

SPECIAL
POINTS OF
INTEREST:

- 2016 Louise Abrahams Yaffe Volunteer Ombudsman Award
- Program updates from Executive Director, Supervisors and Coordinators
- Volunteer Spotlights
- Milestones
- Call for Volunteers

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The Volunteer Voice

VOLUME 1, ISSUE 1

OCTOBER 2016

Greetings from the Executive Director

Thank you, Volunteer Ombudsmen, for the wonderful service you provide on a weekly basis to the residents living in our Wisconsin nursing homes! We are extremely grateful for your visits and please know the residents look forward to seeing you each week.

I wanted to reflect on the April recognition events where the “Badger Honor Flight” video was shared with you. First and foremost, I want to express my sincere appreciation and gratitude to

our Veterans who have served our country. Thank you for our freedom. We were so pleased to share the amazing video with you. I had the privilege of attending the May 21, 2016 Badger Honor Flight with my father and it was one of the best days of my life! America is great!

The Board on Aging and Long Term Care received three new Ombudsman positions in the Biennial Budget for 2015-2017. The three positions started on July 10th of this

year. We are elated to have the additional Ombudsman positions to serve our individuals in this State Of Wisconsin.

I also want to thank our Medigap Helpline Volunteers. We have a core group and pharmacy student volunteers who give many hours to assist the Medigap program.

Thank you again for serving as Volunteers!

Respectfully,

Heather A. Bruemmer

Kellie Miller — Volunteer Services Supervisor

I hope the Wisconsin summer was good to all of you and that you had the chance to enjoy some of your favorite activities with safe travels.

We are pleased to introduce the “new face” of the former **Volunteer Ombudsman** newsletter to you.

The Volunteer Voice is a new collaboration between the programs operated by the Board on Aging and Long Term Care—the Ombudsman Program, the Volunteer Ombudsman Program and

the Medigap Helpline Program.

The Volunteer Voice will emphasize the contributions made by the volunteers in all of the agency’s programs. We wish to continue to highlight volunteers with a snapshot of their lives in the Spotlight articles as a way to get to know our volunteers above and beyond their role at the agency.

We will share program updates, advocacy news and the good works of the Board on

Aging and Long Term Care that are pertinent to our readers. We will focus on the many different issues that affect the people we serve in the great state of Wisconsin.

We want to thank the Volunteers from the Volunteer Ombudsman Program and the Medigap Helpline Program for their dedicated and creative work on the layout, editing and proof reading for the first and future editions of **The Volunteer Voice**.

2016 Louise Abrahams Yaffe Volunteer Ombudsman

Program Award Winner: Todd Elmer



“Todd’s persistence in relaying the residents’ concerns to the administration and sharing his own observations lead to positive changes.”

Greeting each and every resident by their name, giving validity to their concerns, empowering them to speak up on their own behalf, Todd Elmer is the voice of every resident who cannot speak up for themselves during his weekly visits to his assigned nursing home. Because of his compassion for promoting the rights of the residents, we presented Todd with the 2016 Louise Abrahams Yaffe Volunteer Ombudsman Program Award.

Todd is long time Milwaukee resident and graduated in the 1970s from the UW-Milwaukee with a BS and MSW degrees. He retired in 2008 from an expansive career with the Milwaukee County Behavior Health Division-Community Services Branch.

A few years into his retirement, Todd felt a need to be working directly with people and making a difference in their lives.

Todd read about the Volunteer Ombudsman Program in a recruitment article from the Board on Aging and Long Term Care posted in the AARP magazine.

After training, Todd was placed as a Volunteer Ombudsman at the largest nursing home in Milwaukee. He made weekly resident-centered visits until the facility closed in 2014. Todd humbly says he advocated for every resident until the last light switch was turned off at the nursing home.

During his weekly visits, Todd used his calm, stalwart skills to listen to resident, learn their preferences and determine how staff treated them. While observing resident/staff interactions, he noticed that not all staff members were treating residents with the care and respect that they deserved. Todd’s persistence in relaying the residents’ concerns to the administration and sharing his own observations lead to positive changes.

The facility staff remained consistent and positive in their interactions and relationships with the residents during the facility closure process.

This effort by the staff brought about a more patient and respectful resident care and treatment system. Todd’s tireless efforts in communicating resident concerns and his observations of staff behaviors resulted in improved quality of life for the residents. Staff made sure to remedy concerns to help make the residents lives more comfortable and calm, especially the lives of those living in the memory care and dementia units.

Todd worked closely with the Volunteer Coordinator, the Regional Ombudsman and the Relocation Ombudsman Specialist during the facility closure. The transition to a new home can cause fear and trauma for residents, and Todd’s efforts ensured that

residents felt safe and confident.

After a brief sabbatical, Todd was invited by the Volunteer Ombudsman Program to return as a volunteer. He did so with gusto by taking on two assigned nursing homes. Todd’s unwavering confidence, compassion, and skills played an important role as he facilitated an intervention with a lonely resident who was feeling hopeless during a critical health care situation.

