



From the Desk of the Director



Is it just my perception, or are the days truly spinning by at the speed of light? There are never enough hours in any given day to complete the tasks at hand. Perhaps it is a sign of getting older?

As I write this, we are in a flurry of activity with much on our plate, all of it quite time consuming:

- Upcoming fundraiser event (see flyer enclosed)
- Legislative session with bills to support (and oppose)
- Request through the Budget Subcommittee for reinstatement of state funding for local ombudsman programs

But we can never allow ourselves to become too engaged in these peripheral events and lose sight of the residents we serve. We are including in this publication a story of disempowerment that reads more like a case from a mental institution in the 1800's. Even though I work in this field, I cannot become inured to such social injustice. In the words of Martin Luther King, "Our lives begin to end the day we become silent about things that matter." Our client had been stripped of her humanity, and unable to take action on her own behalf and was totally in the power of those who did not have her best interests at heart. We are so very grateful to all of you who support this program in one way or another so we can intervene to set things right – or at least move in the direction of making them right.

Tippy Jewin

Resident Disempowerment

This is a case of disempowerment of a resident with potential serious consequences. "Mary" came to the nursing home for rehabilitation after a brief hospital stay to treat atrial fibrillation. She had been living independently in a senior housing complex. Within three months of arriving at the facility, Mary no longer knew who or where she was. She did not recognize her friends, did not know her name and could not hold a coherent conversation.

The facility, wanting to stop her constant stream of complaints, had drugged her to keep her quiet. Of course, that is not what they put in the records where we found reference to depression and anxiety. The facility had failed to get the client's written consent to be given these dangerous drugs, they had mismanaged the medication, sometimes giving double doses, sometimes omitting the doses. Struggling with a licensing body that failed to verify the complaints, we appealed (twice) and finally sought help from other agencies including the state's Department of Health Care Services, the federal Center For Medicare and MediCal Services, and the State Department of Justice. Six months after we submitted our complaint, which means nine months after this woman arrived at the facility, we finally received notification from the licensing body that they had indeed verified all our complaints and had added a few more of their own.

Our client, with the help of Health Plan San Mateo has been transferred to a small 6-bed facility and we have submitted a request for her conservatorship. We are waiting to see whether or not she will return to baseline after being on a cocktail of not one... not two... not three... but four antipsychotic drugs for such an extended period of time, drugs which are so dangerous they carry black box warnings and require client consent to administer. We are closely monitoring Mary as she comes out of her fog and begins to reengage with life.

OSSMC Board of Directors

Bob Perez, President
Monika Lee, Secretary
Bob Montevaldo, Treasurer

Laura Callagy
Denis Fama
Diana Koin, M.D.
Chet Lexvold
Sharmin Nabl
Joy Robinson
Cindy Safe
Dave Tate

2016 Volunteer and Community Celebration

Ombudsman Services of San Mateo County's Annual Volunteer recognition event was held on February 25, 2016. We were thrilled to celebrate the accomplishments of our more than 40 volunteer field ombudsmen, "Ombuddy" auxiliary members, and board members. We truly appreciate the significant amount of time, compassion, and energy that is involved with volunteering for OSSMC. The following milestones were recognized at the event:

2 years: Randy Hooper, Terry Mathis, Mitch Reitman, Carol Tabak
5 years: Ann Dreyfus, Carol Gilbert, Sheri Ross

The Richard Rampton Award for our volunteer of the year in 2016 was awarded to Ann Dreyfus, who has worked in the program for more than five years. Ann's intelligence, commitment, and integrity enabled us to move her to cover a particularly difficult nursing home. In addition to her other assignments, she visited this facility several times a week, following up on serious concerns she had for her clients, returning over and over again until she could bring a situation to resolution. Ann has risen to the challenges presented to her and has resolved difficult issues ranging from mismanagement of medications to falsification of the records, and inappropriate use of antipsychotic drugs. Ann is a constant advocate to improve the quality of care and the quality of life of the residents she has served.



The Distinguished Service Award for 2016 went to the Central County Fire Department for their role in bringing order to the aftermath of the fire and the evacuation of Burlingame Long Term Care Facility. Central County Fire was represented by Millbrae, South City and Burlingame who all had people on the ground. They worked with staff to triage which residents should be transferred first, and brought reassurance to those still waiting. Central Command issued instructions to the ambulances and buses on which residents should go and where the residents were to be taken. By the end of the day a calmness and order prevailed.

The Nancy Cronin Award is given annually to an individual who has worked behind the scenes to support the ombudsman program. This year's recipient was Bob Montevaldo who has served as treasurer of the board of directors since 2007. Bob has worked tirelessly with us to develop policies and procedures regarding the fiscal needs of the agency, and to oversee our investment fund. He has been with us in a time of growth and consolidation when most ombudsman programs across the state were shrinking and cutting back on services.





Dick Gregory, D.D.S. recently presented a training session to our volunteer field ombudsmen about oral hygiene in residential care facilities and the work of Apple Tree Dental to bring dental services to the bedside of residents in nursing homes and residential care facilities.

