

# The Volunteer Voice

## Greetings from the Executive Director!

Congratulations on 25 years of Advocacy for the Volunteer Ombudsman Program. I smile every time I think about the celebration and how special the day was! It warmed my heart to see all the Volunteer Ombudsmen and the Ombudsman Program staff come off the buses to join the celebration. Dr. Palarski did an outstanding job presenting and brought laughter into the room! The Board members commented on what a great day it was for them. They said they enjoyed visiting with the Volunteers and hearing all the terrific stories from the weekly facility visits with the residents.

Louise Abraham Yaffe, the founder of the Volunteer Ombudsman Program, certainly would be beaming with joy knowing we had a wonderful day together. Her vision continues to inspire the program and keep it moving forward. It was an honor to receive Governor Evers recognition of the Volunteer Ombudsman Program by his signature on the Volunteer Ombudsman Program Proclamation. That will always be a treasure.

On behalf of the Board of Directors and myself, thank you again for serving as a Volunteer Ombudsman!

Respectfully,

Heather A. Bruemmer

Executive Director/State Ombudsman

Board on Aging and  
Long Term Care

August 2019  
Volume 5, Issue 1



## From the Desk of Kellie Miller~

### Volunteer Services Supervisor

As I reflect on the past 25 years, 21 of which I have been a part of with the Volunteer Ombudsman Program; I too, smile and have tears of joy thinking about how far this program has come and how many lives have been touched !!! Words alone cannot capture the heartfelt impact that Volunteer Ombudsmen, some who have given hundreds and even thousands of hours, listening to and being the voice for residents have had on the many residents served.

It is about the relationships made and the trust established in the VOP between the agency staff and volunteers and the volunteers and the residents - that makes this resident centered advocacy program successful. This is evident by the residents smiles, shared stories, and private conversations. It is also manifest from the Volunteer Ombudsmen's permissive reporting and the ultimate goal- the empowerment of residents to speak on their own behalf.

Thank you Volunteer Ombudsmen~



**Please, Enjoy the 25th year celebration edition**

# 2019 Louise Abrahams Yaffe Volunteer Ombudsman Program Award



*Volunteer Ombudsman, Mrs. Debra A. Ross and Board Chair, Ms. Tanya Meyer*

Debra is a true Wisconsin native who was born and raised in Milwaukee where she currently lives, works, and volunteers!

Debra came to the Volunteer Ombudsman Program after reading an article about the need for volunteer advocates in local nursing homes. Debra, in addition to working for 38 years as a full-time administrative assistant to the Senior Vice President of International Banking for the US Bank in Milwaukee, decided she could make time to attend training to become a Volunteer Ombudsman. Debra indicated she is and has been a volunteer in some capacity most of her life as it is in her nature to give back.

Debra has been a Volunteer Ombudsman for the Board on Aging and Long Term Care Volunteer Ombudsman Program for the past twelve years and counting. She has been a constant, diligent, and strong voice, on a weekly basis, for residents living in three different skilled nursing homes in Milwaukee. Debra, upon request from the Board on Aging, added the responsibility of making supplementary weekly visits to support the advocacy efforts of the Ombudsman Program during a recent nursing home closure. Debra's

visits helped residents feel supported and safe during the process of the closure which affected the quality of life for a substantial number of older people in Milwaukee.

Building trusting relationships with residents is Debra's mission – being their voice is her passion. Debra meets with residents who need attention, but may be afraid to speak up on their own and are often simply grateful for any kind of care they receive. Debra says it's the "little things" she has brought to the attention of nursing home staff that help make the residents' lives a little nicer such as posting menus for residents at eye-level, including and providing the alternate menu choices upon request, meal satisfaction, fresh water, privacy, timely and polite call light response, clean linens, clean clothes, and clean living spaces are just a few.

Debra works closely with her Volunteer Coordinator and her Regional Ombudsman. She routinely provides them with residents' concerns, the outcomes of concerns addressed and updates on facility staff and facility name changes. Her current facility has had three different names in two years.

Continued next page

## The Legacy of Louise Abrahams Yaffe

The Louise Abrahams Yaffe Volunteer Ombudsman Program Award is named in memory of Louise Abrahams Yaffe; the founder of the Wisconsin Board on Aging and Long Term Care Volunteer Ombudsman Program.

This prestigious award is presented annually to an outstanding Volunteer Ombudsman.

The recipient of the Louise Abrahams Yaffe Volunteer Ombudsman Program award is selected by the Executive Board Members of the Board of Directors of the Board on Aging and Long Term Care as a result of a formal nomination process.

The annual recipient receives the award during the Alzheimer's awards banquet at the State conference held in the Wisconsin Dells.



Mr. Sheryl Meyer-Volunteer Coordinator, Ms. Debra A. Ross, Volunteer Ombudsman, Ms. Tanya Meyer-Chair of the Board on Aging and Long Term Care, and Mrs. Kellie Miller- Volunteer Services Supervisor

## Recipient- Debra A. Ross

Debra provides observed and reported concerns to the Volunteer Coordinator and Regional Ombudsman that often surpass the “little things.” On one of Debra’s weekly nursing home visits she heard a wander-guard door alarm activated. Noticing some staff’s apparent disregard of the alarm, she reported the alarm activation and observed lack of staff concern to the administrator and the Board on Aging. The facility staff ultimately took notice and located a missing resident on the roof-top of the building. During another visit Debra reported a resident stating they felt harassed and fearful of involuntary discharge from the facility and wanted her help. With the resident’s permission Debra reported the resident’s concern and fear to the Regional Ombudsman. The resident received advocacy services from the Regional Ombudsman and remains in same location safe and happy.

Debra consistently makes visits to check on residents’ well-being on a specialized unit at her assigned nursing home. She has established a trusting relationship and has made an impact on the lives of a particular eighty year old mother and her sixty year old daughter as evidenced by this message given to the Board on Aging regarding Debra. The message read: “A volunteer named Deb comes to visit with me and my daughter, she is warm, comforting and caring. She is such a

nice person and we always feel good after a visit from Deb.”

Debra is a recent widow, just three years ago losing the love of her life, husband of 43 years, Randy. She has two adult children Elizabeth and Eric, both of whom have families and live in Milwaukee. Debra shared she has one brother, Wayne, whom she is very close to and lives in a suburb of Milwaukee with his family.

Debra enjoys spending time with her family, and she takes care of the multiple rental properties she owns in Milwaukee County. She also volunteers for the Wisconsin Vietnam Veterans Association assisting with organizing and conducting the annual Vietnam Veteran annual fund-raiser and family picnic. Additionally, Debra volunteers for the United Yorkie Rescue, fostering Yorkshire Terrier dogs waiting to be adopted. She is fostering four dogs right now in her home.

Debra said, above all, she feels it has been her honor and privilege to have the residents and their families feel comfortable enough to share feelings and life experiences with her, and to be able to let them know they are not alone, that we support them in this part of their journey.

The Board on Aging and Long Term Care is honored to recognize and to present Debra A. Ross with the prestigious Louise Abrahams Yaffe Volunteer Ombudsman Program Award. Congratulations Debra!



Ms. Debra A. Ross – Volunteer Ombudsman- Award Recipient



Ms. Debra A. Ross award recipient supported by her Supervisor Mr. Clarence Harris

Memories from the 25 year celebration - Two years of planning, preparing and finalizing details for the perfect celebration day.



Setting up- getting ready for the Volunteer Ombudsmen to arrive for the big celebration !