Todd displayed patience, listening skills, and diligence as the Volunteer Ombudsman and with that persistent advocacy helped the facility staff work with the resident more closely.

Todd, who has survived a major personal health issue, enjoys working out; he goes to the gym every day at 4:30am followed by a nap, which he says, “Is good!” Todd and his wife of 46 years, Connie, have one son, one daughter and six grandchildren. His daughter’s Pitbull, Bronx, loves “Grandpa”.

We greatly appreciate Todd’s commitment to the residents we serve in our program and congratulate him on the 2016 Louise Abrahams Yaffe Volunteer Ombudsman Program Award!

Our Veteran Volunteers

The Board on Aging and Long Term Care Volunteer Ombudsman Program held volunteer recognition events in five regions this April to show thanks and appreciation to our dedicated Volunteer Ombudsmen. During the events the DVD Honor Flight: One Last Mission was shown. This amazing and emotional movie portrayed the first of many

Honor Flights for our Wisconsin Veterans.

The Board on Aging and Long Term Care is honored to thank and acknowledge Veterans for their service to this country and the sacrifices they have made.

We especially want to acknowledge the Veterans who are

presently Volunteer Ombudsmen as they continue their service as advocates, to be the residents' voice, and promote residents rights for the people living in the local nursing homes.

Thank you to Dale Sankey serving Dane County, Lew Robinson serving Rock County, Gene Wasserberg serving Waupaca County, and Jim Gehrig serving Clark County:

Your service is priceless.



Dale Sankey and Lew Robinson



Gene Wasserberg



Jim Gehrig

Top 10 Reasons to Volunteer

#10: Volunteering provides physical and mental rewards.

#9: Volunteering provides valuable community services so more money can be spent on local improvements.

#8: Volunteers gain pro-

fessional experience.

#7: Volunteering brings people together.

#6: Volunteering promotes personal growth and self-esteem.

#5: Volunteering strengthens your community.

#4: Volunteers learn a lot about themselves, government, and community.

#3: Volunteers get a chance to give back.

#2: Volunteering encourages civic responsibility.

#1: Volunteers make a difference.

Volunteer Quotes

You give your time, the most thoughtful gift of all.

Kindness is a language which the deaf can hear and the blind can see.

Christian Nestell Bovee

Northeastern Region Updates — Kim Verstegen



Kim Verstegen
Volunteer Coordinator

The Northeastern Region began the New Year with two new Volunteer Ombudsman classes. We have placed Volunteer Ombudsmen in nursing homes in Kewaunee and Calumet counties.

We appreciate the Volunteer Ombudsmen's attendance at the February inservices that covered topics on Alzheimer's disease and Hospice Care. The Volunteer Recognition Celebration, held in April, included honoring our Veterans by

watching a movie on the Honor Flight. It is an honor to recognize and thank each and every Veteran who has served our country and is currently living in Long Term Care facilities throughout Wisconsin.

Despite their busy summer schedules, the dedicated team of Volunteer Ombudsmen attended Coffee Klatches in Winnebago and Brown County. The Volunteer Ombudsman Program recruits on an ongoing ba-

sis. Please tell your friends and family to get involved with this wonderful opportunity to advocate for residents living in nursing homes.

The Northeastern Region has a new Regional Ombudsman (Cindy Freitag) who will join our team serving Kewaunee, Door, Calumet, Outagamie, and Manitowoc County. Please join me in welcoming Cindy to our team.

Spotlight — Shirley Larson



Shirley Larson
Volunteer Ombudsman

Shirley grew up in Manitowoc, Wisconsin and received her BA degree from the University of Wisconsin-Green Bay. She then went on to pursue employment with the Weyerhaeuser Company in Chicago, Illinois. Shirley continued her education and received her MS degree in Human Resources from Lewis University in Evanston, Illinois. Shirley traveled throughout the United States to train

employees on benefits and employee relations.

Along with building her career, Shirley has been involved in many activities. She has been interested in acting and played many roles in Community Theater.

When Shirley made the decision to retire, she returned to her family roots in Manitowoc. In her free time, she enjoys reading, and worked part time as a Library Assistant in Mani-

towoc. Upon retiring from her library position, Shirley learned about the Volunteer Ombudsman Program, and joined the team. Shirley currently advocates for residents at Shady Lane in Manitowoc. She enjoys listening to the resident's life stories, assisting them with their questions, and advocating for their needs. Shirley is a devoted Volunteer Ombudsman.

Thank you!

Southcentral Region Updates — Julia Pierstorff

It has been a busy year in the Southcentral Region. We have had to say goodbye to a number of our devoted volunteers in the past months. They have been great representatives of our program and will be missed.

The good news is that I have been able to place six new volunteers since our last newsletter. We are striving for 100% facility coverage in all counties!

