



November 2014

77



Cases Opened

Cases closed



87

4



Community Service Events

Volunteers in Training



2

368



Hours Donated by Volunteers

Top Five Complaint Topics

1. Resident Conflict
2. Care Plan/Resident Assessment: Failure to follow or make plan with physician
3. Accidental Injury of unknown origins
4. Discharge/Eviction
5. Verbal Abuse

Upcoming Events

Alive Inside Screening - January 29th at 1pm at the Veterans Memorial Senior Center

Senior Showcase Senior Health and Wellness Fair January 29th 9am-1pm Millbrae Recreation Center, 477 Lincoln Circle. Millbrae



17

Skilled Nursing Facilities visited



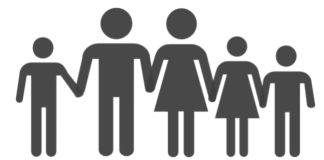
223

Residential Care Facilities for the Elderly visited



23

Consultations Provided



10

Hours of Community Education