

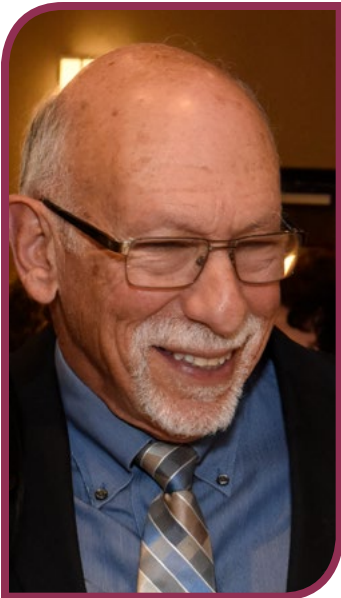
THE RESIDENTS' ADVOCATE

The Newsletter of Ombudsman Services of San Mateo County



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

FALL 2019



JAY KATZ HONORED *as OSSMC Volunteer of the Year*

Jay Katz was honored with the 2019 Richard Rampton Volunteer of the Year Award at OSSMC's 2nd Annual Volunteer Recognition Luncheon in April at the Crowne Plaza Hotel in Foster City. The award is given in honor of the late Richard "Dick" Rampton to a field ombudsman who like him, was a tireless advocate for long-term care residents.

Additional awards were given for years of service, continued support, and for distinguished service (*see related story below*).

Jay, an El Granada resident and social worker, is one of OSSMC's 40 trained ombudsmen. These volunteers visit San Mateo County's 462 long-term care facilities to investigate complaints that could be

physical, sexual or financial abuse and involve facility workers or the family of residents.

"Jay is amazing," said Kirsten Irgens-Moller, OSSMC program manager. "He has a wealth of experience and he's just so caring and nurturing. He always goes the extra mile."

Jay's experience includes serving as a recreation leader and social worker for the Pomeroy Recreation and Rehabilitation Center in San Francisco. He has a master's degree in social work from San Francisco State University.

"I represent all the people who volunteer here," Jay said about the award. "I don't think I do anything special."

He added that he understands the challenges staff of long-term care facilities face and the important role they may play in the lives of residents.

(Excerpts from April 3, 2019 Half Moon Bay Review story by Clay Lambert)



Four OSSMC volunteers were inducted into the Judith Guilfoyle Honor Society by Judith (l. to r.): Nicki Manski, Michele Fraumeni, Nancy Cronin and Ronald Pass.

Volunteers Recognized

Four volunteers were inducted into the Judith Guilfoyle Honor Society for their many years of service to OSSMC at the 2nd Annual Volunteer Luncheon. The award honors Guilfoyle who was an OSSMC staff member for 27 years.

Honored were: Ronald Pass, 17 years; Michele Fraumeni, 15 years, Nick Manske, 17 years, and Nancy Cronin, 25 years.

Receiving the Nancy Cronin Guiding Force Award was Vic Lee (*see related story on page 2*). The award goes to an individual who exemplifies the spirit of Nancy Cronin, acting as a guiding force and working tirelessly in support of the work of OSSMC.

The 2019 Distinguished Service Award was presented to Paul Buchanan. He has been a social worker in San Mateo County for 33 years, 25 of those years with Aging and Adult Services. He also has provided training about elder abuse, and focused on counseling and case management for older adults while in private practice for 10 years.

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BOARD PRESIDENT WELCOMES NEW BOARD MEMBERS

-Denis Fama

We are excited to welcome two new members to our Board of Directors - Vic Lee and Mitchell Bailey (see related story below).

We also said goodbye and thanks to Laura Callagy, a valued colleague who recently resigned.

This summer we had our annual retreat where we reviewed and revised our goals from 2018. Our committees have

been restructured, and we will continue to work toward our goals for increasing community visibility for OSSMC, implementing marketing and fund-raising plans, board development, and strengthening advocacy opportunities.

I am very proud of our organization, its leadership, staff and volunteers. I am especially honored to lead our Board, a dedicated and professional team of volunteers who are totally engaged with our mission. OSSMC continues to make a difference in our community.

TWO AREA LEADERS JOIN OSSMC BOARD

Vic Lee, an award-winning reporter for ABC7 News and Master of Ceremonies at OSSMC's Volunteer Luncheon, and Mitchell Bailey, Vice Chancellor and Chief of Staff at the San Mateo County Community College District, have joined the OSSMC Board of Trustees.



Vic Lee

Vic grew up in Tokyo, Japan. He attended San Jose State University, where he was Student Body President in 1968. Vic interned at the *New York Times*, then worked at United Press International in Portland, Tokyo and Los Angeles.

He later joined KRON-TV/NBC, traveling extensively in Asia to report on business, education and

social issues. After 32 years there, Vic joined KGO TV/ABC7 News in 2006.

