



# Meet Our Volunteer

## Meet Jack

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Jack is a Volunteer Long-Term Care Ombudsman who has served residents of nursing and assisted living facilities since 2014. Jack volunteers for the West Central Texas Ombudsman Program in Abilene.

### **How did you first hear about the Ombudsman Program?**



I learned about the Ombudsman Program while I worked at West Central Texas Council of Governments (WCTCOG). WCTCOG is the host agency for the Ombudsman Program in my area. I saw how much staff and volunteer ombudsmen enjoyed their work, so when I was offered a position as a staff ombudsman, I accepted. Now I serve as a Volunteer Ombudsman.

*Jack, Volunteer Ombudsman*

### **What do you do as a volunteer ombudsman?**

As an ombudsman, I get to make sure our older Texans are secure and happy in long-term care facilities.

### **Tell us about a time you helped a resident.**

Most of the time I work on minor concerns for residents, but minor concerns can turn into major issues. A resident once asked me to help her with a reoccurring problem. She said an attendant would not change gloves when she moved from helping one resident to another. I worked with the resident, resident's family, facility management, and the attendant until the issue was resolved.



*The Office of the State Long-Term Care Ombudsman is independent within the Texas Health and Human Services system.*

## **As an ombudsman, of what are you most proud?**

I am most proud of the relationships I have made with residents, families of residents, and local staff members of facilities I serve.

## **Who has been your biggest supporter as a volunteer?**

My wife is a great supporter. She helps me juggle my schedule and supports all that I do. Also, WCTCOG's staff are all one big family with support for all members.

## **What else do you like to do?**

I am an elder in my church, a licensed athletic trainer for an orthopedic clinic, and a board member of two non-profit agencies.

## **For More Information About Volunteering**

Email or call Pat Borgfeldt, Ombudsman Developer, Office of the State Long-Term Care Ombudsman, [Pat.Borgfeldt@hhs.texas.gov](mailto:Pat.Borgfeldt@hhs.texas.gov) or (512) 438-2545.