

Iowa Department on Aging

510 E 12th St., Ste. 2 Des Moines, IA 50319

<https://www.iowaaging.gov/>

The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy with the goal of enhancing quality of life and care.

Volunteer Opportunities

The Iowa Department on Aging is seeking volunteers for their Volunteer Ombudsman Program (VOP). The volunteer will spend a minimum of three hours per month in unannounced and varied visits to residents in long-term care facilities. They will observe, listen, and interact with residents to identify their concerns. The program will help aid and empower residents in resolving those concerns.

Critical Concerns Focused on

1. Women

How to get started

Interested volunteers should:

1. Contact Volunteer coordinator

Driving

1 h 57 min (129 miles)

Head north on Mercy Dr NE
Turn left to stay on Mercy Dr NE
Turn left onto Prairie Dr NE
Turn left onto 29th St NE
Continue onto Coldstream Ave NE
Turn left onto the Interstate 380 S/IA-27 S ramp
Follow I-380 S/IA-27 S and I-80 W to Maple St in Des Moines. Take exit 9 from I-235
Merge onto I-380 S/IA-27 S
Take exit 0B to merge onto I-80 W toward Des Moines

Use the left lane to take exit 137A to merge onto I-235 W toward Des Moines
Take exit 9 for US-69/E 15th St toward E 14th St
Follow Maple St, E 14th St and Des Moines St to E 12th St
Continue straight onto Maple St (signs for I-235 W)
Use the right lane to turn left onto E 14th St
Turn right at the 2nd cross street onto Des Moines St
Turn left onto E 12th St

Contact

Cairn Reisch

(515) 725-3340.

cairn.reisch@iowa.gov