

Enhancing the quality of care by providing education, recognition, advocacy, and research in support of those who work in the field of direct care.

Delivering information to those at the center of quality care

SAVE THE DATE

APRIL 10 & 11, 2017!

NEXT IOWA CAREGIVERS STATEWIDE CONFERENCE!

NOTE: There will be NO fall conference in 2016. Our conference is moving to the spring thereafter.

Here is your chance to get involved in the planning! *See page 5 for more details.*

CLEAN YOUR
TEETH &
GUMS
EVERY DAY



Direct Care Staff Play Key Role in Launching Oral Health Campaigns at Madrid Home and Wesley Acres (as part of the Mouth Care Matters Project) *(See page 4 for more)*



Prepare to Care

Take advantage of **FREE** In-Person Core Training While it Lasts.

Look for a special publication answering your questions on *Prepare to Care* coming soon! Watch your mailboxes. *(page 2)*



Employers Share Challenges Finding & Keeping Those in Direct Care

See highlights from the Direct Care Workforce 2020 Regional Sessions *(page 4)*

The Toughest Job You'll Ever Love

Is Direct Care the Toughest Job You'll Ever Love? New Message Resonates with Direct Care Professionals *(page 5)*

INSIDE:

- Prepare to Care Core Class Schedule
- LifeLong Smiles Coalition Initiatives
- More on Oral Health
- Peer Mentor Instructor Training
- Toughest Job You'll Ever Love
- Resources
- And More...

CARE ABOUT YOUR PROFESSION AND QUALITY CARE? THEN STAY INFORMED!

Receive up- to-date information about educational programs, direct care news, and other opportunities!

Sign Up **NOW** with Iowa CareGivers. Complete the form on our website at www.iowacaregivers.org.

You can also sign up by phone or request a form at 515.223.2805 or by email at information@iowacaregivers.org.

This newsletter is made possible by IDPH Contract #5886NW02



PREPARE TO CARE: A State-recognized Competency-based Training

Designed For Those Who Work In Direct Care/Service

What is Prepare to Care?

Prepare to Care is a state-recognized curriculum that is designed especially for the direct care/service professions. The only thing required before taking any of the modules or specialties is the 6-hour Core training which is free online or can be taken face-to-face. See below for free face-to-face classes being offered.

To learn more about Prepare to Care visit www.iowapreparetocare.com. If you are interested in the online Core training you can learn more and register at <https://directcare.training-source.org/>.

Who can take Prepare to Care?

- Those already working in direct care or service positions in the homes of individuals served, community-based settings, nursing homes, assisted living, adult day services, hospitals, hospices, and other locations.
- Those interested in returning to the field of direct care.
- Those exploring a career in the health or long term service fields.
- Family caregivers.

Prepare to Care "CORE" is Key! Core is the place to start. It is only 6-hours and can be taken online at one's own pace at no cost or face-to-face in one of the free classes being offered and listed to the right.

- Review for those who have been in the field for a number of years.
- Introduction to the profession for those interested in the field.
- Receive a state-issued certificate.
- Permanent record of certifications that will follow individuals from one work place to another.
- Makes one eligible to take the first specialty in the area of oral health and future specialties that will be developed in a variety of areas including mental health, dementia care, autism, and much more. To learn more about the Mouth Care Matters' oral health care specialty for those in direct care, please call Pam Biklen at 515-729-9729 or pam.biklen@iowacaregivers.org or Mary Ann Young at 515-360-7003 or maryann@iowacaregivers.org.

Is there a cost to taking the Prepare to Care training?

- No cost for the classes listed on this page.
- Other community colleges may charge a modest fee for Prepare to Care Core and other modules.

Upcoming FREE Prepare to Care CORE Trainings

June 1, 2016

8:00 a.m. to 3:00 p.m.

Location:

Indian Hills Community College-Main Campus

525 Grand View Avenue
Video Conference Training Center (VCTC) Room 125
Ottumwa, IA

Lunch is provided.

Fee: No cost

Registration: Call 641-683-5281 to register.

For more information: Contact Lori Reeves, phone: 641-683-5337 or email: lori.reeves@indianhills.edu

June 8, 2016

8:30 a.m. to 2:30 p.m.

Location:

DMACC Career Academy/ Hunziker Center

1420 S. Bell Ave.
Ames, IA 50010

Lunch is provided.

