

The Volunteer Voice

Greetings from the Executive Director, Heather A. Bruemmer

I wanted to express my sincere gratitude for the advocacy services you provide to our residents each week at the nursing home you serve. Thank you for your dedication to the Volunteer Ombudsman Program as the residents benefit from your visits!

I was honored to attend the five Volunteer Ombudsman recognitions this past year. Thank you for allowing me to share my advocacy history and background and my role as the State Ombudsman for our wonderful state. I was very impressed to hear the stories of your Volunteer Ombudsman work and your sincerity and passion towards your advocacy work with the residents. Your stories are helpful when I speak about the Volunteer Ombudsman Program publicly when advocating for our consumers in nursing homes.

On behalf of the Board of Directors and myself, thank you again for serving as a Volunteer Ombudsman!

Respectfully,

Heather A. Bruemmer Executive Director/State Ombudsman

From the Desk of Kellie Miller- Volunteer Services Supervisor:

As I reflect on the past year of accomplishments and highlights in the Volunteer Ombudsman Program; I am thankful for the outstanding and dedicated agency staff and Volunteer Ombudsmen representing the State of Wisconsin Board on Aging and Long Term Care!

On that thankful note-

I am delighted to welcome Mary LeMay, Volunteer Coordinator, for the Volunteer Ombudsman Program located in the Stevens Point office. Mary comes to us with many years of experience working in long term care as well as volunteer management.

Farewell to Julia Pierstorff, Volunteer Coordinator, located in the Madison office. Julia worked with the Board on Aging and Long Term Care for ten years! Thank you and congratulations!

Please enjoy this fourth edition of the Volunteer Voice. It conveys pertinent information, program updates and volunteer highlights reflective of the hard work done each day by people who really want to make that difference in "Improving lives of resident one visit at a time"!

Board on Aging and
Long Term Care

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New diversity recruitment
poster

2018 Louise Abrahams Yaffe Volunteer Ombudsman Program Award



Volunteer Ombudsman, Mrs. Erin M. Arndt and Board Chair, Ms. Tanya Meyer

Erin has always known that she wanted to work with the elderly and somehow to make their lives better. Her passion for helping the elderly began when she was a little girl, as she had a close relationship with her grandparents who were a huge influence on her life, for her love of the elderly, and for volunteering. Erin's grandparents were also volunteers in local nursing homes!

Erin's Dad served three tours of duty in Vietnam and her family was stationed in California. When his tour of duty was completed Erin's family moved to Portage, Wisconsin. It was there Erin began her employment as a dietary aid in a nursing home. Throughout her college years, Erin volunteered in the recreation department at a local nursing home, plus played the piano for patients in cardiac rehabilitation in the hospital. Erin really loved hearing the resident's stories, and because of these experiences she wanted to become a professional ombudsman.

Erin considered attending graduate school after graduating with a Bachelor of Science Degree from the University of Wisconsin Eau Claire. She had a major in Organizational Communication and a double minor in Gerontology and Journalism in hopes of becoming an Ombudsman. Then she met Joe, the love of her life, and her plans changed. Joe and Erin got married and started a family, while she worked at American Family Insurance and he worked to graduate from medical school.

As luck would have it one of Erin's friends from college saw the Board on Aging and Long Term Care Volunteer Ombudsman Program recruitment poster in a local YMCA and remembered Erin's desire to be an Ombudsman. Erin received the Volunteer Ombudsman information from her friend, made the call of interest to the Volunteer Coordinator, and the rest is history! Erin participated in the class held March 22, 2016 and started her incredible journey as a Volunteer Ombudsman April 18th at a nursing home in Neenah.

Erin's role as a Volunteer Ombudsman has been vital as the voice for the residents to experience, in Erin's words "life's simple pleasures", and for events that can be life changing for residents living in long term care.

Story continued next page

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 annual recipient receives the award during the Alzheimer's awards banquet at the State conference held in the Wisconsin Dells.

Congratulations to Mrs. Erin M. Arndt, Winnebago County Volunteer Ombudsman, as the 2018 award recipient.



Pictured above-

Mrs. Kim Versteegen-Volunteer Coordinator, Mrs. Erin M. Arndt, Volunteer Ombudsman, Mrs. Kellie Miller-Volunteer Services Supervisor, Ms. Tanya Meyer- Chair of the Board on Aging and Long Term Care.

2018 Louise Abrahams Yaffe Volunteer Ombudsman Program Award

Each week Erin advocates for the residents to have immediate care, and a respectful response from staff to take care of their needs, like an additional pillow for comfort, locating the missing hearing aids, fixing the broken bed side rails, cleaning a dirty bathroom, and answering the call lights.

