



*From the Desk of the Director*



Our new fiscal year has started with a big bang. For the first time in the history of our program we are fully staffed and the results have been almost instantaneous. Our newly on-boarded Volunteer Coordinator has been holding information sessions in the evenings and consequently we have just completed two training sessions for

12 new ombudsman volunteers -- the largest class of trainees we have seen in several years. These fine people are now completing the field internship portion of their training prior to us submitting their names to the state for certification as long-term care ombudsman. This is, of course, only the beginning, as it will take us a full two years to develop these new volunteers to become seasoned ombudsmen.

These are certainly exciting times for us. Ever since I joined the program 14 years ago, my goal has been to have 60 field ombudsmen (volunteers) monitoring facilities, receiving and investigating complaints. That may no longer be a pipe dream; I believe it could well become a reality. And when that happens we will truly be fully resourced.

*Jupia Quinn*

## October is Residents' Rights Month



What are Residents' Rights? -- In the USA personal rights are part of the very fabric of our society -- embedded in bold letters in our constitution. Why then is it so important to emphasize residents' rights for those in long-term care facilities?

Too often we see individuals admitted to facilities after a series of severe losses -- loss of their home as they transition to long term care, loss of a loved one, loss of their health and/or their independence, and the list can go on interminably. They arrive in trepidation, not knowing what awaits them, often having to share a room with one or more strangers.

All too often assumptions are made that they have lost some of their autonomy, rights they were accustomed to when living independently in their own homes. Not so. They retain all the same rights, including the right to vote, unless they are deemed to have lost competency (a medico-legal determination). The 1987 OBRA laws relating to nursing homes list the core residents' rights, and more recently a similar list has been encoded into law applying to residents in the residential care facilities for the elderly. An abbreviated, incomplete list follows:

- The Right to Be Fully Informed on a variety of issues and in a language they understand
- Right to Complain without fear of reprisal
- Right to Participate in One's Own Care -- to be a part of the care planning and treatment decisions, including the right to refuse treatment
- Right to Privacy and Confidentiality - Private and unrestricted communication with any person of their choice
- Rights During Transfers and Discharge, including safe transfer or discharge through sufficient preparation by the nursing home
- Right to Dignity, Respect, and Freedom: to be free from mental and physical abuse, corporal punishment, involuntary seclusion, and physical and chemical restraints, to participate in group activities including residents' councils and to manage one's own financial affairs.
- Right to Visits, by relatives, friends, the resident's personal physician and by the ombudsman
- Right to Make Independent Choices, including reasonable accommodation of one's needs and preferences, choosing a physician, refusing treatment.

**OSSMC Board of Directors**

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# Meet Our New Staff

## Sherine Elamad, Volunteer Coordinator



Sherine Elamad joined the staff in July of 2015. She has extensive experience working with developmentally disabled individuals, underprivileged youth and homeless parents and children. She has been working in the health-service related field since 2011. Sherine continuously advocates for social justice and mental health; and strives to continue serving her community. Sherine is excited to be a part of OSSMC's team and is committed to increasing OSSMC's volunteer capacity to provide the advocacy needed for residents living in long-term care facilities. She will be providing the support and training needed for our volunteers and ensuring they are ready to go out into the field and investigate abuse cases.

Sherine holds a Bachelor's Degree in Political Science from Notre Dame de Namur University in Belmont. A Bay Area native, Sherine is passionate about human rights, resident empowerment and social justice education. In her spare time, Sherine practices yoga, plays tennis and enjoys camping outdoors.

### Interested In Volunteering to Be An Ombudsman? Know Someone Who May Be Interested?

The Ombudsman Services of San Mateo County is currently seeking volunteers to join our training for March of 2016!!! We are searching for volunteers who have a compassion for the elderly and developmentally disabled individuals and would like to serve as advocates in long-term care facilities in the San Mateo County. This is a position that provides an intellectual challenge, as well as a chance to give back by serving the frail and vulnerable elders and disabled individuals of your own community. Ombudsmen are trained to advocate for residents, monitor facilities for the quality of life and quality of care and receive, investigate and bring resolution to complaints about abuse and neglect made by, or on behalf of, residents.

If you or someone you know may be interested in our volunteer program, we would love to meet you and talk with you about our program and your interests and skills.