The keepsake pin designed for the 25 year celebration- given to everyone to commemorate the celebration of the VOP



Special – hand-made name plates for each guest at the Big Gig

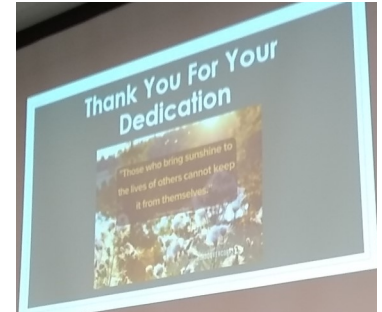
Thank you to  
Cindy Freitag

Registration table with Connie Inda and the Volunteer Gift bags





Dr. Valerie Palarski,  
Board member  
Board on Aging  
  
Delivers special  
keynote during  
celebration event



Kellie Miller Volunteer Services Supervisor -  
  
Delivers the Welcome to the event and a tribute to Louise Abrahams Yaffe ( pictured below) with a recognition of the 16 Louise Abrahams Yaffe Volunteer Ombudsmen Program Award recipients from 2004- 2019.

- 2004 Mrs. Doris Brown, Milwaukee County
- 2005 Mrs. Diane Wiedenbeck, Dane County
- 2006 Mr. Jim Haseman, Rock County
- 2007 Mr. Larry Hammond, Milwaukee County
- 2008 Mr. Darrel Belows, Portage County
- 2009 Mr. Edmond A. Weaver, Kenosha County
- 2010 Mr. Douglas Koehler, Wood County
- 2011 Mrs. Beverly Laufenberg, Monroe County
- 2012 Mrs. Susan M. Dow, Dane County
- 2013 Mr. Glenn Holley, Waupaca County
- 2014 Ms. Helen Niebuhr, Columbia and Sauk
- 2015 Ms. Jamie Knight, Brown County
- 2016 Mr. Todd Elmer, Milwaukee County
- 2017 Mr. Dale Sankey, Dane County
- 2018 Ms. Erin M Arndt, Winnebago County
- 2019 Ms. Debra A. Ross- Milwaukee County

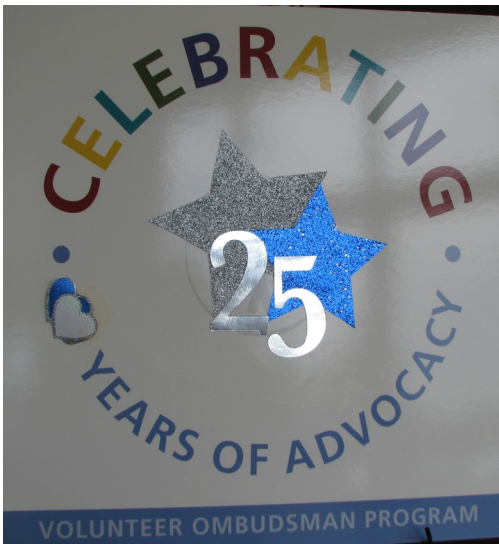


The late Louise Abrahams Yaffe-  
Founder and inspiration for the VOP

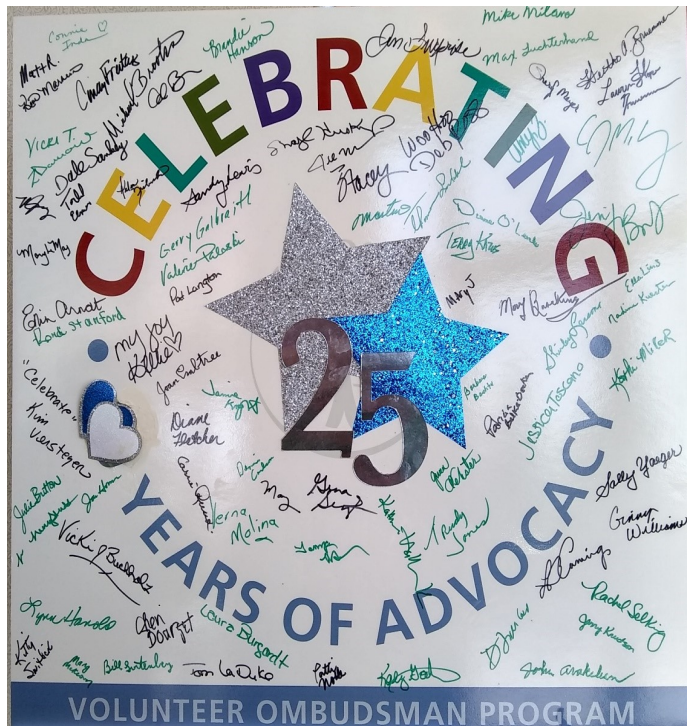
Words cannot describe the sense of accomplishment, honor and enthusiasm, shared by the Board on Aging and Long Term Care Volunteer Ombudsmen, Board Members and Staff on Wednesday, May 15th. The Holiday Inn, American Center, in Madison was the location for the 25 year anniversary celebration of the Volunteer Ombudsman Program!



95 Board on Aging and Long Term Care Volunteer Ombudsmen, Board Members and Staff posed for the celebration photograph and autographed the keepsake board to commemorate the 25 year anniversary of the Volunteer Ombudsman Program



The keepsake board comes to life with memories from signatures!



The Volunteer Ombudsman Program celebrates 25 years of Advocacy – May 15, 2019

Teams posing in order of assigned regions



The VOP Team with the State Ombudsman

Standing -Heather A. Bruemmer, Amy K. Zabransky, Kellie Miller

Sitting- Kim Verstegen, Sheryl Meyer, Jenny Knudson, Mary LeMay

Northeaster Region Team:

Back row-Jamie Knight, Cindy Freitag, Gerry Galbraith, Marcie Janz, Shirley Larson, Julie Button. Second row- Kathy Strelow, Diane Fletcher, Erin Arndt, Marge Schaefer, Stacey Forest, front row- Barbara Bechtel, Trudy Jones, Diane Owens, Sitting- Kim Verstegen



Western Region Team:

Standing-Mary Bushing, Debi Turben, Jenny Knudson, Jenny Bielefeldt, Lynn Hanold, Teri Linns, Kelly Gochenaur, Zana Darrow, Sharyl Huskamp

Sitting- Joan Crabtree, Mary Larsen, Tom Lindahl, Patricia Belke-Becker

Smiling teams by regions pose during event



Southeastern Region Team

Standing: Gina Singletary, Mary McKeown, Sheryl Meyer, Mary Jenkins, Debra Ross, Jan Homen, Brenda Pullen- O'Donnell, Todd Elmer, Laura Burgardt, seated: Katherine Hallmark, Patti Noble, John Arakelian, Bill Gartenberg.

South central Region Team

Standing back row- Dennis Carlson, Judy Broad, Kelly Gochenaur, Calvin Bruce, Dale Sankey, Terry Kraus,

Middle row- Beth Cummings, Helen Niebuhr, Jill Melville, Nancy Studt, Wendy Kaplan, Amy Zabransky, Matt Rohloff

Sitting- Sandy Lewis, Sally Yaeger, Nadine Kuester, Rhondi Stanford.



Central Region Team:

Standing- Martin Wolf, Gwen Webster, Carrie Russert, Mike Milano, Karen Piel, Mary LeMay

Sitting: Brandie Hanson, Pat Langton, Ginny Williams, Maxine Luchterhand.



Governor Tony Evers signs Volunteer Ombudsman Program Proclamation (created by Ms. Kellie Miller and delivered during event by Ms. Tanya Meyer, Board Chair) in honor of 25 years of Advocacy!!