While Erin is advocating for resident's rights she takes time to sit and listen to a lonely widow needing to share her memories of her husband. Erin was persistent in speaking up for a resident when a resident said they did not have a shower for over nine months and was told the shower chair was broken, but instead while walking from room to room down the hallway one day, Erin, discovered the repaired chair had been tossed into a closet and forgotten about. Also, Erin was the voice for each resident working in tandem with the Regional Ombudsman to help residents who were being moved out of their room, rooms that they called home, to smaller spaces that could not fit all their belongings while the facility planned a remodel that never took place.

Erin takes time to educate residents on their rights and encourage them to speak up for themselves. Residents have said to Erin that they look forward to her consistent weekly visits, especially those residents who do not have family or friends visiting them.

In Erin's free time she said she loves to walk, hike, read, travel and volunteer in her children's

schools. Erin, and her husband Joe, have four children; Zachery, age 22, attending University Wisconsin- Eau Claire is pursuing a medical degree, Joshua, age 20, attending University Wisconsin- Eau Claire pursuing a Nursing degree, Ellie, age 16, a sophomore in high school is a global soccer player (played twice in Spain), and Noah, age 11, is a fifth grader and an aspiring basketball star. They have two dogs, Greta and Jasper all living in Appleton Wisconsin.

The Board on Aging and Long Term Care is honored to present Erin with the prestigious Louise Abrahams Yaffe Volunteer Ombudsman Program Award for 2018. Erin was accompanied by her husband Joe, and children Ellie and

Noah for the celebration and awards banquet at the Kalahari Convention Center in the Wisconsin Dells for the Alzheimer's Conference and Banquet. Congratulations Erin!



Congratulations Erin!!!





Julia Pierstorff, Volunteer Coordinator

Southcentral Region—Julia Pierstorff

Columbia, Dane, Rock and Sauk Counties

It has been a busy year in the Southcentral region. We've said goodbye to several wonderful volunteers. They have been outstanding representatives in our program and will be sorely missed. The good news is that I have been able to place ten new volunteers since our last newsletter. Our Volunteer Recognition was held on May 4 at the Sun Prairie Public Library with Heather Bruemmer, the Executive Director and State Ombudsman, presenting.

It was a wonderful morning to express our gratitude to volunteers.

The bimonthly coffee klatches are popular, and the discussions allow us to grow and learn from one another. Topics included:

Interacting with challenging residents, Exit Interviews, Every Day Cares of Residents, and Empowering Residents to Advocate on their own behalf. The volunteers express that they value these times together. We are always in need of more Volunteers; so challenge your family and friends to get involved with this wonderful opportunity. Thank you!



Ronda Stanford

Spotlight—Ronda Stanford

Originally from the Poynette-Lake Wisconsin; Ronda and her husband moved to Portage in 1978. Ronda has been our Volunteer Ombudsman for 3 years. Ronda and her husband live on 55-acres where they enjoy watching deer, turkey and squirrels right in their backyard. They enjoy visiting their son in Denver too! Ronda also travels with her husband or sister to various parts of the country.

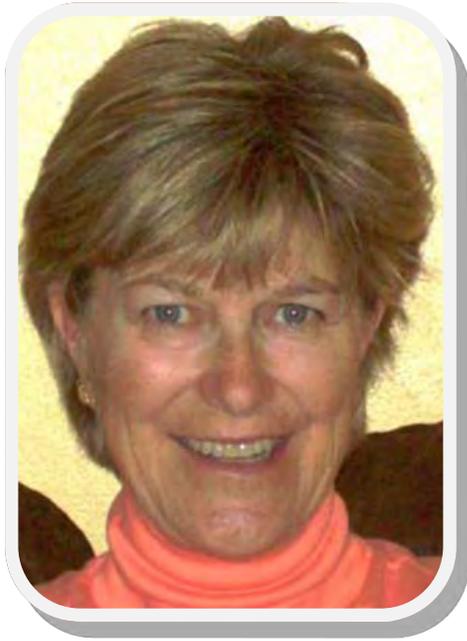
Professionally, Ronda attended UW-Whitewater where she received her Bachelor of Science - Teaching Degree.

She went on to teach for 33 years mostly in 2nd grade and Kindergarten in Poynette. She has been retired for several years but, continues to substitute teach each school year. She is a member of the Wisconsin Retired Teachers Association. Ronda enjoys baking, gardening, reading mysteries, and canning. She enjoys walking on their country property and watching the various types of birds that are drawn to their multiple feeders.

Thank you Ronda for being our Volunteer Ombudsman!

Northeastern Region—Kim Verstegen

Brown, Calumet, Door, Kewaunee, Manitowoc, Winnebago Counties



Kim Verstegen, Volunteer Coordinator

Time flies when you love what you do. I am proud to submit what an outstanding program the Volunteer Ombudsman Program is because of the quality volunteers that serve their time with residents in Long Term Care facilities.

Recruiting volunteers takes time, collaboration, and effort. Volunteers who represent the Volunteer Ombudsman Program are outstanding citizens of Northeastern Wisconsin and throughout the rest of the State of Wisconsin. I have been fortunate to meet individuals who are willing to serve and take such pride in the service they provide to our residents.

