

## Certified Ombudsman Volunteers

are official representatives of the Ombudsman Program. Volunteers attend an intensive training and work closely with staff to advocate for and protect the rights of residents in long-term care facilities.

Volunteers enjoy:

- *a flexible schedule,*
- *a meaningful, challenging role, and*
- *an opportunity to make a positive impact.*

To become a Certified Ombudsman Volunteer, apply if you are:

- *over 21 and can pass a background check,*
- *available at least 16 hours a month, including weekdays,*
- *can attend our five day training, scheduled locally if possible,*
- *can attend monthly local team meetings.*

For more information about volunteering with our program, call or visit:

**1-800-522-2602**

**[www.oregon.gov/LTCO](http://www.oregon.gov/LTCO)**

**[LTCO.contact@ltco.state.or.us](mailto:LTCO.contact@ltco.state.or.us)**

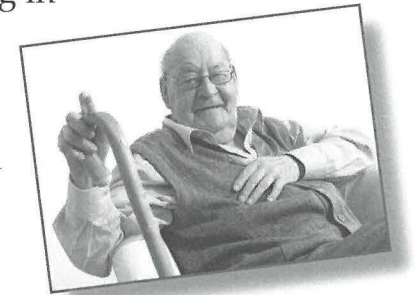


*2011 Winner, Governor's Volunteer Awards,  
Outstanding Statewide Volunteer Program*

# Long-Term Care Ombudsman

## *Reaching Out for Quality Care*

Oregon's citizens living in assisted living facilities, nursing homes, adult foster homes, and residential care facilities deserve quality care.



Residents should enjoy freedom from abuse and neglect, and the ability to make choices about their care.

## We are here to help!

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**O**ur mission is to enhance the quality of life, improve the level of care, protect residents' rights, and promote the dignity of residents living in Oregon's long-term care facilities. We address complaints made by or on behalf of the residents. Typical resident concerns include:

- *Poor quality of resident care, including inadequate personal hygiene and slow response to requests for assistance.*
- *Inappropriate use of restraints, both chemical and physical.*
- *Violations of residents' dignity.*
- *Abuse: physical, sexual, emotional and financial.*
- *Denial of resident autonomy and choice.*
- *Nutritional concerns, including cold food, no water and refusal to provide special diets.*
- *Financial exploitation, including inappropriate billing.*
- *Inadequate staffing.*
- *Inappropriate transfer of residents.*
- *Poor sanitation.*



All residents, family members, visitors, staff, and other concerned citizens are encouraged to contact us with their complaints and concerns. In facilities where there is no assigned Certified Ombudsman, please contact our office directly.

**All calls are confidential.**

**C**ertified Ombudsmen are volunteer advocates who provide a link between long-term care residents and the community. We inform residents and their families of their rights. We educate facility staff, as well as the community, about resident rights and care concerns. We objectively investigate all concerns and complaints brought to our attention, and seek solutions that best address residents' concerns.

The Ombudsman program is a state agency. Because we are independent, we are the only agency operating strictly on behalf of the residents without obligation to any facility providing care or any of the state agencies regulating those providers.

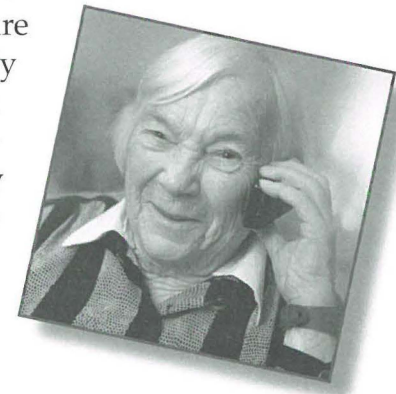
Certified Ombudsmen attempt to solve problems quickly within the facilities in order to best serve the residents. Where appropriate, we work closely with regulatory agencies to improve the system protecting the rights of residents.

