



OMBUDSMAN SERVICES
OF SAN MATEO COUNTY INC
ADVOCATE. EDUCATE. EMPOWER.

711 NEVADA STREET
REDWOOD CITY, CA 94061
650-780-5707

December 2017

*60% of the residents for whom we
advocate have no family members
to represent them*

Dear Friend,

I want to thank you for contributing to OSSMC Services and ask that you continue to partner with us by making a financial gift. When you support the Ombudsman Services of San Mateo County, **you are supporting advocacy that saves lives.**

An ombudsman recently encountered a facility with temperatures reaching 90° and the ceiling fan not operating to reduce costs. With five residents in the living room, the ombudsmen stressed the importance of keeping the residents well hydrated and cool. She insisted that the fans be turned on. The sixth resident, who is morbidly obese, was lying on her bed, totally exhausted, barely able to speak with labored breathing. Her skin was cold and clammy to the touch. The ombudsman immediately requested the facility call 911 and the resident was admitted to the hospital under respiratory distress. **The intervention of the ombudsman was probably the key factor in averting the potential death of this client.** Whenever the weather heats up, an ombudsman visits this facility to ensure fans are operating and that all is well with the residents.

We serve 9,560 clients in 573 facilities throughout San Mateo County and make over 4,500 unscheduled visits a year to monitor the quality of care and life. If residents have needs or problems, we advocate for them. Ombudsmen identify, investigate and resolve complaints of abuse and neglect. This is particularly important for the 60% of residents without family members who can observe care and report problems on their behalf.

By contributing to Ombudsman Services, you are supporting field ombudsmen who meet regularly with residents and are often the first line of defense. You are helping Kirsten Irgens-Moller, MSW, Field Coordinator for the North County Ombudsman Services. You are assisting our 50 state-certified field ombudsmen create immediate and positive change.

There is much to more do and I ask that you make your financial gift today. Help us advocate for those living in long-term care facilities and have no voice.

Thank you for supporting Ombudsman Services of San Mateo County, Inc.

Best wishes for a joyous holiday season and a happy and healthy new year.

Bernadette Mellott
Bernadette Mellott MPA
Executive Director