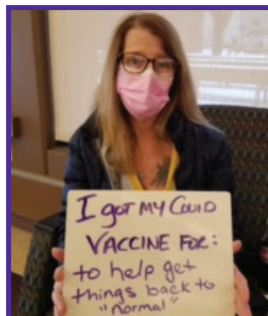


Enhancing the quality of care by providing education, recognition, advocacy, and research in support of those who work in the field of direct care.

Delivering information to those at the center of quality care



Vicky Garske

YOUR VACCINATION WILL TOUCH THE LIVES OF MANY!

You are at the epicenter of the pandemic. In your vital roles, you can't physically distance from those you are helping. That obviously places you, your loved ones, those you provide care or support for and their loved ones at greater risk for getting COVID or spreading it. Thanks for going above and beyond during these tough times! [Learn More on page 5.](#)

AARP RELEASES NURSING HOME COVID-19 DASHBOARD



"...they [direct care workers] need to be more than applauded, they need better policies to support them and the lowans they care for, both as individuals and as a whole,"

—Brad Anderson, AARP Iowa State Director *(Continued on page 9)*

HELP COPING WITH COVID-19



your partner in total health

Integrated health care including:

- Medical
- Mental health
- Psychiatric care
- Substance use disorder
- Medication assisted treatment
- LGBTQIA+ informed care
- and more!

TO FIND AN AGENCY NEAR YOU, CALL 855-581-8111 OR VISIT YOURLIFEIOWA.ORG

As caregivers on the frontlines of the pandemic since the beginning, many of you have had COVID-19 yourself and provided care for COVID-19 infected individuals either at home or at work. While we are thankful the vaccine is on its way, we still face a tough few months ahead.

It is natural and normal to feel overwhelmed, exhausted and stressed at this situation. Let's recognize that our mental health has probably been affected by drastic lifestyle changes and the anxiety of the unknown. *(Continued on page 4)*

A Special Enrollment Period for the 2021 Affordable Care Act health care coverage has been announced

Visit healthcare.gov for more information or to enroll. To find local help visit: localhelp.healthcare.gov or call 1-800-318-2596.



CONSUMER CONNECTION

Caregivers and Financial Fraud Prevention "Con artists target consumers age 60 and older, swindling more than **7 million Americans out of almost \$3 billion each year.**"

(Continued on page 8)

INSIDE:

- Toughest Job Video
- Financial Fitness
- COVID Resources
- Mouth Care Matters
- HPV and Oral Health
- Our Caring Community
- And Much More...

With rapidly changing circumstances, at the time of printing, the information and resources were the most current.

Stay Informed! Share with Others! An electronic version is available of the Iowa CareGivers website.

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

Sign up NOW! 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.

Please update your address and contact information if you move.

WE ARE GRATEFUL TO — UCS Healthcare, AARP Iowa, and Wellmark Blue Cross Blue Shield for making this edition of the HUB possible.

CONDOLENCES AND TRIBUTES

As we near the one year anniversary of COVID-19's disruption to our lives, my heart is with those who have lost loved ones, friends, co-workers, and patients or persons served. Having lost my mother last March my heart still aches. Many of the lives that have been lost were health and long term care workers. We pay tribute to those brave and selfless individuals who have served the needs of others when sometimes their own needs were not being met. **Thank You!!**



A LETTER FROM KATHERINE!

I met Katherine Livingston, a Home Care Aide at the time, over 25 years ago. In a recent letter Katherine, now 94, reminded me that I had just started Iowa CareGivers when we first met and she thanked me for what she referred to as a labor of love. And that just warmed my heart. She was in her 50s when she started working in home care and did so for 16 ½ years. When I phoned her to say thank you, she had recently moved into an assisted living apartment in Ankeny to be closer to her children and grandchildren. We talked about what a challenging year it's been with COVID-19, the loss of loved ones, and her move from, what was home for years, to assisted living. We also talked about our wonderful families. She now has 12 grandchildren and 19 great grandchildren for whom she has embroidered quilts, but due to the lock-down they aren't able to visit right now. **She said she would love to hear from some of the direct care workers and nurses she used to work with in the Creston area.** I'm inviting Katherine's former co-workers to write her a note. In fact, anyone who reads this could send Katherine a note just to say hi, wish her well, or to thank her for her 16 ½ years as a Home Care Aide. And I hope that when she receives them they, too will warm her heart. Send cards to: Katherine Livingston, % Iowa CareGivers, 939 Office Park Road #332, West Des Moines, Iowa 50265. I will personally deliver your cards to her.

Thank You!! ... And Thank You Katherine!!

Di Findley

Executive Director, Iowa CareGivers



NEW BOARD MEMBERS

Deb Madison-Levi

Deb serves as Chief of Staff and Director of Administration for Affiliates Management Company, the wholly-owned holding company of the Iowa Credit Union League. In this role, she supports the CEO and manages governance matters. Deb, a multipotentialite, has enjoyed more than 30 years supporting executives in government, law, non-profits, aviation, construction, banking, healthcare and hospitality. She has served on the boards of the Downtown Des Moines Neighborhood Association, Simpson College Alumni and the Child & Family Policy Center. Deb graduated magna cum laude with her communications degree from Simpson College. She is the proud owner of a vintage ice cream bike, always eager to share joy and community connection.