# STATE of WISCONSIN



## OFFICE of the GOVERNOR

# Proclamation

*WHEREAS*; our nation was founded upon the fortitude of volunteerism, and the efforts and time donated by volunteers continues to be one of our country's greatest resources; and

*WHEREAS*; the lives of people in our great state of Wisconsin are significantly enriched annually by the generous contributions of volunteers as evidenced by our state's high ranking for volunteerism; and

*WHEREAS*; the Board on Aging and Long Term Care Volunteer Ombudsman Program, founded in April 1994, has contributed 25 years of advocacy toward enriching lives of Wisconsin residents, inspired by the vision, wisdom, perseverance, and volunteerism of former Board on Aging and Long Term Care Board Member, Louise Abrahams Yaffe; and

*WHEREAS*; in the past 25 years Volunteer Ombudsman Program has grown from four counties and one staff member to 32 counties, five staff members and a designated Program Supervisor, serving residents 60 years and older living in skilled nursing homes; and

*WHEREAS*; the Volunteer Ombudsman Program staff have recruited, screened, trained, and recognized hundreds of qualified Volunteer Ombudsmen, who each make weekly visits donating thousands of hours to advocate for people living in designated skilled nursing homes; and

*WHEREAS*; the Volunteer Ombudsmen Program staff and volunteers have made a positive impact on the lives of nursing home residents by empowering them to speak up for themselves or being the voice for those who cannot speak for themselves; and

*WHEREAS*; the Volunteer Ombudsman Program Volunteers have been needed and recognized by residents living in skilled nursing homes as a consistent presence, comfort, and voice for their rights; and

*WHEREAS*; it is fitting for all citizens to join in this celebration of our rich volunteer heritage and to give special recognition to the Board on Aging and Long Term Care Volunteer Ombudsman Program acknowledging the considerable contributions to strengthening our communities in Wisconsin and improving peoples' lives one visit at a time;

*NOW, THEREFORE*, I, Tony Evers, Governor of the state of Wisconsin,  
do hereby proclaim the week of May 15, 2019 as

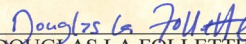
### **VOLUNTEER OMBUDSMAN PROGRAM 25<sup>th</sup> ANNIVERSARY**

throughout the state of Wisconsin and I commend this observance to all of our citizens.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the state of Wisconsin to be affixed. Done at the Capitol in the city of Madison this 2<sup>nd</sup> day of May 2019.

  
TONY EVERS  
GOVERNOR

By the Governor:

  
DOUGLAS LA FOLLETTE  
Secretary of State



# Thank you Volunteer Ombudsmen!!!

The Board on Aging and Long Term Care Ombudsman Program continues to grow and evolve, and is very grateful for the "eyes and ears" of the Volunteer Ombudsmen who so diligently visit our nursing home residents on a regular basis. Our Regional Ombudsmen are often in contact with the Volunteer Coordinators and the Volunteers themselves to compare notes and share concerns.

Recently, several nursing homes in the state have closed. The Volunteer Ombudsmen who were serving in those areas were a tremendous help in calming nerves, talking with families, and just being a reassuring presence for the residents. The Regional Ombudsmen, and our Relocation Specialist Ombudsman, are extremely grateful to have had the additional assistance during such a stressful time for so many residents and their families.

The Regional Ombudsmen cannot be everywhere at once. Knowing that so many of the nursing homes in their area have volunteers stopping in regularly gives them the assurance that someone is there looking out for the residents and will report to their Coordinator anything that seems amiss. The entire Ombudsman team is so very grateful for this continuous reassurance.

Saying thank you to our Volunteers doesn't seem like enough to express our gratitude, but we'll say it, regardless:

"Thank you, Volunteer Ombudsmen!"

## Southcentral Region—Amy K. Zabransky

Columbia, Dane, Rock and Sauk Counties



*Amy K. Zabransky, Volunteer Coordinator*



I began my journey with the Board on Aging and Long Term Care in March of 2019. It has been an incredible whirlwind of events, which included job shadowing several of my colleagues throughout Wisconsin. I have had the opportunity to tour most of the nursing homes that I provide volunteers to throughout Dane, Columbia, Sauk and Rock counties. The timing of my joining BOALTC was amazing, just in time to help celebrate the 25<sup>th</sup> anniversary of the VOP and to recognize my current volunteers at a very special event held in May. I hosted an in-service training for my current volunteers a week after I started and have had my thumb on “full throttle” since March.

Throughout the past six months I am continuously gaining knowledge and respect for all the cogs in the wheel of the BOALTC. One of the lessons I learned early on is everyone in this agency is very dedicated to advocating for the state’s long-term care consumers, so it’s important that we all know our roles, stay in our lanes, and listen to our residents. “All about me, but not without me”, like what James Cash Penney said, “The best teamwork comes from every-

one working independently toward one goal in unison.”

I accepted two resignations from this region over the past year. Sally Yaeger who had been a 14-year volunteer ombudsman at both Attic Angels and Oregon Manor decided to move on in June. Sally will be missed, but we are forever grateful for all that she has given to the program and the long-term care residents in Wisconsin. Elsa Yohn fulfilled a two-year commitment at Columbus Nursing Home in Columbia County and resigned in July. She will be pursuing another volunteer opportunity with hospice. On behalf of the volunteer ombudsman program we wish Elsa all the best as she assists her clients as they enter the end of their lives.

In addition to maintaining and assisting my current pool of volunteers, I am actively recruiting in all 4 counties. My first initial all-day volunteer training is scheduled to take place in September. I look forward to this session as well as my continued journey with the Board on Aging and Long Term Care. While all of my volunteers are phenomenal, I would like to spot light Nadine Kuester in this issue. Please read on as I introduce her.

## Volunteer Spotlight– Nadine Kuester



Nadine Kuester  
Volunteer Ombudsman



Nadine has always enjoyed spending time with seniors listening to their life stories. She reveled in listening to stories about how her elders lived as children without modern conveniences, enduring economic hardships, special holiday traditions, and learning about what they used to do for fun. She has always liked helping when family members were sick. When Nadine was in elementary school her dad's aunt came to live with her family before, she died. Her aunt would ring a bell when she needed something. Nadine enjoyed helping her because her aunt was so appreciative.

Years later when she worked weekends at a nursing home, she became close friends with some of the residents. Many years later she can still remember most of their names and personalities. Her interactions with the residents while giving cares were much more than just meeting their physical needs. Nadine and the residents would talk about life experiences and she looked forward to seeing them on the weekends that she worked.

Nadine earned a Bachelor of Science degree in nursing, followed by a 25-year career

at Central Wisconsin Center for the developmentally disabled. She appreciated the opportunity to learn about this population and their unique medical needs and therapies. She was inspired watching the resident's enjoy life despite their limitations. She was part of a team that provided a safe and happy environment to these residents while making the facility their home.

When she retired a couple years ago, she remembered a former colleague, Kellie Miller who had left the center to take a job with the state ombudsman program. She decided to reach out to Kellie and learned about the volunteer ombudsman program. She recalls Kellie as being so enthusiastic that she couldn't wait to volunteer with the program. She likes the flexibility that the volunteer ombudsman program offers and that she is assigned to one facility.

Since starting as a volunteer ombudsman in July of 2018, Nadine is on her second assignment. Her first assignment was at a nursing home that closed. She was instrumental in assisting and reassuring residents that they would be well cared for in their new homes.

Nadine enjoyed helping the transitioning residents with concerns about their cares and living needs. During this time Nadine’s dedication helped to build a rapport between the staff and residents. She observed how this strong connection was instrumental in embracing the dedication and receptiveness that staff displayed towards their residents during a very difficult time.

