

The Volunteer Voice

Greetings from the Executive Director!

As I pondered on my thoughts for this newsletter, I was reflecting on these past months of COVID-19 and how all our staff and volunteers have come together with their advocacy and positive attitude for all our consumers in Wisconsin. The Board on Aging and Long Term Care is considered “essential” for the services we provide for our consumers. Despite our Central Office and other physical office locations throughout the state closing, we are still open for business and have been extremely busy serving consumers. It has been very difficult to not be able to visit our residents and clients in long-term care settings or in our offices, but we have been resourceful and creative in our ways of providing advocacy. We are fortunate to have the technology to be able to communicate with our volunteers, residents, clients, families and providers during these days of COVID-19. We will continue to persevere and conquer through these challenging days together!

**Board on
Aging and
Long Term
Care**

**July 2020
Volume 6**

On behalf of the Board of Directors and myself, thank you again for your service and dedication to this agency!

Respectfully,

Heather A. Bruemmer

Executive Director/State Ombudsman

confidence

support communication

brave power
aid friends help
hear advocacy
love responsibility
energy

self-advocacy

strength

From the Desk of Kellie Miller~

Volunteer Services Supervisor

In This Moment~

As we are learning to live our lives in this ever changing, ever challenging, and uncertain new way, I can honestly, humbly and in a heartfelt way say that I feel the Volunteer Ombudsman Program is coping with resilience. Coping by focusing on staying connected with each other, continuing to listen to each other and support each other so we can return to in-person resident centered advocacy.

I want to thank the Volunteer Ombudsmen and the Volunteer Coordinators for their unending commitment to the residents and the Volunteer Ombudsman Program. When the Volunteer Coordinators; Kim, Sheryl, Jenny, Mary and Amy made follow up calls with each Volunteer Ombudsman to discuss the suspension of visits, the first thing the volunteers asked about were the residents in their assigned facility, and then how long would it be before returning. That's a caring connection!

While we are waiting to be able to safely resume facility visitation, and in-person gatherings, we have been fortunate to have the use of daily, weekly and monthly telephone calls, WisLine group calls, Skype meetings, and TEAMS meetings to stay connected. This shared connection with our voices and sometimes a facial visual helps the isolation feel a bit less lonely. The use of virtual connection does not take the place of physically being together, but has been helpful, useful and fun during the pandemic.

Please take a moment to read this 2020 edition of the Volunteer Voice. We have put together information, stories, and personal messages to put a smile on your face and to let you know that we are all in this together.

#connectionmatters

Enjoy!

The future depends on what we do in the present

2020 Louise Abrahams Yaffe Volunteer Ombudsman Program Award



*Volunteer Ombudsman
Brenda K. Pullen-O'Donnell*

Ms. Brenda has established meaningful family roots in Wisconsin. She was born in Kentucky, lived in Arkansas, and moved to Milwaukee in the late 1960's. She has raised her own family, achieved her education, built a career of serving others and today calls the Northwest side of the city her home.

Brenda shared that she is a very private person, however, the relationships she has trustingly built with the residents at St. Johns on the Lake in Milwaukee, will indicate otherwise. Brenda has been a voice for the residents living at St. Johns since August 2016.

Brenda became a Volunteer Ombudsman because she feels elders and children can often be mistreated. She shared that she wants to stand up for the elderly as they need someone to watch over them. Brenda does just that during her weekly visits to her assigned nursing home. The residents enjoy talking with her and she loves interacting with them. She said it's a joy to listen to the stories of their past; that way you get a photograph of their life! Brenda expressed a satisfaction from being present for someone who does not have anyone in their life, or who does not receive visitors.

Brenda is so dedicated to making her weekly resident centered visits to St. Johns that she brought her own hard hat, just in case, during the recent remodel of the facility. Yes, Brenda, has her own hard hat as she does much of her own home improvements including trimming her own trees!

It was especially challenging for Brenda during the facility remodel as many of the residents relocated to the assisted living component of the nursing home. Brenda had to say farewell to making room visits as the Volunteer Ombudsman Program focuses specifically on skilled nursing home residents.

Brenda went above and beyond during the facility's transition. She added the commitment of weekly conference calls and joint facility visits with her coordinator in addition to her own weekly visits. She was a supportive, strong voice for the residents when they were afraid and stressed about moving. Brenda was diligent in supporting resident's room requests during the transition. Her presence made the residents feel safe and their voices heard during this process.

Continued next page

**2020 Louise Abrahams Yaffe
Volunteer Ombudsman Program Award Recipient-
Ms. Brenda K. Pullen-O'Donnell**

Brenda's focus during her routine visits includes monitoring the basic needs and comforts of the residents such as staff identification/respectfulness, facility cleanliness, food/meal satisfaction, access to clean linens, privacy issues, call light response times and consistently checking on the health status of residents, general resident requests, and building maintenance/ safety issues. Brenda attended every resident council meeting during her three plus years of resident centered advocacy- that's invaluable dedication!

Brenda demonstrates a remarkable ability for establishing meaningful connections with both residents and staff she speaks with at the nursing home. She exhibits excellent recall with those individuals' names and their previous topics of conversations, leaving them with a smile on their faces. Her natural talent for building trust and putting others at ease makes her a genuine resident centered advocate.

It's no wonder Brenda's career path took her from many years of teaching of 3rd and 4th grade students, after earning her Bachelor of Science and a Master of Science in Curriculum and Instruction from the University of Wisconsin- Milwaukee, to a brief calling as a funeral director. Even though Brenda's calling as a funeral director only lasted three plus years; she made an impact. Brenda would go the extra mile for those who did not have the means to pay for the funeral, like adding flowers to the casket, because after all, in her words it is a final memory.

The Board on Aging and Long Term Care Volunteer Ombudsman Program plans to celebrate with Brenda and will present her with the Louise Abrahams Yaffe Volunteer Ombudsman Program Award as soon as we can gather, as we continue to practice social distancing and safety during the COVID-19 pandemic.

We hope to have an informal presentation with the Board on Aging during a Board of Directors meeting as soon as possible and then the formal presentation will take place during the 2021 Alzheimer's state-wide conference and banquet.

Congratulations and thank you, Ms. Brenda!

Respectfully submitted by
Kellie Miller and Sheryl Meyer



Congratulations to all our

Louise Abrahams Yaffe Award Recipients

- 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
- 2020 Ms. Brenda K. Pullen O'Donnell, Milwaukee County



1994-2019

25 years of advocacy & continuing strong

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 late Louise Abrahams Yaffe-
Founder and inspiration for the VOP

Jessica Trudell

Greetings! I started as Counsel to the Board on Aging and Long Term Care in September 2019. Prior to that, I worked as the Managing Attorney for the Guardianship Support Center with the Greater Wisconsin Agency on Aging Resources (GWAAR) and before that, I was in private practice for 10 years in the La Crosse area.

My first year with BOALTC is really flying by and it has been an interesting start with the COVID-19 public health emergency! I am so appreciative that I was able to meet some of our great Volunteers at a few of the VOP in-services and trainings. I was even able to shadow a couple of Volunteers at their nursing homes, which was a wonderful experience. It really showed me firsthand the great work that the Volunteer Ombudsman Program does. It was obvious what a difference a visit from the Volunteer made to the resident. It is so important for residents to know they have someone in their corner who is willing to listen! I look forward to continuing to work with the VOP and I look forward to meeting more of you in the future when we are able! Thank you for your work and dedication to such an important program!