Deb Madison-Levi

Pat Steele

Pat and his wife Maria reside in Adel. They have three children: Bart, deceased; and Zach and Val, and a 7 month old granddaughter, Penelope. His work career has been in human services, primarily in workforce development assisting people with barriers to employment to secure work. He recently retired from United Way of Central Iowa where he was the director of Central Iowa Works. There he led the Skills 2 Compete Coalition, a statewide advocacy effort to improve workforce policies in Iowa. He is active with his church, St. John's Catholic Church and served on the Adel DeSoto Minburn (ADM) school board for seven years, and currently serves on the Raccoon River Valley Bicycle Trail Association board. He and Maria are avid cyclists and in 2015 rode their bicycles across the country, and have a goal to ride in every state.



Pat Steele

IC NEW COUNCIL MEMBERS

Fran Mancl

I have been in direct care for over 30 years. Providing compassionate care has been my life commitment and passion. I see that vulnerable individuals are constantly in danger of being considered "useless" members of society and are often ignored, isolated, or even worse, abused. Direct care workers, both men and women, are a community of caregivers, that united, can ensure the well-being of vulnerable individuals. No organization better understands that than Iowa CareGivers (IC). IC has brought so much personal and professional support and value to direct care workers and advocated for our credibility, credentials, and character. I am honored to serve on IC's Leadership Council.



Fran Mancl



Barb Weston

Barb Weston

I want to help promote our organization and really get the word out about our value to the communities around our state.

STATEWIDE CONFERENCE POSTPONED UNTIL 2022

We Are Exploring Ways to Connect with You in 2021! Stay Tuned and Watch for Our What's Up Postcards, E-Newsletters, and Surveys.

TOUGHEST JOB YOU'LL EVER LOVE

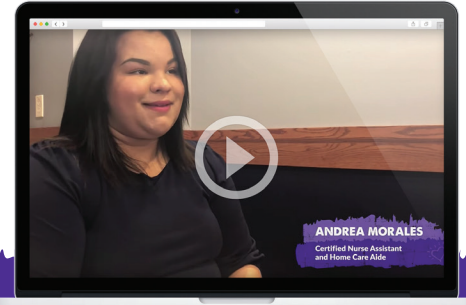
Have you ever wondered how to explain what you do as direct care workers?

The impact you have? Why you do what you do? Have you ever thought about how we and others think and talk about your chosen profession? Many say it is "the toughest job you'll ever love."

Direct care workers (DCWs) such as nurse aides, home care and hospice aides, and direct support professionals provide about 80% of the hands-on care and support for people of all ages and abilities. DCWs are caring and compassionate professionals and we can't win against COVID-19 without them.

The Toughest Job You'll Ever Love video features a few DCWs who completed IC's Toughest Job You'll Ever Love program. They casually and candidly share concerns and rewards of their work... even before COVID. Please help share this video with others and post on your Facebook page!

Made possible by BWA Foundation and Northwest Area Foundation. **THANK YOU.**



In their own words... those in direct care share the concerns and rewards of their work.

<https://bit.ly/ic-toughestjob>

FUTURE TOUGHEST JOB YOU'LL EVER LOVE (TJYEL) CLASSES

Look for Caregiver Conversations and the Toughest Job You'll Ever Love Program coming to "live" Zoom sessions in 2021. Please contact our office or visit our website to learn more about the program and watch for upcoming virtual classes.



APRIL IS FINANCIAL LITERACY MONTH



The Iowa CareGivers is happy to partner with the **Iowa Financial Fitness Challenge Program**, a dedicated website that has been developed for the Iowa CareGivers just for you. *This resource is free to you* thanks to funding from the Iowa Insurance Division, a trusted resource in providing unbiased training to enhance your knowledge about how to be more financially secure.

You'll have access to over 400 modules including new modules that address the financial challenges caused by COVID-19. The modules are only 15-minutes long and are accessible 24/7.

<https://financialfitnessgroup.com/iowacaregivers/>

Financial Fitness Program is Made Possible Through a Partnership Between the Iowa Insurance Division, Financial Fitness Group, and Iowa CareGivers. If you are an employer interested in bringing this program to your staff, the Financial Fitness Group can create a tailored organizational or corporate webpage. To learn more, contact William Weyers at 515-371-0283 or wweyers@financialfitnessgroup.com.

Just Getting By? It's Difficult to Think About "Financial Fitness" When Money is Tight
Free 15 Minute Online Modules to Learn How to Be More Financially Fit and Secure

DO YOU NEED HELP COPING WITH COVID-19? *(continued from page 1)*

THE IMPACT OF COVID IS FELT IN MANY WAYS:

- Lying awake at night, losing sleep and causing next day fatigue
- Feeling inadequate trying to juggle tasks, making you feel less motivated to do anything
- Less opportunities for personal time to restore physical, emotional and spiritual well-being
- Financial hardships put more strain and more stress on you and your family members
- Increase in anxiety and depression due to the uncertainties and negative news we face daily.

