

THE VOLUNTEER VOICE



Greetings!

I am Jessica Trudell, the new Executive Director for the Board, formerly serving as the Legal Counsel. I have been with Board on Aging and Long Term Care (BOALTC) for three years and I cannot believe how the time has flown by!

I know these have been unprecedented times, with many unknowns around each corner and just when we think something is known, it changes again! During these times, teamwork and connectiveness are more important than ever. I am so grateful to have an amazing BOALTC team!

Part of that team is our Volunteer Ombudsmen! Thank you for hanging in there, throughout all the ups and downs and uncertainty. Volunteerism, service to our nursing home residents and communities is so vital.

I have seen how residents light up when they see their Volunteers; sometimes it might be the only visitor they get all week who greets them with a simple, but so important “how are you doing?”

Thank you, thank you, thank you for the impact you have on our residents, our agency, and our team at BOALTC!



Thank you to Pigorsch Media for designing our new branding and logo. Our outreach and educational materials are available. Please check out our website.

Look for us with our new exhibit booths display at wellness and senior fairs in your community too!

Please do not hesitate to call our toll free number to request new brochures and posters.

Enjoy our newsletter and we hope you like the new look as much as we do!



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1-800-815-0015
website: longtermcare.wi.gov

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Every United States citizen, age 18 and older, regardless of where they reside, has the right to vote, guaranteed by the State of Wisconsin and United States Constitutions. Residents of long-term care facilities have the same right to vote as any other citizen. The right to vote is an important constitutional right.

Who cannot vote?

The right to vote can sometimes be removed by the court, for example, in a guardianship proceeding (incompetency adjudication) or while serving a felony sentence (including probation or supervision). Whether or not someone under guardianship had the right to vote removed would be found on a court form called "Determination and Order on Petition for Guardianship Due to Incompetency." A copy of this Order can be obtained at the Register in Probate in the county where the guardianship was ordered. A long-term care home should also have a copy. The municipal clerk also receives a list from the state of individuals ineligible to vote.

If the box on the court form regarding the right to "register to vote or to vote in an election" is not checked, then it is the sole decision of the person under guardianship (the ward) if they want to exercise their right to vote. If the box is checked, then the right to vote has been removed by the court. The right to vote is retained unless the court has determined the ward is incapable of understanding the objective of the elective process. If the right is removed, the ward can later petition the court for modification of the guardianship to restore their voting rights.

Can a guardian or power of attorney agent vote for another?

A surrogate decision-maker such as a power of attorney agent or a guardian does not have the ability to decide if someone votes or does not vote. An activated Power of Attorney for Health Care or the existence of a Power of Attorney for Finances does not remove an individual's constitutional right to vote. A surrogate decision-maker can never vote in place of another.

Where can I find more information?

Wis. Stats. §§ 6.03, 54.25(2)(c)1.g.

Wisconsin Disability Vote Coalition at <https://disabilityvote.org/2022/our-voices-our-votes/>

My Vote Wisconsin at <https://myvote.wi.gov/en-us/>

Your municipal clerk's office (based on where you live).

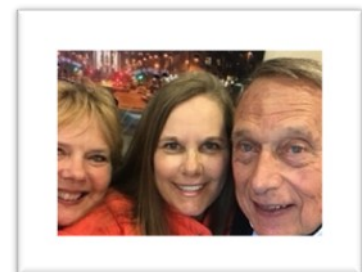
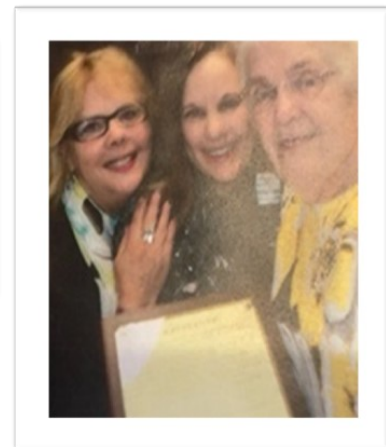
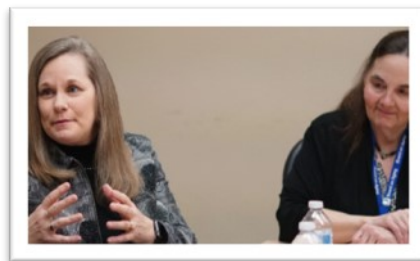
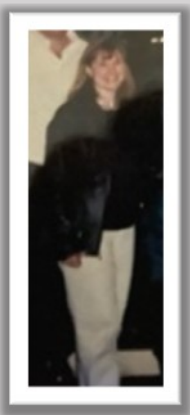
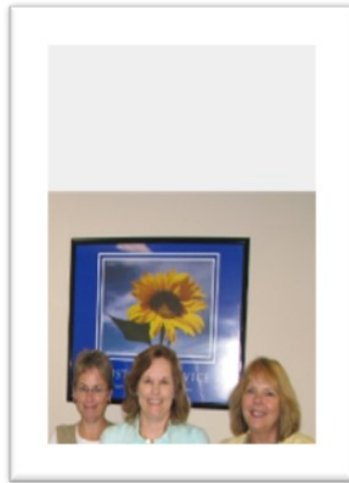