Our spring volunteer recognition was held on April 22 at the Middleton Public Library. It was a wonderful morning to express

our gratitude to our Volunteer Ombudsmen for the dedication and advocacy efforts they provide for our agency and for the residents of nursing homes in our communities. The Volunteer Ombudsmen in our Volunteer Ombudsman Program are truly amazing people!!!

The coffee klatches continue to be a forum where volunteers and I learn, share, and encourage one another. Some of the topics covered include: Successful Exit Strategies, Improving Monthly Reporting, and sharing

challenges in each other's facilities.

We are always recruiting for new Volunteer Advocates so please tell your family and friends.



Julia Pierstorff
Volunteer Coordinator

Spotlight — Wendy Kaplan

Originally from the Chicago area, Wendy relocated to Wisconsin to attend the University of Wisconsin-Madison. In addition to her 2.5 years as Volunteer Ombudsmen, Wendy organizes and facilitates groups for young families who have children with disabilities, organizes a parent mentor program, and also assists with training the medical community as it pertains to these children,

Wendy and her husband have

raised three children and have lived in a much-loved, pre-civil war farmhouse for over 30 years. Wendy and Lyle have a large garden, raise chickens and relish the solitude and beauty of their hobby farm.

Wendy is involved in remodeling projects and enjoys horseback riding, traveling, dancing, attending concerts and performances, photography, exercise, and spending time with friends and family. Wendy is close with

her 90-something Florida-based parents. Wendy visits her parents often taking time to support them in her advocacy.

Thank you!



Wendy Kaplan
Volunteer Ombudsman

Southeastern Region Updates — Cindy Freitag



It's been a great year of relationship building in the Southeast Region. As a seasoned Volunteer Coordinator with the Board on Aging, but new to the Southeast Wisconsin area, I was privileged to get to know each volunteer this past year through joint visits to their assigned facilities. It was an honor for me to visit alongside our wonderful volunteers and in the process get to know the residents as well!

Our emphasis this past year was on Resident Council. Attending Council meetings

is an opportunity to see and hear resident concerns and follow up on relevant issues. Our February in-service topic on Resident Councils was presented by Regional Ombudsman, Rachel Selking, who gave us a thorough understanding of what constitutes an effective Resident Council meeting.

We also held a couple of informal coffee klatches, new volunteer trainings, and an annual recognition event.

To top it all off, one of our Milwaukee volunteers, Todd Elmer, was selected to receive the 2016 Louise Abrahams Yaffe Volunteer of the

Year Award at the Alzheimer's Association banquet in May.

Effective July, I am transitioning my role from Volunteer Ombudsman Coordinator serving Milwaukee, Ozaukee and Sheboygan Counties to Ombudsman Services Specialist serving Northeast Wisconsin. This transition is bittersweet; I regret leaving the great group of dedicated, volunteers but look forward to partnering with volunteer ombudsman in the Northeast. I anticipate many great things happening in both regions.

Spotlight — Beth Hardy



Beth came to our program after overhearing someone talk about the Volunteer Ombudsman Program and Beth felt compelled to call and learn more about volunteering with the Program. (Our many thanks to that anonymous recruiter!)

Several years ago, Beth was a regular visitor at her mother's nursing home before her mother's passing. Through that experience, Beth really began to understand the value need of a resident advocates

Beth makes weekly visits to her assigned nursing home in Milwaukee county and

has been a welcomed addition for the residents.

Beth retired in 2010 from an active career in the business world. Beth and her husband, Paul, have been married for 35 years.

They have one son who is an air force pilot and currently deployed in the middle east. His wife is expecting their first child in November.

Beth enjoys her busy retirement and stays busy with her hobbies include traveling, knitting, quilting, exercising, and kayaking. Beth just returned from an exciting trip to Ireland.

Beth and her husband enjoy their cabin on the Menomonee River near Iron Mountain, Michigan. Beth shared that when she is there, she enjoys rainy days on the porch with a book and, even though she claims to be a horrible cook, she frequently has a lot of company.

Thank you Beth for being such a great addition to our Milwaukee group and volunteer program.

Central Region Updates — Suzanne Ankenbrandt

The spring and summer seasons passed quickly in the Central area. We had a great Volunteer Recognition and In-service in April. The movie, we showed at recognition about the Honor Flight, recognizing Veterans was a huge hit. Two of our volunteer ombudsmen, Gene Wasserberg and Jim Gehrig, are veterans and participated in Honor Flight. Ginny Williams, Volunteer Ombudsmen, participated in the Honor Flight as a volunteer attendant for a veteran needing assistance. It is an honor to work

alongside with our volunteers and our volunteers who are veterans.

The volunteers in the central region have been busy with all the advocacy work. It is very exciting to see how residents react when they see their volunteer ombudsman. They smile and often they are requesting to talk with their volunteer right away. Residents really depend on that weekly visit as a reassurance to making their stay at the facility as positive as can be.