The year began with placing two new Volunteers in designated facilities in Winnebago and Outagamie Counties. Followed by the introduction of the Federal Rollout to the Volunteers which was presented by Chris McElgunn, Legal Counsel BOALTC, and Kellie Miller, Supervisor BOALTC-VOP.

February brought cold weather that lasted through May, along with the annual In-Service presentations in Winnebago and Brown County. This year's topic was presented by Jill Helgeson, Lead Medigap Counselor. Jill covered information on insurance options. The Volunteers found this informational and interesting. Jill's knowledge satisfied everyone's questions.

Our Volunteer Recognition took place in May after canceling the April date due to the spring snow storm. Our Volunteer Recognition featured Heather Bruemmer, Executive Director BOALTC.

Heather gave a compassionate presentation of her relationship with a special friend, Al, who lived in a nursing home where she volunteered during her younger life.

Already June, half way through the year, potential Volunteers completed application material and were approved for a new Volunteer Ombudsman class. We trained 5 new Volunteers. Placing the Volunteer Ombudsman in their designated facilities, and then observing how positive residents and facility staff welcome the Volunteer Ombudsman is a gratifying experience. During the fall season I attended health fairs and networked to recruit Volunteer Ombudsmen. We work closely with the Regional Ombudsmen team in Northeastern Wisconsin; Julie Button, Brown County, Stacey Forest, Winnebago County, Cindy Freitag, Calumet, Outagamie, Kewaunee, Manitowoc, and Door Counties.

We thank our Volunteer Ombudsmen for their dedicated service to residents residing in Long Term Care Facilities.

Please share your experience with friends and community for developing continued growth for the Volunteer Ombudsman Program.

Thank you, Volunteer Ombudsmen, for all that you do.



Spotlight – Gerry Galbraith

Gerry has led an interesting life, growing up in Canada, serving in the Canadian Military, attended college at the University Saskatchewan, where he received his degree in Mechanical Engineering.

Gerry was employed as a Senior Development Engineer for consumer Packaging with Kimberly Clark Company and retired after 33 years of employment. In retirement Gerry and his wife Rosemary volunteered for the Red Cross. They had many interesting and rewarding experiences with the Red Cross; including a call to duty in New York for 9-11.

Gerry and his wife Rosemary have been married for 56 years. Together they have traveled extensively throughout the world visiting Central America, Eastern Europe, Europe, and a host of other countries. When they weren't traveling abroad they enjoyed touring the United States in their RV.

Over the years Gerry has become a connoisseur of fine wines, he has written articles and conducted seminars on wine appreciation.

Gerry joined the Volunteer Ombudsman Program in 2015 and remains a dedicated volunteer. Currently Gerry advocates for residents at The Bridges in Appleton, WI. He makes his weekly visits and provides an ear for residents to voice concerns as well as listens to their life stories. He assists residents with food concerns, lost laundry and the never ending administration/staff turnover. Gerry appreciates his role as a Volunteer Ombudsman and enjoys making his weekly visits.

Thank you, Gerry, for your service !



Southeastern Region—Sheryl Meyer

Kenosha, Milwaukee, Ozaukee, Racine and Sheboygan Counties



Sheryl Meyer, Volunteer Coordinator

The southeastern region is having a busy year. We started out this year in January with Chris McElgunn, Counsel to the Board and Kellie Miller, Volunteer Services Supervisor for an in-service on the Ombudsman Federal Rule, Abuse Discovery Tree and Statutory Authority. In February we welcomed Board Member Michael Brooks to our in-service for a presentation on personal safety. In April & May we offered three coffee klatch meetings discussing abuse and neglect. May 3rd we had a most memorable volunteer recognition event and in-service with guest speaker Heather Bruemmer, Executive Director/State Ombudsman. My sincere appreciation to all who attended and assisted with this event. (It was most gratifying and engaging celebrating the many gifts of our Volunteer Ombudsmen.) In September we had Rachel Selking, Lead Ombudsman and Mary Mckeown, Regional Ombudsman discuss essential information on Aging and Disability Resource Center/Disability Rights Wisconsin/The IRIS Ombudsmen and what you should know about nursing homes: a historical and fundamental perspective during our Coffee Klatch meetings. A special “Thank you” to Barbara Bechtel, Board Member for attending the volunteer recognition event and a Coffee Klatch; we are honored you choose to share your time with the VOP! At the August Board Meeting it was announced the southeastern region

would now include Racine and Kenosha Counties. We conducted community outreach in March, June, August & September with Jill Helgeson, Lead Medigap Counselor and our Volunteers: Laura Burgardt, Deb Ross and Jan Homan. Mary Mckeown, Regional Ombudsman and Jan Homan, Volunteer Ombudsman presented the VOP and OP at Stowell Associates, Inc. Thank you all for your support !!! The southeastern region was represented on the radio in Sheboygan on August 15th with two public service interviews. A new volunteer training conducted in June for Milwaukee added two new team members. Recruitment is in full force right now with ten potential volunteers working on the application process. Initial Training classes are scheduled for October 23rd in Milwaukee and November in the Kenosha area. Thank you, Todd Elmer, for joining us during lunch as our guest speaker. During the month of April North Shore Bank generously agreed to provide the VOP a premiere space to set-up our BOALTC display. This was an excellent opportunity. Thank you, Edith Brown, for this brilliant idea, as this opportunity was directly responsible for a new Volunteer Ombudsman. Thank you to all involved for the many efforts made to ensure we are a successful program. I look forward to our continued growth and success. Let’s have a magnificent end to our year.