You may contact our Volunteer Coordinator by phone or email with any questions you have:

Sherine Elamad, Email: [sherineelamad@ossmc.org](mailto:sherineelamad@ossmc.org)  
Phone: 650-780-5705



## Kirsten Irgens-Moller, North County Regional Supervisor

Kirsten Irgens-Moller is the new regional coordinator for the northern part of San Mateo County, having assumed the role from Judith Guilfoyle who has been promoted to Program Manager. Kirsten comes to this work after 25 years of human rights work in the international arena, as the co-founder and Executive Director of Global Exchange. She was also a journey-level Millwright working on construction projects throughout the Bay Area and internationally. She finished her MSW, in 2015 with an emphasis on the role of Music and Families in person-centered dementia care while doing her internship for OSSMC.



## Hilary Teply, MSW Intern



Hilary Teply is joining us as our 2015-2016 Masters of Social Work intern from San Jose State University. Hilary grew up in Lancaster, Pennsylvania, and received her Bachelor's degree in English and French from Grove City College, a small liberal arts college in western Pennsylvania. While exploring human service related fields, she worked as a care aide with elders in a retirement home on the East Coast and then volunteered full-time as a Case Manager at a Bay Area emergency shelter in 2011. Hilary's most recent experience includes working as a wraparound youth counselor for a children's mental health organization.

As a new MSW student, Hilary is eager to connect her experiences caring for residents to her work as an Ombudsman. She expects to bring to this work a deeper understanding about ways in which staff and administrators can be mobilized to ensure the rights of residents are upheld. She has enjoyed learning about the strong advocacy role and the resident-centered approach which Ombudsman Services of San Mateo County use to serve all connected to the long term care system.

Currently living in San Jose, Hilary enjoys exploring hiking trails in the Bay Area, participating in local runs and events, and visiting family on the East Coast. Hilary looks forward to continuing to build connections with families, residents, and those working in residential care.

# Welcome to Our New Field Ombudsmen

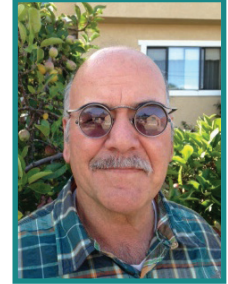


The most recent class completed training in September, 2015. From left to right: Hilary Teply, Eddi Martin, Patty Vorsatz, Sharmin Nabi, Chet Lexvold, MJ Miller, Patricia Lea, Angela Parato

## July's Newly Certified Ombudsmen



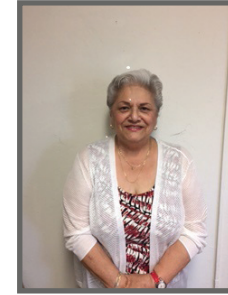
Wendy Logan



Andres Garcia



Joe Canton



Martha Mirabella

## Volunteer of the Quarter: Randy Hooper



While volunteering as a tax preparer at the Redwood City VA senior center, Randy became aware of our program. After forty two years he had retired from his position as a hotel maintenance engineer. Randy Hooper has now been with our program since January, 2014, and is assigned to facilities in the southern part of our county. His passion for the work shines through. He has a depth of knowledge and an eagerness to acquire more.

He is always willing to go the extra mile and is quick to respond to any emergency request. He has had some difficult cases to resolve which draw heavily on his people skills. Randy's calm demeanor puts others at ease. He is quick to volunteer extra time and assistance.

Randy is a real team player. One of our field ombudsmen called with a concern for a resident in a facility she monitors. The resident worried that his taxes were not paid and he was somewhat overwhelmed. Our field ombudsman contacted Randy with a couple of questions and he immediately went to the facility to assist the resident. Taxes were completed on time, filed and resident was very satisfied. In his spare time he and his wife, Martha enjoy their two young grandsons. We are so pleased to have Randy as a field ombudsman.



Ombudsman Services of  
San Mateo County



## SAVE THE DATE: YOUNG AT HEART GALA

When: Saturday, June 4, 2016

6 pm to 11 pm

Where: Sparky's Hot Rod  
Garage in San Carlos



What: Live and Silent Auctions,  
Buffet Dinner, Dancing to 50's  
Music

Please plan to join us for what will certainly be a festive evening.

How you can help: We are looking for more committee members, corporate sponsors, auction items. Please contact Mitch Reitman at [mitchreitman@ossmc.org](mailto:mitchreitman@ossmc.org) or 650-780-7249 to let us know how you can help.