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In loving memory of our Executive Director, State Ombudsman, hands-on advocate, cheerleader, and friend:
Heather A. Bruemmer 5/28/67-4/14/22. We miss you.



BOARD ON
AGING &
LONG TERM CARE

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Heather will long be remembered for her collaborative spirit, her advocacy on behalf of some of the state's most vulnerable citizens, and the care and grace she brought to every conversation. Every person Heather spoke with always had her complete attention, and she cared about every small detail of the lives of her staff and colleagues. As Executive Director, Heather led the Medigap Helpline Program, the Long Term Care Ombudsman Program and the Volunteer Ombudsman Program. Her presence and constant kindness will be greatly missed by her staff and volunteers.

Heather was always there to bring us together, to find a bright side to even the most complex of situations and always reminded us that “we will get through this together.”

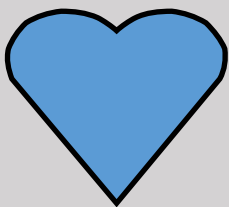
In her last days, Heather asked that we continue to move forward, to not mourn for long, and to remember how many people need us. While all who knew Heather will mourn her untimely passing, they will honor her most by continuing the work that she has been so instrumental in fashioning, and by celebrating all of the good that comes out of true servanthood.

Heather’s impact and legacy are more than words can ever describe. She embodied a loyal, loving and true spirit of kindness spreading her joy to and for others daily!

Each staff, volunteer ombudsman, and board member had their own one of a kind relationship with Heather that will be remembered and treasured.

We are thankful for her devoted advocacy, priceless memories, and uplifting spirit. Our time together ended way too soon.

Heather and her many gifts are greatly missed by Board on Aging and Long Term Care, advocates state and nationwide and by the residents served.



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2022 Louise Abrahams Yaffe Volunteer Ombudsman Program Award Recipient—Doug Dahlke

I grew up in a family with six siblings and for most of my school age years our household income would have been way below poverty levels by today's standards. I, however, was not fully aware of this, nor do I have any regrets about my upbringing.

My first real career was as a Radiologic (X-ray) Technologist. That career grew into Computed Tomography (CT) imaging and some Nuclear Medicine duties. I spent about 16 years in the healthcare field. Some values that I learned stayed with me through the years include absolute honesty, ethics, and treating patients as you wished to be treated yourself.

In my later thirties I felt ready for a new challenge and embarked on a career as a Financial Advisor. I followed this path through ups and downs, just like the markets, for 26 years until my retirement. During this period my mother developed dementia that would dominate the last 12-14 years of her life.

As a financial advisor I was always encouraged to be involved in community organizations as a volunteer and that is what drove me to respond to a newspaper ad seeking volunteer ombudsmen. I had to look up what that meant and still was somewhat clueless. Slowly, with help from the regional volunteer coordinator and by attending the mandatory training sessions I began to get a feel for what was expected as a volunteer. While I admit to not knowing what might occur as I became a functioning volunteer, I did know from my mother's experiences that it might be important and in some small way an avenue to give back to those who had fewer friends and family members to look out for their well-being. Maybe it would make me feel less guilty for not being there more for my mother although I did know that there never could be enough.

As I began visiting my assigned facility it became apparent that many residents needed some attention, some understanding, some help in making their lives seem more than just a bed "occupier". Through the years I felt I was somewhat unable to greatly impact any residents' lives or totally reduce family members fears. I did feel, see and believe small victories or small improvements in being cared for or treated well counted for those who felt nothing could ever improve.



Volunteer Ombudsman—Doug



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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.

Continued from page 5

submitted by Doug

My visits were almost exclusively on Friday afternoons and frequently I felt my contribution was limited to being someone to talk to, maybe someone to make a resident laugh or being on hand to laugh at a resident's joke. I enjoyed asking the residents what they did that made them happy, if in fact anything, did such as music, bingo, puzzles, magazines. I tried to ensure the residents were aware of what was available to them or see if the facility could do more for the residents. Those actions as well as making sure that residents knew their rights became the unwritten model for my visits.