Living in chaos over an extended period of time is damaging to our mental health. It's important to find healthy ways to cope. Alcohol sales in Iowa have skyrocketed during the pandemic as people may be using alcohol or other drugs to cope with stress or boredom. This may be exacerbating depression and anxiety as well as creating new mental health, substance use disorder and addiction issues.

The Iowa Department of Public Health developed the Emergency COVID-19 project, a program to support healthcare professionals like you who may be struggling with mental health or substance use disorder. The program is a grant that provides telehealth and recovery support services at low or no cost for adults whose behavioral health needs have been impacted by COVID-19.

Seven community behavioral health agencies across Iowa are participating in this program and can provide online assessments and therapy at no cost to providers. To find an agency near you, call 855-581-8111 or visit <https://yourlifeiowa.org/> – remember that because most agencies are offering telehealth services at this time, location may not be an issue.

UCS Healthcare is one of the seven agencies participating in the grant and we are ready to help you. As a nonprofit integrated health care clinic, our counselors and therapists work closely with our patients to determine the right treatment plan based on your individual needs. Everyone can access treatment at UCS Healthcare through grants, sliding fee scales, Medicaid/Medicare or third party insurance. For more information, call us at 515-280-3860 or visit our website at <https://www.ucsonline.org/>

A NEW BLOG SERIES FROM UCS

The Pandemic's Impact on Moms: Why Mental Health Needs to be a Priority

Find out why moms are overwhelmed, how they're coping with added stress and the impact COVID has on mental health. You can read more at: <http://bit.ly/3e1UXwN>.

You can also visit the UCS Healthcare Blog page for additional information at <http://bit.ly/3bbZuuu>.

SOCIAL ISOLATION AND YOUR CLIENTS



Matthew Mihalakis
Mental Health Counselor, MA
Hillcrest Family Services

Many of our clients and direct care staff have had to adapt to changes in socialization due to the pandemic. The biggest change for clients has been a significant decrease in the amount they are able to socialize. This has been especially difficult, particularly as the aspect of socialization is an important part in the holistic recovery process that is utilized by Hillcrest.

Along with the decrease in socialization our staff have noticed an increase in symptoms such as anxiety and depression as well as anger and frustration even in our more independent clients. Sadly, we've also noticed an increase in self-harming behaviors. In order to curb these behaviors, our staff have been spending more time with clients and helping them to use more coping skills. Staff have been talking to clients about their feelings more often and depending on the client's situation encouraging them to socialize with other residents, call relatives and friends, and practice self-care and journaling. Additionally, our direct care workers have gotten creative with more activities to do with the clients that are able to be done safely. Some of these activities include tie-dying shirts and masks, playing new board games, more movie nights, having a picnic (during the nicer weather) and going for a drive. Staff have noted that clients really appreciate going for a drive as some clients have reported feeling "trapped" where they live. Many of the clients who were experiencing an increase in symptoms have shown a lot of improvement with more attention from staff and an increase in planned activities.

While our direct care staff have been doing an amazing job with encouraging clients to socialize (safely) and remain active, we have encouraged them to continue practicing self-care as they are also navigating how to adjust to our new normal and the stress that comes with it.

ADDITIONAL RESOURCES

National Alliance on Mental Illness
Help Line: 770-286-6673 <https://nami.org/Home>

National Alliance on Mental Illness- Iowa
Help Line: 1-800-273-8255 <https://namiiowa.org/>
 Resource and referral through NAMI Iowa office
 M-F, 8:30-4:30 – 515-254-0417, info@namiiowa.org — with a peer support specialist.

Mental Health America
Call: 1-800-273-8255 <https://www.mhanational.org/>
Text: Text "MHA" to 741741 at the Crisis Text Line

YourLifelowa.org
Call: 855-581-8111 **Text:** 855-895-8398

COVID Recovery Iowa offers free virtual counseling and assistance for all Iowans affected by COVID-19.
Call: IOWA WARM: 1-844-775-9276 or IOWA CONCERN: 800-447-1985 or visit <https://covidrecoveryiowa.org/>

VISIT IOWA'S CORONAVIRUS WEBSITE FOR UPDATED STATISTICS AND RESOURCES

<https://coronavirus.iowa.gov/>



DIRECT CARE WORKERS RECEIVE COVID-19 VACCINE AND ENCOURAGE OTHERS TO GET IT

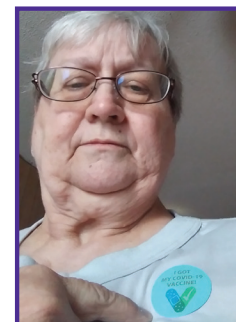
(continued from page 1)

"I chose to accept the vaccine to protect myself and others from potential exposure and to keep all of us safe in the workplace. It's a matter of caring for one another in the midst of the oppressive COVID-19 environment. After all, it's not just about me. It's about others whose health is vulnerable and need to be kept safe and well in the caregiving place they find themselves." — *Fran Mancl, CNA*