Spotlight—Deb Ross

Deb has been living and working in the Milwaukee area all her life. She has two grown children and five grandchildren. Deb has been working for U.S. Bank for just shy of thirty-seven years.

For Deb, advocacy is just at the heart of who she is; evidenced by her other volunteer activities with a local Yorkie dog no-kill rescue group and a Vietnam Veterans group involved with providing a picnic in Union Grove and a Christmas Party at Clement J. Zablocki. Deb has been serving as a Volunteer Ombudsman with BOALTC for over 11 years.

In addition to her Ombudsman role she has answered the call to assist with outreach events and the closing of a nursing home this year. Deb explained coming to the Board on Aging was a natural choice for her; as she put it, “I was fortunate to be able to care for my husband along with my parents, mother in law, 103-year-old aunt and other family members as they moved beyond their earthly existence. I believe this has added to fostering my commitment and compassion for helping people.” When responding for this article on what keeps her inspired as a volunteer Deb commented, “I have always felt a passion for helping others, to make a difference in my community and to help make this ‘Blue’ marble that we share a better place. I believe our success as humans is based on our relationships with each other and our many common shared experiences rather than our differences. I am passionate in finding our commonalities along with being a bridge builder between all people. I have had the honor of meeting many wonderful people during this time; residents along with staff at multiple facilities and it goes without saying the many members of our organization. Above all it has been and continues to be a privilege and honor to have the people and families we serve feel comfortable enough to share their feelings and life experiences with me. Being able to work together towards a common goal for best outcomes in the improved quality of life in daily living and to let our residents and families know they are not alone, that we support them in their life journey.”

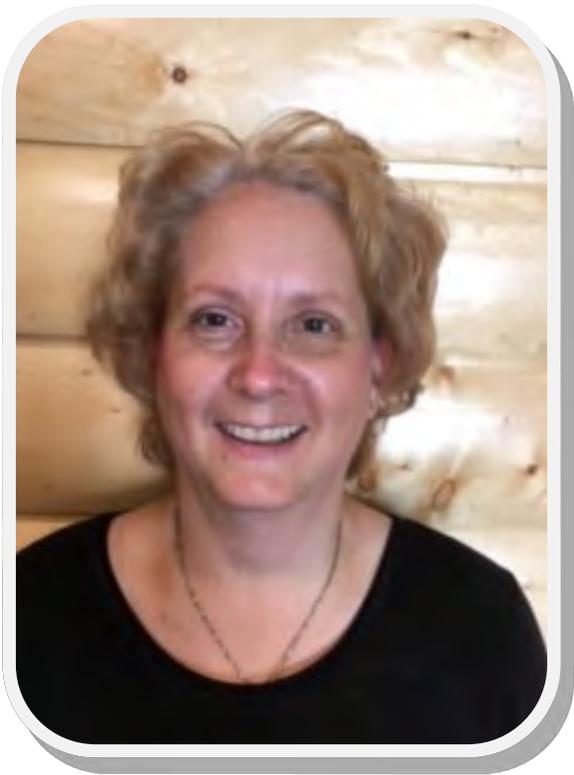
When Deb isn't working, volunteering or with family & friends she can be found caring for her special adopted Yorkie and two foster Yorkies.

Thank you, Deb!



Deb Ross





Jenny Knudson, Volunteer Coordinator

Western Region—Jenny Knudson

Adams, Crawford, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, and Vernon Counties

Since last year, when we started with two volunteers, we have added ten new volunteers and conducted two initial training classes. During the next two months I will be holding two more classes and adding ten more volunteers to the Volunteer Ombudsman Program in Grant, Jackson, Juneau, La Crosse and Vernon Counties. What a great year this has been visiting the facilities and advocating for the residents. We have said “Good bye” to some wonderful volunteers who have well represented the program.

In February we had our in-service with Kellie Miller and Christopher McElgunn discussing the Abuse Tree policy. In April, at our Volunteer Recognition gathering, we had the

privilege of meeting the State Ombudsman, Heather Bruemmer, where we were able to get answers to questions about our program. We held Coffee Klatches for volunteers to thank and welcome new volunteers to our program.

I have enjoyed going on joint visits with volunteers and watching their advocacy efforts with the residents. I have been going to senior meal centers, senior health care, doing meet and greets at public libraries recruiting volunteers.