During the short drive for each visit, I will admit I went with a bit of a "why am I doing this" attitude. For many years Friday afternoons had been engrained in me as a time to begin doing fun things, and not the somewhat depressing task of entering a nursing home. Not ironically, as my weekly visit time came to an end, I seemed to be uplifted. I felt less sorry for myself and my ever increasing neurological deficit. There were many residents with far more serious or advanced health issues than mine. I guess it feels good to treat or do for others as you would wish for yourself.

As we again conduct in-person visits, it will feel like starting over. The fears and reluctance I had before will have to be overcome again. The resident and facility makeup may be much different than before. Those that remain will likely have more memory issues, so my visits may seem like new to them also. The only constant will be that some good advocacy and interactions can be done.

Thank you, Doug

The Board on Aging and Long Term Care is proud to have Doug Dahlke on our team of advocates and we are honored to give Doug the 2022 Louise Abrahams Yaffe Volunteer Ombudsman Program award. Congratulations Doug. Thank you for your amazing story and willingness to begin in-person visits again.

2021 Louise Abrahams Yaffe Volunteer Ombudsman Program Award



Volunteer Ombudsman—Pat

When I asked Pat why she became one of our Volunteer Ombudsman, she shared that she just likes doing nice things for people. She said that after her retirement she wanted to use her gift of time to help others. Pat, a lifelong Wisconsin native, University of Wisconsin – Stevens Point graduate, elementary special education teacher, and animal lover, is our valued Volunteer Ombudsman in Marathon County.

Pat's journey to becoming a volunteer ombudsman began because she cared for her father, who lived with her family, until moving into a memory care unit. Pat said she was comfortable visiting with her father and the other residents in the memory care unit, and when her father passed away, she said she felt even stronger about taking time to do more for others.

Pat said that she read a message in the local newspaper about being an advocate, about becoming a volunteer ombudsman, and helping elders in nursing homes. Pat called the number provided, attended the mandatory class, was assigned to Benedictine Manor in Wausau, and that was early in 2015. Below is in Pat's own words:



Being a volunteer ombudsman has had so many impacts on my life. When I first started after retiring, it filled my need to keep helping others that had always been such an important part of my being a special education teacher. And it definitely continues to do that for me every time I walk through those doors. But now that I have been doing it for a while, I also realize that my weekly visits have made my life so much richer. I have had residents make history come alive for me with their stories of surviving the depression and being overseas during World War II and the Korean War. I have also gained so many life lessons from residents who are willing to share their wisdom. Their stories of their lives with all they have had and all they have lost through their many years have provided me with so much to ponder about how to make my own life a good and meaningful life. The residents I have met have shown me coping strategies for how to deal with the tough parts of life and impressed me with how important it is to savor the good things while you are lucky enough to have

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.

Recipients :

2004 Mrs. Doris Brown, Milwaukee

County

2005 Mrs. Diane Wiedenbeck, Dane County

2006 Mr. Jim Haseman, Rock County

2007 Mr. Larry Hammond, Milwaukee County

2008 Mr. Darrel Belows, Portage County

2009 Mr. Edmond A. Weaver, Kenosha County

2010 Mr. Douglas Koehler, Wood County

2011 Mrs. Beverly Laufenberg, Monroe County

2012 Mrs. Susan M. Dow, Dane County

2013 Mr. Glenn Holley, Waupaca County

2014 Ms. Helen Niebuhr, Columbia and Sauk Counties

2015 Ms. Jamie Knight, Brown County

2016 Mr. Todd Elmer, Milwaukee County

2017 Mr. Dale Sankey, Dane County

2018 Ms. Erin M Arndt, Winnebago

County

2019 Ms. Debra A. Ross , Milwaukee County

2020 Ms. Brenda K. Pullen O'Donnell, Milwaukee

2021 Mrs. Patricia L. Langton, Marathon County

2022 Mr. Doug Dahlke, Marathon County

Continued from page 7

them. There is something very deep down that I get from my visits that I am not sure I even have a word for. A few years back our community had a very sad and upsetting event when three people were killed in a shooting. Because it was so close to home and involved such innocent and upstanding people, it was very stressful for many people—me included. When I woke up the next morning, I realized that all I wanted to do that day was to go to Benedictine. I knew that there would be residents who would be upset. I wanted to make sure they had someone to talk to about it, but I also knew that making my visit that day would somehow help me feel better. And it did. When my visit was over, I walked out feeling much calmer and at peace than I did when I walked in.

