



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE  
OFFICE OF THE  
STATE LONG TERM CARE OMBUDSMAN

1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001  
Ombudsman Program (800) 815-0015 [State-wide : Toll Free]  
Fax (608) 246-7001  
<http://longtermcare.wi.gov>

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And  
STATE LONG TERM  
CARE OMBUDSMAN  
Heather A. Bruemmer

Ms. X  
X Ave.  
Xxx, WI NNNNN

Dear Ms. X,

Although it was our hope that you would be able to join our agency's Volunteer Ombudsman Program, I must inform you that information which has recently come to our attention regarding your past interactions with the XX-SNF will prohibit this agency from allowing you to participate in the Volunteer Ombudsman Program. While it appears that you have skills and interests that fit the needs of our program, Volunteer Ombudsman Program policy requires that a person must be entirely free of substantial conflicts of interest before being allowed to represent this agency.

Since you were interviewed and trained, we have been made aware of information indicating that you were dismissed from a position as an employee of the facility to which you were scheduled to be assigned as a Volunteer Ombudsman.

As well, you appear to have made derogatory comments about this same facility on social media.

Finally, you have filed repeated complaints with the regulatory arm of the State Department of Health Services (DQA) relating to incidents which occurred at this same facility a significant number of years in the past.

This information suggests that you harbor some negative feelings about the facility, its administration and staff. That circumstance would be an obvious conflict of interest and contrary to this agency's purpose and intent of placing a Volunteer Ombudsman in this nursing home.

During the process of your training, when it was made abundantly clear that any conflicts would possibly affect your ability to be a Volunteer Ombudsman, you were apparently unwilling to self-disclose this information. As well, you failed to disclose the fact that you had previously been employed by the facility at which you were going to be placed. This is unacceptable and that is the reason for our action.

Volunteer Representatives of the Board on Aging and Long Term Care are not considered to be employees by state or federal fair employment laws. The Volunteer Ombudsman Program retains broad discretion in the selection and retention of persons who act in this capacity.

If you have any questions, please feel free to contact me or Ms. X X, Volunteer Ombudsman Supervisor. Ms. X can be reached at NNN NNN.NNNN.

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Xxxx XXXXXXXXX  
Counsel to the Board  
Board on Aging & Long Term Care  
NNN NNN.NNNN

CC:  
Xxxxx XXXXXX; Volunteer Ombudsman Supervisor  
Xxxxx XXXXXX; Volunteer Ombudsman Coordinator  
Xxxxx XXXXXX; Executive Director