

Just as most “Baby Boomers” hope to age in place, so do LGBT elders. For some, fear of discrimination is a reality. Our Ombudsman Volunteers are trained to advocate for LGBT residents with the same passion and commitment we give to all long-term care residents. And our services are always free and confidential.



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### **Greater Portland Metro Area**

A resident had a scheduled visit to his doctor and transportation was to be arranged by the facility. When the transport did not arrive, the resident’s wife called the Volunteer. The Volunteer contacted the administrator immediately and alternative arrangements were made. This was much appreciated because, had the appointment been missed, it would have been several weeks before a new one could be secured.

### **Southern Oregon**

A rehabilitation resident in a nursing facility was told she was losing her Medicare benefits because she was no longer progressing. The Volunteer discovered that significant medical information had not been sent to the insurer. The decision was reversed. Much relieved, the resident continued to recover and was discharged to her home.

### **Eastern Oregon**

A veteran residing in a nursing facility was issued a wheelchair that was not properly fitted. After nearly falling out of the chair, a new one was requested, but “paperwork” delayed approval of the new chair. The Volunteer “rode herd” on the process and the veteran was pleased with his new appropriately sized chair.

### **Greater Portland Metro Area**

Adult foster home residents were complaining that the home was too cold. Most spent the day in blankets and outdoor clothes to keep warm. Working with the licenser, the Volunteer convinced the home owner to keep the thermostat set to at least 68 degrees. On a return visit, the home was warm and the residents were happy.

### **Oregon Coast**

A nursing facility resident couldn’t reach the overhead light cord by her bed. She had been asking for it to be lengthened. The Volunteer spoke with the engineer and the cord was fixed immediately.

### **Southern Oregon**

An adult foster home owner refused to take a resident back after a brief hospital stay because he needed a higher level of care. The home owner wanted to charge the resident a penalty for the short move-out notice and alleged damage to the room. The Volunteer investigated and convinced the owner to give the family a full refund. The family was very grateful.

### **Greater Portland Metro Area**

A residential care facility resident was missing a monthly check for personal funds from his guardian. The Volunteer made some inquiries and tracked down the missing money. The resident was pleased and relieved that it was no longer “lost in the mail”.

### **Mid Willamette Valley**

An assisted living facility resident was one of several who thought the food service was poor, the menu options limited and portion sizes too small. The volunteer attended a food meeting with the residents which helped make the problem a top priority with the chef and the administrator. One month later everyone is happy with the food.