Since that day I have often come out to my car after finishing a visit and taken a moment to savor the joy and serenity I am feeling from the smiles I have seen and the conversations I just had. I am lucky to have an assigned facility where resident concerns are few and usually quickly addressed by staff. Being a volunteer ombudsman truly gives me back so much more than I can ever give.

Pat's weekly visits, before the pandemic, consisted of meeting with as many if not every resident who was available to meet. Pat would kindly ask each resident how their day was going, how they were feeling, and she would do this at the residents eye level which meant Pat would be bending down or kneeling many times. It is all worth it as the residents light up and smile upon seeing Pat, and Pat really enjoys seeing them smile! Pat said she follows up with every resident concern to make sure " things get taken care of", and that residents feel safe and heard.

Upon receiving her letter of congratulations on being selected as the 2021 Louise Abrahams Yaffe Volunteer Ombudsman Program award recipient, Pat said she was honored to have been selected and sent her thank you to this writer, her Volunteer Coordinator, the Board members and State Ombudsman. She shared that the time of not being able to safely make in-person visits has been very hard but staying connected so routinely to the volunteer ombudsman program through phone calls, virtual in-services and participating in the virtual resident council meetings was so helpful and valuable.

Regional Reports

Northeastern Region

*Brown, Calumet, Door,
Kewaunee, Manitowac,
and Winnebago Counties*



Volunteer Coordinator
Kim Verstegen

*Volunteers may not always
have the time, but they have
the heart and are willing to
share both their time & heart!*

As the 2022 new year began, I, too began working with the Volunteer Ombudsmen on the facility re-entry process so our dedicated volunteers could return to their advocacy assignments safely. The progression of reuniting volunteers to their assigned facilities was a priority. All 16 of the Volunteer Ombudsmen in this region have returned to making in-person facility visits.

Returning to in-person community meetings, community outreach and recruiting new Volunteer Ombudsman is an ongoing effort. I presented on the need for more volunteer ombudsmen on Oshkosh Media "The Place To Be" and WHBY Radio. The continuous outreach with our new branded materials has been successful in recruiting several potential Volunteers.

I also conducted a half day re-train for the Brown County Volunteers. This was a refresher course on the procedures and policies of the Volunteer Ombudsman Program. I will be scheduling my next re-train in fall to keep all the Volunteers up to date on the expectations of the program, visiting with residents, reporting issues to the Coordinator, and calling the #800 line.

The Volunteers have been resourceful with their technology helping them to stay engaged with the Volunteer Ombudsman Program. Each month the Volunteer Ombudsmen join our virtual in service training sessions with subject matter experts and participate in monthly informal coffee klatches.

Some observations we have had since returning to the weekly facility visits is that residents are beginning to recognize the Volunteer Ombudsman, remembering that they are there to advocate for them. During a facility visit/resident council meeting we met Rosie the Robot. She interacted with residents and they did a sing along. This technology grant was offered through the Department of Health Services for LTC facilities.

Additionally, I can't say enough how important it was during the earlier days of the pandemic that we continued our weekly calls to facilities, attended the virtual Resident Council meetings and did one on one virtual meetings with residents. These connections have made the return process to facilities with the Volunteer Ombudsman much smoother. Residents' comments when visiting with the Volunteer Ombudsman have been, "Oh yes, your poster is hung in the hallway." As we continue our advocacy for long-term care residents, I want to thank the Northeastern Wisconsin Volunteer Ombudsman for their dedicated service and continuing their important work with the program during this unprecedented time. Thank you!



The Board on Aging and Long Term Care (BOALTC) has endured changes and loss since the last time I took pen to paper for our newsletter. Our creativity, strength and perseverance has helped our team adapt to our evolving work and world. It has been quite the rollercoaster ride living and working during COVID. It has sometimes felt like whiplash responding to facility outbreaks and community spread levels. Without fail we are adjusting, surviving and thriving for the VOP and the residents we serve. Some of the ways we are surviving and thriving in the southeastern region are:

- Offering monthly guest speakers at coffee klatches/trainings
- Making meetings & trainings available virtually
- Attending virtual & in-person resident council meetings
- Conducting virtual update meetings with Regional Ombudsmen
- The addition of a mentoring program
- Additional outreach & recruitment activities
- Volunteer Ombudsmen (VOs) actively attending in-person resident Councils
- VOs returning to in-person facility visits
- Provided two Initial Trainings since November of 2021
- Planning a Re-Train class in July for all VOs with 2 or more years of service

