



# Meet Our Volunteer

## Meet Susan

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Susan is a Volunteer Long-Term Care Ombudsman who has served residents of nursing and assisted living facilities in San Antonio for one year.

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



I work at the Alamo Area Agency on Aging in San Antonio where the Bexar County Ombudsman Program is hosted. This program always interested me. I was looking for a volunteer opportunity.

*Susan, Volunteer Ombudsman*

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

I am a resident advocate. I listen to individuals who live in nursing or assisted living communities. If my assistance is requested, I help residents address concerns they have.

### **How have you continued to serve residents during the pandemic?**

Once ombudsmen were given the green light to go back to making facility visits, I returned to visiting residents at the home where I provide ombudsman services. I felt this was the right thing to do since residents still have concerns and some want to talk about the pandemic. They are always a delight to visit with.



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

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

The Bexar County Ombudsman Program staff have been my biggest supporters.

## **What would you tell someone considering volunteering as an ombudsman?**

Do this! Be a voice for someone that needs you.

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

I was recently married to the love of my life. My husband and I are Elks members. We serve on the veterans and entertainment committees. We are involved in community activities together. Giving back is what life is all about -- isn't it?

## **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.