At this time I would like to say goodbye to all the fantastic volunteers and super agency staff I have worked with. These past 12 years have been immensely satisfying, meeting so many amazing volunteers and residents. At this time I have decided to retire and see what the rest of my life has to offer. It has been a great 12 years!

Thank you!



Spotlight — Gene Wasserberg

When Gene is not golfing, he is our dedicated Volunteer Ombudsman for two nursing homes in Waupaca. After 12 years serving as our Volunteer Ombudsman, Gene didn't retire, but volunteered to add an additional nursing home to his responsibilities!

Gene painted quite the picture with the chronicles of his life when he shared just a snapshot of stories with me recently.

Gene, a WWII Veteran, enlisted in the Army at age 18, and was stationed at Fort Monmouth, New Jersey, where his duties were as a teacher/trainer for the troops. Fast forward, Gene had the opportunity to be a guest on the Honor Flight to Washington D.C., in September of 2015. He has a great keepsake photo album of this once-in-a-life-time event that he graciously shared with the Volunteer Ombudsman Program during the April 2016 recognition

event held in Stevens Point.

Gene has been a savvy businessman for most of his life. He never gave up - even during personally challenging and often hard times. He started his career, right out of the Army, as a traveling sales man. He traveled with his wife, selling intimate apparel, putting over 60 thousand miles on his speedometer every ten months!

Gene said after several years of traveling, he bought his own company, in 1952, manufacturing the same type of products. But he says his claim to fame came when he was featured in the "Enquirer" as the person responsible for developing and manufacturing the famous "Bunny" costume for the Play-boy Clubs. Yes, indeed, Gene met with and persuaded Mr. Hugh Hefner to buy the "Bunny" costume for his empire . . . and the rest is history.

Gene and his beautiful wife,

Joan, who have been married for 66 years, enjoy traveling the world, yes, and the world. Exotic trips are at the top of his list; a few places he noted include amazing memories of travel to Africa, twice, experiencing two different Safaris, to Bali-Indonesia, and taking a four-masted Schooner from Singapore to Phuket Thailand.

Gene and Joan live in Waupaca where they resided for the past 21 years except for "wintering" in Orange Beach Alabama. They have three children, four grandchildren and four great-grandchildren to share this amazing life with!



Jill M Helgeson — Lead Medigap Counselor and Volunteer Coordinator



Jill Helgeson
Lead Medigap Counselor
Volunteer Coordinator

Our Medigap core volunteers and pharmacy student volunteers donated over 1589 hours this year. That's almost 40 weeks of a full time worker! All of these hours were accomplished with the help of our dedicated 78 volunteers.

As we get ready for the next Annual Election Period (October 15 to December 7, 2016), we are excited to introduce two new components of our Medigap volunteer program. First, we are starting a new Peer Trainer Program for our second year UW-Madison pharmacy students. The peer trainers will help new student

volunteers as well as continue to assist the Part D Helpline. Second, we are developing a volunteer program with pharmacy students from the Milwaukee University. These volunteer will assist Milwaukee residents by running the Medicare Plan Finders and reviewing drug plan options.

Medicare beneficiaries are advised to check their Medicare Health and Drug plans each year. During this annual election period (AEP), our Helpline phone calls significantly increased. As baby boomers become eligible for Medicare, the number of calls continue increase year-over-year. How

can we keep up? Only with the wonderful help of our volunteers!

During the AEP, our dedicated core volunteers help in many different areas. Some run Plan Finders, pull calls from the 800 phone line, keep records, help with outgoing mail and even reach out to callers for more information. The UW-Madison pharmacy students help by running Plan Finders, assisting with the outgoing mail, calling back beneficiaries, and completing other "projects". The students come with so much energy and interest in our work and clients.

Spotlight — Chauncey Hunker



Chauncey Hunker
Medigap Volunteer

Chauncey Hunker has been a Medigap Helpline Volunteer for four and a half years, but his interest in helping people with their Medicare issues goes back even farther. He was a volunteer for the Part D Helpline before it became part of the Board on Aging and Long Term Care and has lots of experience running plan finders so that people can find the most suitable drug plan available. He is also one of the experts at data base entry, which is greatly appreciated by the Medigap counselors!

But don't think that his careful attention to detail makes him shy or introverted. Chauncey swims and bikes (about a hundred miles a week!) and re-

cently trained for a sprint triathlon held on August 13th. He finished the quarter-mile swim, 15.5-mile bike ride and 5K run in less than two hours; taking third place in his age group. This was his first triathlon, and he is looking forward to the challenge.

Chauncey is also a world traveler, having visited Greece and England. One of his favorite experiences was traveling to London with his three sons and their wives to celebrate his 65th birthday. They also visited Stonehenge, Oxford and Cambridge, and bravely toured the back alleys of London on a Jack the Ripper re-enactment tour.

