



From the Desk of the Director



Happy New Year to all our readers. Another invisible milestone was crossed as 2015 slipped away and dawn broke on 2016. It promises to be a monumental year for OSSMC as my tenure as the Executive Director of this amazing program is winding down. By the middle of 2017 I expect to have handed the

reins on to my successor who, we hope, will pick up the cudgel on behalf of our clients, advocating for changes affecting their lives for the better. I want to assure all our funders and supporters that our Board of Directors is fully engaged in the process, and has already put together a succession planning team to begin to chart the course for a smooth transition.

In the meantime our work must go on uninterrupted, the very core of which is advocacy. Any day of the week will find our ombudsmen in the facilities advocating for residents concerning quality of care, quality of life or the health and safety of the residents. It is surprising what can be accomplished when fully staffed. We have begun to build back the ranks of our sadly depleted field ombudsman team and as a result our statistics this past quarter far exceeded our expectations. My congratulations to all the ombudsman who have contributed to such strong numbers, reflecting a strong presence in the facilities among our clients. And our grateful thanks to all those who have believed in us over the years and continue to provide crucial financial support.

TIPPY IRWIN ANNOUNCES RETIREMENT PLANS

**Submitted by Kirsten Weiss, Chair,
Executive Search Committee**

All good things must come to an end, and our Executive Director, Tippy Irwin, will be retiring in the spring of 2017.

Fortunately, she's given OSSMC over a year to plan for the transition. The board of directors has formed an Executive Search Committee, which has finalized a detailed workplan for the executive search. We expect to begin posting the job announcement in the summer of 2016, with an eye toward hiring a new executive director by the end of the year or January, 2017.

We've intentionally built into this timeline several months overlap between the new and departing executive directors. This way, Tippy can train her replacement in the peculiarities of managing OSSMC.

We have been tremendously fortunate to have such a dedicated, passionate, and knowledgeable executive director. OSSMC is a remarkable program, and it is due largely to Tippy's vision and hard work. We wish her best in her well-deserved retirement!

OSSMC Board of Directors

- Bob Perez, President**
- Bob Montevaldo, Treasurer**
- Laura Callagy**
- Denís Fama**
- Monika Lee**
- Cindy Safe**
- Dave Tate**

VOLUNTEERS NEEDED

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
Phone: 650-780-5705



The next Ombudsman Training Class is now being recruited. Training Sessions will be held here in our offices at 711 Nevada Street, Redwood City. It will be over a two week period in the beginning of March. 36 hour extensive training program is below for our next February/March 2016 training to become a State Certified Ombudsman in our program. The dates are as follows:

Day 1: Monday, February 29, 2016 from 9:30am-3:30pm

Day 2: Wednesday, March 2, 2016 from 9:30am-4pm

Day 3: Friday, March 4, 2016 from 9:30am-3:30pm

Day 4: Monday, March 7, 2016 from 9:30am-4pm

Day 5: Wednesday, March 9, 2016 from 9:30am-3:30pm

Day 6: Friday, March 11, 2016 from 9:30am-3:30pm

Day 7: Monday, March 14, 2016 from 9:30am-3:30pm

For more information, please contact Sherine at 650-780-5705.

When Love Hurts

Love – a big word that encompasses so much. As I write, Valentine's Day is looming. I read an article entitled When Love Hurts: The Heartbreak of Elder Abuse, by Robert B. Blancato, and have taken much from that article to include in this brief paragraph. Most of us know and understand the love between parent and child, but we also know that love can hurt. Abuse rears its head in a multitude of ways within families. We also know that those children who are abused, in general, are destined to become abusive parents themselves. But what happens when these abusive parents are in need of caregiving towards the end of their lives? Children that have been abused have a greater chance of becoming abusive to the parent. Without intervention the cycle of violence continues in a great unbroken circle, with devastating consequences.

Statistics from 2010 indicate that \$3.90 is the average spent per client on adult services through Adult Protective Services compared with \$45.03 spent per child through Child Protective Services. As elder abuse is a growing epidemic, it is critical to increase funding for elder abuse prevention and stop abuse in its tracks.

