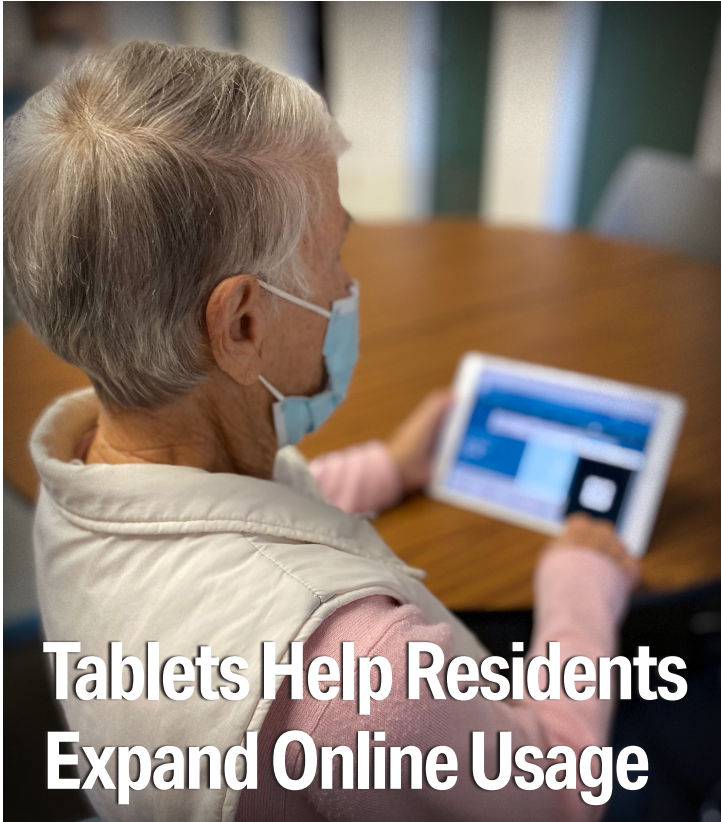


ANNUAL REPORT 2021



OMBUDSMAN
ADVOCATES FOR QUALITY OF LIFE IN RESIDENTIAL CARE



Tablets Help Residents Expand Online Usage

Amidst the pandemic, OSSMC launched a pilot program that has allowed residents to talk with their families, make doctor appointments, listen to music, play games, and even attend church service online.

Using CARES funds, private donations and partnering with AnewVista Community Services, OSSMC has deployed 58 tablets to residents at 27 assisted-living facilities in San Mateo County. Initially the tablets made it easier for volunteer ombudsmen to virtually visit facilities during the pandemic shutdown, however, the residents' lives continue to be enlightened by having their own tablet and internet access.

Tablet usage has grown from a couple of days a week to daily use by many residents, and is currently being used for video medical visits, multi-lingual television, watching movies on YouTube, listening to music, virtually attending church services, and participating in family zoom calls. Additionally, the devices have provided staff with another outlet for care and entertainment with their residents, as they play games or sing karaoke in their native languages.

AnewVista continues to provide engagement activities to keep users exploring their tablets until it becomes part of their daily routine. OSSMC hopes to expand its pilot program so that more low-income residents can join the digital world.

Residents Benefit from Personalized Musical Playlists

This past year, OSSMC expanded its Music and Me program for dementia patients, purchasing 50 additional iPods and personalized playlists through support from the Safeway Foundation and the CARES Act.

The initial program, which was launched in 2015 at five skilled nursing facilities, is an integral tool for person-centered care. Through the program, staff are trained to provide personalized playlists that enable those struggling with Alzheimer's disease, dementia, and other cognitive and physical challenges to reconnect with the world through music-triggered memories. The personalized music calms them down when they listen to it.

"During the Covid crisis, we decided to focus on residents from eight different facilities who could benefit from the Music and Me program" OSSMC Executive Director Bernie Mellott said. "We centralized the music library and provided MP-3 players and playlists for select residents, while continuing to work with the Music and Me program. This year our goal is to place 100 iPods for music with residents."