Chauncey travels to spend time with his family as well, whether it's to visit his mom, who lives in an assisted living center in Indiana, or to visit his 8 grandchildren in Milwaukee, Chicago, Minneapolis or Albuquerque. All of them are under the age of 6, and he spends time babysitting with them, helping out in their school and pre-school classes and taking them to their gymnastic, dance, and swim lessons.

Five years into his retirement, he has not stopped learning. He takes cooking classes and loves to smoke foods such as turkey and pork. He likes mixing spices to get that perfect pot of Mexican chicken soup. All this good food must be what gives him the energy to

Ombudsman History— Bill Donaldson

On 14 Jul 65, President Lyndon Johnson signed the original version of Older Americans Act (OAA) to address significant issues relating to the availability and quality of social services accessible to seniors. Issues considered included adequate income in retirement and the opportunity for gainful employment, affordable and accessible quality acute and long-term health care; community-based social service delivery systems; opportunity for civic engagement; and the recognition of an individual's rights, honor and dignity.

While the original OAA did require that there be a "safety net" in place to assist elders with issues that are now considered to be the heart of the mission of the Long Term Care Ombudsman Program, the program, itself, was not formally made a part of the OAA until 1978. A demonstration project to test the effectiveness of the Ombudsman Program was begun in 1972 (Wisconsin was one of the states chosen to be a part of this) which showed that this sort of direct advocacy was going to be very useful in meeting the goals of the

Act. Congress accepted the demonstration project's findings and created the Long Term Care Ombudsman Program with the passage of Public Law 95 – 478 in October of 1978.

By this time, Wisconsin's Ombudsman Program had been in effect for nearly six years as a part of the Lieutenant Governor's Office. With the resignation of Governor Lucey in 1977, Lieutenant Governor Schreiber became the Governor and moved the Ombudsman program with him to the Executive suite in the Capitol. A few years later, the Legislature created a separate Long Term Care Ombudsman Program to be housed in a re-configured Board on Aging and Long Term Care (formerly, the Board on Aging).

Both the state and the federal governments have been adjusting the law underpinning this program as time goes along. The Ombudsman Program's leadership has directed Wisconsin in the development of processes for effective advocacy, crafted a working relationship with state regulators, and earned the respect of both the providers and

the consumers of long term care in this state. The Legislature has, of course, tailored their changes to stay within the requirement of the federal law but, in so doing, this state has listened to the input of the advocates and crafted a model that is the envy of other states across the nation.

It is interesting to note that many of the core principles of the Ombudsman's work today were in the original program. Things such as a heightened concern for the confidentiality of client information, the requirement of consent before taking any action on behalf of the client, and the independence of the Program have been a part of the Ombudsman's daily efforts since the beginning. The Wisconsin Long Term Care Ombudsman Program has practiced these principles since the demonstration project days and will continue to refine them as time goes on.

"...many of the core principles of the Ombudsman's work today were in the original program."

Celebrating 51 Years of the Older Americans Act

"The Older Americans Act clearly affirms our nation's sense of responsibility towards the well-being of all our older citizens. But even more, the results of this act will help us to expand our opportunities for enriching the lives of all our citizens in the country, now and in the years to come"

President Lyndon B. Johnson spoke these words 51 years ago today as he signed the Older Americans Act

(OAA) into law. In the decades since, the OAA has indeed enriched the lives of many as the foundation for a system of services and supports that helps millions of older adults continue to work, play, and volunteer in their communities, to the benefit of all. The OAA underpins a promise to preserve the rights to live independently, with dignity, making everyday decisions according to

Our individual preferences and goals across our lifespan.

In April of this year, Congress passed and the President signed a reauthorization of the OAA, reaffirming our nation's commitment to the health and well-being of older adults.

Medigap Helpline Services — Vickie Buchholz

It has been a year of growth for the Medigap Helpline and for the Board on Aging and Long Term Care itself! The inclusion of the Medigap Volunteers in this fabulous newsletter will only help to show the Medigap volunteers that their selfless contributions of support to the Medigap Helpline Programs are very worthwhile and truly appreciated. Without the many hours they have given, we would not be able to serve the numbers of beneficiaries that we do! And thanks to Jill Helgeson who has worked tirelessly to bring a more organized format to the Medigap Volunteers.

The Medicare Annual Enrollment Period is fast approaching! I want to encourage all volunteers to keep your ears

tuned in to those you serve. When visiting with a resident or stopping in at a senior center, listen for issues or comments made by those you visit about having difficulty or confusion over what the Medicare enrollment period means to them. Maybe a complaint over high cost of prescription copays, or finding out their healthcare coverage does not cover their providers...these are some types of complaints which may indicate coverage is not working out for them. During the Annual Enrollment Period, the counselors with the Medigap Helpline and the Medigap Prescription & Part D Helpline can review those persons' coverage and may be able to find options that could be more suitable and cost

effective. For many persons any changes need to be completed between October 15th and December 7th to become effective January 1. However, many persons have different timeframes so it is important a counselor discuss with that person their unique circumstances to help them understand their options. We encourage volunteers to give out the Medigap Toll free Helpline numbers to anyone who has questions. The Medigap Helpline is 1-800-242-1060 and the Medigap Prescription & Part D Helpline is 1-855-677-2783.

