



Long Term Care Ombudsman Program

Founded on the principle that elderly persons who are unable to care for themselves are entitled to dependable and consistent care, our mission is to assure the highest quality of life and care possible for those elderly persons in long term care - most of whom are frail, vulnerable, and unable to

Ombudsman Volunteer comments:

"I want to thank you from the very depth of my being for having been given the opportunity to take the Ombudsman training last week. Do I really need to tell you how much I was affected? Some things are self evident, and I hope this is one. Thank you very much"

Brent H.

"Thank you for allowing me the opportunity to participate in the Ombudsman training. I commend you for the classes and I learned so very much. Your good nature and patience, especially with all the interruptions was outstanding. All of you are so friendly and caring and that contributed to a wonderful 5 days."

Lainie P

Donors:

"It is with great pleasure that I send you this check for \$500. It represents a portion of our Churches monthly tithe, which we dedicate to organizations in and around our community that are making a difference.

We support the good work your organization is doing and we know one way to show that support is through sharing the abundance we enjoy as a church community. We know you will find the perfect way in which to put this gift to work, in a manner that services others meaningfully.

We bless you and thank you for your presence in our community and your commitment to making it a better place for all of us to live. "

Dennis J.
Pastor/Director
Center of Positive Living Simi Valley

"Enclosed is a check that I would like to contribute to the Ombudsman Program in the name of my step-mother who passed away earlier this month. In talking with her daughter, she indicated that your organization had been extremely helpful to her and her mother. I hope this donation will assist your organization in continuing its efforts to perform these services for other s in the future."

Mr. & Mrs. Donald H.

Comments from the Community:

“We enjoyed speaking with you at your office yesterday. You provide an extremely valuable service for not only the elderly, but their care-givers and their families. You should be very proud of the accomplishments of your organization..”

Keith G

“Thank you for your two outstanding presentations to the University of LaVerne Sociology classes. The real-life material you presented made the concepts and statistics on aging become more relevant. Your style of relating to the students is engaging and delightful! They learned much”

Susan B

“Thank you very much for taking the time, on very short notice, and out of your busy schedule to address our Santa Paula AARP Chapter. I heard comments about your presentation that used adjectives such as, marvelous, wonderful, professional, touching and informative. Your presentation gave a number of people something of value to think about for themselves and their friend’s futures. This is a subject that many people delay in investigating until the last moment.”

Paul S.
Santa Paula AARP Chapter

“Thank you so much for sharing your knowledge so generously for our eldercare article. It was wonderful to meet you and tremendously reassuring to know we have such a diligent, first-class agency working on behalf of Ventura County’s nursing home residents. “

Kathy L.

“Thank you for your participation in Senior Congress I. ...your presentation was thought provoking and enlightening. Those who attended were seeking answers and information about the financial challenges that they face and they were no disappointed. We have had nothing but positive response from the audience. We are grateful for what you do to protect and enhance the lives of seniors and for your enthusiasm to share your expertise with them.”

Jean Glasmeier
Chair, Senior Congress

“I am a 7th grader and I am doing a “Stop the Apathy” project on Elder abuse. I want to know if you could answer some questions for me. I wanted to know if there has ever been a case of someone abusing an elder or if you have heard of anyone abusing an elder? I don’t think that is right to do those things. I wonder why anyone would even think of doing such a thing.

I want to know if you can send me any information that you have because it would really help me. I would like to thank you for taking the time to read this letter. I think it is nice of you people to help them. “

Genna Z

(note: this letter was so gratifying seeing someone so young interested in helping the elderly; we were delighted to write Genna and provide the information she requested)

Comments from the Community (continued):

“Thank you for the information concerning paying for elder care facilities. Our purpose is to share it and help others understand what is available and their options. I know you wouldn’t be doing what you do every day if you didn’t feel like you were making a difference. Your “interference” and “assistance” provides calm and stability for people in a difficult and often traumatic event. Thank you for your heart that cares and your determination.”

Georgia D.

“Thanks again for the list of facilities that had available beds. Luckily we did not need it this time, but this was a very good lesson in finding good information that could have literally saved lives. We will definitely keep this procedure in our plans for future reference.”

Daniel Jordan, PhD
Research Psychologist
Ventura Count Disaster Management Unit

“Thanks very much for sending along this information regarding facilities in the Ventura County area. It is certainly helpful to have a resource such as the ombudsman for those of us needing this type of information on the services a skilled nursing facility provides and expectations as to the quality care issues. Your insights have been helpful and I look forward to having a dialogue with the ombudsman assigned to my father’s facility. We are concerned that he be given every opportunity to make a full recovery.”

