



## Department of Aging and Adult Services (DAAS)

### Ombudsman Volunteers Praised

HS Connection Staff



The dedication of volunteer Ombudsman was celebrated during a ceremony June 24 at the Wedgewood Wedding and Banquet Center in Upland. Each year, state-certified Ombudsman volunteers are honored for their tireless efforts advocating on behalf of residents in over 262 long-term care facilities and 52 skilled nursing facilities throughout the county.

This year, 23 Ombudsman, who have served a year or more in the program, and newly certified Ombudsman were recognized at the luncheon. Each volunteer was awarded a certificate of appreciation from both the County Board of Supervisors and the Department of Aging and Adult Services (DAAS), along with a gift of gratitude and many accolades for their dedication.

The Long-Term Care Ombudsman program is one of many programs administered by DAAS, which provides essential services to seniors living in the community. "The Long-Term Ombudsman program provides state certified volunteers who act as advocates for residents of Long-Term Care facilities, Intermediate Care facilities, Board and Care Homes as well as Assisted Living sites," said DAAS Director Ron Buttram. Ombudsman volunteers support the Countywide Vision by ensuring long-term care facilities treat residents with dignity, provide quality care, and maintain a better quality of life for those residing in nursing homes.

"Residents of long-term facilities sometimes have little or no contact with the outside world. Many feel they lack control over their lives. A friendly volunteer who visits regularly can be a bright spot in an elderly resident's day," stated Buttram.

"San Bernardino County Ombudsman volunteers are the life's blood of the program providing a safety net for some of the most vulnerable residents in the state. Whether providing a friendly face to brighten someone's day or advocating on a resident's behalf, Ombudsman volunteers are an asset to the residents as well as the community."

Ombudsman volunteers must first become state-certified. This requires 36 hours or more of classroom training, and a minimum of 10 hours per internship supervised by staff. Each year thereafter they must go through 12 hours of re-certification training. Most of them volunteer

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longer because they enjoy providing such vital services to seniors. Ombudsman Caroline Von Flue has dedicated 347 hours in the past year alone, along with Rainier Cordova with 246 hours and Donna Henderson with 229 hours.

Success of the program relies on the commitment and dedication of these Certified Ombudsman volunteers. For more information on how to become an Ombudsman call 866-229-0284.