

Section 36

OMBUDSMAN PROGRAM

Craig, Delaware, Mayes, Nowata, Ottawa, Rogers and Washington Counties

The Ombudsman Program serves residents in Oklahoma Long-Term Care Facilities, including nursing homes, assisted living and residential care homes. An ombudsman helps improve the quality of life and the quality of care available to the residents. A long-term care ombudsman is a person who receives complaints from residents of long-term care facilities, their friends or relatives.

To be a volunteer in the ombudsman program the applicant must:

- Have a concern about older persons and their needs and the ability to see each as an individual.
- Be able to work with many types of people without being judgmental.
- Be responsible; willing and able to follow problems to their resolution.
- Be able to accept training and supervision.
- Be able to spend at least two hours a week in the program; and
- Be free from conflicts of interest.

If you would like to become an ombudsman volunteer, or if you have question about the program, please contact the ombudsman listed below for your county.

Grand Gateway Area Agency on Aging

333 S. Oak ▪ P. O. Drawer B ▪ Big Cabin, OK 74332

1-800-482-4594

Lahona Young, Ombudsman SupervisorE-mail: ombudsmana@grandgateway.org
Delaware, Mayes, Ottawa, & Washington Counties

Dawn Offutt, Ombudsman SupervisorE-mail: ombudsmanb@grandgateway.org
Craig, Nowata, Rogers Counties

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)

Washington County

Retired Senior Volunteer Program (RSVP)918-336-0330

320 SE. Delaware, Suite 4.....

Bartlesville, OK 74003

Websites: www.rsvptulsa.org.....Email: bartlesvillersvp@yahoo.com

The Retired Senior Volunteer Program is a one stop shopping for volunteers. Individuals 55+ are matched to volunteer needs in the community. RSVP volunteers are a part of a nation wide group of volunteers that can prove they are making a difference by reporting volunteer hours. Volunteers receive supplemental accident and liability insurance.

SENIOR COMPANION PROGRAM

The Senior Companion Program engages persons 60 and older, particularly those with limited incomes, in volunteer service to meet critical community needs and provide a high quality experience that will enrich the lives of the volunteers. Senior Companions serve primarily homebound seniors in frail health, most of who live alone. The program helps senior citizens retain their dignity and independence in spite of failing health or disabilities.

Janea Hogan, Senior Companion Program Director for Craig, Ottawa and Rogers Counties

Craig County

Janea Hogan, Program Director E mail: Janeah@health.ok.gov
Craig County Health Department
115 E. Delaware 918-256-7531
Vinita, OK 74301 Fax: 918-256-3823

Ottawa County

Ramie Tirres, Site Supervisor E mail: remedios@health.ok.gov
Ottawa County Health Department
1930 N. Elm 918-540-2481
Miami, OK 74354 Fax: 918-540-2486

Rogers County

Celene Windle, Site Supervisor E mail: celene@health.ok.gov
Rogers County Health Department
2664 N. Highway 88 918-341-3166
Claremore, OK 74017 Fax: 918-341-3715