For information about long-term care, or to report a concern or complaint about a licensed long-term care facility, call or visit:

**1-800-522-2602**

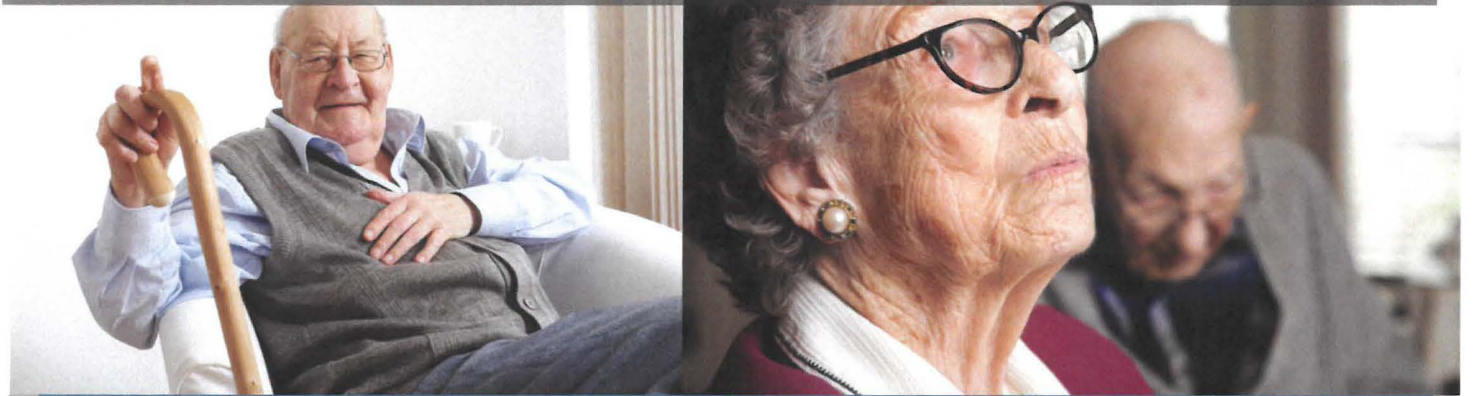
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Make a real difference for  
elders in your community.



Make an impact in your community. Certified Ombudsman Volunteers advocate for the rights and dignity of residents in long-term care. Volunteers set their own weekday hours, work independently and advocate for the resident, educate families and staff about resident rights, and resolve quality of care issues.

Find out more about this meaningful and important volunteer program and how you can volunteer. Visit our website or call today!

Oregon Long-Term Care  
Ombudsman

1-800-522-2602  
[www.oregon.gov/ltco](http://www.oregon.gov/ltco)

**Parsons, Susan**

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**From:** BARBARA SOWDER <barbara\_rob@msn.com>  
**Sent:** Wednesday, May 11, 2016 3:47 PM  
**To:** Parsons, Susan  
**Cc:** barbara\_rob@msn.com  
**Subject:** May 25 City Council - Communication Request

Hi Sue

I will be taking the second spot reserved by Mary Ann Schwab.

I am a volunteer with the Oregon Long-Term Care Ombudsman Office. We advocate for seniors who are in nursing homes, assisted living, residential care facilities and adult care homes. Using concerns voiced by residents, family members, sometimes staff and our own observations we work to make life better for seniors are in long-term care. Whether we are addressing food issues, move out notices, lack of staffing or a wide variety of other issues we always represent the resident and their wishes.

My contact information  
Barbara Sowder  
503 762 6235  
Barbara\_rob@msn.com

Thank you  
Sent from Samsung tablet.


Request of Barbara Sowder to address Council regarding advocating for seniors (Communication)

MAY 25 2016

PLACED ON FILE

Filed MAY 10 2016

**MARY HULL CABALLERO**  
Auditor of the City of Portland

By   
Deputy

| COMMISSIONERS VOTED<br>AS FOLLOWS: |      |      |
|------------------------------------|------|------|
|                                    | YEAS | NAYS |
| 1. Fritz                           |      |      |
| 2. Fish                            |      |      |
| 3. Saltzman                        |      |      |
| 4. Novick                          |      |      |
| Hales                              |      |      |