Let's have a great 2016 Annual Enrollment Period!

“Some of those who work in long term care settings, and even many family members, often think that residents of these homes do not have access to the voting process once they move out of their own homes, which is untrue.”

Long Term Care Residents' Right to Vote

Its election season again. Many concerned voters who live in nursing homes or assisted living communities are wondering how they will be able to cast their ballot, particularly with the recent and numerous changes to the Voter ID laws in Wisconsin. Some of those who work in long term care settings, and even many family members, often think that residents of these homes do not have access to the voting process once they move out of their own homes, which is untrue.

Wisconsin law, in Chapter 6 of the state statutes, includes a provision designed to provide voters in these circumstances with a means to have access to the ballot box. Additionally, the State of WI Elections Commission's "My

Vote" initiative lends information about issues such as voter ID requirements, candidate and ballot information, and deadlines for registering to vote and requesting an absentee ballot. This information can be found at: <https://myvote.wi.gov/en-us/>.

As a resident of a long term care setting, persons have the right to request an absentee ballot and have "voting deputies" come to the nursing home or assisted living community for the purpose of allowing residents to vote. Each of the two special deputies will be affiliated with a different political party in order to avoid the perception of undue influence. The law also permits a close relative to assist residents in casting their ballots, if requested by the resident. The resident's vote is

witnessed by the deputies and forwarded by them to the local election office for counting.

As voting season moves forward, during their facility visits, Ombudsmen urge any residents who express a desire to vote and who live in nursing homes or assisted living communities to contact an election official in their municipalities to request access to an absentee ballot under section 6.875 of the Wisconsin Statutes. Promptly requesting the ballot gives the election workers ample time to arrange for the process to be completed without unnecessary delay and assures that every vote will count.

Anyone with questions about this or any other issue of resident rights in a Wisconsin long term care setting is urged to contact the Ombudsman Program at (800) 815-0015.

Milestones

<i>Northeastern Region Volunteer Ombudsman Program</i>			
Welcome to New Volunteer Ombudsmen			
Kay Savela	Brown County	Rennes Health and Rehab -De Pere	1 month
Sophie Lombardi	Keweenaw County	Kewaunee Care	1 month
Terri Weber	Calumet County	Atrium Post-Acute Care	1 month
Celeste Rogers	Manitowoc County	Manitowoc Health	7 months
Erik Davis	Outagamie County	Atrium Post-Acute	7 months
Erin Arndt	Winnebago County	Atrium Post-Acute	7 months
Jane Stevenson	Outagamie County	Peabody Manor	7 months
Tina Troxel	Winnebago County	Bethel Home	7 months
Milestones			
Kassidy Rinehart	Outagamie County	St. Paul's Elder Services	1 year
Tina Pickard	Outagamie County	Santa Maria	1 year
Betsy Bartelt	Brown County	Ledgeview Nursing Home	2 years
Diane Fletcher	Winnebago County	Oakridge Gardens	2 years
Nancy Tadisch	Brown County	Woodside Lutheran Home	2 years
Verna Molina	Brown County	Golden Living Center	2 years
Diane Owens Lemke	Winnebago County	Park View Health Care	3 years
Gerry Galbrith	Outagamie County	Bridges of Appleton	3 years
Joan Oleson	Winnebago County	Omro Care	3 years
May Abitz	Winnebago County	Evergreen Health Care	3 years
Trudy Jones	Winnebago County	Bethel Home	3 years
Shirley Larson	Manitowoc County	Shady Lane	3 years
Marcie Janz	Winnebago County	North Point Health Care	4 years
Jamie Knight	Brown County	Bay Shore Village	6 years
Maggie Quigley	Outagamie County	ManorCare Health Care	6 years
In Remembrance			
Joan Schultz	Door County	Scandia Village	6 years
<p><i>A special note of remembrance for one of our Volunteer Ombudsman. Joan lost her yearlong battle with cancer in September 2016. She was a genuine advocate for 6 years. She knew all the residents personally and advocated that way for them. She is missed by all of us.</i></p>			