If you know friends or family members who would enjoy being a part of this rewarding opportunity, please call for more information. Thank you! 1-800-815-0015.

Spotlight — Kristi Koch



Kristi Koch

Kristi Koch resides in the La Crosse area with her husband Mark, daughter Abi (freshman) and son Luke (7th grade). She grew up in a small town in northwest Iowa and is delighted to live in such a beautiful area and take advantage of everything La Crosse has to offer – from outdoor activities, scenic views, coffee shops, and musical events. Kristi is a registered nurse, and currently works in the biopharmaceutical field. Her love for the geriatric population goes back to when she was an 8th grader and participated in a volunteer grandparent/grandchild program at the local care center. That led to becoming a CNA, then RN and the rest is history. Kristi loves being a volunteer ombudsman as it gives her permission to sit and listen

to the wonderful stories the residents love to share. She shared that she has met some wonderful people that are caring, compassionate, have lived through hardships, and are still open to sharing their inspiration. Their stories are fascinating and they are truly some of the neatest people. Because of this, Kristi wants to ensure residents are getting the best care possible and are being treated with utmost dignity and respect. Kristi is thankful to be a part of the volunteer ombudsman program and looks forward to many stories yet to be shared. Kristi shared that it is with gratitude and pride that she says to the residents and facility staff...“I’m a volunteer ombudsman”. Thank you – Kristi

Central Region—Mary LeMay

Clark, Lincoln, Marathon, Portage, Waupaca and Wood Counties



Mary LeMay Volunteer Coordinator

Greetings! My name is Mary LeMay and as I write this, I am in the middle of my second week as a volunteer ombudsman coordinator in North Central Wisconsin! I am looking forward to meeting my volunteers and increasing my volunteers as I support them in advocating for this vulnerable population! My past relevant work experiences included managing 30 volunteers as the Director of a small non profit and being a District Mgr., Regional Trainer and clinician for a psychotherapy practice that worked with seniors residing in Assisted Living communities. I

enjoy working with the older population and have a strong desire to see that their needs are being met, and they are able to live out their remaining years in a caring, positive environment. Personally, I have lived in Stevens Point almost all of my life and reside there with my husband and youngest daughter. My oldest daughter is attending UW-Milwaukee as a Sophomore this year. I enjoy photography, organic gardening and cooking, going for walks and bike rides. I hold a Bachelor of Science and a Master of Arts degrees from UWSP and Lakeland University respectively. I look forward to working with all of you awesome volunteer ombudsmen.



Spotlight — Ginny Williams



Ginny Williams

Ginny (Virginia) Williams has been a Volunteer Ombudsman in Portage County for almost 8 years. Ginny was born and raised in Wausau, WI. She is the 3rd child out of 6. She was a teacher for 9 years before going back to school to obtain her master's degree in school counseling. She worked in 4 different school districts throughout her 30 year career. She followed in both of her parent's footsteps as her mother was a teacher and her father was a school counselor.

During her retirement, Ginny has volunteered for the Foster Grandparent Program, Hospice of Portage County and making meals for college students through Holy Spirit Parish and the Newman Center at UWSP.

Her parish has gone on mission trips to Haiti, and she has participated 3 times. Ginny currently works 3 hours a day running support groups at Ben Franklin Jr High.

Ginny's love of travel developed after spending the summer of 1969 living in a camper in California with her family, while her parents were earning graduate credits. Her travels have taken her to Greece, Spain, Australia, New Zealand, Austria and the British Isles. She would like to visit Stevens Point's sister city of Rostov Veliky Russia for her next adventure.

Ginny's favorite part of being a Volunteer Ombudsman is hearing the resident's stories and empowering them to speak for themselves.

2019 Ace Organizational Excellence Award Vicki Buchholz, Medigap Services Supervisor

I was honored and thrilled to be able to accept a 2019 ACE Award for Organizational Excellence for the Medigap Helpline Services team.

Thank you to Dr. Dale Taylor, Board on Aging and Long Term Care board member, and the Medigap Staff for attending the award event..

The event was held during the 2018 Aging and Disability Network Conference on September 14th at the Kalahari Resort in Wisconsin Dells.

Wisconsin's Medigap Helplines offer high quality, unbiased information and assistance about Medicare and other health insurance options to state Medicare beneficiaries, caregivers, and aging network professionals.

This is no small task. Under the leadership of Medigap Helpline Services Supervisor Vicki Buchholz and Executive Director Heather Bruemmer, the nine-person team handled almost 13,000 calls and conducted over 70 public and media outreach events in 2017, when more than 32,000 residents became newly Medicare eligible each year. Cur-

rently there are one million, eighty-seven thousand, three hundred eighty-three (1,087,383) Medicare beneficiaries in Wisconsin. Additional challenges include the 2018 issuance of new Medicare identification numbers and cards to all beneficiaries, and termination of retiree health benefits offered by multiple large employers.