Heidi M

“Thank you so very much for making what is an overwhelming task – Do able! The information you offered regarding different facilities is a value that I truly appreciate.”

Linda M.

Operation Senior Santa:

“Dear Person-In-Charge,
From all the residents of the Elms, a very sincere thanks and appreciation to the very nice gifts we received from your caring and concerned office”.

Residents at the Elms

“We are so grateful to you for your concern and support of our residents at Victoria Care Center. We’re especially thankful for your coordination of the beautiful bland gifts this Christmas Season. What a wonderful and kind service of gifts that makes Christmas and these holidays extra special.”

Staff & Residents
Victoria Care Center, Ventura

Operation Senior Santa (continued):

“Thank you for the visit from Santa, blankets, and stuffed animals.”

Care Meridian Staff & Residents
A Facility for the Developmentally Disabled

“Thank you so much for the lap blankets and little bears for our residents. This was such a generous gift and the residents really appreciate the thought. All of us at Country Villa, Oxnard wish all of you a Merry Christmas and best for the New Year”.

Catherine Rodriguez
Administrator

“Thank you for your continued support of our residents at Ojai Hospital Continuing Care Center. Your visit this year was wonderful. The teddy bears were so cute and the blankets seem more beautiful every year. Thank you again. Your thoughtfulness is truly appreciated.

Kris Moffett
Activity Director

Resident's Letters/comments:

“To whom it may concern:

I would like to relay my experience to you concerning the Ventura County Ombudsman Office. When I moved to _____ in April of 1999, it was at best terrible. Now, it is a desirable place to live in. The ombudsman played a crucial role in seeing to it that a lot of Resident Care was accomplished.

When I called the office in Ventura and asked for help, they responded immediately and in force. Everyone in the office got involved and genuinely was concerned that the problems were taken care of. No matter who I talked to, they were all up to date on the problem. Without exception, they have all acted in a totally professional manner. They worked in conjunction with the other State Agencies such as Community Care Licensing and even local hospitals, nursing, and police officials. They have been working with the corporate owner to accomplish even more for the residents here...

In conclusion, let me say that the Ventura Ombudsman Office never wavered once while fighting the battle for us. During the times that it was crucial for them to be here, they were here. No excuses! Sometimes, not once or twice a week, but every day, to assure that we were not mistreated. You could not find a finer or harder working crew that has genuine feelings for the Residents. I sleep better at night knowing that my fellow Residents and myself have someone to go to in time of need.”

Norm W.
Residents Council President

Families and Loved Ones of Residents:

“We appreciate so much your help in arranging for the Ombudsman, Sara, to meet us at the convalescent home in Oxnard last Tuesday. It’s often difficult to get all parties together at the same place when the situation comes up quickly. She was a great help and she put herself out to accommodate us. Thank you very much and please extend our thanks to Sara.”

Dorothy P.

“You touched our hearts today by your compassionate love and understanding – coming to the nursing home to do a Durable Power of Attorney for Health Care. Most importantly was your patience. Today was a difficult day for my sister. She was hurting so much. I know you are a comfort to her. You are a gem and a jewel. May signposts of God’s love mark your pathway always.”

Claire

(note: this was a letter to an ombudsman who spent a great deal of time helping a stroke victim whose mind was clear, but was unable to speak, execute a Durable Power of Attorney for Health Care)

Support Group Attendees:

“These support group meetings are wonderful and believe me they really work. Thank God I came to them.”

Morrie S.

“I feel bad because this is my last meeting for a while for me. But I am leaving knowing I have a place I can come to whenever I need to. Thank God for people like you and the people in the support group who really care for other people. May God bless this office, the support group, and the people that come and go from here.”

Kathy D

Facility Administrators/owners

“As a Director of Nursing in a California Long Term Care Facility, I can personally attest to the diligence and integrity of the hard working people who come to our facility from the Ventura County Ombudsman’s office. They not only take a genuine interest in each resident, but they consistently do whatever is needed, regardless of the hours involved, to ensure that the quality of life is elevated, and quality of care is never compromised in regard to these residents. .. To see the Ombudsman service end, or even to decrease in any way, would be a disservice to those who so desperately deserve our respect and support. “

Jack Jessop-Ellis, RN, BSEN
Director of Nursing, Sub Acute Unit
St. John’s Pleasant Valley Hospital
Camarillo

“We are so grateful for the Ventura County Ombudsman Program. I have been in many areas and I have yet to see a program as competent and caring as yours. Thank You!
I’m excited to be in the area on a more permanent basis. ...
Jim & Eileen are absolutely the best ombudsman. Our facility and residents are so fortunate to have them here.”

John Albrechtsen, Administrator
Victoria Care Center, Ventura