Milestones

<i>Southcentral Region Volunteer Ombudsman Program</i>			
Welcome to New Volunteer Ombudsmen			
Beth Cumming	Dane County	Middleton Village	8 months
Terry Kraus	Dane County	Middleton Village	8 months
Dori MacFarlane	Dane County	Oregon Manor	8 months
Mary Heinrichs	Dane County	Oakwood Lutheran	8 months
Milestones			
Calvin Bruce	Dane County	Capital Lakes	1 year
Jo Raihala	Dane County	Magnolia Hill	1 year
Rondi Stanford	Columbia County	Tivoli	1 year
Steven Spencer	Dane County	Nazareth	2 years
Wendy Kaplan	Dane County	Willows	2 years
Josh Bradsma	Columbia County	Golden Living Care	2 years
Kathy Paul	Dane County	Karmenta	3 years
Sandy Garber	Sauk County	Saul County Health Care	3 years
Jerry Hisgen	Dane County	Four Winds Manor Oakwood Lutheran	4 years
Cheryl Kramer	Dane County	Skaalen	4 years
Cathy Prescott	Sauk County	Maplewood	4 years
Dennis Carlson	Sauk County	Ridgeview Terrace	4 years
Emily Lane	Dane County	St Mary's	5 years
Dale Sankey	Dane County	Karmenta	5 years
Shulamit Elkayam	Dane County	St Mary's Care Center	6 years
Helen Niebuhr	Sauk County	St. Claire Meadows	7 years
Dale Sankey	Dane County	Belmont	8 years
Lew Robinson	Rock County	St. Elizabeth	9 years
Sally Yaeger	Dane County	Attic Angels	10 years
Jo Schulte	Rock County	Edgerton Care Center	10 years
Farewells			
De Ann Moore	Dane County	Oak Park	6 months
Amy Smythe	Dane County	Middleton Villa	7 months
Denise Spude	Sauk County	Greenway Manor	10 months
Lori Hoffman	Dane County	Middleton Villa Waunakee Manor	2 years
Brenda Murphy	Columbia County	Good Samaritan Lodi	3 years
Maureen Beilke	Dane County	Middleton Villa	4 years
Susan Dow	Dane County	Badger Prairie	6 years
Joan Ruppenthal	Dane County	Waunakee Manor	8 years
Jim Haseaman	Rock County	Rock Haven	14 years

Milestones

<i>Southeastern Region Volunteer Ombudsman Program</i>			
Welcome to New Volunteer Ombudsmen			
Edith Brown	Milwaukee County	Maplewood	2 months
Larry Nosse	Milwaukee County	Lake Terrace	2 months
Brenda Pullen O'Donnell	Milwaukee County	St Johns on the Lake	2 months
Thomas Schultz	Milwaukee County	Wellspring	2 months
Milestones			
Beth Hardy	Milwaukee County	Birchwood	2 years
Diane Beier	Milwaukee County	Franciscan Villa	2 years
Farewells			
Alice Misko	Milwaukee County	Sunrise Care Center	1 year
Carolyn Holzman	Milwaukee County	The Villa at Bradley Estates	1 year
Ken Stewart	Milwaukee County	Wellspring	1 year
Jane Preston	Sheboygan County	Golden Living Center	2 years

<i>Western Region Volunteer Ombudsman Program</i>			
Welcome to New Volunteer Ombudsmen			
Annie Koch	Monroe County	Tomah Health Care and Rehabilitation	3 months
Patricia Roth	Vernon County	Bethel Home and Services	3 months
Doris Zimmerman	Lacrosse County	Bethany St. Joseph	3 months
Milestones			
Mary Busching	Monroe County	Tomah Health Care and Rehab	3 months
Debi Turben	Lacrosse County	Mulder Care Center Benedictine Manor	1 year
Fritz Perkins	Vernon County	Vernon Manor	4 years
Farewells			
Bill Malaney	Lacrosse County	Lakeview Health Center	1 month
Doris Zimmerman	Lacrosse County	Bethany St. Joseph	3 months
Martin Gaul	Lacrosse County	Onalaska Care Center	6 months
Sandra Edwards	Jackson County	Family Heritage & Pine View Nursing Home	1 year
Mary Faherty	Lacrosse County	Benedictine Manor	3 years
Kathy Anderson	Vernon County	Norseland Nursing Home	3 years
Dawn Potaracke Noling	Lacrosse County	Bethan Riverside	7 years
Judy Sullivan	Lacrosse County	Bethany St. Joseph	8 years
Bev Laufenberg	Monroe County	Rolling Hills Nursing Home	21 years