Regional Reports

Southeastern Region

Kenosha, Milwaukee, Ozaukee, Sheboygan and Racine

Volunteer Coordinator

Sheryl Meyer



We have experienced many personnel changes since our last newsletter. Our executive Director & State Ombudsman Heather Bruemmer passed away in April. We will all miss her genuine, giving spirit in our work and lives. We want to say a special “Thank you” to John Arakelian who is now enjoying his retirement. He served the BOALTC and VOP for 14 years. John plans to continue attending educational opportunities with us from time to time. We look forward to your continued input and support! We also say farewell to Carolyn Lancour (3 years) and Jan Homan (4 years). Carolyn continues to support the VOP by helping connect us to outreach opportunities – Thank you!

We welcome back Regional Ombudsman Gina Singletery, who is proving you can go home again. In addition to Gina’s return we are also welcoming three new Regional Ombudsmen, Sarah Gustin, Stacey Carlson & Erika Sutton. We are happy to be working with all of you. I’m excited our team is complete. We are excited to have new Volunteer Ombudsmen Mark Manske, Nancy Lewis and Kayla Miller join our team. These new team members are the first to join our group since the start of COVID!

We have volunteer positions available in all five counties. I have been conducting outreach and recruitment in all locals. In April I participated in our annual radio spot through the United Way of Sheboygan in collaboration with WHBL 1330 & Sheboygan Country B93. We are grateful for their support and partnership. In August I will be attending the Harambe Health Fair with Jill Helgeson, Medigap Lead. Call me if you would like to participate in this outreach event. If you know someone who would be an asset to our program and residents, please ask them to call 1-800-815-0015 for more details.

I start each day reflecting on the reasons I have to be grateful in this life. A day never goes by without my gratefulness for all of you.

Regional Reports

Southwestern Region

Columbia, Dane, Rock and Sauk counties



Volunteer Coordinator
Amy Zabrnaky



In February of 2020 I was with a Volunteer Ombudsman on a nursing home visit when a resident mentioned that there was a new virus going around called the Corona virus. My first thought was “Oh that poor person is confusing the news with a beer commercial”. Little did I know that was just the beginning of a life changing pandemic.

A few days later In March I was told to pack up my office because we would be working from home for 2 weeks. I went home did a little rearranging and created a temporary home office. At the time I had no idea that this would be the “new normal”.

As I reflect on the past two years, there were several positive things that happened for the VOP because of the pandemic. I started making regular nursing home check in calls to see how the residents were doing. This created new relationships that continue to evolve. As a result of those relationships, staff at the nursing homes took the time to make arrangements so the volunteers could attend Resident Council meetings virtually. While it wasn’t quite the same as going in in person, this was a positive experience for the residents and helped us keep connected until we were able to safely be in person.

During the past two years I worked with all of the volunteers in my region and taught them how to connect virtually. Currently we are using the ZOOM platform and they are all able to participate in different types of learning opportunities. Throughout the past year volunteers received training on guardianship, COVID-19 updates, the life of a funeral director during COVID-19, and they were even able to virtually attend the annual Alzheimer’s conference. In April we hosted our Volunteer Recognition event virtually. We presented Jake French, author of “Life Happens”, to share some stories on overcoming adversity.

After six years of service Terry Kraus resigned. Terry was an incredible advocate and made several contributions to the program, most notably he inspired the Volunteer Ombudsmen program to send out personalized letters to nursing home residents reminding them of their voting rights. Included with the letter we sent a copy of our press release that outlined nursing home resident rights to vote in the general election and our brochure outlining all the rights that nursing home residents have. These packets were sent to 4549 nursing home residents throughout Wisconsin. Terry, we wish you well & you will be missed.

We welcome, Cindy Gardner our newest Volunteer Ombudsman. She will be joining our Rock County volunteers. Cindy will be sharing the duties at Rock Haven with another Volunteer Ombudsman.

As our Volunteer Services are starting to return to the new normal, we have a lot of vacancies in all four counties and we continue to recruit. Our volunteers are working with all our new Regional Ombudsmen. I have been scheduling joint meetings so we can meet and gain further understanding of each other’s roles and how we can best work together to serve the residents of Wisconsin.