In the complex and often confusing world of health care coverage options, the team's success comes, in part, from their varied backgrounds and to continued research into changing regulations and resources. The counselors have varied backgrounds, some in the insurance industry itself and others come with prior training as former Elder Benefit Specialists. All counselors are licensed insurance intermediaries thru the Office of the Commissioner of Insurance. The underlying philosophy is "you can't answer the question unless you know the resources." They're able to identify unique circumstances of every caller and can help that individual navigate the system.

The Helplines respond creatively to the ever-growing workload created by the constant changes and newly eligible Medicare beneficiaries. IE: they've established a successful partnership with the University of Wisconsin - School of Pharmacy. Pharmacy student volunteers assist in researching Part D plan options for beneficiaries during the Annual Enrollment Period. Students gain valuable experience working to meet the needs of older people and people with disabilities while helping out during the helpline's busiest time of year.

Thanks to the Medigap Helpline Service's strong reputation for helping state residents, Wisconsin's Medigap Helplines enjoy widespread popular support. When some funding cuts were proposed in the 2017-2018 federal budget, advocates rallied and the program funding remains in place. What could be a better, more tangible demonstration of the organization's commitment to excellence and exceptional service to the people of Wisconsin?

The above was the Intro to receiving the award. I just want to stress that without the efforts of all the Medigap Team members, without the support and dedication of the volunteers, and without the support of the Management team, the Medigap Helplines would not have been able to reach out to so many persons. This is a small agency and taking 13,000 calls thru the Helplines as well as the approximate 10,000 that are touched during outreach events shows the impact we have in Wisconsin. I thank each and every volunteer, staff, and supporters of the Medigap Helpline Services for your dedication and belief in what we do and who we serve.



Absentee Voting in Nursing Homes

Christopher J. McElgunn, Counsel to the Board

The Wisconsin Legislature has determined that the vigorous exercise of our constitutional right to vote should be strongly encouraged. The Legislature also recognizes that it is difficult for some individuals to get to their polling place on Election Day. This is particularly true for individuals residing in nursing homes, community-based residential facilities, retirement homes, residential care apartment complexes, and adult family homes. Wis. Stat. §§6.84(1), 6.875.

In order to meet this need, the Legislature has established the privilege of absentee voting as an extension of the right to vote on Election Day. The Legislature recognizes that the privilege of voting absentee is exercised wholly outside the traditional safeguards of the polling place. The privilege of absentee voting must be carefully regulated to prevent the potential for fraud or abuse, overzealous solicitation of absent electors who may prefer not to participate in an election, and undue influence on an absentee elector to vote for or against a candidate or referendum. Wis. Stat. §6.84(1).

Any qualified elector who for any reason is unable or unwilling to appear at the polling place on Election Day may vote by absentee ballot. Wis. Stat. § 6.85. Occupants of care facilities must be registered to vote prior to being issued an absentee ballot.

Wis. Stat. § 6.86(1). If a person is voting for the first time in Wisconsin, or has changed his or her name or address since the last time they voted, they are required to complete a Voter Registration Application before they vote.

Prior to voting day, Special Voting Deputies (SVDs) are appointed by the municipal clerk to bring absentee ballots to qualified care facilities. SVDs shall arrange one or more convenient times with the administrator of the facility to conduct absentee voting for the election. Prior to sending SVDs to a facility, the municipal clerk should compile a list of occupants at the facility who have absentee ballot requests on file. This list should be shared with the facility administrator.

The social worker for the facility may be consulted if there is a question of voter competency. The administrator should survey the occupants on the list to inform them of the date and time of the SVDs' visit. As soon as possible after arrangements are made for the SVDs' visit, but not less than five working days before the visit, the municipal clerk shall prepare and post a notice at the facility indicating the date and time that absentee voting will take place at that facility.

Absentee voting continued-

Occupants of residential care facilities and qualified retirement homes visited by SVDs are no longer eligible to be mailed an absentee ballot at the facility, but instead must vote absentee in-person via SVDs pursuant to the procedures included in this manual. Alternatively, occupants may still vote by absentee ballot at the clerk's office or alternate absentee voting site, or at the polls on Election Day. If an occupant maintains a residence outside the facility or home, he or she may also apply for an absentee ballot by mail at that residence.

A full listing of all rules and procedures related to absentee voting in residential care facilities and retirement homes can be found at the Wisconsin Election Commission's website:

<https://elections.wi.gov/publications/manuals/nursing-home-absentee>



The Ombudsman Program—IRIS Advocacy

Kim Marheine, Ombudsman Services Supervisor

The Governor's Budget Bill signed in Fall 2017 contained a provision assigning responsibility for advocacy services to IRIS (Include, Respect, I Self-Direct) participants age 60 and over to the Board on Aging and Long Term Care Ombudsman Program.

This provision was based on a long history of effective ombudsman program advocacy, and increasing stated requests from IRIS participants for assistance in expressing their rights to advocacy.

