Save the dates

* Ombudsman Day at the Capitol in Salem: March 16, 2017
* Statewide training event in Wilsonville: May 4-5, 2017
Stay tuned!

Welcome new ombudsmen!

Since September, the following individuals have joined our volunteer ranks. Please join us in welcoming them:

- Sue McMahan 106
- Tanya Patzer 104
- John Hartman 104
- Tami Carter 102
- Barbara Lies 103
- Rod Irwin 103
- Mary Robert 103
- Dennis Douglas 103
- Sandy Aalquist 103
- Peta Corbett 104
- Jim Vanderford 101
- Judy Smith 102
- Arlene Gardner 103
- Meg Cassinelli 101

Milestones

Congratulations to these valued volunteers who celebrated their 10 year anniversaries during the months of September, October, and November:

- Ken Viegas 104
- Roberta Janssen 102
- Virginia Bloom 106

STAFF BIO

Ann Fade celebrates 20 years with the Oregon LTCO program

Ann Fade is the longest serving staff member of the Oregon Long-Term Care Ombudsman program, having celebrated her 20-year anniversary in October. Ann's incredible depth of knowledge about the LTCO program, including her historical perspective of the agency’s operations, are a critical component of both day-to-day operations and long-term vision and planning. She is generous with her expertise, which has made her the perfect candidate for the coordinator of training both for CO's and other staff in the office. And even after 20 years, Ann is incredibly passionate about protecting the rights of residents.

Before joining us, Ann obtained a Bachelor of Arts in history from the University of Oregon, a Bachelor of Science in nursing from the University of Rochester and a JD from the Yale Law School. Ann has worked as an oncology nurse at Mount Sinai Medical Center in New York City, as an associate at the law firm of Fierman, Hayes & Handler, and as the associate director of Programs at Choice in Dying, a nonprofit organization that invented the first living will. Every day she is able to apply both her extensive education and her varied experience to the issues facing long-term care residents.

And there is life outside of the LTCO as well. Ann loves her dogs, having recently adopted a whippet to join her Chihuahua. She’s an amazing cook, as anyone attending an LTCO potluck can attest, and she manages to make time here and there to attend to her plants.

Quote of the day

“Older people are vital, contributing members of our society. They work, volunteer, and raise young people. They hold our nation’s memory and are a deep repository of the rich traditions and cultures that make our nation diverse and vibrant. The abuse or neglect of any one of them diminishes all of us.”

~ Kathy Greenlee, Assistant Secretary for Aging
Success stories

- A local Adult Protective Services office called LTCO with concerns about a move-out notice that had been issued to a resident in Eastern Oregon. When the CO visited the resident, it was found that the resident had no idea that there had been a move-out notice issued and was quite upset to learn this had transpired without her knowledge. Upon further investigation, the CO discovered that the facility and the resident's daughter had decided that the care needs of the resident exceeded the facilities ability, but had further decided to not tell the resident of her impending eviction. Once the CO notified the administrator that the increasing level of care needed to be documented in her care plan and that proper Move-Out Notice procedures had not been followed, the move-out notice was rescinded.

- A Multnomah County CO noted that a young resident recovering from two strokes was having persistent problems with transportation. Twice a week, the resident desired to go to a day center to socialize and engage in recreation. However, the transportation company twice tried to pick up the resident at an address belonging to a family member of the resident that is located on the other side of town. On another occasion, transportation failed to pick the resident up to go to an appointment at OHSU that had been months in the making. Instead, they went to OHSU thinking they were supposed to be bringing the resident home. Although the Adult Foster Home provider was aware of the problem and trying to address it through the transportation company, it was not until the CO become involved and also involved the case manager that the issue was resolved. The resident has since made it to the day center as scheduled.

- Although a long-term care resident had previously spoken with the assigned CO about dissatisfaction with their son as guardian, they only recently allowed the CO to pursue the matter and speak with the son. The CO contacted the son/guardian and discussed his parent's desire for more personal control over their life, specifically in the form of access to funds. Although the son/guardian was sympathetic, he expressed to the CO that he had tried this in the past with poor results. When money was available, the resident would drink and when that happened, the resident would fall and often hurt themselves. In addition, this had led to evictions from prior facilities. The son did not know how to balance the desires of the resident with his desire to keep the resident safe. The CO was able to suggest a prepaid card that can only be used at certain types of stores and can have specific types of purchases restricted. The son was amenable to this and also agreed to file a letter written by his parent with the court when he submitted his annual guardianship report. Subsequent follow-up confirmed that the son honored both commitments.

- Upon arriving at a facility visit, a CO in Southern Oregon was told that a resident's electric scooter had been removed because the resident had run into a staff member. The CO immediately spoke in more depth with involved parties and it became clear that, although this was indeed the case, it had occurred in the course of the resident attempting to get away from the med aide who was not allowing the resident to refuse noncritical medication. In addition, the CO was informed that the scooter had been removed three weeks prior. In the ensuing time, the resident could not go to the dining room for meals, could not leave the facility, and could barely get to the bathroom. The facility had not yet given the resident a test to see if the scooter could be returned due to both the administrator and the nurse being gone from the residence and no one else being available to administer the test. Before the CO left that day, the resident had their scooter back.