Regional Reports

Western Region

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



My name is Vicki, and I began my journey with the Board on Aging and Long Term Care (BOALTC) in July of 2021. I came to the BOALTC after being a sexual assault advocate for the previous 8 years and have a background as an EMT-Basic and CNA (nursing home and hospital). I was born in Chippewa Falls, WI but currently reside in Southwest WI. I have two children, a 7-year-old son and a 14-year-old daughter, who keep me extremely busy. When I get free time, I like to shop, kayak, be at the pool, play volleyball, go to concerts, listen to music, paint, and read. I love anything to do with fall and my favorite holiday is Halloween. I have always been drawn to jobs where I can help other people.

Since starting with BOALTC, my experience has been challenging and unique due to starting during a pandemic. I have had to learn that things are constantly changing, so being flexible is important. I thank my supervisor, co-workers, and most importantly, the volunteers I work with for their patience, understanding, flexibility, dedication, and support while I learn my position.

While I have not had the pleasure to meet all my volunteers in person, I have been able to see them all virtually. I currently have 14 volunteers and try to maintain regular contact with each of them. They are wonderful and each of them bring something unique to the program. I enjoy talking with them and getting to know them.

I feel like I have accomplished quite a bit and not enough all at the same time. A couple of the coffee klatches that have been most memorable for me to date included my very first one in August, the Residents' Rights training in October, and the most recent one in April. In August, I began by conducting a virtual meet and greet with my volunteers. October was our annual Residents' Rights training with Regional Ombudsman, Shawn Fish, and guest presenter, Thomas Haupt, Epidemiologist, Department of Health Services Division of Public Health. It was a great training, and all the western region volunteers were present! The other exciting presentation offered by the VOP was one Kellie and I collaborated on. We were able to offer all volunteers an opportunity to hear an amazing motivational speaker, Jake French, "Life Happens – Live It!" and in addition, each volunteer received a copy of his book. This presentation was phenomenal and I hope everyone who has a chance to hear Jake speak, takes the opportunity.

I've been busy assisting volunteers with re-entry into their facility. This has required patience and flexibility as we navigate what facility visits look like during COVID. We are maintaining safety by confirming there are no COVID or other illness outbreaks at the facility, looking at COVID community spread, completing symptom self-assessments prior to visiting, wearing masks for visits, maintaining 6 feet physical distance, and proper hand hygiene. I appreciate the volunteers as we work through these requirements.

Recruitment efforts have consisted of hanging VOP posters throughout counties, distributing VOP brochures, and participating in Senior Expos. For my first Senior Expo, I partnered with a Medigap Counselor to speak with those in attendance. There was a steady flow of people and we had an impromptu radio interview thanks to the booth next to us.

I am excited to continue my journey with the Board on Aging and Long Term Care and look forward to what comes next.





Regional Reports

Central Region

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



**Volunteer Coordinator
Mary LeMay**

The central region continues to move forward in 2022! The past two years have been filled with attending virtual zoom coffee klatches, in-services, trainings and resident councils. Almost every volunteer ombudsman is back into their facility wearing KN95 masks and making a difference in residents lives.

We currently have nine volunteer ombudsmen. Several volunteer ombudsmen have taken a leave of absence, and we have three potential volunteers that are waiting for our next training session. We continue to hold virtual meetings and are in the process of scheduling an in person re-train as well as a training for new volunteers in the late Summer/early Fall.

Our new regional ombudsman is Stacey Holom. She replaced Christy Daly. Regional Ombudsman Karee Slaminski has expanded her territory to include Waupaca county. Brandie Hanson continues as our Regional Ombudsman for the Veterans Home in King.

Every year, volunteer coordinators nominate a volunteer ombudsman for the honor of being awarded our Louise Abrahams Yaffe Volunteer Ombudsman Program award. The past two years, both winners have been from our central region. Pat Langton received the award in 2021 and Doug Dahlke received the award in 2022. They have demonstrated remarkable service to elders in their nursing home facilities. Congratulations Pat and Doug!!

We have made great strides in conducting in-person facility visits in a safe and timely manner!

Pat Langton



Doug Dahlke





Spotlight On Volunteer Ombudsmen

Todd Elmer / Deb Ross

This spotlight highlights the shared contributions of Volunteer Ombudsmen Todd Elmer and Deb Ross. Todd and Deb accepted the challenge of assisting on the special project team involved with the creation of a mentoring program for the Volunteer Ombudsman Program (VOP). Their participation consisted of weekly planning meetings with me from January through June to develop our proposal and PowerPoint program for administrative approval. The catalyst for this program



Volunteer Ombudsmen
Todd Elmer / Deb Ross

was to offer additional support and coaching for new Volunteer Ombudsman within the first six months of joining

our team. We hope new volunteers involved with the mentoring program will find a stronger connection to their peers and the mission of the agency. Todd and Deb's amazing commitment and collaboration on this project has paid off. The Insider's Perspective Mentoring Program is now active in two of our five regions. When I asked these two to assist me on this important task they did not hesitate. Their enthusiasm for this idea energized me even more than I already was.

