high-quality services and a life of dignity, respect, autonomy and opportunity for all to participate in community life.

For more information: [www.directcarealliance.org](http://www.directcarealliance.org)

## IDPH Receives Grant to Develop Direct Care Worker Training and Credentialing Model

*\$2.2 million grant will result in national model*

The Iowa Department of Public Health (IDPH) has received a \$2,244,000 grant from the Department of Health and Human Services' Health Resources and Services Administration (HRSA) to develop and pilot a training and credentialing model for direct care professionals. The project grant, which provides \$748,000 per year for three years, is based on the recommendations of the legislatively-directed Iowa Direct Care Worker Advisory Council.

"The focus of the project is to develop a direct care training and credentialing system that can be replicated nationwide," said Erin Drinnin of the IDPH Bureau of Health Care Access. "The goal is to provide responsive and flexible training, promote the highest quality of care, and develop career pathways to professionalize the direct care workforce in Iowa."

The pilot project funded by the grant will target one urban and one rural geographic region of the state. The sample of direct care professionals participating in the project will work in a variety of settings and will provide services and support to Iowans with disabilities and those who are aging. IDPH will work closely with all stakeholders, including direct care professionals and employers, to encourage participation and ensure stakeholders play an active role in the development and implementation of the project.

The Direct Care Worker Advisory Council was established in by the 2008 Iowa Legislature in HF 2539. The council is charged with advising IDPH regarding training and certification of direct care workers. The Council, previously known as the Iowa Direct Care Worker Task Force, was the result of a legislative effort of the Iowa Better Jobs Better Care Project (BJBC), whose purpose was to develop and implement practices and policies to improve the recruitment and retention of direct care workers. BJBC was led by the Iowa CareGivers Association, and funded by the Robert Wood Johnson Foundation and The Atlantic Philanthropies.

## ICA Board News

### A Review: Center of Aging "Rebalancing Health Care in the Heartland"

*by Karl Andersen, ICA Board of Directors*

*(Karl was one of several ICA Board Members who attended this important conference on behalf of the ICA on Thursday, September 29, 2010.)*

The subtitle for this one day meeting tells the story: "Embracing Geriatric Care Across Iowa". This meeting began with physician's story, based on his experience with his father developing dementia sufficient to need specialized care. Jerald Winakur, M.D., described the dilemma of being a physician unable to sufficiently care for his father's illness while it was progressing. Increasingly, this has become the dilemma of many persons in this the twenty first century: how do we care for our loved ones with the time and energy we have available, especially when our skills do not match the needs present for our families? The panel discussions for the remainder of the day helped to focus on resources and mindsets necessary to answer this growing need in our midst. While the place of medication, resource development, legal protection and medical education were widely studied, the continuing question remained in the background.....How do I provide elder care for my family? Our ICA emphasis on direct care giving was well represented by John Hale's participation in the panel "Who REALLY (my emphasis) is Going to Take Care of Dad?"

## ICA Board of Directors 2010

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*Please remember to update us if you have any name or contact information changes, so that you can continue to receive the ICA HUB and other program announcements. Thank you.*

*Iowa CareGivers Association does not discriminate in its educational programs and activities on the basis of race, creed, national origin, ancestry, color, religion, sex, age, disability, veteran status, sexual orientation or any other protected class under relevant state and federal laws.*

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