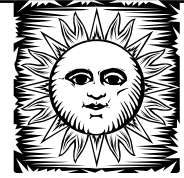


Speak Up



A Newsletter of the Long-Term Care Ombudsman Program

VOLUME 37 ISSUE 1

A Program of Sold Ground

MAY 2007

Editor: Paul Stern

Legislature Passes Budget favorable to LTCOP



At the all-volunteer meeting in January State Ombudsman, Louise Ryan outlined the legislative agenda for the Long-Term Care Ombudsman Program for the 2008-2009 fiscal years that contained 13 priority

items as well as well as opposition to several bills. The legislature has adopted the Operating Budget for the next two years that was based on the "Conference Budget" House and Senate budget leaders had agreed on.

This budget includes many of the features sought by the LTCOP and provides:

- A 2% vendor rate increase in each year for the non-residential community based long term care providers, including Home Care Agency Administration, Area Agencies on Aging, Adult Day Health, Respite Care Services, Senior Citizen Services Act Programs, Voluntary Chore Program, and the PACE/Elder Place Program. All of this amounts to \$9,783,000 in total funds. Home care workers and agency home care workers receive wage increases pursuant to their collective bargaining agreement and agency "parity" provision
- \$512,000 to continue the Long Term Care Ombudsman initiative for Adult Family Homes
- . \$2,404,000 to expand the Family Support and Respite Program, and to re-design the assessment tool used in the program.

- \$500,000 to support chronic care management programs now underway at ADSA. (Aging and Disability Services Administration)
- Authority for ADSA to expand by 100 beds the Boarding Home Dementia Care Pilot. In addition, it authorizes a 50 bed Dementia Care Pilot Program for Adult Family Homes, beginning in July 2008
- Authority to pass through (from their Social Security COLA) a 3.3% increase in each year of the biennium to the Personal Needs Allowance (PNA) of residents in nursing facilities. I am not clear yet whether this increase will also occur for Adult Family Home and Boarding Home Residents.
- \$800,000 to fully fund existing KINSHIP care locations and to allow some expansion of the program to other parts of the state.

Of course nothing is certain until the Governor signs the legislation but all signs indicate that she will approve.

Some items that we had hoped for did not make it out of committee. Among those was a bill for temporary management of Boarding Homes, an AFH certification program, and an Office of Ombudsman for Persons with Developmental Disabilities

Inside

| | |
|----------------------|---------|
| Legislature Budget | Page 1 |
| 2007 at a Glance | Page 2 |
| New Volunteers | Page 4 |
| Carolyn Edmonds | Page 4 |
| Meet Your Volunteers | Page 5 |
| AFH Initiative | Page 6 |
| Expanded Effort | Page 6 |
| Success Stories | Page 7 |
| BRAVO | Page 8 |
| Ombudsman Activity | Page 9 |
| Special Recognition | Page 10 |
| Passages | Page 11 |

2007 AT A-GLANCE

Volunteer Meetings

Locations for monthly meetings:

Seattle meeting locations will be announced when confirmed;

South at Kent Senior Activity Center;

East at Eastgate Public Health (may be subject to change).

Times for Meetings:

Unless specified the meetings will take place at the customary locations and at the usual times from 9:30 AM to 11:30 AM in Seattle and 10:00 AM to noon for South and East. The time and location for the special meetings will be announced.

June

All Volunteer Meeting

Location: Criminal Justice Regional Training Center
19010 1st Ave. South, Burien, WA

Date: 6/22)

Time: 8:30 AM– 4:00 PM

Seattle – Evening Meeting

Date: 6/19 (evening)

Time: 6:30 PM – 8:00 PM

Location: Solid Ground, 2nd Floor Conference Room

July

6th Annual All-Volunteer Potluck Picnic

Date: 7/13/07

Location: Steel Lake Park,
2410 S. 312th Street, Federal Way, WA

Time: 11:00 AM– 3:00 PM

East – Evening Meeting

Date: 7/19 (evening)

Time: 6:30 PM – 8:30 PM

Location: Eastgate Public Health (may subject to change)

August

All Volunteer Meeting – Speaker: Poly Pharmacy

Date/Location: TBD

Time: 10 AM – 1:00 PM

September

Two-day Elderly Abuse Conference

Date: September 26 & 27

Location: Meydenbauer Center, Bellevue, WA

Time: 9:00AM- 5:00PM

South – Evening Meeting

Date: 9/19 (evening)