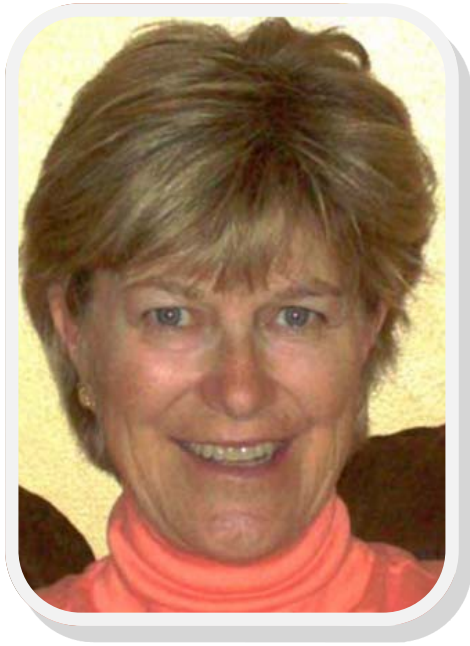
Nadine’s current assignment is at a facility which has a large mix of short-term residents, some are there for rehab, while others are there for long term. She likes it because she gets to meet new people at every visit. One of her challenges is catching them in their rooms, due to therapy sessions and the incredible amount of social activities that the residents attend.

In her spare time Nadine enjoys reading mysteries and books on the current political landscape, knitting, and watching sports on TV. She is an avid gardener and she regularly visits her friend at the Wisconsin Center. Nadine is a soft spoken, constant and strong advocate for all the nursing home residents that she works with. Her kindness, knowledge, and dedication are a huge asset to the Volunteer Ombudsman Program.



## Northeastern Region—Kim Verstegen

Brown, Calumet, Door, Kewaunee, Manitowoc, Winnebago Counties



*Kim Verstegen, Volunteer Coordinator*



Has it been a YEAR!!!

The start of 2019 came in with snowstorms that didn't end until May! In February the annual in-service took place after two cancellations due to snowstorms. At last we held the Winnebago/Outagamie in-service with a Dementia Care Specialist presenter.

Arrangements for the annual Volunteer Recognition (Big Gig) were never far from our thoughts. Preparing and planning became a daily focus. We received generous door prize donations throughout Northeastern Wisconsin. The grand prize came from Stone Harbor Resort, in Door County. Volunteer Ombudsman, Kathy Strelow from Kewaunee County was the winning recipient. Showing appreciation to our Volunteer Ombudsmen means so much. To see so many State of Wisconsin Volunteer Ombudsmen in one room was a feeling of warmth and gratitude.

Energy flows when coordinating a new class and adding volunteers to the Northeastern WI team. Through radio advertisement, word of mouth from current Volunteers, and an interview with Kevin

Rompa on the Channel 2 noon show.

I was able to add five new Volunteer Ombudsmen to our team. Volunteer Ombudsmen currently advocate for 24 facilities in Northeastern WI.

We finished the summer with kicking off coffee klatches. I asked our Volunteers to focus on quality situations and document what they observe at their assigned facilities. During the coffee klatch we discussed "I Stand for Quality" in our nursing facilities. We recorded quality observations to be submitted to the Consumer Voice in Washington D.C.

Reflecting on 2019, I am so grateful that I am a part of the Board on Aging and Long Term Care team. I am proud to work with the Volunteer Ombudsmen who give endless hours of compassion to the residents in their assigned skilled nursing facilities.

Please share this opportunity to be a Volunteer Ombudsman with your family and friends. We need and want more Volunteer Ombudsmen.

Thank you for all you do for Wisconsin's long term care consumers.

## Spotlight – Marcie Janz



Marcie Janz-  
Volunteer Ombudsman

Formerly from Marathon County near Wausau WI, Marcie grew up on a farm. Upon graduation from high school Marcie attended Sisters of Divine Savior school of nursing. During this time her Aunt told her about a young military man that had served in Korea, and she should write him letters. This started her relationship with her husband Ron. They wrote letters for a year before they met and proceeded to marry. They recently celebrated their 53<sup>rd</sup> wedding anniversary.

Marcie and Ron moved to Fond du Lac, WI where they raised two children. Marcie's passion for helping people led her to complete a nursing degree from Marion College, and she then completed a Nurse Practitioner degree at UW Oshkosh. As a Nurse Practitioner, Marcie was a shareholder with two Medical Doctors in a private clinic for 25 years. She specialized in serving geriatric, women's health, and the prison population.

In Marcie's retirement she has made eight mission trips to Nicaragua, where she and a team of medical professionals provided inoculation clinics to villagers residing in the countryside of Nicaragua.

Marcie's selflessness continues; in her spare time she volunteers for the Salvation Army where she cooks for the warming shelter in winter. She does scripture reading at the city jail for prisoners and facilitates Circle of Success for offenders returning to their community.

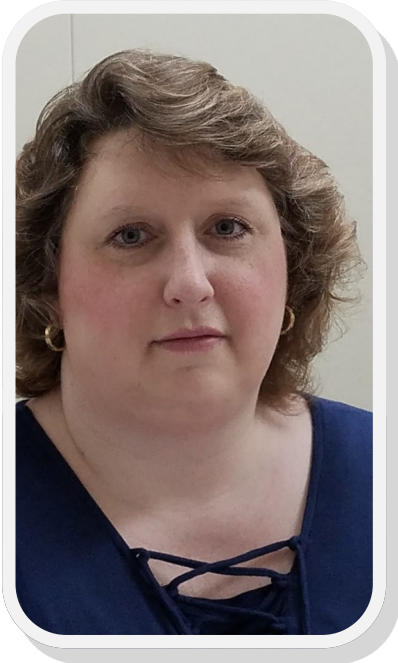
As a Volunteer Ombudsman, Marcie has been advocating for residents for the past seven years at the former Northpoint, currently Edenbrook Nursing Home in Oshkosh. She enjoys advocating for residents, listening and learning from the elders, and staying involved with long term care services.

Thank you, Marcie, for your dedicated service.



## Southeastern Region—Sheryl Meyer

Kenosha, Milwaukee, Ozaukee, Racine and Sheboygan Counties



*Sheryl Meyer, Volunteer Coordinator*

The southeastern region is having a stimulating and busy third year under my guidance.

We hit the ground running this year in January as we worked hard to wrap-up nursing home orientations for the last of our new team members who joined our region in October and November of 2018. In February we welcomed Lynda Markut from the Alzheimer's Association of Southeastern Wisconsin to our In-Service for a presentation on "What's It Like: The World Through the Eyes of a Person with Alzheimer's Disease." On May 15<sup>th</sup> we celebrated none other than the Big Gig!! And what a celebration it was; a most gratifying and engaging time to have everyone together in one location to commemorate the 25<sup>th</sup> Anniversary of the VOP and the many gifts our Volunteer Ombudsmen add to our agency.

I want to thank all of you who attended, it was an amazing day because you were a part of it.

In July and August our region offered three Coffee Klatch meetings covering the review of the recently updated VOP Policy including: boundaries, 800 line & monthly reports; we also discussed & prepared our Consumer Voice "Stand for Quality" poster challenge. We invited Barbara Bechtel, Board Member and Volunteer to join us for a Summer coffee klatch meeting. Barbara, we are honored you chose to share your time with us at La Finca Coffee House. We have put a strong focus on community outreach efforts this year. We represented the southeastern region and VOP with enthusiasm at outreach events in March at the Clinton Rose Center, May offered a return to Radio with United Way & WHBL Sheboygan,





Continued from page 16

June with the Italian Community Center, July at the Sheboygan South High School, August on the Milwaukee County Zoo grounds and September will bring a presentation for Church Women United. The success of these outreach events very much depends upon the help of the following Volunteers: Deb Ross, Lynn Davis and Jan Homan.

Thank you all for taking on this extra duty and helping our team grow.

If you are interested in speaking with others about your volunteer role, please call my office to get involved in outreach events. Likewise, if you know a potential group who may be interested in having us come out and speak about the BOALTC and the VOP please let me know. We will be holding a fall new volunteer training in October/November for the region. Recruitment is in full force right now with three potential volunteers working on the application process. Thank you, Todd Elmer, for joining us during lunch as our guest speaker last year. It has been an amazing year – in no short order because of every one of you! I thank you all for the many efforts you make to ensure we are a successful program. I look forward to our continued growth and success. Let's have a magnificent end to our year.