"Get your shot. I got mine!" — *Sally Chapman, Hospice Aide*



Fran Mancl



Sally Chapman

COVID-19 VACCINE INFORMATION

The Iowa Department of Public Health (IDPH) has created a NEW COVID-19 Vaccine Information page at <https://vaccinate.iowa.gov/>. Here you can find a provider near you who is administering the vaccine, learn more about the COVID-19 vaccine, keep track of your eligibility to receive a vaccine, and other important vaccine resources. **Remember:** The vaccine supply remains limited and not all providers will have vaccine available. It is important to check their websites for updated information. Most local public health agencies and participating pharmacies are also keeping the public informed through social media and website updates. For general information about the vaccine, call 211. And starting the week of March 8, 211 Vaccine Navigators will be able to help those Iowans 65 and older to schedule a vaccine appointment.

AFTER YOUR VACCINATION

Do Not Post Your COVID-19 Vaccination Cards on Social Media



- Everyone will receive a COVID-19 vaccination card to be able to track the date of your vaccination and when you can receive the 2nd dose. It is important to keep these cards safe. The Better Business Bureau is also warning people not to post their COVID-19 vaccination cards on social media. By doing this you may open yourself to identity theft or make it easier for scammers to make fake cards. (<http://bit.ly/3sNZ0Rz>) Please remind clients, family and friends to keep their vaccination cards safe.
- You can report any side effects from the COVID-19 vaccine and be reminded of 2nd dose by using v-safe, a health checker tool on your smartphone. Learn more at: <http://bit.ly/3bVVBt2> or <https://bit.ly/3kBeaqp>

In this time of this pandemic is the hardest ever but we work as a team and care as a team, I would never ever change my profession, this is where my heart is!!!!

—Direct Care Worker

DIRECT CARE WORKERS AND EMPLOYERS EXPRESS CONCERNS

Iowa CareGivers Conducts Periodic Short Surveys that Provide a Glimpse into Ongoing Experiences During COVID-19. You can go to the COVID page on our website to view all of the survey summaries: <https://bit.ly/2A4GpL4>

December survey indicated the following:

When the vaccine becomes available to you, will you get it?

Employers said: 63% yes, 16% no, 21% undecided

Direct Care Workers said: 60% yes, 15% no, 25% undecided

Are you currently working short-staffed?

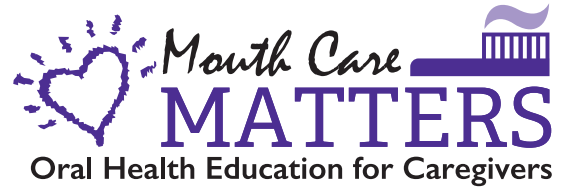
37% employers indicated they were working short-staffed

68% Direct Care Workers indicated they were working short-staffed

Greatest needs:

- **Trained staff.** I've had to work with temporary CNAs who have taken the quick course, too many shortcuts are taken to quality care...
- **Hazard pay.** We are working in an outbreak facility and we have all been exposed and are working with a skeleton staff. Our residents are dying. Our hours are being cut. I can't pay my bills. This is a nightmare.
- **A break, a vacation, a breather from it all.**

Delta Dental of Iowa Foundation Awards “Ignite” Grant to Iowa CareGivers Supplementing an RRF Foundation for Aging Grant



©2021 IOWA CAREGIVERS. ALL RIGHTS RESERVED.

The “Ignite” grant supports Mouth Care Matters (MCM) Virtually and supplements an **RRF Foundation for Aging** grant for Phase II of MCM, the hallmark of which was the MCM Employer Implementation Toolkit: A Path to Implementation. One accomplishment of the “Ignite” grant to date is the development of a recorded MCM in-service that incorporated COVID-19 specific information and will be shared with all health and LTSS employers in Iowa. **Delta Dental of Iowa Foundation** has invested over \$300,000 in Phases I and II of the Mouth Care Matters program.

Accomplishments During COVID and Plans:

- Completed MCM Employer Implementation Toolkit. This comprehensive Toolkit offers a variety of training and educational resources, as well as tools for organizational change. Plans for future distribution are underway.
- Developed and tested virtual MCM in-services and class for Direct Care Staff. Plans are to integrate the revised virtual version and eventually in-person classes again into course schedules of partner community colleges.

RRF Foundation for Aging funded MCM Phase II. The goal was to demonstrate that with the right tools and support, providers can sustain effective oral health practices that result in better oral health for the Iowans they serve, a better prepared staff, and reap potential long-term cost savings.

Thank you to our MCM Phase II Provider Partners!