Time: 6:30 PM – 8:30 PM

Location: Kent Senior Center

(Continued from page 2)

October All Volunteer Meeting – Speaker: Jeff Crollard

Date/ TBD
 Time: 10:00 AM– 2:00 PM

South - Saturday Meeting

Date: 10/20
 Time: 9:30AM – 11:00 AM
 Location: Kent Senior Center (may subject to change)

November Monthly Meeting Topic: Case Review/Close out

Seattle: 11/13 South: 11/14 East: 11/15

East – Saturday Meeting

Date: 11/17
 Time: 10:00 am – 12:00 pm
 Location: TBD

December All-Volunteer Holiday Party

Date: 12/7
 Time: 11:00 AM– 3:00 PM
 Location: Solid Ground, 1st Floor Conference Room

Volunteer Appreciation Lunch April 2007



Ken White, Norma Beerweiler, Jill Cline and Forrest Carvey



Adele Delisi, Lorelee Hedlund and Cecilia Saari



Alice Waltz, Ursula Faust and Julia Bartlett



Terry Almasi, Sarah Payne and Steve Hale



Cecelia Saari, Rose, and Ursula Faust



Judy Leshner, John and Vicki

Welcome New Volunteers



Front Row: Steven Hale, Carolyn Edmonds (Assistant State Ombudsman), Anna Gonzalvo, Christina Fay; Second Row: Linda Beatty, Cara Rice, Kashina Groves, Dennis Dynes; Back Row: Henry Chiles, Vicki Elting (King County Regional Ombudsman), Cindy Garrott, Mary Kolar, Dwain Danials, Ibbby Gaunt.

Assistant State Ombudsman Carolyn Edmonds



One day, many years ago, I got a call from Mary Nelson, who was on the Board Nominating Committee for the Shoreline –Lake Forest Park Senior Center. Mary asked me to join the Board. I said “Mary, I am not old enough!” What I didn’t say was, I had never been to the senior center!

Mary had an answer: “Oh, Carolyn. We reserve 2 positions on the board for youngsters”. Thus, began my interest in, and passion for, seniors, aging and long-term care.

Serving on the Board of the senior center changed my life. I began to see aging in a new way. I

learned about the desire to grow old in place and, if one has to enter a facility, the quality of the care is very important. I learned a lot of things from the seniors at that center.

After a few years of advocacy, I decided I wanted to be a decision maker. I ran for and won a seat in the Washington State House of Representatives. While serving in the Legislature, representing the citizens of the 32nd Legislative District, I was on the House Health Care Committee. My focus was long-term care. Later on I served on the King County Council and was Chair of the King County Board of Health.

It is now my honor, and privilege, to serve as your Assistant State Long Term Care Ombudsman. I admire the work of all our Volunteer Ombudsmen. Without you, this program would not exist.

Meet Your Volunteers



In this column we introduce one of our volunteers. For this issue we feature Forrest Carvey of the class of October 1999 which makes Forrest one of our senior members with a wide range of experience

You have been an ombudsman since 1999. What changes have you observed in your experience in long-term care?

One thing that occurs to me is that we seem to be recruiting younger volunteers. I don't know why this is happening, but I am glad that these younger folks can find the time to devote to the Long Time Care Residents.

You are currently assigned to adult family homes. Have you also visited other kinds of facilities?

Not on a regular basis. However, I have been in several larger facilities for various reasons. A couple of years ago, I spent about a month at Northgate Rehab at the time it was closing. Several of the residents there had special problems that made it hard to find new places for them. Northgate Rehab was a tough place. But to their credit, the staff worked long and hard to find new homes. We were all relieved when the last resident was admitted to an appropriate situation.

How has the new emphasis on Adult Family Homes affected your work?

So far I don't know that it has. However, in October I did participate in one-day "blitz" to visit as many Kenmore Adult Family Homes as we could. I was teamed with John Barnett, who had worked that area as a volunteer in previous years.

What made you decide to become an ombudsman?

There was no specific reason. I had next to no experience with long-term care except that my mother had been in a nursing home for a few days. One day about three years into retirement, I was leafing through an AARP magazine, tearing out these annoying little ads that I seldom read. But for some reason this solicitation for ombudsmen caught my eye. Over the years, I had thought about volunteering for something, but my work situation prevented it. I guess it made me realize I was out of excuses, so I called. When I went to the interview, I was told about the work and it sounded interesting. So here I

am.