We recently sat down together to look back on our efforts. I asked my team members why they chose to volunteer for this project, and they responded, "To inspire people to volunteer with the VOP beyond the initial six month commitment. For the opportunity to contribute shared experiences, enjoy the spirit of collaboration and building on the commonalities that tie us together." I inquired what they liked most about being a part of this team and answering at the same time with spirit said, "We work well together!" They expanded on this statement to include, "We enjoyed sharing our ideas and making a significant contribution to the VOP and future volunteers." As we continued our conversation, we reviewed what this team believed were the benefits of this special project work. Todd and Deb came up with a list of benefits:

- Learning, growing and gaining increasing comfort in volunteer roles
- Sharing ideas and perspectives
- Getting to know co-workers better
- Boosted confidence
- Support

I felt strongly this special project needed to include a volunteer voice. Todd and Deb were that voice, and it was my honor to work with them in this new capacity. Some of their contributing ideas will have benefits beyond the Mentor Program. As a team we were not afraid to think outside the box or challenge each other to bring our best. If you have questions about this program, please contact your coordinator.

We Asked, They Shared!

How has your re-entry been received?

Peggy, AD - Edenbrook Lakeside

"Oh, my God! This is fantastic. I am so glad to see you today - we need you here."

Resident - St. John's

"I'm so happy to see you. I've missed you so much."

Resident, Autumn Lake

I feel like it's Christmas - you are the best gift this year! I'm so glad you are back."

Nicole, SW - Eastcastle

"Thank you for coming - it's good to have you here in person. We are really glad to have the new posters & brochures"

Resident - Franciscan Villa

"Thank you for stopping in to visit with me. I'm really glad to have you to talk with."

Glenn, NHA - Edenbrook Lakeside

"I'm so glad to have you here and I'm looking forward to our partnership and your feedback. I'm really excited for our residents to have another advocate to share their thoughts with."

Resident - St. Anne's

"Wow, I missed you. So glad you are back."





We Asked, You Shared

Spotlight On Volunteer Ombudsmen

Gwen Webster

What's it like going back into your nursing home?

Kitty S.

Returning to my facility felt like I was starting over. There has been some major remodeling, but once I got my list and went to the unit, I was fine. The majority of the residents are new, so I was explaining my role. I had some great conversations. Despite wearing my mask, it felt good to be back!

Pat L.

I described to a friend how good it felt to be able to walk in there again, and I used the words, "surge of joy".

Doug D.

Almost all of the faces have changed, but the introduction of our PURPOSE is the same.

Carrie R.

It felt great. Some of the members remembered me, but overall it made me feel good.

Ginny W

It was exciting to get back to my facility and to see everyone. I was curious if the residents would remember me. They did.

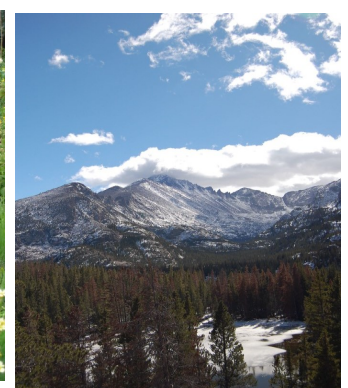


Gwen has been a Volunteer Ombudsman in Wood County for the past 9 years. She has lived in Wood County for most of her life, and has two sons and a grandson.

Throughout her career, Gwen held a variety of positions within long-term care and the medical field. For 32 years she was a CNA working in nursing homes and assisted living locations. Along with being a CNA, she trained to be an EMT. She was also a hemodialysis technician for 10 years and a manager of an assisted living center.

Gwen brings a great deal of knowledge and experience with her when she visits the residents at Edenbrook of Wisconsin Rapids.

What does she do for fun? She loves traveling with her family and has visited Disney World, Florida and Colorado. She enjoyed riding her motorcycle for many years, and recently passed on her Honda 600 Shadow to her grandson. In the summer, you will find her working in her flower and vegetable garden beds. She also enjoys taking her dog Jack for a walk or reading novels by Stephen King or John Steinbeck. We are grateful to have Gwen as a volunteer ombudsman. She is an excellent advocate for the residents of her facility. Her empathy and compassion for the residents is unparalleled.





Spotlight On Volunteer Ombudsmen

Stephanie Zilk, Northeast Wisconsin

We Asked, You Shared!