Voting in Long Term Care Communities

Every United States citizen, age 18 and older, regardless of where they reside, has the right to vote, guaranteed by the United States and State Constitutions. However, the right to vote can sometimes be removed by the court, for example, if specifically removed in a guardianship proceeding or during a felony sentence. Voting is not a health care or financial decision. Therefore, a surrogate decision-maker such as a power of attorney agent or a guardian can never decide how a resident will vote nor can they vote in their place.



Residents of long-term care facilities have the same right to vote as any other citizen. Facility staff has a responsibility to assist residents in exercising their right to vote, including assisting with finding transportation, assisting with registering to vote, or considering posting information throughout the facility or by becoming a polling site. Facility staff can only assist the resident with their permission and may not influence their decision nor disclose to others who the resident voted for. Referrals to the Ombudsman Program can be made regarding resident rights and access to information, which includes the right to vote.

With the COVID-19 public health emergency and vulnerability of long-term care communities, residents can also seek to vote by absentee ballot. The legislature recognized even pre-COVID that residents of long-term care settings might have more difficulty with physically getting to their polling place and statutory processes were put in place to ensure greater access to absentee voting. If requirements are met, there must be a Special Voting Deputy (SVD) at the facility. SVD's are appointed by the municipal clerk and bring absentee ballots to qualified care facilities. Residents can also choose to vote by absentee ballot at the clerk's office or alternative voting site, or at the polls on Election Day.

To vote in Wisconsin, residents must be registered to vote. Acceptable photo ID and proof of residence are required. For more information on voting, see <https://myvote.wi.gov/en-US/RegisterToVote> or visit the Wisconsin Elections Commission website at <https://elections.wi.gov/elections-voting>.

Jessica Trudell

Counsel to the Board

Board on Aging and Long Term Care



Deadlines for November 3 General and Presidential Election:

Voter Registration Deadlines

- By Mail: Wednesday, October 14, 2020
- In-Person: Tuesday, November 3, 2020
- Online: Wednesday, October 14, 2020

Deadline to Request an Absentee Ballot:

- For regular voters: October 29, 2020 @ 5:00 PM
- For Indefinitely Confined voters (includes persons living in long-term care settings): October 30, 2020 @ 5:00 PM

Deadline to Return Absentee Ballot: November 3, 2020 @ 8:00 PM



Northeastern Region—Kim Verstegen Brown, Calumet, Door, Kewaunee, Manitowoc, and Winnebago Counties



Kim Verstegen
Volunteer Coordinator

Hindsight 2020

January 2020 arrived with no apparent hint of what was coming. The Volunteer Ombudsman Program in Northeastern Wisconsin was off to a great start. I was preparing for a Volunteer Ombudsman initial training which was conducted in February, adding four additional Volunteer Ombudsman serving facilities in Door and Brown County. I was able to place three of the Volunteer Ombudsmen in their designated facilities. The 4th Volunteer Ombudsman will be placed when facility visits are resumed.

I was prepared for several outreach events including a Senior Volunteer Fair in Winnebago County, a presentation on the channel 2 Kevin Rompa noon show, and preparing for the annual Volunteer Ombudsman Program recognition event set for May.

Starting in mid-March, I began telecommuting instead of going into my Green Bay Office. We also cancelled facility visits and in-person recruitment opportunities already scheduled in order to follow the State's "Safer at Home" order and CMS guidance.

Life has changed rapidly in the past three months with the COVID 19 pandemic. Slowly a new normal began to unfold. Developing new skills using virtual technology, webinar trainings, WisLine phone calls for virtual coffee klatches are a monthly routine to stay engaged with our volunteers and Board on Aging staff. Skype and TEAMS calls are now our way of "connecting" through technology within our professional environments.

Volunteer Ombudsmen and often the Regional Ombudsmen participate in the monthly coffee klatches on the WisLine. We have time to discuss updates on nursing facilities, were privileged to have guest speaker Tom Haupt from Department of Health Services provide updates on nursing homes and on Infection Control Assessment Response (ICAR). In June our Guest speaker Jill Helgeson, Lead Medigap Counselor presented on signing up for Medicare during COVID 19.

Additionally, each day I make a phone call to a facility where a Volunteer Ombudsman is assigned. I follow-up with the facility administrator or staff member to ask how the residents are doing, if the staff are doing anything creative, and to remind them we will be returning when we are able. I do remind them that their Regional Ombudsmen is available to assist with any concerns.

As we continue our advocacy for long term care residents, I want to thank the Northeastern Wisconsin Volunteer Ombudsmen for their dedicated service and for staying with us through this unprecedented time.



Spotlight on Volunteer Ombudsman



Cathy S



Flowers from Cathy's garden

Cathy was born and raised in a small town of Swedish immigrants in Illinois. Cathy always had an interest in research and the medical field. Upon graduation from high school, she went to college in Illinois to attain her undergraduate degree in Medical Technology. In her final year she did her Medical Technology internship at a hospital where she was supervised and mentored by a wonderful professional lady named Mary who supported Cathy in her achievements as a researcher. Upon completion of her internship, Cathy graduated in 1969 with a degree in Medical Technology.

Because of Cathy's respect and experience in her internship with her Mentor Mary, she decided to attain her master's degree in Microbiology. Upon completion of her degree she pursued a position as a Supervisor at a hospital in Chicago. Her role as a Supervisor in Microbiology and the demand of the position, Cathy needed a summer intern. She hired and

supervised a young veterinarian student. Upon completion of his internship, the Veterinarian Student returned to his college. Cathy received a phone call from the veterinarian student to visit his college. Cathy visited the student; within a few months she became his (David's) wife. Cathy left her position to be closer to her husband's college as he completed his Veterinarian degree. Cathy became employed for a hospital in Illinois as a Medical Technologist. Upon David's graduation they moved to Wisconsin where he became a large animal veterinarian working with cattle. Cathy became employed by the Department of Agriculture as a Microbiologist in Veterinarian Science. For the next 20 years Cathy worked in research for the Agriculture field and retired in 2005.

Currently, Cathy and her husband David who is an avid fisherman relocated to Northeastern, WI for their retirement. Cathy is active in her community, enjoys gardening, and is a member of Learning in Retirement. Cathy became interested in the Volunteer Ombudsman Program from the Kevin Rompa noon show where the Volunteer Ombudsman Coordinator, Kim was being interviewed. She has been advocating for residents in Long Term Care for the past two years.

*Thank
you*



**We asked.. &
You shared your Coping Tips**

Assisting with food pantry, spending time with family—Jan

Visiting with sister, driving her convertible VW with the top down-Carol

Doing art projects, reading, and cooking- Shirley

Yard work, reading
– Verna

Knitting shawls for my granddaughter’s attendants for her October wedding – Lillie

Spending time with my grandchildren, and gardening – Diane F.

Doing yard work, and sewing projects- Joan O.