What in your personal or professional background prepared you for being an ombudsman?

I was a criminal investigator for the United States Department of Commerce. I was used to interviewing people and ferreting out information. I thought I might be able to use these skills to solve problems in the long-term care setting. It seemed like a good fit. As it turned out it has been very useful.

What philosophy do you bring to your work as an ombudsman?

Residents have the same rights in their long-term care setting as they would in their own home. I know that sounds hackneyed, but these are rights that we as ombudsmen strive to maintain. Many of the residents in long-term care lose much of their dignity and independence. It is important that they exercise all the rights they can, especially the right to privacy.

Has your experience as an ombudsman met your expectations?

Most of what I do as an ombudsman is routine visits to adult family homes to let the residents as well as the providers know that someone, other than the State, is out there watching. This is important. But sometimes I have had a chance to make a real difference to help a resident out of a bad situation. This makes the routine worthwhile. It is what I signed up for and it is very satisfying.

Do you think that the training you received prepared you adequately for the work that you have to do? Do you have any suggestions for changes to the training?

I thought the training we received was great. But, of course, four days is not long enough to get all you need. (This we all find out later). One thing I would like to see included, if it is not already is a briefing on the State/Local agencies and their roles in long-term care. I am still confused about all the three-letter agencies and their responsibilities.

Have you had any surprises in your work as an ombudsman?

Oh yes, good and bad. I was surprised when an

(Continued on page 11)

Ombudsman Initiative for Adult Family Homes

By Rose Floyd



Residents living in Adult Family Homes (AFH) are as diverse as the communities they live in. They include seniors as well as young persons. Their needs may be simple or complex.

Some residents need total care while others work during the day. Regardless of their status adults living in licensed long term care facilities are all guaranteed the rights outlined in RCW 70.129.005.

During the past biennium State Legislators mandated that the Washington State Long Term Care Ombudsman Program increase its presence in Adult Family Homes to preclude abuse and neglect. The King County LTCOP has launched a multifaceted initiative in response to that mandate. Under this program certified ombudsman are visiting homes that have never had regular visits from an ombudsman. Additionally, we have launched community outreach to educate the public about resident rights and ombudsman services and expanded community focused education and ombudsman recruitment efforts.

To kick-start this effort twenty-eight ombudsmen visited 46 Adult Family Homes in Kirkland and Bellevue that currently do not have an assigned ombudsman. There are 60 AFH's in Kirkland and 125 in Bellevue. We demonstrated that our volunteer ombudsman are committed and dedicated to reaching out to residents who do not have access to our program on a regular basis. We plan to organize more of these visits in 2007.

We participated in several health fairs in Kirkland and Bellevue with the support and initiative of volunteers living in those communities. These fairs provided valuable opportunities to educate the public on resident rights in long-term care and to learn more about the communities we serve.

We launched our community focused education and recruitment effort in Kirkland. This effort is built upon the community ties of two long serving and dedicated ombudsman, John Barnett and Joan Gibbs-Iverson. Unfortunately, long-term care residents are frequently invisible to those communities even if the communities may want to recognize their needs and provide the necessary support. Our program is now in partner-

ship with the City of Kirkland to provide ombudsman services and access to all long-term care residents in the Kirkland area.

The City of Kirkland is providing information to city staff, elected officials and Kirkland residents on long term care issues and ombudsman services in their community. The city is also publicizing the need for volunteer ombudsman in Kirkland. This partnership will provide an important community safety net to residents and offer an effective model that can be used in communities throughout King County.

The fact that residents living in long-term care are known members of their communities with ties to people who care deeply about them, has helped our efforts to assure that their needs are met with dignity and respect. Our role is to make those connections on their behalf. The ombudsman spirit of advocacy is alive and well in every community because the life stories of residents and their long-term care experiences is a vital part of our lives.

Expanded Efforts in Federal Way *By Cindy Sam*



In the last couple of weeks we have begun our efforts to bring this initiative to the City of Federal Way. This city is the home of our State Ombudsman Office, which is a part of a well-respected agency called the Multi-Service Center. We expect to find similar support, opportunities and resources in Federal Way to develop a fully staffed program to serve residents living in their 4 nursing homes, 5 boarding homes (assisted-living) facilities and 70 adult family homes. We currently have four certified! Ombudsmen in Federal Way. We will reinforce the work they do over the next few months with outreach to recruit new volun-

(Continued on page 9)

Success Stories *by Mary Hillyer*



Every day volunteer ombudsmen can be found at long-term care facilities throughout the state visiting residents and monitoring their care. As our statistics show (See page 9) during any month in King County, we have more than 300 Complaints and more than 600 Cases under active investigation. The ombudsman through cooperative negotiation resolves most of these situations with the facility

As is often the case success depends upon extraordinary efforts and persistence by a combination of residents, volunteers and staff ombudsman .