Home Instead provides one to one supportive home care service to aging persons, wherever they call home. The vision of Home Instead -Polk County is: BLAZING THE TRAIL in exceptional home care with INTEGRITY, COMPASSION, and COMMITMENT to enhancing lives while EMBRACING the UNIQUENESS of our clients and caregivers! We are always looking to welcome compassionate, dedicated and driven caregivers to our team. Our caregiver ranked us one of the Top Workplaces for 2020! If you're interested in applying, please visit: www.homeinstead.com/117

Home Instead was able to take part in the grant for Mouth Care Matters. We found the MCM training to be very informative, and the 1-hour class offered a well-rounded overview of oral health care, and how it impacts one's overall health. Not only did this class provide education, so we can better care for our clients, but it encouraged us as direct care workers to realize how important it is to care for our OWN teeth. Wonderful training... would recommend it to ANYONE, as the training is valuable to ALL!

Home Instead-Polk County Office 7017 Hickman Road • Urbandale, IA 50322 • 515-221-0866



To us, it's personal.



WesternHome communities

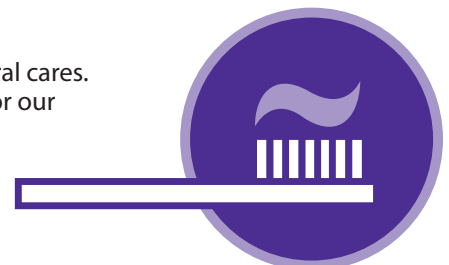


MADRID HOME COMMUNITIES
Serving You with Christian Compassion

Jaybird Senior Living is a leader in the senior living industry with a focus on delivering unparalleled lifestyle experiences to the communities we own and operate. Our team of professional, compassionate individuals is there each day to make sure the seniors in our care enjoy an extraordinary living experience in an exceptional environment. Jaybird Senior Living is committed to their mission of Demonstrating Exemplary Red Carpet Service in every aspect of our business and our execution of services. This includes the organizations we align our communities with and the partnerships we develop for the benefit of our residents.

“MCM has added knowledge on the importance of oral cares. This has led to better and more frequent oral cares for our residents. This program has made a difference in our communities!”

JOY LAUDICK RN
Director of Clinical Care, Jaybird Senior Living



For more information on the Mouth Care Matters program: <https://bit.ly/2BuiHsj>

HUMAN PAPILLOMAVIRUS (HPV) AND ORAL HEALTH

A project of the Lifelong Smiles Coalition lifelongsmilescoalition.com

THERE IS NO HEALTH WITHOUT GOOD ORAL HEALTH

By Dr. Maranda M. Bissell, DDS

Question #1: What is the Human Papillomavirus (HPV)?

Answer: HPV is a double stranded, circular DNA virus that can cause many oral and facial lesions in both healthy and immunocompromised patients. HPV has over 100 different variants, most of which produce no signs or symptoms that are of any health concern, but there are multiple variants that may cause cervical cancer, oropharyngeal cancer, and lesions of the head, neck, mouth, and genitals.



Dr. Maranda M. Bissell, DDS

Question #2: How many of the persons I serve have HPV?

Answer: Approximately 70 million people in the United States have an HPV infection, to which most people are unaware. The Centers for Disease Control and Prevention (CDC) reports that 10% of the male population and 3.6% of the female population have oral HPV infections, and oral HPV is more common in our aging population. Although many HPV variants are low risk for leading to cancer, HPV has been found in 66% of all oropharyngeal cancers. Many cancerous types of HPV lesions are more common in immunocompromised individuals and those with a history of alcohol and tobacco usage.

Question #3: What signs might I see if the individual I serve has an oral HPV infection?

Answer:

- Single or multiple lesions on the inside of lips, cheeks, tongue, and gum tissue, in tonsil folds, and on the hard or soft palate
- White or pink surface lesions with cauliflower like growths, hairlike projections, slightly raised or even dome shaped lesions.
- Symptoms of oropharyngeal cancer may include a long-lasting sore throat, earaches, hoarseness, swollen lymph nodes, pain when swallowing, and unexplained weight loss.

Question #4: What should I do if I notice a possible HPV related oral lesions in those I support?

Answer: If you notice an oral lesion of any kind in individuals served, it is best to report it to your direct supervisor so they can be evaluated by either a dentist, an Ear/Nose/Throat specialist, or physician. Depending on the type of lesion, the individual may require a biopsy to test the lesion for a benign or cancerous diagnosis. If the lesion is found underlying a denture, it is possible it is a denture sore. In this case, remove the denture to see if the lesion resolves on its own or have a dentist diagnose the lesion and treat as needed.

Question #5: Is there a cure for HPV?

Answer: Currently, there is no cure for HPV. There is a vaccine for HPV that can help prevent infection by higher risk HPV variants for males and females between the ages of 11-45. Unfortunately, as these are newer vaccinations, patients in our long-term care facilities did not have the vaccine available to them. Therefore, it is extremely important to be diligent in performing adequate oral hygiene care and daily oral health checks on our most vulnerable.

All health and long term service and support (LTSS) professionals/caregivers are expected to work within their Scopes of Practice or job descriptions as defined by the State or employer. Family caregivers are encouraged to contact the dental or medical provider before making changes to a loved one's care plan.



