



2024 OMBUDSMAN OF THE YEAR

Lynda Ames

Lynda Ames is a highly committed volunteer for the Long Term Care Ombudsman Program who never misses a weekly visit to her assigned facility, Evergreen Commons, to meet with residents and assist with quality of life or care complaints and other difficulties at the long term care facility they call home.

Ames is extremely outgoing and approachable and is comfortable striking up conversations with residents. She is determined in seeing problems through to resolution by faithfully raising resident concerns to facility staff and finding out workable solutions. Ames is curious about the problems raised to her, and she frequently reaches out to staff at the Long Term Care Ombudsman Program office to see if there are additional angles to a problem she may not have considered or different resolution possibilities. She is equally curious about furthering her knowledge level of nursing home regulations and resident advocacy and signs up for many continuing education opportunities. She is a thoughtful contributor to discussions at volunteer meetings and has made an effort to get to know other volunteers and to be supportive of the program.

Ames is a native Californian, having attended the University of California, Los Angeles (UCLA) and then University of California, Santa Barbara (UCSB) for graduate school.



She moved east in 1986 and then to New York in 1988, first to Albany and then to the North Country. She now lives very happily on a small lake in Rensselaer County with her spouse and a changing variety of dogs and cats, not to mention appreciating the wonderful upstate New York variety of native birds.

“Just do it. Pay it forward,” she says.
“Enjoy yourself working with others.”