The following cases that ombudsmen opened on behalf of residents are examples of such efforts. Diane Martin and Sarah Payne are to be lauded for contacting the office for support but more importantly, for recognizing vulnerable residents at risk!



Ombudsman Diane Martin during her visitations met a resident who was desperate to leave the facility. The resident stated that she had requested assistance from staff in transferring to a facility

closer to her husband and mother. Nothing had progressed to this end in 4 years. Diane called me for advice.

I met with the resident and confirmed that this was her hope. She recounted staff she had spoken with over the years and noted a facility capable of handling her needs. She has a very complicated plan of care. Because she has a tracheotomy and ventilator, very few (4) facilities statewide are licensed to care for her. The facility closest to her home and family refused her admission..

Recently, I attended a second discharge planning meeting with the resident, her husband and mother, her HCS caseworker (the money guy!), and staff. An alternative plan to allow her to be discharged to her home was developed. The discharge date to home was set for Dec 20! Family was trained on tracheotomy care, ventilator deep suctioning, insulin and blood sugar protocol, intravenous needs, and pain control. Paid caregivers and twice-weekly Registered Nurse visits have

been arranged (350 hrs/mo paid by DSHS). An inflatable mattress has been ordered. Lori's family has arranged for her electric wheelchair and hooyer lift to be positioned in the home.

She was home for the Holidays!

Ombudsman Sarah Payne was approached by a facility social worker regarding suspected financial abuse of a resident by her attorney. We met with the Social Worker team and learned an incredible story.



A friend of the resident introduced her to an attorney who presented her with Power of Attorney papers. He then proceeded to sell her condominium at an obscenely low price. He put her assets under his control and gave her an inadequate monthly allowance. We asked to see the POA papers, which is under LTCOP purview. Not coincidentally, her signature at admission did not match the signature on the papers. We immediately had her revoke the POA role by writing a letter witnessed at the facility. We called the attorney and told him of our involvement and that the resident had revoked his powers. His actions were reported to the King County Bar Association. Her friend was also contacted. The resident requested that her friend return her keys and not contact the resident again.

While the resident continues to struggle with health issues, her assets have been secured!

Kudos for Mo Trinkl



Mo Trinkl deserves kudos and many gold and platinum stars for her dogged work and documentation regarding a severely sub-standard facility that she visits. This facility was put in Stop Placement primarily due to our referral based on Mo's observations and documentation. Residents and our Program are lucky to have her.

BRAVO! Thank you! Great Job!



Bravo to Adele Delisi for her tireless advocacy and creativity on behalf of a resident who desired a "unique" reasonable accommodation.



Bravo to Marilyn Hansen for her continued presence, and communication with one of her facilities during the King County power outage crisis of December.



Bravo to Julie Hiller for her great peacemaking and mediation efforts! Julie played a key role in ameliorating a conflict among two different resident couples whose circumstances were inadvertently jeopardizing the safety of other residents.



Bravos to Pat Hulslander and Alice Walz for expanding their assignments to help us attain greater facility coverage in the south end!



Bravo to Mo Trinkl for "going with the gusto" and being so proactive in getting to know the residents and the staff working various shifts at her newly assigned facility.



Bravo to John Barnett making the relationships he has developed through civic involvement in Kirkland available to our AFH initiative.



Bravo to Joan Gibbs-Iverson for representing our program well in an ombudsman recruitment video taped by the City of Kirkland at one of her assigned AFHs.



Bravo to Jill Cline for helping the program respond to complex complaints at an unassigned nursing home in addition to her assigned AFHs.



Bravo to Patty Eng for staffing ombudsman tables at community fairs in her neighborhood of Bellevue. With great sadness we have to report that Patty passed away in January.



