

In recognition of National Volunteer Appreciation Week, the Minnesota Office of Ombudsman for Long-Term Care would like to thank our volunteers for the advocacy, education and empowerment they continually provide through their volunteer efforts. We are incredibly thankful for their dedication and are honored to highlight the impact their volunteerism has made this past year.

Certified Ombudsman Volunteers carry out our mission, to enhance the quality of life and services for consumers of long-term care, and are critical to the protection of residents' rights. It is with sincere gratitude that we say, **thank you** to the Certified Ombudsman Volunteers.

Certified Ombudsman Volunteers (COVs) of Minnesota were recognized in a special edition of our 'COV News' newsletter. A volunteer recognition luncheon will be held in July to formally celebrate.

2018 Volunteer Program:

35

Volunteers provided
advocacy services



2572

Hours were generously donated



COVs spent

152

hours working with
resident councils



COVs spent

51

hours working with
family councils