[alz.org](http://alz.org) | alzheimer's association

### Alzheimer's Disease Circle of Care:

#### 11th Annual Conference for Families

Saturday, November 14, 2015

Registration: 8 am - 9 am

Conference: 9 am-4:15 pm

Crowne Plaza Hotel

1221 Chess Drive, Foster City, CA 94404

This annual education conference is designed to fit the needs of families caring for a loved one with Alzheimer's disease or related dementia. It is also for professionals who would like to learn more about Alzheimer's disease, the challenges and hope for the future. Registration can be completed on the Alzheimer's Association website at

[http://www.alz.org/norcal/in\\_my\\_community\\_professionals.asp](http://www.alz.org/norcal/in_my_community_professionals.asp)

## Resident's Rights: A Case Example



**To celebrate Resident's Rights Month, community members and ombudsmen showed off their "Care Matters bracelets" before the film screening of the Frontline Documentary "Being Mortal" on September 24.**

A young man was admitted to the nursing home from one of the hospitals – a severe diabetic with a wound on one of his feet – a treacherous combination. While in the hospital the physician and the podiatrist assigned to him were quite adamant that they would need to amputate as a result of complications. This young man was equally as adamant that they would not be amputating any portion of his leg. He contacted his former podiatrist who attended to him in the hospital and the wound began to heal. The hospital discharged him for rehab to a nursing home where he was visited by a podiatrist that had a contract with the nursing home to attend to their residents – the very same podiatrist that had recommended amputation when he was hospitalized. The young man refused to see him. The nursing home explained that he was the only podiatrist who

was contracted to see their clients and therefore the only one who could come into the facility for podiatry needs. The young man called the ombudsman and explained the situation. Our ombudsman immediately visited the home to speak with the client, and was then able to sit down with the administrator to discuss residents' rights and that this young man had the absolute right to choose his own podiatrist. After some discussion and a review of the laws pertaining to residents' rights, the man made an appointment to visit his chosen podiatrist, the same one that had saved his leg from being amputated, and the nursing home was required to set up the appropriate transportation for him to do so. After many months the wound healed and the young man went home, back to his productive life in the community.

### Acknowledgements

Ombudsman Services of San Mateo County, Inc wishes to thank the following funders and donors who contributed from July 1 to September 30, 2015. If there are any omissions or errors, we sincerely apologize and ask that you contact us.

\$1,000-\$9,999  
Atkinson Foundation  
Provident Credit Union  
San Mateo County Association of Realtors  
Stanford Health Care

\$500-999  
City of Burlingame  
Jim & Marsha Condon

\$1-499  
Ronald & Sandy Albers  
James & Rebecca Benson  
Adelaide Curren  
Robert DeGroot  
Michael & Mary Ann Gage  
Nicki Manske  
Isabel Raphael  
Diane Robertson

### First Quarter (July-Sept) Impact

Activity	Annual Goal FY 2015-16	Quarter I (July-Sept) Achieved
<b>Number of Facility Visits Made</b>	4,750	1,091
<b>Percent of Facility Coverage Plan Achieved</b>	80%	76%
<b>Number of Complaints Investigated</b>	1,500	326
<b>Percent of Complaints Resolved to the Satisfaction of the Residents</b>	90%	100%
<b># of Volunteer Ombudsmen</b>	40	40



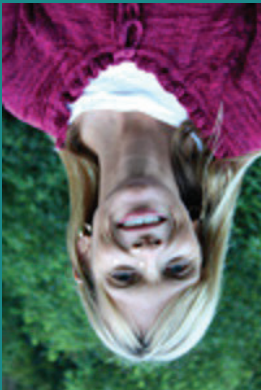


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## Board Spotlights



Laura Callagy has a BA in sociology from Santa Clara University and a MA in Gerontology from SFSU. Laura has worked with the elder population for over 20 years in different capacities including the Federal Government and currently as a Care Manager for Sage Eldercare solutions. Laura served on the board for the Disabilities Commission in San Mateo County and actively volunteers at St. Gregory Parish in San Mateo. In her spare time Laura loves to spend time with her husband Mark and her five children.

LAURA CALLAGY



SHARON ERICKSON

Sharon Erickson has an MS in genetics from UC Davis as well as an MBA. She has spent the past 30 years in the bio-pharma industry with Genentech, South San Francisco, focused on breast cancer research and cross functional drug development team management. She has also been involved in non-profit volunteering for many years, last serving as Board Chair for the Child-care Coordinating Council of San Mateo County. Her outside interests include wildlife adventure travel, wellness and fitness, and reading. She lives in San Mateo County with her husband. They have two young adult children, Steven and Kristin, who are both starting their careers. Her interest in elder care stems from her healthcare experience and her concern for the wellbeing of older members of her family and of society at large.