Bravo to Barbara Bader, Emeritus ombudsman, who continued to lobby for a resident she had met in her facility. Her efforts resulted in Daniel moving to a facility closer to his friends and family, church, and community opportunities. Barbara personally lobbied Rep. Jim McDermott to successfully obtain an overdue SSA check for Daniel. As a young man, a computer was on his wish list and he purchased one! Unfortunately, Daniel succumbed to pneumonia recently and was unable to fulfill the rest the remaining goals. Thank you, Barbara, for your persistence and concern for Daniel. Your friendship brightened his final months.

BRAVO! to the following ombudsmen who made an effort to visit residents in their facilities ON the holidays (24th, 25th, or 31st). I am certain it made their days!



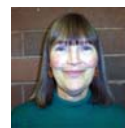
Debra Dahlin



John Gaunt



Jeannette Ruby



Judith Leshner



Arianne Burnham

Ombudsman Activity & Support

VOLUNTEER ACTIVITY 2007

By Paul Stern

Data Trends

We publish this summary so that our volunteers can assess how we are doing in this most important area. The accompanying table shows our activity for the months of January through March. We have not reported data for the last few months of 2006. A precipitous drop in active cases between November and December was due to an accounting correction. Review of the data indicated that a significant number of cases/complaints were still open on the books although they had actually been closed. The January data show the actual active cases. We have also omitted the “reports on time” data for February and March. The unusual split training sessions in November ‘06 and January ‘07 caused many new ombudsmen to remain unassigned making the data unreliable.

| | Jan. 07 | Feb. 07 | Mar 07 |
|-----------------------|---------|---------|--------|
| Cases | | | |
| Active, Beg. Of Month | 166 | 164 | 191 |
| New, During Month | 98 | 90 | 86 |
| Closed, During Month | 100 | 63 | 72 |
| Active, End of Month | 164 | 191 | 205 |
| Complaints | | | |
| Active, Beg. Of Month | 272 | 285 | 357 |
| New, During Month | 164 | 174 | 164 |
| Closed, During Month | 151 | 102 | 113 |
| Active, End of Month | 285 | 357 | 408 |
| Volunteers | | | |
| Volunteer Hours | *1036 | 1033 | 855 |
| # of Vols. Reporting | 60 | 61 | 54 |
| Average Hrs. Per Vol. | 17.3 | 16.9 | 15.8 |
| Reports on Time | 100% | xxx | xxx |
| *Training Month | | | |

Ombudsmen participated in a Presentation at the Kirkland City Council Meeting on February 6th. Their presence was the face and voice of the volunteers who carry out this important work throughout King County. It was impressive to the council and to the many Kirkland residents who could view the meeting which was played repeatedly on the City of Kirkland's cable channel. It provided community education about our services and resident rights. It was evident that we have tremendous support and are forging a valuable partnership with the City of Kirkland that will benefit residents living in long term care in that city.



Ombudsman at Kirkland Presentation



Joan Gibbs-Iverson Addressing Kirkland meeting



Ombudsman at Senior Lobby Day in Olympia, February 14



An active group of 14 volunteers and all staff also attended Senior Lobby day in Olympia on February 14. Several of the group were able to contact their legislators and urge for passage of legislation affecting long-term care.

(Continued from page 6)

teers and teams of current volunteers visiting the AFH's that do not have assigned ombudsman. Recently, Rose Floyd and Mary Fogh went out to the Chamber of Commerce at Federal Way and Mirror Publisher to have a meeting about how to outreach to citizens of Federal about LTCOP. We wouldn't have had the connection if it wasn't for our wonderful south end volunteer Byron Hiller who has been with the program since 2005 and live in Federal Way. Byron helped set up the meetings for Rose and Mary F. We are off to a good start with City of Federal. Thank you, Bryon



Extraordinary effort by Jo-Anne Johnson

Jo-Anne is the resident ombudsman. While there she learned that the Veterans Administration wanted to transfer some residents from the facility to another facility. However, two of them did not want to go. When she inquired about this at the ombudsman office she was told that we really couldn't do anything about it.

Undaunted she contacted Sen. Patty Murray's office and told them about the situation. They said that there was nothing they could do unless the residents wrote directly to Senator Patty Murray. She returned to the facility and had the residents write to Patty Murray's office. After numerous phone calls to the senators office and to many people at the VA she learned that "because of congressional involvement" the VA is letting them stay at his facility

Jo-Anne has expressed her unhappiness with a beaurocracy that puts policy ahead of humanity.