Staying safe at home and reading- Marge

Cleaning and preparing to sell our home to downsize into an apartment – Jamie

**We asked.. &
You shared your Coping**

Support my wife, and working around the house – Gerry

Staying in contact with my elder friends outside of the VOP and family time – Erin

Helping to paint my church - Diane L.

Cleaning my house-Nancy

Staying updated on COVID 19 status – Marcie

Spending time with my dog, and yard work – Cathy

Cleaning my home and yard work -

Donna

Missing residents at my assigned facilities and spending time with family – Stephanie

Busy with my teenage children and my son who just graduated from high school -Shannon



Southeastern Region—Sheryl Meyer Kenosha, Milwaukee, Ozaukee, Racine and Sheboygan Counties



Sheryl Meyer,
Volunteer Coordinator

As I sit here reflecting on the words I wrote in the last newsletter update and the thoughts I am preparing to share with you now I am honestly overwhelmed with emotion...for all that has happened and is still happening in our region, state and country at this time. Together we are facing COVID-19 and the racial injustice that is bringing folks together – affecting our counties in both positive and negative ways. These events will no doubt have a lasting effect on us all, including our residents in the nursing homes you serve and are eager to return to.

The concern for the residents comes through in comments such as, “Have you spoken to anyone, do they have active cases, are they holding resident council meetings, are they helping the residents stay connected to family & friends, how long will it be until we can return and I miss making my visits, listening to their stories and seeing their smiles.”

As I look onto the fourth year with my VO team and our extended VOP/BOALTC family it is easy to see how we have adapted, adjusted and most importantly found ways to stay connected. We are stronger than ever because of our collective creativity, tenacity and courage in the face of adversity. I want to say a special “thank you” to Volunteer Ombudsman Deb R. who is the person behind the idea for our “Virtual Coffee Klatches.” More than a year ago it was Deb who inquired about the idea of having

conference calls for our volunteers who are in the workforce and find it difficult to attend the normally scheduled morning Coffee Klatch meetings. Initially we offered a solution of early evening meetings, but in the time of COVID-19 Deb’s suggestion has turned into reality due to the availability of the WisLines!!

I am excited to report our region has had two Virtual Coffee Klatches – one in April and our May call that had all but one Volunteer Ombudsman on the line.

In June we welcomed Jill Helgeson, Lead Medigap Counselor on our line to discuss all things Medicare.

Truly, I thank you all for calling in...it is amazing to hear your voices – together sharing your thoughts and ideas, discussing the topics of the day. I also want to thank our Regional Ombudsmen: Rachel, Katherine, Mary, Patti, Tom, Relocation Specialist, Thomas Haupt, MS Wisconsin Department of Health Services, Board Member Barbara B. and Kellie (our fearless leader) who joined in on our May calls as well. I am so glad you all were on the line --- We were able to sneak in our February In-Service this year with Regional Ombudsman Patti Noble just before the stay at home orders went into effect. We watched “The Guardians” and Patti gave an insightful overview of the differences in how guardianships are processed in Las Vegas -vs- Wisconsin.



Southeastern Region—Sheryl Meyer Kenosha, Milwaukee, Ozaukee, Racine and Sheboygan Counties



*Sheryl Meyer,
Volunteer Coordinator*

Continued

Our unprecedented year goes without saying for everyone; and in our region you will notice it too as we move forward continuing to reach for our goals. There will be four main efforts we will focus on going forward: maintaining communication; offering educational opportunities; recruitment/outreach and, when approved, re-establishing nursing home visits. Our work has always required flexibility, patience, understanding and tolerance; now more than ever these will still be the best tools in our toolboxes. I look forward to a time soon when we can see each other in person for meetings, trainings and visits once again. Your smiles will warm me up like sunshine on my face! However, your good humor and caring personalities always keep me motivated each day.

Thank you, Volunteer Ombudsman, for making the
SE Region shine!





Spotlight on Volunteer Ombudsman

Carolyn Lyrenmann



Volunteer Ombudsman—Carolyn Lyrenmann

Submitted by Carolyn

Carolyn joined the Volunteer Ombudsman Program in 2018. Carolyn has a background in finance, and learned of the program through outreach. She was compelled to join the program as she had enjoyed spending many days in a long-term care facility where her grandmother who suffered from dementia resided. She recalls the connection she felt with the residents there, and moved to inquire about joining. She is the volunteer at Maplewood in West Allis.

This summer Carolyn will return to school to seek a degree in Sociology and Pre-Law at the University of Wisconsin Milwaukee. She recently purchased her childhood home in Muskego from her parents, who are living their dreams in retirement in Eagle River. She has a 17 year old son, and is engaged to be married this December.

Carolyn loves visiting the residents at Maplewood, and learning about their lives. She feels blessed to be a part of the program where she has the opportunity to use her listening skills with compassion, and loves that she can make a difference in their lives especially when they have concerns.

*Thank
you*

We Asked – You Answered: “What are You Doing to Stay Well and Busy During the COVID-19 Stay at Home Order?”

Arlene ~ I have been staying busy with exercise and meditation.



Bill ~ I have been exercising regularly by walking 2-3 miles every day & I continue to volunteer. I have been working virtually with a literacy student and assisting at a food pantry where clients can drive up for their boxes. (I assist in the warehouse wearing a mask & gloves)



Brenda ~  I have been working on putting out my flower bulbs and relocating some of my others. I also made my own tomato sauce – so much better than the jar or can!



Carolyn ~ I have been helping an elderly neighbor in need with housework. I have been playing my violin more and I have  been writing, on a voluntary basis, for the Borgen Project. (A non-profit organization that is addressing poverty and hunger and working towards ending them), in addition to working on some of my own personal writing.

Deb~  I have been gardening, working in my yard and taking care of/spending time with my yorkies.

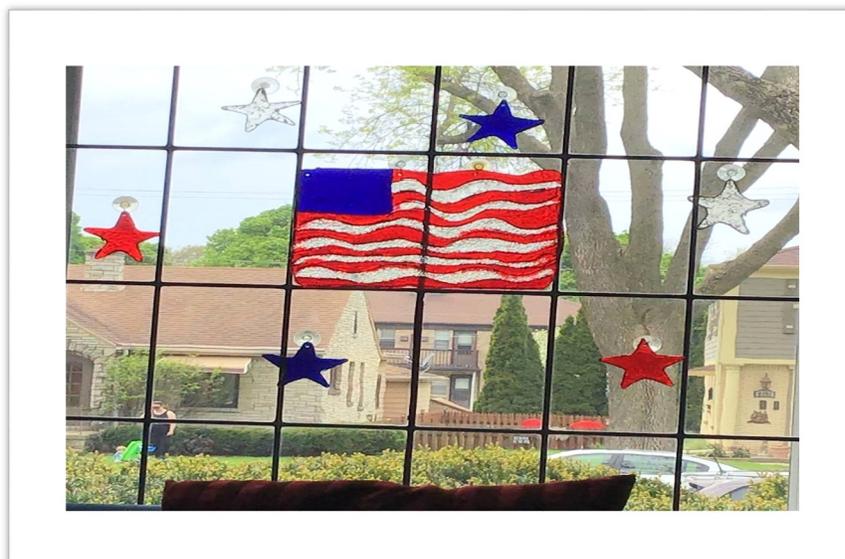
Jan ~ I have been sailing with Milwaukee Community Sailing Center. Today I start my first volunteer shift with Feeding America on Fond du Lac Ave. 