This unique opportunity to expand upon the agency's mission resulted in the hiring of two IRIS Ombudsmen who serve IRIS participants throughout the state, and came about at a time when the state committed to the full expan-

sion of the Family Care and IRIS programs statewide.

While IRIS participants typically live in their own homes and not in nursing homes, residents of nursing homes may still have questions about their ability to access their needed services in the community. Any such requests received by a Volunteer Ombudsman should be provided, with resident permission, to the nursing home social worker for follow up.

General questions about the Board on Aging and Long Term Care's advocacy for IRIS participants should be directed to Kathi Miller, Lead IRIS Ombudsman, at 1-800-815-0015.



Southcentral Region Volunteer Ombudsman Program

Welcome to New Volunteer Ombudsmen			
Nadine K	Dane County	Karmenta	4 months
Elsa Y	Columbia County	Columbus	11 months
Cathy Z	Rock County	Alden Meadows	11 months
James H.	Dane County	Ingleside	6 months
Jim H.	Rock County	Rock Haven	6 months
Pam H.	Rock County	Edgerton Care Center	1 month
Mary Jane P	Columbia County	Good Samaritan	7months
John C	Rock County	Premier	7 months
Linda S.	Rock County	Beloit Health	5 months
Milestones			
Beth C.	Dane County	Middleton Villa	2.5 years
Calvin B.	Dane County	Capital Lakes	4 years
Terry K.	Dane County	Middleton Villa	2.5 years
Ronda S.	Columbia County	Tivoli	3 years
Judy B	Dane County	Badger Prairie	2 years
Charles S.	Dane County	Oak Park	3 years
Wendy K.	Dane County	Willows	4 years
Mary H.	Dane County	Oakwood	2.5 years
Kathy P.	Dane County	St. Mary's Care Center	5 years
Sandy G.	Sauk County	Sauk County Care Ctr	8 years
Jerry H.	Dane County	Four Winds / Oakwood	6 years
Dennis C.	Sauk County	Ridgeview Terrace	6 years
Helen N.	Sauk County	St. Claire Meadows	9.5 years
Dale S.	Dane County	Belmont / Karmenta	11 years
Lew R.	Rock County	St. Elizabeth	11 years
Sally Y.	Dane County	Attic Angels	13 years
Sandy L.	Dane County	St. Mary's Care Center	1.5 years
Farewell and Thank you			
Sandy G.	Sauk County	Sauk Co Care Center	8 years
Jo S.	Rock County	Edgerton Care Center	12 years
Donna W.	Sauk Co / Columbia Co	Maplewood / WI Dells	1.5 years
Janice S.	Dane County	St. Mary's Care Center	7 months
Dori M.	Dane County	Oregon Manor	7 months
Linda S.	Rock County	Beloit Health	4 months
Mary Jane P.	Columbia County	Good Samaritan	6 months
Sharon T.	Dane County	Badger Prairie	1.5 years
John C.	Rock County	Premier Care	5 months
Bob M.	Dane County	Waunakee Manor	1.5 years
Charlie S.	Dane County	Karmenta/ Oak Park	1.8 years

Southeastern Region Volunteer Ombudsman Program

Welcome to New Volunteer Ombudsmen

Bill G.	Milwaukee County	Dycora Silver Spring	1 year
Carolyn L.	Milwaukee County	Southpointe	3 months
Carrie K.	Milwaukee County	Maple Ridge	9 months
Jan H.	Milwaukee County	Villa at Bradley	10 months
Mary J.	Milwaukee County	East Castle/ Dycora Milwaukee	10 months
Mary R.	Milwaukee County	Symphony	1.1 year
Stella M.	Milwaukee County	Wellspring	3 months
Nancy s.	Milwaukee County	Franciscan Village	new
Linda N.	Milwaukee County	To be determined	new
Lynn D.	Kenosha County	The Bay at Waters Edge	new
Christopher M.	Milwaukee County	Allis Care Center	new
Carrie M.	Milwaukee County	Mercy Residential & Rehab	new
Teress O.	Milwaukee County	Golden Living – South Shore	new
Jessica O.	Milwaukee County	Ridgewood	new
Kathryn S.	Milwaukee County	To be determined	new
Milestones			
John A.	Milwaukee County	Mary Jude	10 years
Laura B.	Milwaukee County	At. Anne’s Salvatorian / St. Camillus	4 years
Todd E.	Milwaukee County	Cameo Care Center / Willowcrest	7 years
Brenda P.-O.	Milwaukee County	St. John’s on the Lake	2 years
Deb R.	Milwaukee County	Lake Terrace	11 years
Farewell and Thank you			
Edith B.	Milwaukee County	Maplewood	1.6 years
Jim Z.	Milwaukee County	Dycora Milwaukee	10 years