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Message from Mitchell Bailey

OSSMC Board President

To say that the last two years confronting the health, economic, social, political and personal issues presented by the global pandemic has been challenging would not do justice to the complexity of the situation or the heroics of those who have responded.

Throughout the pandemic, our dedicated staff and amazing volunteers have not missed a beat and have spent every day working to ensure the best quality of care for those in the residential care facilities we monitor. This small but mighty team has put others above themselves and continue to find new and innovative ways to serve our clients in the face of ever-changing health regulations and institutional COVID protocols.

The OSSMC Board of Directors is proud of our staff and volunteers and is committed to working with our stakeholders to continue to be advocates and support the important work of our organization. The pandemic has further highlighted the equity gap in so many segments of our community and OSSMC is working to bridge those gaps to ensure that every resident has a safe and comfortable place to live.

The Board continues to support programming such as Music and Me and advocacy for those residents facing financial difficulties that would leave them without the care and support they need. In 2022 and beyond, we will continue to support the expansion of programs and opportunities for residents and families.

The OSSMC Board of Directors also appreciates the continued funding from federal, state, and local governments, in particular San Mateo County, and the support we receive from local organizations, businesses, foundations, and individuals who contribute to our services. It is through their generosity and support that our staff and volunteers can put our mission into action each day.

While the last few years have been challenging, not only for OSSMC but also for our community, state and nation, there is reason for optimism and hope. We look forward to working with our supporters and champions to bring greater attention to the quality of life of our friends and neighbors in residential care facilities and giving residents a voice in their care.



Government
Funding 62%

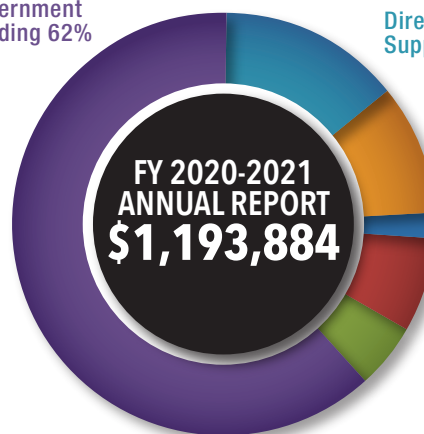
Direct Public
Support 14%

Investment/Other
Income 10%

Business
Funding 2%

Foundation
Funding 7%

In-Kind 5%



Volunteers Needed

Ombudsmen volunteers are needed to serve as advocates for residents in long-term and other licensed-care facilities.

The 36 hours of training consist of in-person classroom, reading and observation. Zoom training is also available. Training is offered four times a year. Ombudsmen trainees also participate in a minimum of 12 hours of field visit observations with a mentor before being certified.

The curriculum consists of the history of the Ombudsmen Program; the aging process; long-term care facilities; residents' rights; elder abuse; and core principles of complaint handling, including problem-solving investigations and resolutions.

For more information, please contact Volunteer Coordinator Patty Hovik at pattyhovik@ossmc.org, call 650-780-5707 or visit www.ossmc.org.

Grants Received FY20/21

Atkinson Foundation
CDBG-San Mateo
CDBG-South San Francisco
City of Burlingame
City of Foster City
Palo Alto Community Fund
Peninsula Health Care District
Safeway Foundation
San Bruno Community Foundation
Sequoia Health Care District
SMCU Community Fund (*San Mateo Strong*)
TouchPoint Foundation
Town of Colma
Woodlawn Foundation

Annual Luncheon Honors Volunteers with Special Awards



Diane Leeds, Volunteer of the Year Award recipient.

At OSSMC's Annual Volunteer Luncheon in April, three awards were presented to individuals for their outstanding service as partners in furthering OSSMC's mission and goals.