For additional information:

www.iowacaregivers.org • 515.223.2805 • Email: information@iowacaregivers.org

DMACC DENTAL HYGIENE CLINIC SERVICES

The Des Moines Area Community College (DMACC) clinic is open to the public on Tuesdays and Thursdays during the academic year. DMACC is a teaching institution, so students provide services while supervised by Licensed Dental Hygienists and Dentists. We provide oral cancer screenings, oral health education, preventive and therapeutic services to any age group. We offer excellent quality care for minimal cost. Examples of our pricing include a thorough assessment and cleaning for \$35, Bitewing radiographs for \$20 or \$40 for a full mouth series. We inform our patients of other treatment options and assist patients in finding a dental home. Visits require a longer time commitment since services are performed by student clinicians and we appreciate those willing to be a part of the educational experience.

Please contact Julie Benson, our Administrative Assistant, if you are interested in scheduling some time to improve not only your oral health, but your overall health as well. We look forward to meeting with you!

Des Moines Area Community College – Dental Programs
2006 South Ankeny Boulevard, Ankeny, IA 50023
(515) 964-6371 or Email jrbenson@dmacc.edu

University of Iowa College of Dentistry & Dental Clinics:
www.dentistry.uiowa.edu/patient-care-contacts
(319) 335-7499

Community College Dental Hygiene Clinics:
Ankeny - Des Moines Area Community College (515) 964-6280
Fort Dodge - Iowa Central Community College (515) 574-1327
Ottumwa - Indian Hills Community College (641) 683-5209
Waterloo - Hawkeye Community College (319) 296-1030

Community Health Center Dental Clinics:
www.iowapca.org/why-chc/chc-locations

CONSUMER CONNECTION: CAREGIVERS AND FINANCIAL FRAUD PREVENTION (continued from page 1)

By Sonya Sellmeyer, Consumer Advocacy Officer for the Iowa Insurance Division

All Iowa caregivers can be Fraud Fighters by being educated and proactive against those who are attempting to take the savings of our seniors.

Con artists target consumers age 60 and older, swindling more than 7 million Americans out of almost \$3 billion each year. Those older consumers may have caregivers - a spouse, family member, friend, paid professional or volunteer, official guardian, or conservator. All types of caregivers are critical to the well being of our seniors and can play a proactive role in protecting seniors from fraud by being educated and knowing the warning signs. But be aware that family, friends, and

neighbors are the perpetrators of financial fraud 34% of the time, and strangers such as telemarketers or investment promoters may also be the perpetrator.

Why should caregivers be informed about fraud against their loved ones or clients?

- Seniors are the target of financial scams since they may have a lifetime worth of savings or a pension.
- Seniors may have cognitive decline or have anxiety about their finances.
- Older individuals may be willing to listen to a telemarketer or take calls from unknown parties.
- Con artists know that an isolated consumer is a perfect target.

What are the red flags of financial fraud?

- Your loved one or client talks about new friends or strangers
- There is a noticeable decline in hygiene, appearance, or grooming.
- There are changes in financial and legal documents, unexplained use or loss of money or possessions, or large withdrawals from bank accounts, or the purchase of unexplained gift cards.
- There are unpaid bills when resources are adequate.

What are some common consumer scams?

- Construction and home repair fraud
- Fake IRS calls
- Romance and grandparent scams
- Computer tech scams
- Contact the Iowa Attorney General's Office at 888-777-4590 to report these types of scams or to obtain additional information.

What are some common types of investment scams?

- Oil and gas or gold and precious metal scams
- Ponzi schemes
- Promissory notes
- Investments that follow the headlines (i.e. COVID 19 or Derecho)
- Contact the Iowa Insurance Division at 877-955-1212 to report these types of investment scams or to obtain additional information.

Before your loved one or client makes any investment make sure the investment professional is properly licensed and the product they are soliciting is legitimate by contacting the Iowa Insurance Division.

Medicare Fraud is also prevalent and may lead to identity theft and increase the cost of insurance. Medicare fraud may be reported to the Senior Medicare Patrol (SMP) at 800-351-4664. Suspected financial fraud may also be reported to local law enforcement, but if you believe your senior is in immediate danger, call 911.

Additional information on all these scams may be found at the Iowa Fraud Fighter website. Check out the Iowa Fraud Fighter YouTube channel for recordings of the three virtual events held this summer.

All Iowa caregivers can be Fraud Fighters by being educated and proactive against those who are attempting to take the savings of our seniors.

AARP RELEASES NURSING HOME COVID-19 DASHBOARD (continued from page 1)

The latest release of AARP's Nursing Home COVID-19 Dashboard depicts a worsening crisis from coast to coast, including Iowa. The rates of COVID-19 cases and deaths in Iowa's nursing homes have skyrocketed. From September 2020 to December 2020, nursing homes reported that 84.1% of nursing homes in Iowa have residents with confirmed cases of coronavirus. Staffing shortages remain a persistent problem, with 48.5% of facilities reporting a shortage in the most recent dashboard.

"We applaud health care heroes like Iowa's direct care workers and appreciate hearing them named by Governor Reynolds in her State of the State, in what we believe is the first time ever," said Brad Anderson AARP Iowa State Director. "But they need to be more than applauded, they need better policies to support them and the lowans they care for, both as individuals and as a whole."