Milestones

<i>Central Region Volunteer Ombudsman Program</i>			
Welcome to New Volunteer Ombudsmen			
Debi Green	Marathon County	North Central Health Care	2 months
Sandy Arvan		Bethel	2 months
Becca Mackin	Lincoln County	Pine Crest Nursing Home	3 months
Milestones			
Joan Ehrenreich	Marathon County	Stoney River	2 years
Pat Langton	Marathon County	Benedictine-Marywood Convalescent	2 years
Maxine Luchterhand	Clark County	Colonial Center	2 years
Dean Swett	Marathon County	Neillsville Care and Rehab	3 years
Gwen Webster	Wood County	Edgewater Haven	3 years
Mary Rajek	Marathon County	Kennedy Park	4 years
Carol Rewey	Lincoln County	Pine Crest Nursing Center	4 years
Doug Dahlke	Marathon County	MGM-Colonial Manor	5 years
Kitty Switlick	Marathon County	North Central Health Care	5 years
Peter Flanagan	Wood County	Three Oaks	5 years
Ginny Williams	Portage County	Portage County Health Care	5 years
Martin Wolf	Wood County	Atrium Post Acute Care-Marshfield	5 years
Sandy Burggraf	Wood County	Atrium Post Acute Care-Wisconsin Rapids	7 years
Lynn Caine	Portage County	Atrium Post Acute Care-Stevens Point	9 years
Rachel Heldt	Marathon County	Wausau Manor	9 years
James Gehrig	Marathon County	Golden Living-Continental Care	10 years
Jeanette Gehrig	Marathon County	Golden Living-Continental Care	10 years
Sharon McNew	Waupaca County	Iola Nursing Home	12 years
Gene Wasserberg	Waupaca County	Crystal River Bethany Home	12 years
Farewells			
Patricia Raymond	Wood County	Strawberry Lane Atrium Post Acute	2 years
Mary Kay Doolittle	Waupaca County	Wisconsin Veteran Home	2 years

Milestones

<i>Medigap Volunteer Program</i>		
Milestones		
Jo Raihla	Madison	1 year
Elizabeth Conrad	Madison	1 year
Cathy Halverson	Madison	2 year
Pamela Eggers	Madison	2 year
Rodney Nordby	Madison	2 year
Chauncey Hunker	Madison	5 years
Rhonda Byington	Madison	11 years
Farewell		
Joe Giordano	Madison	11 years

UW Pharmacy Students

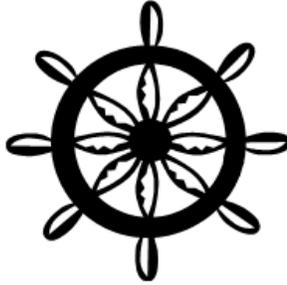
Briana Amundson
 Noah Bali
 David Bartels
 Stephanie Bishop
 Jessica Blatzer
 Kirsten Bowers
 Bevan Bowles
 Sin Chan
 McKinsey Clark
 Danielle Cunniff
 Brock Dantama
 Nicholas Darrow
 Collin Dean
 Holly Dorscheid
 Theresa Emmerling
 Velislava Fatchikova
 Brekk Feeley
 Emily Fong
 Eric Friestom
 Rebecca Gerovac
 Rachel Gibbons
 Daniel Gunther
 Tanya Haasbeek
 Connor Hanson
 John Harter

Eric Hesslbach
 Amy Hoffman
 Danielle Hudson
 Hanna Iazzo
 Briana Jacques
 Amanda Karels
 Tyler Kennedy
 Yi Seul Kim
 Taylor Kitzke
 Shane Kloppenburg
 Michael Konietzko
 Jeremy Kosucz
 Andrew Larson
 Myoung Sun Lim
 Allison Martin
 Kelsey Martin
 Bradley Mayer
 Kurt Mittelstadt
 Joshua Nachreiner
 Deborah Nell
 Megan Odorizzi
 Logan Osness
 Michael Palmer
 Natalie Paly
 Eric Potrykus

Brianna Rahmlow
 Adam Robb
 Angela Romporti
 Dan Schoen
 Amber Schroeder
 Anthony Schumacher
 Abigail Sharpe
 Ellen Sheckler (Judd)
 Ryan Simonet
 Leutrime Skenderi
 Jeff Soukup
 Nicky Sterken
 Heather Stoner
 Richard Strasser
 Andre Tenpas
 Rachael Thrumen
 Crystal Vue
 Katie Windschilt
 Nathan Woolever



Medigap Helpline
Prescription Drug Helpline



Wisconsin SHIP
State Health Insurance Assistance
Program

**Wisconsin Board on
Aging and Long Term Care**
1402 Pankratz Street
Suite 111
Madison, Wisconsin 53704
800-815-0015
608-246-7001

The Board on Aging and Long Term Care Volunteer Newsletter will be published in electronic format only. This newsletter and other Board on Aging & Long Term Care publications are on our website:

[http://
longtermcare.wi.gov](http://longtermcare.wi.gov)

Volunteers Wanted!

If you have a few hours a week or a few hours a month to give; you can help someone in need by volunteering for the Board on Aging and Long Term Care. The Board has several types of volunteer opportunities available in

multiple counties around the state.

Please call **800-815-0015** to receive information on the Volunteer Ombudsman Program—Advocates for people living in local nursing homes. Opportunities available across the state.

Please call **800-242-1060** to receive information on the Medigap SHIP Volunteer Program—Assistance to older Americans in reviewing Medicare options. Opportunities available in Madison and Milwaukee.

Volunteer opportunity. Advocates needed.

Call today for information
1-800-815-0015

CENTRAL OFFICE
State of Wisconsin
Board on Aging and Long Term Care
Volunteer Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001

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