

On November 4th the 2011 Governor's Volunteer Award for Outstanding Statewide Program was presented to the Long-Term Care Ombudsman agency. This award recognizes the hard work and dedication of over 200 volunteers around the state. Here are some stories describing how our volunteers continue to advocate for 43,000 residents in licensed long-term care facilities.

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Volume 1, #6 November, 2011

### **Southern Oregon**

A residential care facility resident with both an electric and manual wheelchair was storing the electric chair outside her room because it wouldn't fit. This was determined to be a fire hazard, but the volunteer worked with facility staff to rearrange the resident's room so everything would fit. The resident was pleased with the result.

### **Greater Portland Metro Area**

It was alleged that a facility failed to keep a vulnerable assisted living resident safe from inappropriate sexual contact by another resident. The volunteer recognized the behaviors as potential abuse and immediately reported it to Adult Protective Services. The allegation was substantiated, the facility was fined \$250 and measures were put in place to keep the resident safe.

### **North Willamette Valley**

An over-zealous dietician was enforcing her strong beliefs that every resident in this assisted living community **must** eat a particular balanced diet and refused residents' requests for additional ice cream for dessert. Meeting with the administrator who agreed with the volunteer that this was not in keeping with the facility's stated commitment to resident-centered care, the staff was instructed to honor all resident food choices.

### **Eastern Oregon**

A skilled nursing facility resident was expressing suicidal thoughts and was not responding to the anti-depression medications ordered by his doctor. The volunteer, working with the facility, suspected that serious pain might be an additional problem. The doctor re-assessed him; the facility reports he is now pain-free and no longer depressed.

### **Greater Portland Metro Area**

An adult care home resident's hearing aid was suddenly missing from his room. While his insurance covered a replacement unit, there was a \$100 deductible. The owner was reluctant to reimburse the resident for the deductible until the volunteer met with him and pointed out his legal responsibility. The owner paid the deductible and the resident was very grateful for the volunteer's assistance.

### **Mid Willamette Valley**

A 95 year old resident of a nursing facility had been duped into giving his credit card number to a telemarketer who charged a substantial sum for services that are available at no charge to all veterans. The volunteer went to the bank with the resident's wife to assist in reversing the inappropriate charges and a refund was issued. In the course of the investigation it was determined that many elders are at risk from such unscrupulous callers.

### **Oregon Coast**

A resident in the nursing facility rehab unit reported lengthy call light delays. This was a serious issue for him because he could not use the bathroom without assistance. The volunteer met with the administrator who admitted a staffing shortage that he would remedy immediately by adding a half-time worker. The problem was solved.