To protect nursing home residents, families, and staff from COVID-19, we need to ensure Iowa's long-term care facilities have adequate testing and personal protective equipment (PPE). Moreover, Iowa must finally address our long-standing, and now deadly, direct care worker staffing crisis. As Iowa's nursing facilities seek additional state taxpayer dollars, money directed to nursing facilities must be used specifically for health and safety measures for residents and staff.

The full COVID-19 Nursing Home Dashboard is available at www.aarp.org/nursinghomedashboard.

WELLMARK BLUE CROSS BLUE SHIELD

A Blue Cross® Blue Shield® Association (BCBSA) report has highlighted the health implications of caregiving, including the impact COVID-19 is having on caregivers. The report, "The Impact of Caregiving on Mental and Physical Health," found caregivers had a 26 percent greater chance of having a physical or behavioral health condition that could lower their overall health due to the stress and pressure of a caregiver role. In Iowa, 20 percent of Wellmark Blue Cross and Blue Shield's members rely on caregiver support as compared to 22 percent nationally.

View the full report: <http://bit.ly/3dOJj8k>
Learn more: <http://bit.ly/37RvTET>



FREE TAX HELP

The Internal Revenue Service (IRS) Volunteer Income Tax Assistance (VITA) and the Tax Counseling for the Elderly (TCE) programs offer free tax help for taxpayers who qualify. Due to COVID, most sites are offering services by appointment only and some may even be closed. Call ahead.

To locate the VITA or TCE site nearest to you, use the following resources:

- 2-1-1 <https://www.211iowa.org>
- 1-800-906-9887 or <https://irs.treasury.gov/freetaxprep/>
- 1-888-227-7669 or <https://bit.ly/37PhxVd>

REFRESH YOUR KNOWLEDGE ON INFECTION CONTROL AND PERSONAL PROTECTIVE EQUIPMENT (PPE) WITH THIS NEW VIDEO FROM DMACC

The coronavirus pandemic continues to impact nursing facilities, assisted living, hospitals, and other health and long term care settings, their staff and individuals they serve across the state. This video is a helpful reminder about infection control and proper use of PPE.

View the video at <https://youtu.be/cyfDpfzh3I>





IOWA CAREGIVERS WANTS TO THANK OUR COMMITTED DONORS FOR YOUR SUPPORT

Whether a single donation, an annual donation, or an endowment, we want to thank you. Over the course of the past few years funding from other sources has reduced significantly, yet the need for advocacy for direct care workers has become even more critical as lowans age and our fellow lowans require care due to COVID-19. Currently we are facing an immediate challenge to help the voices of direct care workers and the lowans they so unselfishly serve be heard. Your donation to Iowa CareGivers, no matter at what level – large or small, will help improve the lives of many lowans who provide or receive direct care. Please take the time today to send a donation to Iowa CareGivers. **WE THANK YOU FROM OUR HEARTS.**

HONORING OTHERS THROUGH CONTRIBUTIONS TO IOWA CAREGIVERS

"I feel honored that Fran donated mentioning my passion for direct staff and those they care for. Please those who can, contribute to Iowa CareGivers so they can continue to support and advocate for Direct Care Workers. Thank you Fran!"— Cindy Ramer

"Having a monetary donation given to Iowa CareGivers in honor of my advocacy efforts, was a first-time-ever experience and a moment of being so appreciated, valued, and respected. A super-cool joy! Thanks Gloria Vermie!"— Fran Mancl

"I donated to Iowa CareGivers in honor of Fran because...Fran speaks from his heart. His dedication and expertise as a caregiver and educator gives clarity & understanding to the role of direct care worker."— Gloria Vermie

Visit our website at <http://bit.ly/3b60yQO> to view contributions from 2020 or to make a contribution online.



Our Caring Community

GOOD PEOPLE ARE PART OF OUR CARING COMMUNITY

Two of the Best: Retired

Our Board, Council, and Staff can't begin to express the gratitude we feel for all that Julie and Mary Ann have contributed to the advancement of Iowa CareGivers' mission and in growing the "groundswell" (one of Julie's favorite words) of support for those in direct care and the lowans they serve. These two bright, compassionate, diplomatic, and genuinely good people will, forever, remain a part of the IC family!



Without question, working as a consultant with Iowa CareGivers has been one of the most positive experiences in my career! Di and the staff are passionate about the Iowa CareGivers mission of enhancing the care and support of lowans by providing education, research, recognition, and advocacy for those who provide direct care – a mission that is ever more critical in today's world! I look forward to continuing support of this mission through volunteer efforts and helping to create a groundswell of support for direct care workers!"— Julie McMahon



Julie McMahon



FAREWELL FROM MARY ANN YOUNG



Mary Ann Young

As 2020 comes to a close, it is time for me to express gratitude for the many friendships and meaningful relationships that Iowa CareGivers has given me over the years. As of December 31, 2020, I retired from the Consultant position at Iowa CareGivers and plan to devote more time to family and travel (someday).