Laura ~ I have been going on zoom calls after work with my knitting friends  and I have been joining in on more plant based cooking demonstrations online.

Mary ~ I have been enjoying the virtues of being a couch potato and catching up on my TV binging!

Todd ~ I have been walking 4-5 miles every day and now that my health club has re-opened with limited amenities & equipment, I have returned to my morning exercise routine. I have also taken a more active role in my condo association. I am now serving as President of the Condo Association Board and working with our management company to develop guidelines for use of communal living areas. 

John ~ I have been working on my arts and crafts. I recently created our Flag and stars from cooking crystals, a by-product of oils (see picture below). I have also been keeping up with my exercises at home to stay limber.





Spotlight on Volunteer Ombudsman

Terri Lins



Volunteer Ombudsman– Terri Lins

Submitted by Terri

I grew up in a very small town in central Iowa. I married a Navy career man and traveled the world. We lived in some very interesting places, from Morocco to the Aleutian Islands, and numerous states in between. We raised one daughter who developed a bit of the vagabond character also. I have also been blessed with another daughter and a son from my second marriage. We lost my second husband in 2012, after a long illness.

We had moved to Prairie du Chien in 1996 so that I could be closer to my mother in her later years. This area seemed to ground us both. After living in so many large metropolitan areas, it's been good to be part of a smaller community.

Since being here I have spent the past 20 years involved in many different volunteer programs. It has been the most rewarding time of my life, next to raising my daughter. It feels so good to be able to pay back for the great blessings that I have received.

Being a Volunteer Ombudsman is my favorite time of all my projects. The interaction with residents makes me leave every visit with a smile on my face. It's a wonderful feeling to see their happy expressions when you walk in their rooms. The conversations are my favorite part of our visits. I love hearing about their backgrounds, their families, their hopes for what lies ahead for them. And knowing that many of them still plan for the future. They give me hope, and I pray that I can return even a small part of the gifts they give back to them.

*Thank
you*



**We asked.. &
You shared your Coping Tips**

Gardening, making Church phone calls and checking on others, household and yard projects, backyard visits with friends with distancing –Terri

Now to the things I do at home. I have two little neighbor boys who enjoy my extra deserts. I will make a cake, or buy a watermelon, and give three fourths to the family. I enjoy reading, quilting, gardening and caring for my lawn and flowers, It's a great time to clean the closets and give the clothes you haven't worn for years to the needy, My life is pretty simple, but good.– Dana

Yardwork, gardening, listening to podcasts, cleaning- Mary L.

As far as staying well and busy; I live in the country, so I stay busy hiking and keeping up with our hobby farm - fencing, gardening, lambing etc. I also enjoy reading and knitting.—Laurie E

Gardening and yard work –Joan

Gardening, knitting, walking dogs, reading coping with isolation. -Maureen



**We asked.. &
You shared your Coping Tips**

Gardening, cleaning, and making more space in my house, backyard visits with friends with the 6 feet distance. Making Church phone calls and checking on parishers.—Terri L.

My main things have been, holding Zoom meetings for church and Kiwanis, golf, and yard work. -Tom

I've enjoyed gardening and doing yardwork, walking my 9 month old Sheltie, listening to music and reading. - Nancy

Knitting, gardening, walking the dog, reading, and learning how to cope with isolation. - Maureen B.

Landscaping work at home and working with WisDems for elections— Leanne

Facetiming with family members, cleaning our files, staying at home. - Zana

Taking care of her neighbor lady, moving lawn, cooking, cleaning, yard work -Sharyl

Central Region—Mary LeMay Clark, Lincoln, Marathon, Portage, Waupaca and Wood Counties



Mary LeMay
Volunteer Coordinator

Greetings from Central Wisconsin!

Starting in mid-March, I began working from my tele-commute office space to comply with the safer at home order.

I have enjoyed having extra time with my two daughters, my husband and cats! I feel that my silver lining during the pandemic has given me a great opportunity to rediscover some long lost family time!

I am enjoying our monthly Volunteer Ombudsman Program (VOP) virtual coffee klatches! Staying connected with my volunteers in the central region via conference calls has been a great way to keep them informed and I love hearing about what they are doing to keep busy.

Connecting with many nursing home administrators has been helpful in maintaining positive relationships between the VOP and facility staff. Sharing and supporting the residents is a top priority.

Every week, I have the opportunity to participate in a webinar to increase my knowledge about COVID-19, how the nursing homes are doing, and other long-term care and aging issues. It has been a great time to learn and gather information to help guide me and support my volunteers during and after the pandemic.

My hope for the rest of the year is for good health and safety for everyone.





Spotlight on Volunteer Ombudsman

Maxine Luchterhand



Volunteer Ombudsman- Maxine Luchterhand

Submitted by- Maxine

I became a Volunteer Ombudsman in February, 2015, after working in various positions as a nurse for 28 years. Those positions ranged from school nurse, public health nurse, and then Managed Care Nurse at Marshfield Clinic. I transitioned to Security Health Plan as a Provider Relations Representative and ended there as a Nurse Navigator before retiring in 2014. After a career dedicated to helping others, I began looking for a volunteer opportunity and found a description of the Volunteer Ombudsman Program with the Board on Aging and Long Term Care in a monthly newsletter the Aging and Disability Resource Center of Clark County publishes. I applied and was assigned to the Colonial Center in Colby, WI.

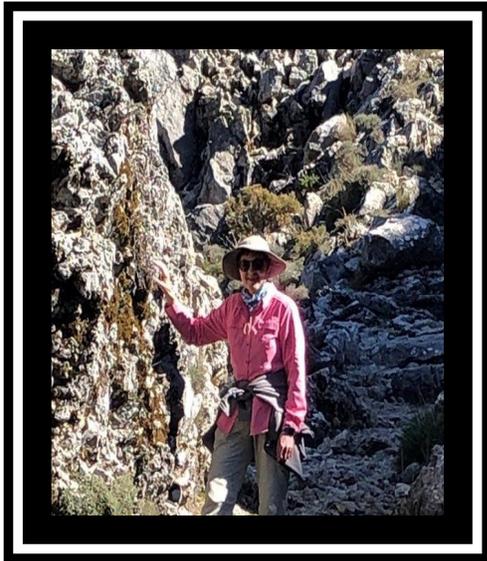
I enjoy visiting with the residents and hearing their stories. They are surprised as they apologize for taking my time when I tell them I am there to visit and get to know them. Their eyes light up and that is when I hear the most interesting and important details. The stories of their childhood, past employment and families are fascinating. The residents clearly enjoy the questions I ask and the attention I am able to provide. It has been rewarding to assist the residents and empower them to ask for changes they need. The request may seem insignificant to others, but it is always something important to the resident, like having the hall lights go off at a certain time at night, having their food pureed so they can eat it, or problems with a roommate. Residents are often hesitant to voice their concerns. They don't want to be a bother or have their care jeopardized. Once they are assured they have the right to ask and there will be no repercussions, they can move forward knowing I am there to support them.