P.S. ~ I want to hear from you if you have any ideas on where our recruitment posters would get some good exposure...Don't be shy I will be happy to take your call, text or email.

Thank you!



## Spotlight – Brenda Pullen-O'Donnell



Ms. Brenda was born in Kentucky and moved to Milwaukee in the late 60's. She graduated from Washington High School and went on to earn her AAS in Mortuary Science. Brenda then went on to acquire her BS in Education and her MS in Curriculum and Instruction. Brenda worked first as a Funeral Director while she pursued her goals in education. She then worked most of her professional life as a grade school teacher and partnered with her husband in the running of their own business before she retired. Brenda explained coming to the Board on Aging was a natural choice for her; as she put it, "I have always been sensitive to the needs of seniors and children. They are our most vulnerable in our society. After witnessing my own mother's poor care, at the hands of a local nursing home, and reading an article about the Board on Aging & Long Term Care I knew the Volunteer Ombudsman role was meant for me.

I have always desired to be an advocate for the elderly and the Volunteer Ombudsman Program was the catalyst to reaching that goal;

honoring my Mother by serving others in long term care.

I want to assist in the prevention of poor resident care, empower residents & families with information or resources and help residents achieve their most desirable living conditions possible."

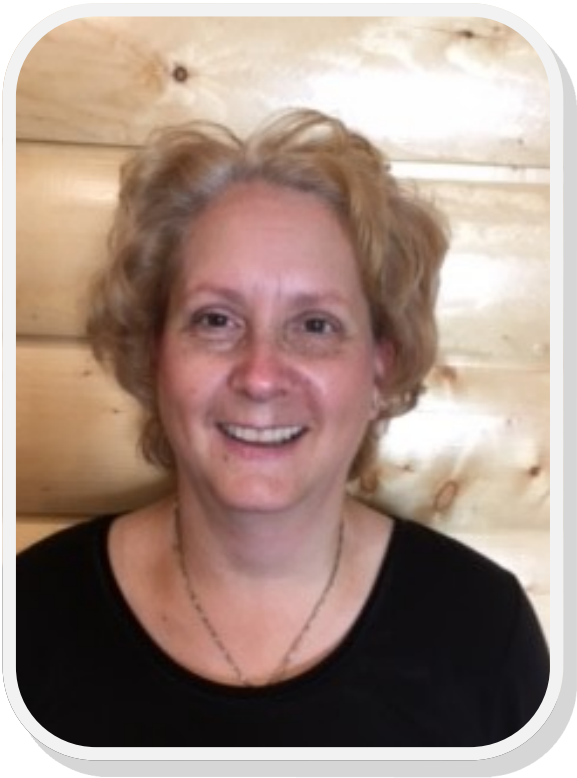
When responding for this article on what keeps her inspired as a volunteer Brenda commented, "I have a very high regard for our elders. This is the way I was brought up. My family has a saying, **'We don't meet strangers.'** As children, we were taught we don't meet strangers because everyone we meet is a friend. There is a satisfaction I get from being present for someone who doesn't have anyone in their life; or receives very few visits over a long period of time. I enjoy getting to know the people at St. John's; learning their histories and stories. It is a privilege having the residents and families we serve feel comfortable enough to share their feelings and life experiences with me. I love being a part of the VOP, making my weekly visits at St. John's, having the opportunity to meet so many intriguing and amazing people who openly share their stories, wisdom, humor, joys and sorrows."

Brenda has been a devoted Volunteer Ombudsman for 3 years. When asked what keeps her motivated to our mission she responded, "I must believe soon there will be a cultural shift in the way we view our elderly citizens and their inherent value. I have to believe as a society we will recognize our seniors deserve a better level of respect and care from us and until that shift occurs, I want to be a part of the solution."

Thank you, Brenda, for your continued support and commitment!!

## Western Region—Jenny Knudson

Adams, Crawford, Grant, Jackson, Juneau,  
La Crosse, Monroe, Richland, and Vernon Counties



*Jenny Knudson, Volunteer Coordinator*

Since last year, we have added five new volunteers, we have seventeen volunteers and conducted two initial training classes. During the next month I will be conducting a refresher class for volunteers that have been with the program for over two years. I have one more class on the calendar before the end of the year; hoping to add volunteers in as many counties as possible.

It has been a great year visiting the facilities and advocating for the residents. With our new volunteers we have been able to get into facilities that either have not had volunteers for a while or going into facilities that have not ever had a volunteer ombudsman.

A very much appreciated common comment I receive from Nursing Home Administrators is how happy and excited they are to have our volunteers come in and be another set of eyes and ears for residents.

In February our in-service for Crawford and Grant in Fennimore we had Pam Kul-Berg come and talk and experience what it would be like to have dementia. We had over-sized gloves, glasses and loud noise and were given 4 tasks to complete. What an experience to have and to have a better understand what our dementia resident goes through during the day.

The La Crosse, Vernon, Monroe County VOP February in-service covered the importance of hand washing and we had the opportunity to test how well we wash our hands. We also discussed the roles and importance of recreation for the residents in the nursing homes.

In May, at our Volunteer Recognition gathering, in Madison we celebrated the 25<sup>th</sup> year of the Volunteer Ombudsman Program. We have had great participation in Coffee Klatches ( informal gatherings ) to get to know each other better and to discuss happenings in the facilities.

I want to thank our volunteers and Regional Ombudsmen for welcoming the new volunteers to our program.

I have conducted quarterly joint facility visits with our volunteers, and have enjoyed watching their dedicated advocacy and relationship with the residents.

I have been participating in senior health fairs, and conducting radio interviews to get the word out about the Volunteer Ombudsman Program and the importance of the advocacy work our volunteers do.

If you know any friends or family members who would enjoy being a part of this rewarding opportunity call 1-800-815-0015.



## Spotlight on Volunteer Ombudsman

Tom Lindahl– submitted by Tom



Volunteer Ombudsman– Tom Lindahl

*Thank  
You*

A year and a half ago, while I was involved with volunteering for AARP Tax Aide in Lancaster, we were holding one of our sessions at the ARDC office. While I was eating lunch in the reception area, I noticed a poster on the wall asking for volun-

teer ombudsmen. I asked the receptionist if she knew anything about this program. She told me she could give them my name so I said that would be okay but I did not know if I would have time to take on another volunteer activity. I then forgot about this and gave it no further thought.

Late last summer I received a call from Jenny and she said she would like to meet and describe the program to me. I said that would be okay. Well, that has led to my being appointed as the Volunteer Ombudsman at Epione in Cuba City in October.

When Jenny took me on our introductory visit, I was a little unsure of what to expect. I watched how Jenny interacted and how she was very quick in observing all the important items for good care in each room. It seemed somewhat overwhelming to me. Because there is a sense of persistence in me and also a fair amount of caring for others and because I like people, I did continue with this volunteer activity.

What has really been amazing to me is how quickly the people recognized me and welcomed me into their home. This included the residents and all the people who work there. They are such a welcoming community. It feels good when I am able to do some small thing that makes their life better where they live. The smiles when they see me coming are very rewarding and makes me feel that I am needed and should be there. The residents always want me at the resident council meeting and have shared how appreciative they are that I come. Some residents have very limited family to visit them anymore or even friends so my visit to their home is welcomed.

Story continued from page 20-

I was very fortunate to be appointed to this care center home. They are very responsive to any ways that I notice or concerns expressed by residents that I am able to share. It is a pleasant place to work and for the residents to live.