Fee: No Cost

Registration: MaryAnn Young,

Iowa CareGivers, phone: 515-360-7003 or email:

maryann@iowacaregivers.org

June 23, 2016

8:00 a.m. to 2:30 p.m.

Location:

Hawkeye Community College

1501 East Orange Road
Waterloo, IA
Buchanan Hall, Room 104

Lunch is provided.

Fee: No Cost

Registration: Contact Jennifer Hoelscher at 319-296-2320 ext. 3017 or by email: jennifer.hoelscher@hawkeyecollege.edu
Registration Deadline: June 20, 2016

Watch for other dates to be announced for in-person Prepare to Care Core classes.

If you are interested in CORE class in your area, please contact:

Iowa CareGivers
1231 8th Street, Suite 236
West Des Moines, IA 50265
information@iowacaregivers.org
Phone: 515-223-2805
www.iowacaregivers.org



Watch for other dates to be announced for in-person Prepare to Care Core classes.

If you are interested in a CORE class in your area, please contact:

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Iowa CareGivers is one of the three major initiatives of the Lifelong Smiles Coalition, which is led by Delta Dental of Iowa Foundation (DDIAF). As we continue to move the efforts of promoting oral health throughout the state for those you care for and their families, friends and communities; we will be working closely with the other initiatives. So below, you will find a brief description of each.

Initiatives supported by the Lifelong Smiles Coalition include the following two-year grants funded by the Delta Dental of Iowa Foundation:

- **The Iowa Department of Public Health’s I-Smile™ Silver pilot project** is working to develop a community-based system of care to improve the oral health of Iowans age 60 and older. The I-Smile™ Silver Coordinators work to prevent dental disease, increase access to oral health care, and maintain overall health for homebound and nursing home residents in Scott, Lee, and Van Buren Counties. **For more information:** contact Tracy Rodgers: tracy.rodgers@idph.iowa.gov
- **The Iowa CareGivers Mouth Care Matters (MCM) project** has developed a competency- based Oral Health Specialty Training curriculum for direct care professionals. MCM is recognized as the first specialty under the State’s Prepare to Care program. Twenty-three dental hygienists have completed training and are Mouth Care Matters Instructors. These instructors have taught several classes and many more will be offered. **For more information:** contact Iowa CareGivers: information@iowacaregivers.org. You can view MCM highlights at: <http://www.iowacaregivers.org/uploads/pdf/Highlights.MCM.2016Final.pdf>
- **The University of Iowa College of Dentistry and Dental Clinics** established the Office of Education and Training to coordinate, develop, and promote training opportunities for oral health professionals, the direct care workforce, and those providing care for older adults in Iowa. The Office actively seeks opportunities to further the education of dental and allied health care teams through joint support of the numerous organizations who are part of the Lifelong Smiles Coalition. The Office also serves as a hub in coordinating education and training opportunities for all projects under the Lifelong Smiles Coalition. **For more information:** contact Penni Ryan: penni-ryan@uiowa.edu



Carol Van Aernam
RDH, BA

Registered Dental Hygienist
Bachelor of Arts Degree
from the University
of Iowa

You can learn more
about oral health
and the Prepare to
Care Oral Health
Specialty (Mouth Care
Matters program) on
our website at
<http://bit.ly/1sgCyAT>

Or you can visit
the Prepare to Care
wiki site at
<http://bit.ly/1ZVALfp>

*Surgeon General,
Report on Oral Health, 2000

THERE IS NO HEALTH WITHOUT ORAL HEALTH* by Carol Van Aernam, RDH, BA

Carol recently received the 2016 Registered Dental Hygienist of the Year Award from the Iowa Dental Hygienists’ Association (IDHA)

Dementia and oral care: It is difficult for persons with dementia to provide their own oral care. Many have severe dental needs such as dental decay and gum disease. Difficult behaviors could be the result of oral pain. They may not be able to tell us about the pain in their mouth.

Question: How does poor oral health and dental pain affect those with dementia?

Answer:

- It can affect their appearance and socializing with others.
- They may not be able to eat or have difficulty in swallowing.
- It can contribute to weight loss, dehydration and type of diet.
- Increases difficult behaviors.

Question: How can I provide oral care for individuals with difficult behaviors?

