

# OOLTC Spotlight Volunteer Week!

## A Special Highlight

This National Volunteer Month, we could not be more proud to recognize the service of all the Minnesota Certified Ombudsman Volunteers! We are grateful for all the hard work that you do each day. But this month in particular, we want to spend some extra time to express our sincere gratitude.

Now, more than ever, your resilience to change and your dedication to this program are deeply appreciated. We are so grateful for your service and truly would not be at our best without you. You have shown great adaptability this past year and have been dedicated to reaching residents virtually. You have dedicated your time to working with resident and family councils, listening to concerns and advocating for residents. Your work, alongside regional ombudsman, has helped to ensure residents' rights are honored and protected.

National Volunteer Week is celebrated during National Volunteer Month. This National Volunteer Week's theme is Celebrate Service. In federal fiscal year 2019, 5,947 volunteers trained and designated to investigate and resolve complaints, contributed 514,016 hours of service to Ombudsman programs across in the country! It is because of you, and the dedicated service of all ombudsman volunteers, that resident access to the Ombudsman program is enhanced significantly.

It is with our most sincere gratitude that we say, **thank you!**