I have a very supportive wife, Lee Ann, in all my volunteer activities. This is very helpful in carrying out my mission to these residents. We have been blessed with two sons over the years. One happens to live near us with his wife and they have given us our dear granddaughter that is the sunshine in our lives. Our other son is in Las Vegas NV. Unfortunately, he had a very bad car accident seven years ago and had some significant brain damage so is unable to work but can care for himself. My background was a career in education both at the secondary and higher education level. I very much enjoyed this profession as a teacher and administrator.

I am thankful for Jenny's support which makes this volunteer activity go smoothly. She has been there to help me whenever I have needed it.



## Central Region—Mary LeMay

### Clark, Lincoln, Marathon, Portage, Waupaca and Wood Counties



Mary LeMay- Volunteer Coordinator

I have just reached my 1 year anniversary with the BOALTC. What an exciting year it has been! I have enjoyed spending time in Madison being trained by my supervisor Kellie Miller. There have been many opportunities to connect with my new colleagues and Volunteer Ombudsmen. This past year has included Volunteer In-services in Wausau and Stevens Point, Coffee Klatches in Wausau and Waupaca, several Senior Expo's and an incredible 25<sup>th</sup> VOP Anniversary celebration in Madison. The 25<sup>th</sup> Anniversary celebration festivities included: a coach bus ride to Madison with 9 of my volunteers, a lovely luncheon, speakers, Lauren Hope singing and fun raffles rounded out the day! We have a lot to celebrate. 25 years of making a difference in the lives of residents in long term care is a milestone!

In April, I held my first new volunteer training in Stevens Point. We welcomed: Barb Evans, Carrie Russert, Lauri Gass and Mike Milano to our program. They all came with an abundance of life and professional experiences that has helped to make them incredible volunteers for the vulnerable residents of our nursing home population. All of our Volunteer Ombudsmen are making a difference each time they visit their respective facility. We currently have 20 Volunteer Ombudsmen in my region.

I really enjoy going on joint facility visits with our volunteer Ombudsmen for many reasons. Each facility, volunteer and resident is unique. I never know where that visit will take me! I always see compassion and empathy from our Volunteer Ombudsmen, and I am always proud of the connections I see them making with the residents. Our volunteers truly want to make a difference and care deeply for the residents. All of my regional ombudsmen: Karee Slaminski, Brandie Hanson, Christy Daley and Stacey Forest are a pleasure to work with. We all want what is best for the residents and to make sure they are treated with respect and dignity.

I am looking forward to our October 17<sup>th</sup> resident rights in-service in Stevens Point; I will be co-presenting with Regional Ombudsman Karee Slaminski. Our Spring 2020 volunteer recognition will take place at NTC in Wausau and will include virtual dementia training. I am actively recruiting for the Waupaca area and hope to fill volunteer openings before the end of the year. Please feel free to share about your volunteer experience to family and friends as any promotion of our program will help it grow!



## Spotlight on Volunteer Ombudsman: Pat Langton



Spotlight — Pat Langton



Pat Langton has been a volunteer at Benedictine Manor in Wausau for 4 years.

After she retired in 2011 from being a Special Ed teacher, Pat was looking for something to do. Her dad had resided for a time in a memory unit, and she felt very comfortable with the people and the environment there. Soon after, she saw an ad in the Wausau Daily Herald looking for Volunteer Ombudsmen. She trained with us in the Spring of 2015. Pat credits her Special Ed background with being a good observer, being very accepting and always looking for ways to improve.

Pat and her husband Dave (who is a retired chemist from Mosinee Paper) both retired early and very much appreciate this gift of time. They have two adult sons. Ben is a CPA in Baraboo and Tim is a Journalist who lives in Sun Prairie with his

wife, Carolyn. She also volunteers for other organizations. Along with her husband, they monitor Weber Lake once a month for clarity, algae and phosphorus for the DNR. Weber lake is near Hurley WI, where they are in the process of building their dream vacation home. She is also trained to be on the Bumble Bee Brigade. She takes photos and sends in her counts of different types bumble bees. Some of her favorite activities include: nature photography, bird watching and spending time with her three senior citizen pets.

Pat enjoys being a Volunteer Ombudsman because she can choose her own schedule, the paperwork is easy compared to what she did as a special education teacher, she has a feeling of helping others and she learns from the residents' stories and their wisdom.

# Perspective

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## What do you see?

How is it that 2 people can look at the same exact thing yet see something totally different? It goes back to our individual perspectives which can be created by our experiences and culture to name a few.

A good example of this involves my four cats. I grew up on a farm and we frequently had

many barn cats along with our other animals. The cats provided companionship, kept the mice population down and enjoyed the fresh goats milk. As I grew up my fondness for cats stayed with me and I am now the caretaker of four rescued cats.

I have a close friend who doesn't have any animals. His experiences with animals have led to many tragedies and his personal belief is that houses are built to keep animals outside. When talking about my cats, he contends that I am one cat short of really having too many.

Conversely, I was recently at a pet shop that specializes in cats. On my way out of the store I observed an elder and her grandchild admiring the cat trees by the door. I overheard them questioning if a cat tree might be good for their cat. I stopped to comment that my cats really enjoyed a similar tree. After a brief discussion, the elder asked me how many cats I had. I responded that I had four. The elder turned to her grandchild and remarked, "that lady is so lucky to have four cats."



Story continued from page 24

In each of these situations, the fact that I have four cats doesn't change, but it points out the different perspectives. I think I am just fine to have four cats. In the discussion with my friend, the conclusion of his perspective is negative. I might have a problem and am close to needing direct assistance. In the discussion with the elder at the pet shop, I am a lucky person. All the same situation yet very different perspectives and judgements applied.

While this is a silly example, I think we can apply it to the daily work we do as advocates. When you go into a facility to visit, or consult on a situation, what of your perspective are you bringing to the discussion? What is the perspective of the resident, the family/support system and the facility?

What impact might each of these perspectives have on the current situation and any possible solutions? If you find yourself getting stuck or at an impasse, start asking questions about the other person's perspective. Why do they do it that way? What are they trying to achieve? What if...? Etc. Conversely, there may be situations where you or others might have concerns with a resident situation, but they seem to be content with things as they are. In each situation, take a step back and try to discover and then support the resident's perspective. Get curious, you never know what you might see.

So perhaps the question isn't, "what do you see?" but rather "what do they see?"

Submitted by

Rachel Selking

Lead Ombudsman

## Vicki Buchholz, Medigap Services Supervisor

It has been a busy year for the Medigap Helpline Services (Medigap Helpline and Medigap Part D & Prescription Drug Helpline). Medigap staff have been busy helping beneficiaries of any age who call one of the “Helplines” for help to better understand their individual Medicare coverage and options, and also have been visiting many counties in the state providing information on Medigap Helpline programs either by manning informational booths at a Senior fair/event or giving talks on Medicare and related coverage options at Senior Centers or other events local providers may have arranged. What is obvious when we do reach out to the various counties is that many persons struggle with understanding Medicare and the vast array of options they are presented with. This is more apparent when a person comes close to Medicare age (65) when the mailings begin! “Which information is vital to understanding Medicare and which is marketing from an insurance company?” This is a common question in the minds of the recipients. This is where the Medigap Helpline Counselors can help callers begin to sort through which piece is important for them to meet their healthcare needs and which piece may sound good but may not be the best choice.

New for this coming year (2020) is a change marketed this fall for Medicare Supplemental policies (Medigap) which are policies

designed to cover the out-of-pocket costs after Original Medicare A&B.

The change coming will impact new Medicare beneficiaries who are those starting or who are eligible for Medicare as of 1/1/2020.

These beneficiaries will not be allowed to purchase the Part B deductible rider for a Medigap policy. This was a cost-saving mechanism implemented to help beneficiaries have more financial responsibility in paying for their Medicare services. Medicare Part B, which covers outpatient services, has an annual Deductible which in 2019 is \$185. Medigap policies can no longer cover this for NEW Medicare beneficiaries in 2020. However, for those persons who are already on Medicare, who would be eligible for Medicare though delayed Medicare due to continued active employer group coverage, or who became eligible due to disability or End Stage Renal Disease (ESRD), they will still be able to purchase the Part B rider or keep their Part B rider, even into 2020.