One way is to support the Elder Justice Act, which was passed through bi-partisan support in Congress and signed into law in 2010. The EJA will provide support for education and programs to prevent elder abuse, but it has never been funded. It is set to expire in September. Call, write or e-mail your elected officials seeking their support for funding for the EJA. Abuse initiatives must become a greater priority if we are to put a stop to the escalating violence against elders.

-Tippy

Text of the Elder Justice Act

- Establishes national leadership in the Office of the Secretary of Health and Human Services in the form of an Elder Justice Coordinating Counsel and an Advisory Board.
- Authorizes grants to support improvements to Adult Protective Services and Long-Term Care Ombudsman programs, and state survey agencies for Medicare- and Medicaid-certified long-term care facilities.
- Authorizes grants for the training for APS, Ombudsman, federal and state surveyors of nursing facilities.
- Authorizes grants for forensic centers to develop expertise on elder abuse, neglect and exploitation.
- Enhances long-term care staffing, data exchange in facilities, mandatory reporting of crimes against residents in federally-funded facilities, promulgation of guidelines to assist researchers, and authorizes a study on a national nurse aide registry.



Executive Director Tippy Irwin and Director of Development Mitch Reitman represented OSSMC at Peninsula Health Care District's 2016 Community Partners Award Ceremony and received our grant payment for 2016.

Six Month (July - Dec) Impact

Activity	Annual Goal FY 2015-16	Second Quarter (Oct-Dec)	Year to Date (July- Dec)
Number of Facility Visits Made	4,750	1,265	2,377
Percent of Facility Coverage Plan Achieved	80%	90%	90%
Number of Complaints Investigated	1,500	347	755
Percent of Complaints Resolved to the Satisfaction of the Residents	90%	95%	95%
# of Volunteer Ombudsmen	40		39
Volunteer Hours Donated	5,000	1,932	3,949
# of Facility In-Service Trainings Provided	25	7	12
# Consultations with Facility Staff	150	74	107
# of Community Education Events	30	14	24
# of Consultations with Individuals	350	107	181

How It Should Be Done



Jay Katz

"Mary", a developmentally disabled adult with no family, had been receiving services at the Janet Pomeroy Center in San Francisco for many years. Our ombudsman, Jay Katz, had worked for the Center for many years prior to his retirement. He received a courtesy call from the Center advising that "Mary" had been transferred from a hospital where she was being treated for

pneumonia to St. Francis Pavilion, a nursing home in Daly City.

Jay and our Program Manager, Judith, immediately went to St. Francis to check on Mary. Mary had been placed on hospice receiving comfort care only (no food or water). She had failed to pass a swallowing test. Though not capable of verbal communication, Mary was well able to communicate her feelings. She was very happy to see Jay. Michelle, a member of the staff from the Pomeroy Center and who was very familiar to Jay was with Mary at the time. Judith from OSSMC was concerned about Mary's care and suggested that a swallowing evaluation should be re-done, as she felt Mary was capable of eating. Supported by Michelle from the Pomeroy Center, who had been providing care to Mary at the Pomeroy Center and had been feeding her

for 20 years, permission was sought from Mary's conservator for a second swallowing evaluation and was granted.

The retesting was done immediately and Michelle from the Pomeroy Center was able to be present, giving guidance on how she had been able to feed Mary. Mary passed the test, and thanks to the quick action and strong advocacy of our ombudsman, Mary was then permitted to consume honey, thick liquids and pureed food. She immediately ate a bowl of pudding and loved it.

Over the course of the next 24 hours many staff from the Pomeroy Center dropped by to visit with Mary. She was surrounded by music and laughter from this warm and loving community of people including our very own field ombudsman, Jay. St. Francis staff were so open to learn from this skilled group of people who so intimately knew their client. They were soaking up knowledge on how to tailor their services to meet the very special, individualized needs of this new client of theirs.

Twenty-four hours after the swallowing evaluation, Mary passed away very peacefully, totally encircled by people she knew and loved. We are glad to have had an opportunity to advocate for Mary and to have had such a positive impact on her final hours.

Ombudsman Services of
San Mateo County, Inc.



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 featuring
the Dave Crimmen Band!



Dave Crimmen is a veteran West Coast performer. Dave has written songs that have been used in major motion pictures including "The Game" starring Michael Douglas and Sean Penn. Dave has also had his songs placed in network T.V. shows like "Cold Case"(CBS) , "Dateline"(NBC) and "Melrose Place" (Fox).

