



161 ← **Cases Opened**

Cases closed → **136**

2 ← **New Volunteers Certified**

Volunteers in Training → **2**

552 ← **Hours Donated by Volunteers**

Top Five Complaint Topics

1. Appropriate Care (care plan, hygiene, accidental falls)
2. Activities and Social Services
3. Abuse (physical, sexual, verbal, financial, neglect, resident to resident)
4. Systems (family conflict, guardianship, SSI/VA Benefits)
5. Financial Issues(not exploitations or abuse)

Upcoming Events

Alzheimer's Association: Circle of Care
Saturday, November 8, 2014
visit the events page at www.ossmc.org to learn more

Catch us at Seniors on the Move
Tuesday, October 28, 2014



17

Skilled Nursing
Facilities visited



185

Residential Care
Facilities for the
Elderly visited



70

Consultations
Provided



14

Hours of Community
Education