Answer:

- Always approach the person from the front and slowly move to the side.
- Identify yourself to the individual.
- Maintain eye contact and stand or sit at their level.
- Show the individual the toothbrush and tell them what you are going to do.
- Smile and be gentle.
- Be patient, reassuring and try to enlist the person’s participation by giving them a toothbrush.
- Always try to provide oral care later if they refuse.



Watch your email and our website for a schedule of upcoming Oral Health Specialty (Mouth Care Matters) trainings.

And as a reminder, those interested in taking the Oral Health Specialty Training must first complete the 6-hour Prepare to Care Core training. The Core is available at no cost online at <http://bit.ly/1OvbvXi> or at any of the upcoming in-person trainings (see page 2)



Recent Central Iowa Works Mouth Care Matters Graduates

Prepare to Care Takes Off in Northeast Iowa

CNAs, Home Care, and Hospice Aides from Winneshiek Medical Center & Palmer Lutheran Health Center in West Union, Graduate from the First Prepare to Care “Core” Class in the Area.

Amy Manning, RN, NICC, Taught the Class.
Congrats to ALL!!!!



West Union Core Class

Oral Health Campaigns Launched

(continued from page 1)

Madrid Home Communities and Wesley Acres Conduct an Oral Health Campaign within Their Organizations

As part of the *Mouth Care Matters project*, a committee with representatives from each organization was led by Carol Van Aernam and Sue Hyland, dental hygienists and Mouth Care Matters instructors. Iowa CareGivers staff developed promotional materials for the campaign which could be easily duplicated within other organizations. Madrid and Wesley staff and residents will participate in several activities highlighting oral health, including educational articles, posters, in-services and more! The campaign will raise attention to the importance of oral health because “there is no health without oral health.”*

Participants are Saying:

- It’s a great reminder about things to look for when caring for residents!
- Visuals- the pictures displaying what each condition looks like in real life was very helpful
- Learning what can happen with bad oral care was very important
- The way you tie mouth disease with other related diseases was informative
- Easy to follow training and great instructors

**Surgeon General, Report on Oral Health, 2000*

This project is made possible through the generous support of Delta Dental of Iowa Foundation, Mid-Iowa Health Foundation, and the Iowa Department of Public Health through a Centers for Disease Control and Prevention Cooperative Agreement (#DP13-1307)



Wesley Acres Oral Health In-service



Madrid Home Oral Health In-service

Direct Care Workforce 2020 Regional Listening Sessions

In 2015, Iowa CareGivers held a series of regional focused conversations entitled “Direct Care Workforce 2020” which took place in Ankeny, Ottumwa, Dubuque, Mason City, and Carroll, with providers from various health settings participating. Those discussions have been continued in 2016 with programs held in Cedar Rapids and Burlington, and another scheduled in Waterloo. The purpose of the conversations is to identify the challenges and opportunities in filling direct care position vacancies and in keeping people in the field. These meetings have been successful in sharing ideas and talking about solutions.



To View Highlights and Photo Gallery: iowacaregivers.org/regional_programs

Next Direct Care Workforce 2020 Regional Listening Session

June 16, 2016: 10 a.m. – 3:15 p.m.

Hawkeye Community College • 1501 East Orange Road • Waterloo, IA 50704

Meeting Location: Buchanan Hall, Room 121

To register, visit: <http://bit.ly/1V5oOUY>

Next Steps: Solutions

Iowa CareGivers plans to incorporate the recommendations that were offered during these valuable conversations into a solutions document that will be shared.

Iowa CareGivers Conference

We are very excited that the April 2017 conference will coincide with the Iowa CareGivers' 25th anniversary. So, it will be a big celebration. We would like your help. You can get involved in several different ways:

- Submit an idea for a workshop topic
- Submit a recommendation for a specific speaker
- Join our conference planning committee (we will meet monthly at our West Des Moines office beginning this summer)

PLEASE SEND ANY IDEAS OR RECOMMENDATIONS

to Pam Biklen, Program Director at pam.biklen@iowacaregivers.org by **June 30**.

This is going to be fun!!! I look forward to hearing from many of you.

Peer Mentor Instructor Training Expanded to Eastern Iowa

On April 14, 2016 at Kirkwood Community College, staff from Salem Lutheran Homes and Rehabilitation Center (Elk Horn), Buchanan County Health Center (Independence), B & D Services (Independence), Ottumwa Job Corps, and Hawkeye Community College (Waterloo) completed Peer Mentor Instructor Training. The class was taught by Bev Riege, Kirkwood Community College and Robin Martin, Virginia Gay Hospital.