We spent the first 3 years of our marriage on the Navajo reservation in Arizona. My husband, Bryce, taught high school students at a boarding school and I was an elementary school nurse. Traveling on weekends and holidays we managed to see most of the major national parks and monuments in the southwest. We were ready to begin farming when our first daughter was born in 1973 so we moved back to Wisconsin and purchased our 360 acre farm from Bryce's parents. In 1975 we adopted our son who was an orphan in the Vietnam War. He came to us when Saigon fell in April of that year at 4 months of age weighing 10 pounds. He was extremely sick, but soon began to thrive. He feels so lucky to have grown up on our farm and is a very successful adult. In 1978 and 1983 we had 2 more daughters and now have 10 grandchildren.



Spotlight on Volunteer Ombudsman

Maxine Luchterhand-Continued



**Volunteer Ombudsman Maxine Luchterhand,
Submitted by Maxine**

We raise beef and make about 30 gallons of maple syrup every year. This year we spent the entire month of March in the woods, where we could feel our life was normal for a few hours every day. We also have chickens and two hives of bees that pollenate our gardens and 36 fruit trees. Our life has been full of adventure. Bryce had a career in politics that entailed extensive travel for us and involvement in important issues facing the country and the state. In 2004 we began taking annual hiking and biking trips to Europe. We do not travel with a group and use mass transportation for a low cost trip. We generally just have our plane tickets with an idea where we want to travel in the country we are in. We find our room for the night and restaurants on our own. We have had some very interesting adventures over the years and have many wonderful memories and stories to tell.

Another adventure is our annual fly-in fishing trip to Ontario, Canada. This would have been our 22nd year, but of course we had to cancel due to the pandemic. We feel lucky to be sheltering in place on our farm. We keep very busy with the animals, gardens, bees, etc. We are now planning our next adventure once Covid-19 is under control.





**We asked.. &
You shared your Coping Tips**

Teaching CNA classes online through MSTC, babysitting and spending time with her 13 grandkids and working in her garden.
Lauri G

Learning a new lifestyle, social distancing, wearing a mask in public, worshipping at home, staying connected with family members and neighbors via phone or email. Planting a garden. Throughout this time, thinking of not being able to meet with the residents. **Martin W**

Extensive landscaping: transplanting, digging, creating, mowing, repairing and raking. Plugging mole holes with used kitty litter. Keeping in touch with friends, church and family via text, email and Zoom. **Joni E.**

Staying In touch with family and friends. Filling bird feeders for birds and other creatures in her yard. Finally being able to venture up north to stay at her new and recently furnished vacation home to enjoy the trees and kayak on the lake. **Pat L.**

Working a lot, bike riding, yard work and reading.
Doug D.



**We asked.. &
You shared your Coping Tips & Tricks
Continued**

Making masks to donate, trying new recipes, hiking Rib Mtn, keeping up with yoga classes and yoga friends virtually via zoom. Playing pickle ball and golf.
Kitty S.

Planting flowers and vegetable gardens, cutting, splitting and stacking firewood as well as planting 300 trees on a tree farm!
Carrie R.

Trading perennials with friends. Reading Stephen King and John Steinbeck novels.
Gwen W.

Sheltering in place on their farm. Keeping busy with animals, gardening, bee keeping and planning their next adventure post COVID-19.
Max

Drove out to the East Coast to spend time with his mom and help care for her. Vacationed on Cape Cod. Continuing to bicycle and participate in water activities this summer.
Peter F.

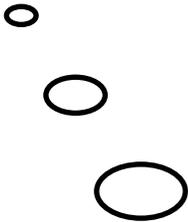


**We asked.. &
You shared your Coping Tips & Tricks
Continued**

Working full time, biking,
walking dogs and reading.
Karen P.

Recovering from surgery
and in good spirits! **Mike M.**

Completing his "honey do" list, land-
scaping his front yard and spending time
with his son, daughter-in-law and grand-
daughter. **Dan K.**



Retired after 40 years
of school counseling
in May! Cleaning and
enjoying the outside.
Ginny W.

Painting his 150 year old Victori-
an home. Facetiming with his
grandson and spending quality
time at home with his wife.
Dean S.

Southcentral Region—Amy K. Zabransky Columbia, Dane, Rock and Sauk Counties



Amy K. Zabransky,
Volunteer Coordinator

It amazes me to think I started my position just over a year ago, while at times it feels like I have been with the Board on Aging and Long Term Care for my entire career. Today, as I work from my new telecommuting space writing my updates no one can argue that the last few months haven't created a whirl wind of changes. On the third Monday of March we were asked to prepare to work from home for the next few weeks. I never anticipated that telecommuting would become the "new normal".

Throughout this past year, I have put extra efforts on increasing the number of Volunteers in Rock County. My recruitment efforts included promoting the program at several service organizations and attending both the Janesville and Beloit Senior fairs. I have added four new volunteers in Rock county and have at least one more potential volunteer that is waiting to be trained. This has worked out very well for the Rock County volunteers and they really seem to be appreciative that more events are being held in Rock County. I intend to do the same thing in Sauk and Columbia counties over the next year. I am learning that the best way to recruit new volunteers is by word of mouth so if you happen to know someone who may be interested in the Volunteer

Ombudsman program, please send them my way.

As I finalize this article in mid-June, the CMS- (Centers for Medicare & Medicaid Services) continue to limit in person visits to nursing homes, and at this point we are not sure when we will be able to go back in. While most people understand how susceptible the elderly are, we are all missing meeting with our residents.

While our agency continues to assess and follow CMS guidance, I remain committed to keeping volunteers updated with any information regarding changes to in-person visits. In the meantime, we are staying connected through conference calls and virtual environments. I am continuing to look for reasons to be grateful for the life lessons that can be gained while surviving the COVID-19 pandemic.

A huge thank you to those volunteers who continue to stick with the program despite not being able to do what they love and were trained to do.



Spotlight on Volunteer Ombudsman



Cal Bruce



Volunteer Ombudsman– Cal Bruce
Submitted by Cal

Cal Bruce was born in Milwaukee but did most of high school, college and medical school on the East Coast. His wife Cathy, a New Yorker, agreed to follow him out to Madison for a family medicine residency in 1975, as long as he promised they could return East after residency. Cathy, however, fell in love with Madison and when it came time to look for places to set up practice, she told him he needed to find something nearby. Luckily, Cal was able to join a newly forming family practice clinic on Madison's east side, the Wildwood Family Clinic, where he worked for 35 years, retiring at the end of 2013. Although he had done cradle-to-grave family medicine, he had been doing primarily geriatrics in the last few years of his practice and always liked working with the elderly – which he was now officially becoming.