Editors Note:

Thank you Jo-Anne for expressing your frustration. You are right -- this man served his

country and now he's being removed from his community against his will. The real culprit in this is our Federal Administration that oversees the Department of Veterans Affairs. Millions of veterans in our country are either homeless, suffering from mental illness or chemical addiction, low-income, in poor health, or a combination of these. Our government stands by and does very little about it. Veterans often wait weeks or months to obtain health care, if they're fortunate enough to even qualify for VA health benefits. That is what being "anti-patriotic" is all about.

You are 100% correct: the government (i.e. the VA) needs to hear about it. Maybe we can start on the Washington State level with our elected officials. The Ombudsman program will continue it's lobbying effort in Olympia in February and maybe that's an issue we can address in some way.

Thank you for being passionate about what you do, and thanks for being a light of hope for the Benson Heights residents.

Ombudsman Saves Resident's Life

Submitted by Mary Hillyer

Do we have your attention? Our dedicated ombudsman Diane Martin who visits Seattle Medical and Rehab Center encountered a younger resident who cannot speak or use her hands. She could only communicate with nods and eye signals. Through great patience and persistence Diane M. learned that the resident wanted a computer to write her life story. This request she had been made previously to the staff. My concern was how does staff communicate with the resident.? How do they know her wishes? How does she give them consent? How do they coordinate her care? Diane M. raised these issues with me – excellent points all.

I made a referral to the Complaint Resolution Unit on behalf of the reswident. The Residential Care Services investigator met with the resident., reviewed her chart, and interviewed staff. The investigator determined that, in fact, staff knew of the resident's request and need. .



At my last visit to the facility, I, as usual, stopped in to visit the resident. She was busily, joyfully "writing" her life story on her computer using eye signals to "type". The computer "reads" the words back to her for editing and correction. She was working on a moving passage when her mother struggled with disconnecting her life support in the hospital. We left her to her work: dedicated to having her story told, grateful for the attention of a volunteer ombudsman who took the time to visit, communicate (a long, arduous process), and get results.

The resident's fascinating life including her struggles, joys, and insights will live on, saved by ombudsman Diane Martin. A humble thanks.

(Continued from page 5)

AFH provider refused to let a resident back in the building when he returned after being dumped into Harborview Hospital. He broke a window to get in, the police were called, and he was taken to jail. I was surprised when it took a boarding home staff 10 day to repair a privacy curtain. And I was surprised that the staff person in a boarding home had some residents so terrified that they would not go to her to get their mail.

On the other hand, I was surprised when an adult family home provider put all six residents' names on his telephone answering machine, because, by golly, it was their home. I was surprised to find out how many AFH residents really like being where they are. And I was surprised how dedicated and helpful our staff ombudsmen are. They are a great resource. We are lucky to have them.

What have you learned about yourself while being an ombudsman?

I am by nature, a shy person. It has always been difficult for me to meet and greet new people. I know that may sound odd from a career law enforcer, but it is true. However, I discovered that as a person of authority, I could put that aside to do the job. I found that I can do this work by doing the same thing. This is important work. It has to be done and for now, I am doing it

What advice would you offer to other ombudsmen?

You wouldn't be doing what you do if you did not care. So keep caring. It is difficult for me to go into an AFH and see five residents, in their recliners, doing nothing in front of the TV. I think to myself: "there has to be something better". It is discouraging, that I can't do anything about it. But I care enough to keep going back. I expect that most of you have had similar experiences. Look for ways you can help

Passages



It is with great sadness that we note the passing of emeritus Ombudsman Charles Barone. Charles served LTCOP with distinction since 2000. His council and dedication will be sorely missed. Charles passed away May 2, 2007 at the age of 70 from multiple myeloma. He was born on

June 3, 1936 in New York City. He graduated from the University of Southern California Law School in 1975. He and his family moved to Seattle in 1979 where he started his own law practice. In 1988 he joined NW Defenders Assoc. Charles also served as Judge Pro Tempore in Seattle Municipal Court. He served as a Certified Ombudsman for the King County Long Term Care Ombudsman Program at the Columbia Lutheran Nursing Home in Seattle.

All Volunteer Meeting, January 2007



The King County Long Term Care Ombudsman Program (KCLTOP) publishes “Speak Up” quarterly. All material is offered as a forum for information sharing. We encourage all volunteers and community members to submit articles and share their experience and opinions regarding ombudsman work and issues of long term care. It is our intention that Speak Up serves as an avenue of continued learning and growth within the long term care ombudsman community.

Send your submissions to:
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