



# Meet Our Volunteer

## Meet Javier

Javier is a Volunteer Long-Term Care Ombudsman who has served residents of nursing and assisted living facilities since 2017. He volunteers in Brazos County.

### How did you first hear about the Long-Term Care Ombudsman Program?

I searched for a volunteer opportunity with an organization that advocates for people's rights. I found that being an Volunteer Ombudsman was the best way to achieve that.

When I first started, I confess that it was difficult for me to pronounce the word Ombudsman, but when I began to make visits to nursing and assisted living communities, I realized that this was not as important as being there for the individuals who live there.



*Volunteer Ombudsman  
Javier*

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

I listen, share, and learn from residents, facility staff, and other Ombudsman Program volunteers and staff who generously share their personal and professional life experiences for the benefit of the community.

Being an Ombudsman is more than serving as a resident advocate. It is creating a path of awareness among a group of many people including nurses, social workers, administrators, and Volunteer Ombudsmen, working together so that people who are facing a health difficulty or



require special care feel that their facilities are an extension of their homes.

## **Who or what inspires you to keep volunteering?**

Once when I visited residents at my assigned facility, I found a resident surrounded by her relatives and she had just passed away. I felt sad because they were sad. This showed me our sense of urgency to advocate for residents. Compassion and service will always be our banner, we express it through our volunteer service. It not only fulfills our lives, it allows us to look to a future where residents are treated with dignity and respect. This will always be a common goal between ombudsmen, facility staff, and residents and their families.

## **Why have you continued to serve residents during the COVID-19 pandemic?**

We need to improve in many things especially in this time of the global pandemic, where social contact has decreased. A greeting, a smile, a kind gesture will never be replaced by a virtual platform. We will look for ways to adapt to COVID-19 because we all pursue a common goal, the well-being of residents.

## **Who has been your biggest supporter as a volunteer long-term care ombudsman?**

My biggest supporter as a long-term care ombudsman has been the Ombudsman Program state office which provides me with training to resolve concerns of long-term care facility residents and knowledge of the laws and policies that govern facilities and agencies.

## **What would you say to someone considering volunteering as a long-term care ombudsman?**

One day a loved one or someone we know may need long-term care. This is one reason why it is important for us to create awareness and advocate for residents' rights. We will sow for tomorrow, a tomorrow that will be

seen by generations through our service no matter how small we think it is.

If you have a passion for helping others and a willingness to learn, we need you! Become an ombudsman and help improve the quality of life and care for residents in a facility near you. We provide training, tools, and ongoing support.

## **When you are not volunteering as an ombudsman, what else do you like to do?**

I also support translations in Spanish for the Latino / Hispanic community. I am not a professional translator, just a willing person serving the community. I am a counselor in the mental health field; for the last five and a half years I've work with a wonderful group of older adults who have shown me the beauty and challenges of this life stage.

## **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.