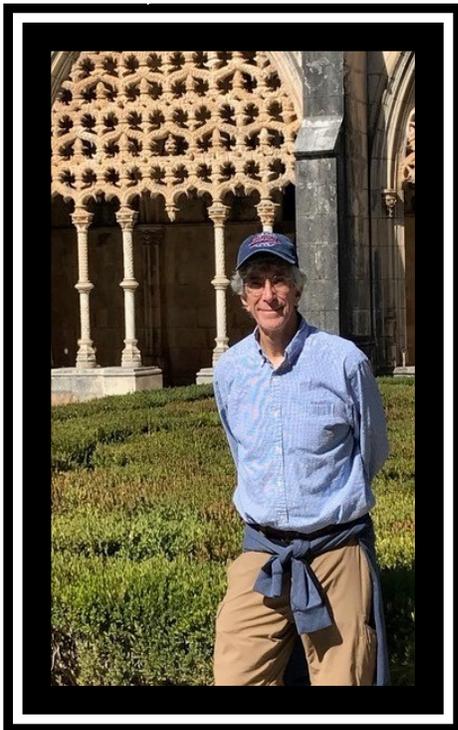
As retirement began, Cal continued doing volunteer teaching of medical students at two free clinics for the uninsured in Madison and working on educational and ethics committees at two local hospitals. A friend, Jerry Hisgen, suggested he look into the Volunteer Ombudsman Program. He met with the volunteer coordinator at that point but was put off by the commitment – 2 hours a week seemed like a big chunk of his newly-found free time! It wasn't until the fall of 2015 that he finally decided to try being a Volunteer Ombudsman and has never regretted it.

It did take a while and some self-examination, however, to shed his "doctor hat" and just learn to become a good client advocate. Years of visiting patients in hospitals had made him pretty used to overlooking things like the smell of urine or an unanswered call light. His volunteer coordinator had to remind him that he was no longer "making rounds" with his own few patients but was there to advocate and speak for all the folks who were living there.

Spotlight on Volunteer Ombudsman



Cal Bruce-Continued



Cal vacationing in Portugal

Cal visits residents at Capitol Lakes Health Center in Madison. The second floor has a mix of short-term residents there for rehabilitation after elective surgery, strokes and other acute problems. The third floor is primarily long-term care frail residents, often with memory or other cognitive disabilities. The second-floor folks are generally more verbal and able to advocate for themselves, and they are appreciative of the Ombudsman Program resources. On the third floor, Cal feels he gets more from the clients than he provides, just by being able to sit and listen as they reminisce about their life stories. These folks do need advocacy and Cal feels that the Capitol Lakes staff are responsive when he brings up concerns.

He really appreciates the support and counsel he gets from Amy Zabransky, Kellie Miller and Nancy Studt in doing his job and looks forward to being able to get back into Capitol Lakes to visit the residents currently isolated by the COVID –19 situation.

In addition to his other volunteer work, Cal enjoys biking and, playing tennis, attending theater and concerts in Madison and, most importantly, visiting his two children and three grandchildren in the San Francisco Bay area.

After enjoying 6 years of retirement and several trips back and forth to the San Francisco Bay Area to visit their kids and grandkids, Cal and his wife Cathy decided they better take a bigger trip before their knees gave out. So they decided to visit Portugal in October of 2019. In view of the pandemic, they are so glad that they went when they did.

*Thank
you*



**We asked.. &
You shared your Coping Tips & Tricks
Continued**

Wearing a face mask and following social distancing guidelines where appropriate. (Personal opinion here, I think it should be referred to as "physical" distancing, social seems to be a little harsh.). Also, when shopping, wearing gloves in addition to the face mask. Washing groceries and curbside pick-up containers when bring into our dwelling. Washing hands. Sanitizing kitchen surfaces. For mental health, FaceTime with family members and friends. Also outdoor seating with small number of friends appropriately spaced. Indoor cleaning of closets and gathering items to be donated to Goodwill. **Terry K.**

Wearing a mask when I have to go out to do essential errands. Cleaning, sorting, and working outside. **Nadine K.**

Keeping busy: Finishing up the semester by working on line and through virtual meetings with students; greeting the summer flowers in my garden and finding a place in the compost bin for the weeds; reading; removing invasive species at our cabin, and beginning to establish a prairie there; preparing for retirement by cleaning out things and saying good bye to colleagues; weaving, knitting, spinning wool. Needless to say, I am quite busy.

Staying healthy: Walking my dog 5 miles a day, avoiding the news, keeping a positive mindset, distancing myself and wearing a mask, daily meditation, eating good food including chocolate, laughing, and the items listed above which give me joy. **Mary H.**

Continuing with Jazzercise via on-demand. Getting groceries just every 2 weeks. Cleaning!!!
Lck!

Flower gardening (my yearly therapy)!

Calling my dog sitter at a nursing home and now in assisted living.

Call my cribbage friend in assisted living who will be 100 in August!

Keeping up with Maverick and Henry, my new grandsons.

Zooming with 3 friends.

Talking to my almost 90 yr. old Mom several times a week.

Eating scones and drinking coffee in my car in the Mocha Moment empty parking lot.

Reading just a little bit more.

Playing my dulcimers and piano more. **Pam H.**



I Try to get some exercise in every day. Biking when the weather permits, otherwise, working out in my basement...and my basement is neat as a pin, because my other project is getting all the things done like straightening up the basement and attic and garage and my computer....Also try to reach out to friends by Zoom or phone every day.

And my wife and I don't exactly binge but watch some Netflix or other streaming thing for an hour every night. **Cal B.**

Staying busy: Volunteering virtually, cooking, gardening, keeping in touch with friends & family virtually. **Wendy K.**

Frequent hand washing, wiping things down, and wearing a mask in public. Other than my close family, I have doing physical distancing. I do take out instead of dining out. I have been doing lots of lawn and garden work, reading, walking, exercising, home projects, and calling old friends. I have been trying to tip a little better and be more charitable. **Dennis C.**

I helped a friend paint her new condo. And I started making a quilt. My husband does the paint by numbers, on-line!

To Stay well: Rarely go out, but when I do, I wear a mask, wash often & regularly, refrain from touching my face. Try to eat right, try to get enough rest. **Sandy L.**

I started cleaning up the pine needles from underneath my pine tree and then I rebricked the area. I also put in two small pools for my great grandkids. **Sherrie T.**

Ombudsman news

Ombudsman Program Staff Updates:

News from Jill Melville~

I have served as a Regional Ombudsman in Dane County for the past 4 years. I have also moved into a new role as a Managed Care Lead – a new position that serves as a resource to Regional Ombudsman statewide, in their advocacy for members of Medicaid managed care programs (Family Care, Family Care Partnership, and Pace), with a focus on preserving the rights of members of these programs. These members may live in their own homes, or in assisted living homes and nursing homes.

The advocacy in this role includes providing technical assistance to ombudsmen for complaints, appeals & grievances regarding managed care services, as well as monitoring data and looking for trends in managed care casework, with a goal of improving services to managed care members. This new role will also partner with other agencies and stakeholders in hopes of improving services for managed care members.

I continue to manage a full caseload as Regional Ombudsman for all managed care members in Dane County, as well as for residents of assisted living homes and nursing homes in the Southern part of Dane County. I look forward to moving fully into the Managed Care Lead role soon!

Thank You

Ombudsman news

The Ombudsman Program has had several staff changes over recent months:

Gina Singletery, one of our Milwaukee-area Ombudsmen, resigned her position last fall to work for a behavioral health service.