Graduates are excited about developing a Peer Mentor Program to increase recruitment and retention of direct care staff!

This six-hour training is designed for individuals who have experience in teaching, supervising, or working with direct care staff in any health, long term care or community-based setting and want to become a Peer Mentor Instructor of direct care staff. Iowa CareGivers is partnering with community colleges to offer this training.



Pictured R to L (back row): Chris Orr and Melissa Latwesen, B and D Services, Independence; Lisa Parker, Salem Lutheran, Elk Horn; Jennifer Hoelscher, Hawkeye CC, Waterloo; Robin Carmichael, Ottumwa Job Corps; Kathy Post, Buchanan County Health Center, Independence **(front row):** Robin Martin, Virginia Gay Hospital; Bev Riege, Kirkwood Community College

MARK YOUR CALENDAR for the next Peer Mentor Instructor Training: September 22, 2016

Iowa CareGivers is partnering with Hawkeye Community College to offer Peer Mentor Instructor Training on Thursday, September 22, 2016 from 9:00 a.m. to 4:00 p.m. on the Hawkeye Community College campus in Waterloo.

For more information about Peer Mentor classes contact:

Mary Ann Young, Consultant, Iowa CareGivers at 515-360-7003 or email at: maryann@iowacaregivers.org



We've heard from many direct care workers that this new message on "The Toughest Job You'll Ever Love" does a good job of introducing/informing people about your profession.

"I CHOOSE TO CARE" I have the skills and compassion to:

- Help people and families where they are
- Adapt as people's needs change
- Help people do as much as they can for as long as they can
- Meet people's needs and advocate for them
- Help families provide care for their loved ones
- Assist people of all ages and abilities

...with respect and dignity.

IOWA CareGivers

Supporting an essential workforce in Iowa who does the "Toughest Job You'll Ever Love"

Statewide and Regional Educational Conferences
Newsletter - Mentor Program - Mouth Care Matters Oral
Health Specialty Program - Website - Resources - And More!

What do you think?

**Does this message resonate with you?
Do you believe that direct care is the
Toughest Job You'll Ever Love?**

We'd love to hear from you. And we'd love for you to pass this message along to others. Send any comments to Pam Biklen, Program Director, Iowa CareGivers at pam.biklen@iowacaregivers.org



When direct care workers have been asked “What’s So Special About the Iowa CareGivers?” a common response has been... “Iowa CareGivers has our backs!”

We know that when we’ve got your backs that you can do what is important to you...provide the best care and support to the lowans you serve. You’ve counted on us. Can we count on you? You can help support the Iowa CareGivers by making a “Got Your Back” contribution.

Your contribution may be tax deductible as prescribed by law. Donors will be listed in the Iowa CareGivers HUB newsletter unless otherwise instructed.

A HEARTFELT THANK YOU to all of the following for your generous support through tax deductible contributions, event sponsorships, and project partnerships.

IN HMEMORY

Myrna Christoffer
Shirley Sorenson

Arthur K. Drackley and in honor of the excellent caregivers who cared for him
Colleen D. and Robert W. Jolly

Wendell Johnson
Bruce and Linda Simonton

Lorraine Kunde
Bruce and Linda Simonton

Bob Sorenson
Linda Aakus
Nancy and Stephen Anderson
Charles and Christine Balius
Lonny Bartels
Mrs. Betty Barton
Cliff Blank
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Darlene Eckstein
Judy Fanning
Di Findley
Representative John Forbes
Kerry and Lynne George
Pete Jorgensen
Sandi Koll

Bob Sorenson (cont'd)

Don and Cathy Krueger
Dennis McDonald
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Wendy Ringgenberg
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Susan Verhulst
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IN HONOR

Izzy Wise, Sandi Koll

Sponsors & Donors Contributing \$1,000 and Above

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Sponsors & Donors Contributing Up to \$999

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Sandi Koll
Deanna Lehl
Ivan and Marian Lyddon
Mary and Don McLaughlin
Julie and Tom McMahon
Charlotte Nelson
Maribel and Terry Slinde
Shirley Sorenson
Paul and Jen Storbeck
Roberta and Reg Yoder

Listed are contributions from the period 6/12/2015 to 4/14/2016. Some conference sponsors may be included in this list.