The Volunteer of the Year Award was presented to **Diana Leeds**. The Guiding Force Award honored OSSMC's Ombudsmen Team of **Kirsten Irgens-Moller, Nicki Manske, Betty Frayman Kori, Victoria Manske, Bill Rodenspiel** and **Alan Kornfield**. The 2021 Distinguished Service Award was given to **San Mateo County Superintendent David Canepa**.

The Volunteer of the Year Award is given to the ombudsmen who most closely embodies the spirit of tireless advocacy, dedication, caring, and professional and tenacious spirit. This year's recipient, Diana Leeds, has been an OSSMC ombudsmen since 2017.

She spent five years helping seniors and others prepare and submit their taxes as part of the AARP Foundation Tax-Aide Program. Since 2018, she has co-chaired San Mateo County's Voter Education and Outreach Advisory Committee.

Professionally, she has held a variety of marketing positions in the computer industry, including working at Hewlett-Packard for 20 years.

In 2020, she served as a member of San Mateo County's Complete County Committee, providing information about the importance of the 2020 census to residential facilities in the county.

The Guiding Force Award is given to those who exemplify acting as a guiding force, working tirelessly behind the scenes to support the work of OSSMC and the residents it serves. This year's recipients, the OSSMC's Ombudsmen Team, worked tirelessly in a year filled with unprecedented challenges due to the pandemic.

These six volunteers continued to provide advocacy and complaint resolution services for county residents in skilled-nursing and residential-care facilities through phone calls when they were prevented from entering long-term care facilities in 2020 and in-person visits once restrictions were lifted.

The Distinguished Service Award recognized Superintendent David Canepa for contributions that went above and beyond what would normally be expected in one's primary role in servicing the elderly and dependent adult communities.

Supervisor Canepa has been instrumental in advocating for the county's senior population. He also alerted the supervisors that many residents living in long-term care facilities are facing eviction, with no family or friends for financial assistance.

"Music and Me" continued from page 1.

Specifically, OSSMC grew the music library by adding more than 1,350 songs for a total of over 5,000 available songs. Additionally, administration and staff at participating facilities were provided with instruction from Music and Me on best practices, equipment usage and storage.

The music library now includes a variety of different musical preferences. Some additions to accommodate residents' musical tastes, include Cantonese opera, folk songs in Greek and Tagalog as well as new age music. The residents enjoy listening to songs that span decades and genres from the big band sound of the 1940s to hip hop and rhythm and blues from the 1990s and later.



Some personal stories include:

- One resident with ADHD who can become quite agitated, calms down when she listens to music. Another who speaks Russian also calms down when she listens to her favorite Beatles songs.
- Another resident who prefers listening to Mexican music sings along to favorite songs and is known to spontaneously get up and dance to the music.
- A blind resident in her 90s listens to old gospel songs, sways to the music, and sings along.

"Our overall aim is to provide this form of personalized therapeutic music as a standard of care for board and care, assisted living and memory care facilities throughout the county," Bernie said.



OMBUDSMAN

ADVOCATES FOR QUALITY OF LIFE IN RESIDENTIAL CARE

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Mission

The residents of long term care are often the most vulnerable in society. OSSMC works to assure the protection of these residents through advocacy, direct intervention and dedication in collaboration with service providers.

Vision

Vision for the Program:

As a strong, financially sustainable program, OSSMC is the vanguard for advocacy across the state, spearheading new developments and ideas in advocacy for the residents we serve.

Vision for The Community We Serve:

In addition to providing resident-centered care, the LTC facilities will become an extension of the community, offering a variety of intergenerational projects as well as opportunities to participate at various levels in ongoing community events.

Values

Our three key values are to cherish our ombudsmen, to fully and faithfully support our clients, and to positively work with all community stakeholders.

OSSMC Board Members

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Visit ossmc.org

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Note new address:

Ombudsman Services of San Mateo County, Inc.
1455 Madison Avenue, Redwood City, CA 94061