Julie Button served as an Ombudsman in the Green Bay area for more than 30 years, and retired in March.

In May **Christy Daley** retired, having worked in Central Wisconsin and the La Crosse area before eventually moving to northern WI. Christy served the agency as an Ombudsman for more than 20 years.

A new Assistant Ombudsman Supervisor position was also added in recent months. **Rachel Selking**, who celebrated 20 years as an Ombudsman and who has worked for the past 4 years as the Ombudsman Lead, was recently promoted to the Assistant Supervisor position.

These retirements and changes to our ombudsman staff will result in several new faces at the Board on Aging and Long Term Care, and we will learn firsthand the benefits and challenges of onboarding new staff via Skype. We look forward to being face to face again in the future when we can exchange greetings with new staff and volunteers!



Ombudsman Work During the Covid Pandemic

The current Covid pandemic has impacted each of us in ways that are both similar and unique. Many of us struggle to understand the current levels of restrictions and the seemingly endless amounts of “guidance” from so many sources. We are washing our hands more, and more thoroughly, we’re staying home, and when we’re out we might find ourselves either anxious if others aren’t wearing face coverings, or we’re skeptical or less concerned about risk and not wearing face coverings ourselves.

Since mid-March, Ombudsmen and Volunteer Ombudsmen have been unable to see residents living in long-term care settings, but our important work continues, and continues to be “essential.”

To ensure residents’ concerns about quality of life and quality of care are still promptly and thoroughly addressed, ombudsmen have adjusted how they investigate and resolve complaints, while also trying to maintain contact with long-term care providers to see how they are managing the current Covid concerns.

Ombudsmen are getting to be experts at using Skype and Zoom, sometimes using these platforms for attending resident care conferences, getting residents, families and staff together to discuss concerns or preferences, and providing education. Ombudsmen are presently tethered to technology, whether by phone or computer, and try to make the best use of relationships, resources and their collective creativity to find ways to respond to complaints and questions, ensure residents have access to advocacy and the grievance process, and to just stay in touch with providers and each other.

Ombudsman work has been especially intense during this Covid response, and has called upon ombudsmen to use their very finest skills related to communication and networking in order to resolve work that otherwise would have taken place in person. Complaints and questions are especially challenging and have no easy answers, particularly those around why families can’t visit or how soon restrictions will be lifted.

Many aspects of ombudsman work have continued, even though our work is currently remote versus in person. Persons are moving in and out of their long-term care settings, persons living in the community with IRIS or Family Care continue to call with questions about their services and needs, we continue to provide training and education for a variety of provider and community groups, and we’re learning quickly to do that using technology.

Ombudsman Work During the Covid Pandemic Continued

Ombudsmen have been “meeting” almost weekly as a group, and sometimes the Volunteer Coordinators are part of those meetings. We know Volunteer Ombudsmen are as anxious to get back to our usual work as ombudsmen are, and we are so grateful that Volunteers are staying in touch and are including the ombudsmen in some of their “meetings,” as well. We talk about current guidance and how restrictions impact our clients, we brainstorm approaches for resolving particularly challenging complaints when we can’t just go and talk with a resident or see a situation for ourselves. We dream of what it will be like when we can be back together, when we can again be in person with the people we serve, and how all of that might look different for the immediate future.

We look forward to those days when we can be back in our nursing homes and assisted living communities, or when we can visit our Family Care and IRIS clients in their homes, but we know that time is likely a bit far off in the future. In the meantime, we’re learning as quickly as we can about a host of new information and tools, we’re appreciating the many skills that each of us brings to this work, and we’re planning for where we think we need to be first when we can be back out in the field.

Kim Marheine, Ombudsman Services Supervisor

Vicki Buchholz, Medigap Services Supervisor

Updates from the Medigap Helpline

Things can change almost overnight on how we provide counseling and assistance to Medicare Beneficiaries! As a result of the current health emergency, Medigap Counselors and support staff are working remotely to lessen the risk of exposure to Covid-19. Fortunately, the Medigap staff primarily provide services over the phone so that has continued!

We at the Medigap Helpline have seen an increase in calls from persons who have been laid off or lost their jobs and are now scrambling to understand the options for healthcare coverage. Counselors have been doing a great job helping beneficiaries understand the steps ahead of them: enrolling into Medicare A&B; understanding the different options available such as a retiree group coverage, Medicare supplement coverage, or Medicare Advantage plans; or understanding which Medicare Part D prescription plan works for them! Some beneficiaries may be able to look at military coverage options or low-income programs. Staff will help them answer questions like "Will Wisconsin's Senior-care drug program work for me?"



A Covid-19 response brought some changes with Medicare to meet the need of beneficiaries and healthcare providers. Persons needing to be released early from a hospital stay who needed to go into a skilled nursing facility (SNF) for further skilled care had the 3 day qualifying hospital stay requirement waived so Medicare Part A would cover the SNF stay. Coverage of any coronavirus testing or treatments is to be covered 100% by whatever coverage a person has, whether Medicare, Medicaid, or private insurance. Enrollment periods are expanded to help those who missed their opportunity to get or change their coverage due to Covid-19. The Economic Impact Payments (stimulus) has brought questions regarding whether there is an impact on their eligibility for some programs. These are just to mention a few of the questions and concerns callers have had for the Medigap Helpline counselors.

We are here to help Medicare beneficiaries understand what they have and what their options are! Some questions are easy to respond to, and some questions become very complex and require the knowledge counselors have in order to assist a beneficiary get the best coverage they can at this time.

Thank you for the hard work all the Volunteers have done, not only for the Medigap Helpline, but for all of the Board on Aging and Long Term Care and for any organization that needs a volunteer's service. Stay well and stay safe!

Medigap Helpline

Volunteer Program Updates– Jill Helgeson

Medigap volunteers, like many volunteers, are on a vacation from the BOALTC office as staff are currently working remotely to stay safe. We miss seeing our ‘regulars’! I have been in contact with our Madison and Milwaukee volunteers to keep in touch!

Medigap was successful in getting through the Medicare Annual Enrollment Period from Oct 15 thru Dec 7th. We dealt with the challenges of a new plan finder on Medicare.gov. This delayed student volunteers starting their assistance until the 15th of October, two weeks behind prior years. For the coming Annual Enrollment Period and with the Covid-19 health crisis, there will changes on how we utilize the students help for 2020. How the students will be assisting us, is yet to be decided upon. This will be a new “normal”.

The Madison volunteers did a remarkable job learning and working with our data base system. Volunteers Tom and Elizabeth grasped this task which helped keep us current in the data entry of the Part D auto review forms which were returned. Chauncy continues to keep all the volunteer records up to date.

The Milwaukee volunteers had each spent numerous visits at their respective Senior Centers in Milwaukee providing information and support to visitors about their needs for a Part D Drug plan. As they learn about our programs, they are becoming more appreciated for the service they are providing. Mary D. and Mary C. worked as a team at the West Allis Center and the Washington Park center. Suzanne worked at several centers in the Milwaukee area including the center she calls “home”. Suzanne also attended several of the Love Thy Neighbor sessions.

We at the Medigap Helpline look forward to seeing our volunteers again in the future.