Bill Haley's Original Comets have recorded a song on their current CD that was written just for them by Dave. Dave's current Album/CD "Big Daddy D" features the Jordanares on two tracks. They sang back-up for Elvis Presley & Ricky Nelson among others.

Dave's three solo albums/CDs have all gone Top-10 at College Radio on the C.M.J. NATIONAL Charts.

Dave's main musical influences are Elvis Presley and Little Richard. Dave has shared the stage with such stars as Elvin Bishop, Greg Allman, James Cotton & Coco Taylor.

Our live auction will feature an opportunity to bid on 6 days/6 nights African Safari at Zulu Nyala Heritage Safari Lodge in South Africa (airfare not included). Other vacation packages will also be available at auction. Our silent auction will include jewelry, art work, shopping and restaurant gift certificates.



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 or 650-780-7249 to let us know how you can help.

Date: Tuesday, May 10, 2016
Time: 8:00 am - 4:00 pm

Location: Crowne Plaza Hotel, 1221 Chess Drive, Foster City

Tailored to health care professionals, researchers and clinicians present the latest research in the biological, social, psychological, and cultural aspects of aging and dementia with particular emphasis on practical applications to clinical practice. Continuing Education Units available.

Featuring:

- Cognitive aging and dementia: risk reduction strategies
- Promising New Pharmaceutical Interventions
- Sexuality & Dementia
- A new model of medication safety and management in patients with dementia
- Empowering Dementia Caregivers Through Building Capacity for Positive Gains

For registration information, please contact Sherine Elamad, sherineelamad@ossmc.org or 650-780-5705

Acknowledgements

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\$10,000-24,999

The Callison Fdn.

\$1,000-\$9,999

Atkinson Foundation

Cotchett, Pitre &

McCarthy

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Perry

Paul & Lolly Pineda

J.H. Robbins Fdn.

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Jim & Marsha Condon

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Richard Fimmel

Tippy Irwin

Diana Koin

Monika Lee

Craig McCulloh

Robert Montevaldo

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Sally Snell

James & Nina Snider

Stephen Spencer

Patricia Stratigos

David Vallarga

John Wisnieff



Board Spotlights



DENIS FAMA

Denis has more than 15 years experience as a college instructor and nonprofit consultant. He received a Masters Degree in Nonprofit Management from the University of San Francisco and a Bachelor's Degree in History from San Francisco State College. He currently teaches with Notre Dame de Namur University (Belmont) and John F. Kennedy University (Pleasant Hill). His fields are Management, Human Resources, Labor Relations, Conflict Resolution and Employment Law. He consults with many small community nonprofits and provides pro bono services in human resources, strategic planning, board development, and fundraising. Denis has served on the Millbrae Planning Commission and is currently a Millbrae Elementary School Board Trustee. He also serves on a number of nonprofit Boards, including Ombudsmen Services of San Mateo County and Mid-entia Boys and Girls Club. He is an advisor to the Millbrae Education Foundation, and the Millbrae Community Foundation. He was the recipient of the Mayor's 2010 Diversity Award for community service and has also been inducted into the Peninsula Basketball Officials Hall of Fame. In 2014, he was honored as the Millbrae Man of the Year and was recognized as the 2015 Educator of the Year by the Millbrae Lions Club. Each week, Denis visits patients at Peninsula Hospital as part of the Chaplaincy Program, where he meets and visits with many older folks. He is grateful to be on this board and extend his ability to assist Seniors in the community.



DAVE TATE

David Tate is a litigation attorney and also a certified public accountant in California (inactive). Dave's litigation practice emphasizes civil, business, real estate, professional liability trust, estate, conservatorship, power of attorney, and elder and dependent adult abuse and care litigation, and contentious administrations. Dave also advises clients about their professional responsibilities and liability. Dave has represented many clients in actions against nursing homes for improper care, including wrongful death, and handles many cases involving financial elder abuse, undue influence, lack of mental capacity, theft and fraud. Dave is a long-time resident of San Mateo County, and attended elementary school and high school in San Mateo County. Dave is currently a member of the San Mateo County Bar Association Estate Planning Section Executive Committee. He is married and they have four adult sons.