Another change in 2020 is the inclusion of some long term supportive services offered in Medicare Advantage plans. Medicare Advantage plans are Medicare replacement plans, these plans are paid a monthly sum from Medicare, the plan must provide coverage for the same services Medicare would have.

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The Medigap Helpline does encourage beneficiaries to understand the full costs of enrolling into a Medicare Advantage plan. Network providers is one consideration to assure preferred doctors are included. Understanding the copay structure and the maximum out of pocket copay risk is another important aspect to understand before enrolling into an Advantage plan.

The Advantage plan may offer coverage which Medicare could not cover, such as dental, vision, hearing, or fitness benefits. This coming year Advantage plans may offer more supplemental benefits such as home-delivered meals, supportive home health care, and transportation. Some offerings may require a “chronic illness” with an expectation that services provided will improve the quality of life for the beneficiary.

The largest change will be to the Medicare webpage plan-finder tool. For 2020 it will be a site designed to be more user friendly for the millions of Medicare beneficiaries who need to review their Medicare Part D drug plan or their Medicare Advantage plan. Watch for when the site goes live for use before the start of the Annual Enrollment Period October 15<sup>th</sup>, 2019.

Remember, the Medigap Helpline counselors are here to help beneficiaries, family members helping a beneficiary, or other advocates to better understand Medicare and the wide array of options that make any decision a complex issue! Toll free contact #'s Medigap: 1-800-242-1060. Part D Helpline: 1-855-677-2783.



# Medi-gap Helpline

## Volunteer Program updates- Jill Helgeson

Another busy 2018-2019 season. First, I am so sad to report that our volunteer Jackie passed away last year. Jackie had been a volunteer with the Medigap Helpline programs for 8 years. We also say goodbye to Pamela. Pamela worked her magic as a team with Rich, who has now retired.

This year Medigap volunteers visited two different centers during the Annual Enrollment Period in Milwaukee. Mary volunteered at McGovern Park and Jan and Judith worked together at the West Allis Center. Our volunteers handed out information to Medicare participants helping them to understand some of the programs available, such as Wisconsin Senior Care and the Medicare Drug Plans. We have even more volunteers for this coming Annual Enrollment Period.

During the 2018 Annual Enrollment we had six Madison Core volunteers. These volunteers did so much to help during this very busy time. Elizabeth did call backs, calling beneficiaries for counselors to confirm information or get prescription lists so their comparisons may be run. Chauncey always keeps up to date with the reports. Jo was kept very busy doing data entry and helping to take messages off our toll free Helplines. Rhonda and Helge provided a variety of supportive assistance from placing labels on brochures to assembling informational packets.

We are always looking for volunteers in the Madison and Milwaukee areas. We ask for a commitment from Sept until about Dec 15<sup>th</sup>. We would like to request 4 hours a week with duties assigned according to needs and abilities. Give Jill a call 608-245-8941.

Medigap Prescription Drug Helpline had student volunteers from UW Madison Pharmacy School. 36 Students helped run 310 Plan Finders for beneficiaries which counselors used in discussing options. The students helped with call backs and gathering information to provide the best options to those Medicare Beneficiaries.

### Medigap Milestones

#### Madison -Core Team

Helge 3 years

Jo 4 years

Elizabeth 4 Years

Chauncey 8 years

Rhonda 15 years

#### Milwaukee - Outreach Team

Mary 2 Years

Judith 1 Year

Jan 1 Year



# Ombudsman news

## Ombudsman Program Staff Updates

The Board on Aging and Long Term Care Ombudsman Program in June welcomed **Sarah Thorsberg** as the new IRIS Ombudsman. Sarah replaces Sarah Oneil who left the agency to pursue a position with the Department of Justice.

Sarah comes to the Ombudsman Program from the Department of Veterans Affairs, where she worked with veterans who were homeless and in need of services. Sarah assisted veterans in the northern WI area to find shelter, work assistance programs, access to health care services and integration into their communities. Noting that many of her clients were older adults, she brings to her IRIS Ombudsman position a tremendous background in community services such as Family Care and IRIS, as well as strong knowledge of long-term care supports and settings. Sarah has jumped right into many of the issue advocacy aspects of this agency's work, and will spend the next two years going through the Ombudsman Program's orientation process toward full long-term care ombudsman certification.

**Katherine Hallmark**, one of the agency's Regional Ombudsmen working in the Milwaukee area, will take a break from her ombudsman responsibilities as she welcomes a new baby into her family. Katherine recently celebrated her 5-year anniversary as an ombudsman, and was originally hired to serve the members of the Veteran's Home at King.

While Katherine and her new baby get to know their new lives together, the rest of the agency's staff will support her service area, including interfacing with the volunteers assigned to nursing homes in the area.

We wish Katherine the very best, and look forward to sharing this new step in life with her!

## Respecting Rights to Privacy in the Age of Social Media

We can't go anywhere, it seems, without somebody referencing what they saw on Facebook, tweeted or shared via Snapchat. While social media has made it easier to stay in touch or share news more immediately, it also has some potentially negative consequences for persons who live in long-term care communities and who may not always be able to control what others make public about them. Such social media includes texted or tweeted comments involving residents or their care, photos or videos of residents receiving care or participating in rehab or social programs, pictures of an injury or a situation that should be shared with medical staff or law enforcement as opposed to on social media.

The Ombudsman Program does receive concerns from residents who are unhappy that a family member or staff took pictures and put them on Facebook or shared them via Snapchat without asking permission. Staff can lose their jobs for taking such actions; family members may find themselves accused of exploitation or even abuse depending on the nature of the picture or information shared.

As times change, so do resident communications. Residents might be on Facebook and often text communications to persons to convey any number of messages. Staff, ombudsmen and volunteer ombudsmen should be mindful of the professional boundaries they are expected to maintain, not "friending" with residents on Facebook, or using a text message to convey the resolution of a concern.

Like any of us, residents should have the right to expect that their privacy will be respected at all times and under all circumstances. Residents have the right to be asked if they want their picture taken, and to know how that picture will be used. Sometimes residents are cognitively unable to give consent to have their pictures taken, and in investigating such a complaint people who know the resident share that as a younger person she or he never liked having a picture taken, so likely wouldn't have consented if they were able.

Sometimes family members, meaning well, will take a picture of a resident that shows how that person may have declined physically or cognitively over the years. Families indicate their only intent was to provide an update to other family members on Facebook or MySpace. Others who see the picture, though, complain that the picture is a disrespectful portrayal of a person who may never have wanted others to so publicly see how they have changed through aging or illness.

Staff who share pictures or other resident information via social media often fail to realize that there are laws protecting persons from having any personally-identifiable information shared publicly without their consent.

They also fail to realize that these images and information can become permanently available to a host of others who may have been an unintended audience.

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Regardless of how the staff might feel about having their personal information so widely viewed by others, they do not have the right to make that choice on behalf of a resident.

As you contemplate your own use of social media, ask yourself whether you would want strangers viewing photos of you that you didn't control or consent to, or commenting on how you look, or otherwise discussing your health concerns in a public forum. Help others be aware that a resident's right to privacy and to consent to how their personal image or information is used is everyone's responsibility to respect.