Respectfully Submitted,

Jill Helgeson



NORTH WESTERN REGION – KIM VERSTEGEN

BROWN, CALUMET, DOOR, KEWAUNEE, MANITOWOC, OUTOGAMIE, & WINNEBAGO

Welcome New Volunteer Ombudsmen

Volunteer	County	Facility	Length of Service
Donna L.	Brown	Rennes (DePere)	4 months
Carol C.	Brown	GranCare	4 months
John C.	Brown	Oddfellow	Waiting for placement
Shannon J.	Door	Good Samaritan Scandia Village	5 months
Milestones			
Jamie K.	Brown	Eden Brook & Bayshore Village	10 years
Lillie	Brown	Crossroads	1 years
Nancy T.	Brown	Woodside Lutheran	6 years
Verna M.	Brown	Green Bay H.S.	5 year
Stephanie Z.	Door	Sturgeon Bay H.S. & Pete & Jelaine Horton Center	2 years
Cathy S.	Kewaunee	Algoma H.C.	2 years
Shirley L.	Manitowoc	Shady Lane	6 years
Erin A.	Outagamie	Little Chute H.C.	4 years
Jan L.	Outagamie	Manor Care	2 years
Gerry G	Outagamie	Eden Brook	6 year
Marge S.	Outagamie	Brewster Village	4 years
Diane F.	Winnebago	Oakridge Gardens	5 years
Marcie J.	Winnebago	Eden Brook	8 years
Diane O.L.	Winnebago	Parkview H.C.	6 years
Joan O.	Winnebago	Omro Care	7 years

NORTH WESTERN REGION-KIM VERSTEGEN

CONTINUED

BROWN, CALUMET, DOOR, KEWAUNEE, MANITOWOC, OUTOGAMIE, & WINNEBAGO

Farewell and Thank You

Volunteer	County	Facility	Length of Service
Barbara B.	Brown	Odd Fellow	9 months
Patricia W.	Brown	Rennes	9 months
Jim F.	Calumet	Willowdale N.H.	5 months
Connie P.	Outagamie	Atrium Post Acute Care Little Chute	8 months
Trudy J.	Winnebago	Evergreen Manor	6 years
Tina T.	Winnebago	Bethel Home	3 years



SOUTH EASTERN REGION-SHERYL MEYER

KENOSHA, MILWAUKEE, OZAUKEE , RACINE, & SHEBOYGAN

Volunteer	County	Facility	Length of Service
Milestones			
John A.	Milwaukee	Mary Jude	13 years
Deb R.	Milwaukee	Lake Terrace	13 years
Todd E.	Milwaukee	Cameo C.C. & St. Camillus	9 years
Laura B.	Milwaukee	St. Anne's Salvatorian & St. Camillus	6 years
Brenda P-O.	Milwaukee	St. John's on the Lake	4 years
Bill G.	Milwaukee	Glendale H.C.C.	3 years
Jan H.	Milwaukee	The Villa @ Bradley Estates	3 years
Mary J.	Milwaukee	East castle/Bradford Terrace	3 years
Carolyn L.	Milwaukee	Maplewood	2 years
Arlene G	Kenosha	Crossroads C.C.	2 years
Farewell and Thank You			
Mary R.	Milwaukee	Symphony	3 years
Carrie K.	Milwaukee	Southpointe	2 years
Teress O.	Milwaukee	St. Francis Health	8 months
Jessica O.	Racine	The Villa @ Lincoln Park	8 months
Carrie M.	Milwaukee	Allis Care Center	8 months
Betsy M.	Milwaukee	Crossroads C.C.	7 months
Jennifer C.	Kenosha	Grande Prairie	7 months
Christopher M.	Milwaukee	Allis Care Center	4 months

WESTERN REGION-JENNY KNUDSON

ADAMS, CRAWFORD, GRANT, JACKSON, JUNEAU, LA CROSSE, MONROE, RICHLAND, & VERNON

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

CENTRAL REGION-MARY LE MAY

CLARK, LINCOLN, MARATHON, PORTAGE, TAYLOR, WAUPACA, & WOOD

Volunteer	County	Facility	Length of Service
Milestones			
Maxine L.	Clark	Colonial Center	5 years
Dean S.	Clark	Neillsville Care and Rehab	5 years
Karen P.	Marathon	Rennes—Weston	2 years
Doug D.	Marathon	The Bay at Colonial Manor	7 years
Joni E.	Marathon	Pride TLC	5 years
Pat L.	Marathon	Benedictine - Wausau	5 years
Kitty S.	Marathon	North Central Health Care	7 years
Ginny W.	Portage	Portage County Health Care	9 years
Mike M.	Portage	Atrium Stevens Point	1 year
Dan K.	Waupaca	Bethany	2 years
Carrie R.	Waupaca	Olson Hall-Veterans Home	1 year
Gwen W.	Wood	Edenbrook	7 years
Peter F.	Wood	Three Oaks -Marshfield	9 years
Martin W.	Wood	Atrium -Marshfield	9 years
Lauri G.	Wood	Atrium Wisconsin Rapids	1 year
Farewell and Thank You			
Barb E.	Wood County	Edgewater	Thank you!
Becca M	Lincoln County	Pine Crest South Wing	Thank you!
Cheryl M.	Lincoln County	Pine Crest North Wing	Thank you!
Dan M.	Marathon County	The Bay at Colonial Manor	Thank you!
Sharon M.	Waupaca County	Iola Living Assistance	Thank you!

SOUTH CENTRAL REGION-AMY ZABRANSKY

DANE, COLUMBIA , ROCK , & SAUK

Welcome New Volunteer Ombudsmen			
Volunteer	County	Facility	Length of Service
Bev & Bob D.	Rock	Cedar Crest	Waiting for placement
Sheri T.	Rock	Autumn Lakes	Waiting for placement
Elisa O.	Dane	Skaalen	Waiting for placement
Milestones			
Jim H.	Rock	Rock Haven	18 years
Dale S.	Dane	Belmont	12 years
Helen N.	Sauk	St. Claire Meadows	11 years
Jerry H.	Dane	Four Winds / Oakwood	8 years
Dennis C.	Sauk	Ridgeview Terrace	8 years
Wendy K.	Dane	Crossroads Sun Prairie	6 years
Calvin B.	Dane	Capital Lakes	5 years
Ronda S.	Columbia	Tivoli	5 years
Beth C.	Dane	Middleton Villa	4 years
Terry K.	Dane	Middleton Villa	4 years
Mary H.	Dane	Oakwood	4 years
Sandy L	Dane	SS St, Mary's	3 years
Cathy Z	Rock	Alden Meadows	3 years
Pam H.	Rock	Edgerton Care Cen- ter/Evansville Manor	2 years
Nadine K.,	Dane	Karmenta/Oak Park	2 years
Linda M.	Dane	Crossroads Sun Prairie	1 year
Farewell and Thank You			
Judy B.	Dane	Badger Prairie	4 years
Lew R.	Rock	St. Elizabeth's	13 years

VOLUNTEER OMBUDSMAN PROGRAM

*Improve lives,
one visit at a time.*

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- Empower them
- Listen to them
- Be their voice
- Protect their rights

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