



December 2014

96



Cases Opened

Cases closed



114

1



Community Service Events

Volunteers in Training



1

354



Hours Donated by Volunteers

Top Five Complaint Topics

1. Care Plan/Resident Assesment: Failure to follow or make plan with physician
2. Resident Conflict
3. Discharge/Eviction
4. Physical Abuse
5. Activities/Social Services

Upcoming Events

- Alive Inside Screening - January 29th at 1pm at the Veterans Memorial Senior Center**
- SV Gives - May 5, 2015 - Make an online gift on this day and it may be matched. Details to come.**



17

Skilled Nursing Facilities visited



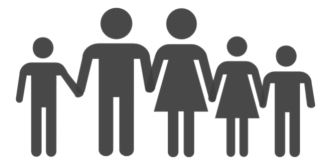
199

Residential Care Facilities for the Elderly visited



73

Consultations Provided



1

Hours of Community Education