Submitted by-

Kim Marheine, Ombudsman Services Supervisor



## Southcentral Region Volunteer Ombudsman Program

Milestones			
Dale S.	Dane County	Belmont	12 years
Lew R.	Rock County	St. Elizabeth	12 years
Helen N.	Sauk County	St. Claire Meadows	10.5 years
Jerry H.	Dane County	Four Winds / Oakwood	7 years
Dennis C.	Sauk County	Ridgeview Terrace	7 years
Wendy K.	Dane County	Crossroads sun Prairie	5 years
Calvin B.	Dane County	Capital Lakes	5 years
Ronda S.	Columbia County	Tivoli	4 years
Beth C.	Dane County	Middleton Villa	3.5 years
Terry K.	Dane County	Middleton Villa	3.5 years
Mary H.	Dane County	Oakwood	3.5 years
Judy B	Dane County	Badger Prairie	3 years
Jim H.	Rock County	Rock Haven	1 year & 6 months
Nadine K	Dane County	Karmenta/Oak Park	1 year & 4 months
Cathy Z	Rock County	Alden Meadows	1 year & 1 month
Pam H.	Rock County	Edgerton Care Center/ Evansville Manor	1 year & 1 month
Farewell and Thank you			
Sally Y.	Dane County	Oregon Manor	14 years
Elsa Y.	Columbia County	Columbus	1 year & 8 months





## Southeastern Region Volunteer Ombudsman Program

### Welcome to New Volunteer Ombudsmen:

Arlene G.	Kenosha County	Crossroads C.C.	7 months
Betsy M.	Milwaukee County	Crossroads C.C.	7 months
Carrie M.	Milwaukee County	Allis Care Center	8 months
Jennifer C.	Kenosha County	Grande Prairie	7 months
Jessica O.	Racine County	The Villa at Lincoln Park	8 months
Teress O.	Milwaukee County	St. Francis Health	8 months

### Milestones:

Bill G.	Milwaukee County	Dycora Silver Spring	2 yrs.
Carrie K.	Milwaukee County	Southpointe	1 yr. 9 months
Carolyn L.	Milwaukee County	Hales Corners CC	1 yr.
Jan H.	Milwaukee County	Villa at Bradley	1 yr. 9 months
John A.	Milwaukee County	Mary Jude	12 yrs.
Laura B.	Milwaukee County	St. Anne's Salvatorian & St. Camillus	5 yrs.
Todd E.	Milwaukee County	Cameo Care Cntr. & Willowcrest	8 yrs.
Brenda P-O.	Milwaukee County	St. John's on the Lake	3 yrs.
Mary J.	Milwaukee County	East castle & Dycora- Milwaukee	1 yr. 9 months
Mary R.	Milwaukee County	Symphony	2 yrs.
Deb R.	Milwaukee County	Lake Terrace	12 yrs.

### Farewells:

Colleen S.	Kenosha County	Ridgewood C.C.	1 month
Lynn D.	Kenosha County	The Bay at Waters Edge	6 months
Stella M.	Milwaukee County	Wellspring	8 months

*Western Region Volunteer Ombudsman Program*

**Welcome to New Volunteer Ombudsmen**

Laurie E.	Vernon County	Norseland	4 months
Lynn H.	Vernon County	Vernon Manor	4 months
Maureen V.	Grant County	Dycora Transitional	4 months
Brian A.	La Crosse County	Mulders Nursing Home	4 months
Mary T.	Monroe County	Morrow Home	4 months
<b>Milestones</b>			
Mary B.	Monroe County	Rolling Hills	4 year 4months
Debi T.	La Crosse County	Hillview	4 year 3 months
Nancy T.	Juneau County	Fairview Nursing Home	2 year 3 months
Zana D.	La Crosse County	Lakeview Nursing Home	2 year
Sharyl H.	La Crosse County	Onalaska Care Center	2 year
Kristi K.	La Crosse County	Bethany St. Joseph	2 year
Joan C.	Adams County	Villa Pines Living Center	1 year
Dana K.	Crawford County	Prairie Maison	1 year 3 months
Terri L.	Grant County	Divine Rehab	1 year 6 months
Patricia B.	Vernon County	Bethel Home	1 year 2 months
Tom L.	Grant County	Epione Pavilion	9 months
Mary L.	Grant County	Edenbrook Platteville	9 months
<b>Farewells</b>			
Helen J.	La Crosse County	Benedictine Manor	6 months
Marvin B.	Vernon County	Bethel Home and Service	11 months
Bonita P.	Grant County	Boscobel Care and Rehab	4 months
Diane P.	Grant County	Schmitt Woodland Hills	3 months

*Congratulations*

**Welcome New Volunteer Ombudsmen**

Name of Volunteer	County	Facility	Length of Service
Lillie M.	Brown	Manor Care W.	4 months
Barbara B. M.	Brown	Odd Fellow	4 months
Patricia W.	Brown	Rennes	4 months
Susan H.	Winnebago	Peabody Manor	4 months
Jim F.	Calumet	Atrium Post Acute Care New Holstein	4 months
<b>Milestones</b>			
Jamie K.	Brown	Parkview Manor/ Bayshore Village	9 years
Verna M.	Brown	Green Bay Health Services	4 years
Nancy T.	Brown	Woodside Lutheran	5 years
Stephanie Z.	Door County	(NSH) Dorchester	1 year
Kathy S.	Kewaunee	Atrium Post-Acute Care Kewaunee	1 year
Shirley L.	Manitowoc	Shady Lane	5 years
Gerry G.	Outagamie	The Bridges	5 years
Marge S.	Outagamie	Brewster Village	3 years
Jan L.	Outagamie	Manor Care	1 year
Diane F.	Winnebago	Oakridge Gardens	4 years
Erin A.	Winnebago	Atrium Post-Acute Care Little Chute	3 years
Joan O.	Winnebago	Omro Care	6 years
Tina T.	Winnebago	Bethel Home	3 years
Trudy J.	Winnebago	Evergreen Manor	6 years
Marcie J.	Winnebago	Eden Brook	7 years
Diane O. L.	Winnebago	Parkview	5 years
<b>Farewell &amp; Thank You</b>			
Nancy L.	Brown	Manor Care W.	9 months
Lynn L.	Brown	Odd Fellow	5 months
Joanne O.	Winnebago	Eden Meadows	11 months
Connie P.	Outagamie	Atrium Post Acute Care Little Chute	8 months

*Central Region Volunteer Ombudsman Program*

**Milestones**

Maxine L.	Clark County	Colonial Center	4 years
Dean S.	Clark County	Neillsville Care and Re-hab	4 years
Cheryl M.	Lincoln County	Pine Crest	2 years
Becca M.	Lincoln County	Pine Crest	3 years
Karen P.	Marathon County	Rennes – Weston	2 years
Doug D.	Marathon County	The Bay at Colonial Manor	7 years
Joni E.	Marathon County	Pride TLC	4 years
Dan M.	Marathon County	The Bay at Colonial Manor	2 years
Pat L.	Marathon County	Benedictine - Wausau	4 years
Kitty S.	Marathon County	North Central Health Care	6 years
Ginny W.	Portage County	Portage County Health Care	9 years
Mike M.	Portage County	Atrium Stevens Point	6 months
Sharon M.	Waupaca County	Iola Living Assistance	15 years!!
Dan K.	Waupaca County	Bethany	2 years
Carrie R.	Waupaca County	Olson Hall-Veterans Home	6 months
Gwen W.	Wood County	Edenbrook	6 years
Peter F.	Wood County	Three Oaks -Marshfield	9 years
Martin W.	Wood County	Atrium -Marshfield	9 years
Barb E.	Wood County	Edgewater	6 months
Lauri G.	Wood County	Atrium Wisconsin Rapids	6 months
<b>Farewell</b>			
Carol R.	Marathon County	Atrium Weston	Thank you!
Teresa G.	Taylor County	Rib Lake Health Services	Thank you!
Lynn C.	Portage County	Atrium Stevens Point	Thank you!
Margie K.	Taylor County	Aspirus Medford	Thank you!



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