

In 2011 more than 75 citizen volunteers completed 48 hours of training, shadowed experienced volunteers through the halls and rooms of assigned facilities, and became Certified Ombudsman Volunteers. Here are some stories describing how our 200 volunteers advocate for 43,000 residents in licensed long-term care facilities around the state.

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Greater Portland Metro Area

It took six months of persistence by the volunteer and a negative state survey, to turn around a chronic problem of urine smells and stains throughout an assisted living facility. The residents and their family members now have new carpet and a clean and odor-free environment.

Oregon Coast

A nursing facility resident in her 90s and suffering from severe arthritis could not open the sliding doors on the medicine cabinet in her room. The volunteer determined that a chest with large knobs would be much easier for the resident to open. The cabinet was replaced and the resident was able to access her care items unassisted.

Southern Oregon

A nursing facility resident was admitted to be stabilized so he could return to his private home. Due to lack of proper care planning, his Medicare approved skilled days were exceeded, resulting in a large co-pay for the resident. The volunteer negotiated a fair settlement with the family and the facility. The resident was relieved.

Greater Portland Metro Area

A case of verbal abuse was identified by our volunteer and reported to APS. The offender continued to harass the resident of this facility to the point that the resident was admitted to the hospital with a diagnosis of serious psychological stress. APS substantiated the abuse and the offending staffer was removed from the facility staff.

Eastern Oregon

A residential care facility resident on hospice was agitated and in pain but could not communicate exactly what was hurting. Consulting with the caregiver, it was determined that leg cramps were the problem. A lotion massage by the caregiver eased the cramping. Checking back, the volunteer found the resident sleeping comfortably.

Mid Willamette Valley

A nursing facility resident who had recently gone from a scooter to a wheelchair complained of lower back pains. The volunteer noticed that the resident was a large fellow and the chair was too narrow, placing pressure on his back from the metal supports. The administrator agreed and arranged for a wider chair that would better accommodate the gentleman's size. Pain over!

Greater Portland Metro Area

A resident with no living family was unhappy with her current living arrangements. The volunteer spent many hours advocating for her wish to move to a different facility. For this and other innovative assistance over several years, the guardian expressed appreciation of the volunteer in the resident's obituary.

Eastern Oregon

A resident of an assisted living facility was receiving her medications late--sometimes several hours late. The med aide was surly and told the resident she didn't need the meds as scheduled. The volunteer met with nursing staff and the administrator. The med aide was counseled and warned. The meds are now arriving on time.