He has received numerous Emmys and other awards, including the New York Film Festival Gold Award for best documentary and the George Polk Award of Journalism for best local TV reporting.

"My mission as a journalist for nearly five decades, has always been to make a difference through my stories," Vic said. "I hope I can do the same as a board member for OSSMC by making a difference in the lives of our long-term care residents."



Mitchell Bailey

"I am proud to have been invited to join the board of this amazing and important organization, because I am a firm believer that no matter where we are in life, everyone needs an advocate," Mitchell said. "The OSSMC is the voice for those who are often marginalized and overlooked in our local residential care facilities."

Since 2016, Mitchell has served as a senior administrator at the Community College District, where he leads a number of strategic internal and external operations for the District.

Previously, he served for over five years as Chief of Staff and Assistant to the President at Sinclair Community College in Dayton, Ohio. He has also worked in government operations at the Ohio Department of Administrative Services, leading several government-wide initiatives for the Governor's Office.

Locally, Mitchell is involved in various community and professional activities, including serving on the San Mateo Chamber of Commerce Board of Directors and as the District's representative to the Silicon Valley Leadership Group. He is also a graduate of the Redwood City San Mateo County Chamber Leadership program.

In 2015, Mitchell was named as one of the "Forty Under 40" business and community leaders by the *Dayton Business Journal*.

LONG-TERM CARE RESIDENTS Receive Knitted Blankets

For Diane Lewis, Alice's Embrace is a labor of love in honor of her late mother Alice Figueira who suffered from Alzheimer's disease and died in 2011.

Shortly after Alice was diagnosed with the disease, daughter Diane knitted her a soft green blanket that she would use in her assisted living apartment and later in the memory care unit.

"I often found the blanket draped over her lap while she was relaxing in her rocking chair," Diane said.

"Mom would intertwine her fingers through the stitches, and that's when I realized it had a soothing effect on her."

A few years later, Diane began knitting prayer shawls, lap blankets and full-size blankets for a daycare facility in Indiana. She wanted to bring her idea closer to home in California and launched a website for Alice's Embrace.

Others quickly began to knit or crochet items for those suffering from



Alice's Embrace founder Diane Lewis (right) and her sister Betsy Figueira (left), bring 13 homemade blankets for OSSMC's residents living with Alzheimer's.

Alzheimer's disease, and now hundreds of people from around the world donate their time to make something special for someone they don't even know. Some of those people knitted the blankets recently donated to OSSMC for 13 Alzheimer

patients at San Mateo County's long-term care facilities.

"The whole concept behind Alice's Embrace is comforting the recipient, but the item's creator also receives joy knowing that their homemade gift is going to someone so deserving," Diane said.

Donors make lap blankets and prayer shawls following the 52 stitch patterns shown on the website. Each is named after a unique story about Alice.

A team of four to six people deliver these bright, warm and vibrantly colored gifts to memory care communities. Oftentimes, the resident gets to choose the one he or she likes, and his or her name is then written on the Alice's Embrace label.

If you would like to participate in Alice's Embrace, visit their website at www.alicesembrace.org



VICKI CORMACK Joins OSSMC Staff

Vicki Cormack is OSSMC's new Regional Supervisor for the Central County, overseeing 8 to 10 volunteer ombudsmen who serve as advocates for residents in long-term care facilities in San Mateo County. She replaced Sheri Ross, who held the position for the past 10 years.

In her role, Vicki ensures that complaints from facilities within her geographic area of responsibility are investigated appropriately. As a certified ombudsmen herself, she also provides in-service training on elder abuse and elder care.

Vicki has more than 15 years of experience in the gerontology field, having managed volunteers at Peninsula Volunteers, Inc. (Rosener House and Meals on Wheels) and at the Minor Home Repair Program. She also has worked as a community organizer and journalist.

Vicki received her Master's degree in Gerontology and a minor in Journalism from San Francisco State University. For more than 20 years, she has lived on the coast, and enjoys photographing nature, traveling, and jewelry design.

"I look forward to sharing my experience and love of working with those 60 and better, their families and our communities," Vicki said.

Sequoia Strong

Check out Sequoia Strong (formerly 70 Strong), a free personal resource guide to healthy living for all ages, at www.sequoiastrong.org.

The user-friendly directory will help you find activities and services in southern San Mateo County. You can choose a category and the website will do the rest!

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Volunteers Needed

Ombudsmen volunteers are always in need to serve as advocates for the more than 9,000 residents in long-term care facilities in San Mateo County.

If you are interested in becoming a field ombudsmen volunteer, call us at 650-780-5705 or go to our website to learn more at www.ossmc.org.

THANK YOU

to this year's volunteer luncheon sponsors

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