It has been a pleasure and an honor to serve with the wonderful Iowa CareGivers Team to support their dedication of advocacy for direct care workforce issues. I have such great admiration and respect for this team and each member brings exceptional skills that come together to achieve great successes for direct care

workforce issues. I have a great appreciation for the dedication of the Board, leadership, staff and consultants to the important mission of this organization. The network of partners (individuals and organizations) that Iowa CareGivers has created is a testament to the impact of this remarkable organization.

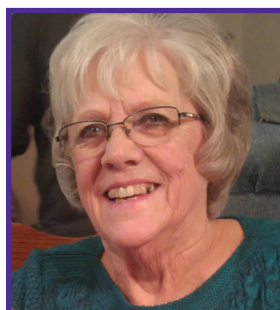


*I have also been honored to meet so many dedicated direct care professionals. **You are truly HEROES to all of us**, especially those Iowans you serve. As front-line workers you risk so much to keep the persons you serve healthy and safe, while trying to keep yourself and your family safe, especially during this pandemic. You all inspire me to be a better person! Thank you!*



As my life transitions in a new direction, I take with me the great friendships and meaningful moments I have had with so many wonderful people over these years. **Thank you!!**

I wish only the very best for Iowa CareGivers in the future!"



Peggy Sweargin

VOLUNTEERING KEEPS ME OUT OF TROUBLE

My name is Peggy Sweargin. I was married for 49 1/2 years, widowed for 12. We lived in 5 states during our marriage. We have 2 sons, 4 grandsons (1 deceased), 3 great grandchildren, 2 step grandsons, and 4 step great grandchildren. I worked as a junior high librarian for 23 years, so I love to read.

I love games of all kinds, jigsaw and crossword puzzles, and Sudoku. I also love to make and give away counted cross stitch embroidery. I have been

to all but 3 of the states...Connecticut, Delaware, and New Hampshire, and 13 foreign countries. Since I have been unable to travel at this time, I decided to donate time to help out with some mailings for the Iowa Care Givers. It goes very quickly and "keeps me out of trouble".



IOWA CareGivers

Iowa CareGivers Board of Directors 2021

Maribel Slinde, Chair
Elisabeth Buck, Vice Chair
Kim Downs, Secretary
Jerry Jenkins, Jr. Treasurer

Heather Elammari
Jim Knoepfler
Deb Madison-Levi
Jim Miles-Polka
Jodi O'Donnell
Pat Steele

Advisors

Nancy Anderson
Tom Carpenter
Dr. Robert Denson
Betty Grandquist
Anne Kinzel
Deanna Lehl
Ivan Lyddon
Charlotte Nelson
Shirley Sorenson

Iowa CareGivers Direct Care Professional Council Members

Sally Chapman
Donna Cheers
Fran Mancl
Cindy Ramer
Barb Weston

Advisors

Renee Bernier
Vicky Garske
Michael Owens
Laura Stein
Jeffrey Weinstock
Anthony Wells

Iowa CareGivers Staff

Pam Biklen
Program Director
Contributing Editor

Di Findley
Executive Director

Iowa CareGivers Consultants

Jerri Adkins – Finance Consultant
Brian Allen – Website Consultant
Mike Peterson – Design Consultant
Jeannette Roth – Data System Consultant
Victor Tonelli, IT Consultant
Gloria Vermie, Consultant

Iowa CareGivers

939 Office Park Road, Suite 332
West Des Moines, IA 50265
Ph: 515-223-2805 | Fax: 515-226-3214
Email: information@iowacaregivers.org
Website: www.iowacaregivers.org

Iowa CareGivers
939 Office Park Road #332
West Des Moines, Iowa 50265

IOWA CAREGIVERS
**THE
HUB**
NEWSLETTER

*This newsletter is
made possible by*

**UCS Healthcare,
AARP Iowa,
and Wellmark
Blue Cross and
Blue Shield**

NONPROFIT
ORGANIZATION
U.S. POSTAGE PAID
DES MOINES, IA
PERMIT NO. 5294



Mouth Care Matters Virtually will make it possible for more individuals to receive this excellent training program. Congratulations to all who took part! Look for more virtual classes in 2021! Special thanks to MCM instructors, Robin McNeil, University of Iowa College of Dentistry and MCM instructors Carole Ferch, and Trese Castle. Thanks also to Tammy Steinwandt, Des Moines Area Community College, a member of the planning team, and MCM instructors, Sharon Kuttler and Cindy DeWall, who observed to better prepare for teaching future virtual MCM classes.

MOUTH CARE MATTERS GOES VIRTUAL



PARTICIPANTS SHARED "THE COOLEST THING THEY LEARNED TODAY"?

- The coolest thing I learned today was all the different causes of infections related to the mouth.
- Great COVID correlation to oral care.
- I learned how to correctly use a denture brush.
- How to prevent a patient from biting you when you are helping with brushing teeth
- Everything that I have learned in this class will help me at work and in my everyday life.
- Connection of bacteria in the mouth and the health of the body; and to brush teeth at least twice a day if not more.
- Pictures help me to know what to look for.

Make sure to visit us on the web at: www.iowacaregivers.org and 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.