Western Region Volunteer Ombudsman Program

Welcome to New Volunteer Ombudsmen

Joan C.	Adams County	Villa Pines Living Center	2 months
Dana K.	Crawford County	Prairie Maison	4 months
Terri L.	Grant County	Good Samaritan Society	11 months
Helen J.	La Cross County	Benedictine Manor	6 months
Marvin B.	Vernon County	Bethel Home and Services	11 months
Patricia B.	Vernon County	Norseland	6 months
Tom L.	Grant County	Epione Pavilion	2 months
Bonita P.	Grant County	Orchard Manor	2 months
Mary L.	Grant County	Manorcare Health Services	2 months
Milestones			
Mary B.	Monroe County	Tomah Health Care & Rehab	3.5 years
Debi T.	La Crosse County	Benedictine Manor	3.5 years
Nancy T.	Juneau County	Fairview	1.6 years
Zana D.	La Crosse County	Lakeview	1.4 months
Sharyl H.	La Crosse County	Onalaska Care Center	1.4 months
Krisit K.	La Crosse County	Bethany St. Joseph	1.2 months
Farewell and Thank you			
Anita D.	Monroe County	Tomah Health Care & Rehab	6 months
April C.	La Crosse County	Hillview	7 months
Laura S.	La Crosse County	Mulders	1 month
Mary N.	La Crosse County	Bethany Riverside	5 months
Tanja B.	Vernon County	Mulders	1 month



Northeastern Wisconsin Region Volunteer Ombudsman Program

Welcome to New Volunteer Ombudsmen

Name of Volunteer	County	Facility	Length of Service
Nancy L.	Brown County	Manor Care	5 months
Lynn L.	Brown County	Odd Fellow	5 months
Stephanie Z.	Door County	Sturgeon Bay Health Services	5 months
Kathy S.	Kewaunee County	Atrium- Kewaunee	5 months
Joanne O.	Winnebago County	Eden Meadows	7 months
Connie P.	Outagamie County	Atrium- Little Chute	10 months
Jan L.	Outagamie County	Manor Care	5 months
Milestones			
Jamie K.	Brown County	Parkview Manor/ Bayshore Village	8 year
Verna M.	Brown County	Golden Living Center	3 years
Nancy T.	Brown County	Woodside Lutheran	4 year
Shirley L.	Manitowoc County	Shady Lane	4 years
Gerry G.	Outagamie County	The Bridges	4 years
Diane F.	Winnebago County	Oakridge Gardens	3 years
Erin A.	Winnebago County	Atrium Post-Acute Care	2 years
Joan O.	Winnebago County	Omro Care	5 years
Tina T.	Winnebago County	Bethel Home	2 years
Trudy J.	Winnebago County	Eden Meadows	5 years
Marge S.	Outagamie County	Brewster Village	2 years
Marcie J.	Winnebago County	Northpoint	6 years
Diane Owens L.	Winnebago County	Parkview	5 years
Farewell & Thank you			
Joe S.	Outagamie County	St. Paul's	10 months
Tami S.	Outagamie County	Atrium- Appleton	1 year
Laurie L.	Outagamie County	Good Shephard	1 year
Teri W.	Calumet County	Atrium – Chilton	1 year
Nellie D.	Kewaunee County	Algoma Care Center	6 months
John K.	Door County	Dorchester	2 years
Teri K.	Brown County	Bornemann	3 months
Michelle M.	Brown County	Rennes	1 year

Central Region Volunteer Ombudsman Program

Milestones

Maxine L.	Clark County	Colonial Center	3.5 years
Dean S.	Clark County	Neillsville Care and Re-hab	3.5 years
Cheryl M.	Lincoln County	Pine Crest	1 year
Becca M.	Lincoln County	Pine Crest	2 years
Karen Piel	Marathon County	Rennes – Weston	1 year
Doug D.	Marathon County	Colonial Manor	6 years
Joni E.	Marathon County	Stoney River	3 years
Dan M.	Marathon County	Bay	1 year
Pat L.	Marathon County	Benedictine - Wausau	6 years
Carol R.	Marathon County	Atrium- Weston	6 years
Kitty S.	Marathon County	North Central Health	5 years
Margie K.	Taylor County	Aspirus Medford	1 year
Theresa G.	Taylor County	Rib Lake Health	1 year
Lynn C.	Portage County	Atrium -Stevens Point	11 years
Ginny W.	Portage County	Portage County Health Care	8 years
Sharon M.	Waupaca County	Iola Living Assistance	13.5 years
Dan K.	Waupaca County	Bethany	1 year
Gwen W.	Wood County	Atrium- Rapids	3 years
Peter F.	Wood County	Three Oaks -Marshfield	7 years
Martin W.	Wood County	Atrium -Marshfield	9 years
Farewell & Thank you			
Sandy B.	Wood County	Atrium- WI Rapids	8 years
Dave H.	Clark County	Clark Co Rehab.	10 months
Rachel H.	Marathon County	Wausau Manor	12 years

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CENTRAL OFFICE
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Volunteer Ombudsman Program
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