“I have been associated with Iowa CareGivers for a number of years and am very familiar with the good work they do to help ensure quality care through an educated, stable direct care workforce. Both my mother and my husband, Bob, were recipients of wonderful care from caregivers, which made all the difference in the world to our family. And through this memorial in honor of Bob, the goal was to support Iowa CareGivers so that they can continue the good work that makes a difference in the lives of direct care workers and those they care for, like my mother and Bob.” **–Shirley Sorenson**

YES, COUNT ME IN FOR A “GOT YOUR BACK” CONTRIBUTION

Name _____

Complete Home Mailing Address _____

City, State, Zip _____

County _____

Phone (home) _____

Phone (work) _____

Please keep my contribution anonymous

Phone (cell) _____

Email Address _____
(Emails are not shared with others.)

Gift amount \$ _____

My gift is: In Honor of In Memory of
Full name of Honoree or Memorial:

Mailing Address of Honoree or Family of Memorial:

Do You or Someone You Serve Need Help With High Prescription Drug Costs?

The Iowa Prescription Drug Corporation (IPDC) has changed its name to SafeNetRx. SafeNetRx was chosen as the new name to reflect the organization's dedication to serving the safety net population with innovative programs that provide low-cost pharmaceutical access.

The Iowa Drug Donation Repository is a SafeNetRx program where lowans in need of assistance can receive medications and medical supplies for little or no cost. Donations are received from long-term care dispensing pharmacies, retail pharmacies, health providers, and individuals. The medications and supplies are inspected by a pharmacist, distributed to medical providers or pharmacies, and dispensed to lowans in need. Lowans at or below 200% of the federal poverty level as well as individuals who are uninsured or under-insured are eligible to receive donated drugs.

For more information about the Iowa Drug Donation Repository and other SafeNetRx programs, go to safenetrx.org.

2016 Board and Executive Committee Meeting Schedule

April 20, 2016	Board Meeting
June 29, 2016	Executive Committee Meeting
July 20, 2016	Board Meeting
September 28, 2016	Executive Committee Meeting
October 19, 2016	Annual Meeting (Tentative)

All meetings are held at the Iowa CareGivers office in the conference room, except the annual meeting.



Colleen Jolly

THANKS from Iowa CareGivers

Iowa CareGivers would like to thank Colleen Jolly for her service to the Iowa CareGivers Board of Directors and we wish her and her family well in all aspects of life.

"...my association with everyone on the Board and the Leadership Council of Iowa CareGivers was a wonderfully rewarding experience. ...I will continue to support the goals of Iowa CareGivers. I will always be awed by the work that you have done and your dedication to the fight for good direct care jobs and good care." — **Colleen Jolly**

What's Up at Iowa CareGivers?

Be looking for more regular communications from Iowa CareGivers in the form of emails and postcards. We will be keeping you informed about "What's Up at Iowa CareGivers". If we don't have your email, please send it to information@iowacaregivers.org, so you don't miss out on these updates.

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Website: www.iowacaregivers.org

SAVE THE DATE!

Falls Prevention Symposium 2016
Friday, July 8, 2017

FFA Enrichment Center, DMACC, Ankeny, IA

For more information: Mark Hanson
Iowa Association of Area Agencies on Aging
515.210.7008 • mhanson@i4a.org

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IOWA CAREGIVERS
**THE
HUB**
NEWSLETTER

Look inside for
articles, information,
and much more...

THE LEADERSHIP LOG

The Iowa CareGivers Direct Care Professional Leadership Council serves an important role for the Iowa CareGivers and the profession of direct care. They provide a voice to discussions, promote events that are important to peers, network in a variety of settings, and do all of this above and beyond their busy work schedules. For a list of council members, see page 7. Here are a few of their recent activities:

I have distributed the "Toughest Job You'll Ever Love" cards to inform people about the direct care profession.

I attended the 2016 "Day at the Capitol."

I spoke with my legislators about the importance of supporting the direct care workforce.

I have been promoting the "Prepare to Care" training.

I completed the Mouth Care Matters, Oral Health Specialty training.

I staffed an exhibit for the Iowa CareGivers at the Alzheimer's Association conference.

I have been working extra to ensure the proper care of my residents/clients.



Make sure to visit us on the web at: www.iowacaregivers.org
and you can follow us on Facebook and Twitter



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

Iowa CareGivers 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.