Nine Month (July - March) Impact

Activity	Annual Goal FY 2015-16	Third Quarter (Jan-Mar)	Year to Date (July- March)
Number of Facility Visits Made	4,750	1,318	2,377
Percent of Facility Coverage Plan Achieved	80%	90%	90%
Number of Complaints Investigated	1,500	430	755
Percent of Complaints Resolved to the Satisfaction of the Residents	90%	94%	95%
# of Volunteer Ombudsmen	40		38
Volunteer Hours Donated	5,000	1,909	3,949
# of Facility In-Service Trainings Provided	25	7	12
# Consultations with Facility Staff	150	121	191
# of Community Education Events	30	14	24
# of Consultations with Individuals	350	107	181

Welcome New Ombudsmen

Eight volunteer ombudsmen completed training and are in process of completing their field internship this Spring.



Pictured Above From Left to Right: Charlotte Petri, Ed Messinger, Barbara Kaplan, Amelia Yee, Maryellen Langley



Carol Farrell



Kathryn Kearney



Stan Mackewicz

SENIORS ON THE SQUARE

Friday, June 17, 2016 10 AM- 1 PM
Courthouse Square, Redwood City

In Recognition of World Elder Abuse Awareness Day (WEAAD)



Seniors On The Square 2015

The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect. Join us for discussion, food, and music in the Square.

Ombudsman Services of San Mateo County



cordially invites you to the



Annual Young At Heart Gala Fundraiser

Saturday, June 4, 2016 • 6 PM to 11 PM

Sparky's Hot Rod Garage, 975 Industrial Road, Suite A, San Carlos

*Enjoy dinner and dancing to 50's music with the Dave Crimmen Band
Live and Silent Auction • Suggested Attire: 50's Style*

*Early Bird Tickets purchased before May 10 ~ \$125. After May 10 ~ \$150
To purchase tickets or for more information, contact Mitch Reitman, Director of Development,
650-780-7249 or mitchreitman@ossmc.org.*

Ombudsman Services of San Mateo County, Inc. • 711 Nevada Street, Redwood City, CA 94061

www.ossmc.org • 650-780-5707

Ombudsman Services of
San Mateo County Inc.



Ombudsman Services of San Mateo County invites you to

hop back to the 50's



YOU ARE INVITED TO OUR NEXT VOLUNTEER INFORMATION SESSION: MAY 18

Ombudsman Services of San Mateo County, Inc. would like to invite you to attend our next Volunteer Information Session on Wednesday, May 18, 2016, from 7:00 pm to 8:30 pm. This session will give you more information about our volunteer program, how you can get involved, and give you a chance to ask any questions you may have.

It will be held at our Ombudsman Services office: 711 Nevada Street, Conference Room 20, Redwood City.

If you are interested in attending, please RSVP via phone or email to Sherine Elamad, Volunteer Coordinator at 650-780-5705 or Sherineelamad@ossmc.org. If you have any questions or concerns, please don't hesitate to contact Sherine Elamad, Volunteer Coordinator by phone or email.

Acknowledgements

Ombudsman Services of San Mateo County, Inc wishes to thank the following funders and donors who contributed from February 13 to April 30. If there are any omissions or errors, we sincerely apologize and ask that you contact us.

\$1,000 and Above
Boston Private Bank
Law Offices of Fox, Shjeflo, Hartley & Babu
Mission Hospice & Home Care
Touchpoint Foundation

\$500-999
Congregational Church of San Mateo

\$250-499
Rich Garbarino
Home Safety Services
Lou Matagrano
Sequoia Healthcare District

\$1-249
Ron & Sandy Albers
Victor Bennight
California Advocates for Nursing Home Reform
Ada Cayabyab
April & Grant Cherrington
Elise Clowes
Paul Constantino
Barbara & Dan Freeman
Chris Kenny
Elizabeth Landsverk, M.D.
Julianne Mooney
Louise & Richard Nelson
Siv Nickerson
Joanne Tin
Patty Vorsatz





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

711 Nevada Street
Redwood City, CA 94061

PRSR STD
US Postage
PAID
Burlingame, CA
Permit NO. 63

Board Spotlights



Chet Lexvold, Esq. is a licensed attorney, currently working as a Research Consultant for LexisNexis. Previously, Chet was in private practice and also was a judicial law clerk, where he gained experience serving as a Guardian and Conservator for elderly citizens and worked on a wide variety of cases, including child protection, criminal cases, and civil litigation. Chet's professional and personal experiences with elder care prompted him to volunteer for Ombudsman Services of San Mateo County. Chet enjoys continuously learning and staying active, particularly hiking the beautiful trails in the San Francisco Bay Area.

Sharmin Nabi, Esq. earned her Bachelor of Science from the University of Wisconsin-Madison and her Juris Doctor from Hamline University School of Law. In law school, Sharmin earned certifications in both health law and health care compliance. Sharmin is a licensed attorney and relocated to California in 2013 to serve as a Privacy Officer for a region of hospitals in the Bay area. Sharmin has held various compliance and privacy roles in large health care organizations. Sharmin is experienced at implementing compliance programs, managing patient complaints and privacy investigations. Sharmin's coursework in elder law and her personal experience with family members in nursing homes helped prompt Sharmin to become involved with the Ombudsman Services of San Mateo County. Sharmin enjoys staying physically active, exploring California with her husband, visiting family and friends in the Midwest, and learning new things.