What's it like going back into your nursing Home?

Verna M.

Returning to my weekly facility visit reminded me of how much I missed doing my advocacy work.

Gerry G.

It's taking me some time to get into the routine of my weekly visits and seeing the residents. It sure feels nice to hear the residents say, "Hi Gerry we missed you"

Nancy T.

It's so good to see the residents.

Diane O.L.

It sure is nice meeting the new residents.

Kathy S. I'm interested in returning as a Volunteer Ombudsman.

Eileen K. I'm fairly new and went through the new VO training during the pandemic and now that I'm actually making weekly facility visits my Volunteer experience is very rewarding and supporting residents makes my day with each visit I



Stephanie has a passion for working with the elderly. When Stephanie and her husband retired to Door County she began to look for the perfect volunteer opportunity. She attended a Community/Volunteer Health Fair at the Sturgeon Bay YMCA where she met Kim, the Volunteer Coordinator. She has been serving as an advocate to the residents of Pete & Julaine Horton center in Sturgeon Bay for the past 4 years.

Stephanie grew up near Milwaukee in Hales Corner. Upon completion of high school, she worked at Southridge Mall in Milwaukee, and lived with some girlfriends. Wouldn't you know one of the roommates had a brother named Bart and he started visiting his sister more often than usual. One thing led to another, and Bart and Stephanie were married and are celebrating 50 years of marriage in 2022. Stephanie and Bart raised their family in Milwaukee and 11 years ago Bart retired, and they purchased a cottage in Door County. Three years later they thought it would be nice to update the cottage into a permanent residence and retire to Door County.

Stephanie and Bart have 4 children and 3 grandchildren. Stephanie's quote, "grandchildren are the gift for having children". Stephanie spends as much time with her grandchildren as possible. Her oldest Grandson Drake spends a month with his grandparents every summer.

During my interview with Stephanie and observing her passion as a Volunteer Ombudsman, she tells me her love of the elderly stems from the years her father spent in Long Term Care. She wishes she knew then what she knows now as an advocate.

Stephanie has participated in every in-service and coffee klatch during the pandemic and was first Volunteer Ombudsman to return to making facility visit to resume her advocacy work. She truly is a life saver to long-term care residents. Stephanie is highly respected by staff, families, and residents at the Pete & Julaine Horton Center in Sturgeon Bay. *Thank you Stephanie*



We Asked, You Shared!

Thoughts on returning to nursing home visits....

SL-"I was unsure when I made my first return in-person visit. When I checked in, I learned that the previous Nursing Home Administrator had left, that did not help because we had a good relationship. In making my rounds I found out that 2 of the wings had been closed due to low census. I eventually met the interim Administrator and made a connection with him. The more I go in, it seems like things are returning to normal. I don't like talking to residents with a face mask on, but I do understand why it must be that way".

DS-"The first time I went in my temperature check went from 98.2 on the machine to 135.0 upon departure. Hmm. I was very disappointed that things had gotten so bad in just 2 years. I was not happy, but it was a good reminder of why I do what I do."

CB-"It was exciting for me to get back into my nursing home. I really missed the people. I was really surprised that a resident in her 90's recognized me and even remembered that I had grandchildren living in California".

RS- I wasn't scared to visit Tivoli again. I felt it was like visiting the residents for the first. A few remembered me but not many .

Spotlight On Volunteer Ombudsman

Sandy Lewis



Volunteer Ombudsman

Sandy moved to Wisconsin in 1975. She worked full-time as a Commercial Interior Designer while raising her two daughters. Sandy also joined her local historical society and continued volunteering with that organization for 7 years. In her "spare" time, Sandy and her husband followed another dream and remodeled an old Victorian house.

When Sandy's mother passed away in a Florida nursing home, she was devastated & felt helpless. She later learned that her mother had been a victim of physical abuse while living in that nursing home. So, when she saw the Volunteer Ombudsman recruitment poster at her local library, she knew she had to do something. So she contacted the Board on Aging and Long Term Care (BOALTC) and followed up.

According to Sandy the first person that she spoke with was so kind, compassionate, and thorough in answering all her questions, which prompted her to sign up to be a Volunteer Ombudsman. She was impressed with the initial training and the compassion that she observed during her training. She was convinced that being a part of the BOALTC and this volunteer opportunity would be an excellent fit for her.



Spotlight On Volunteer Ombudsman

We Asked, You Shared!

Thoughts on returning to nursing home visits....

BA—“It’s great to be back. The residents have missed having an unbiased advocate willing to speak on their behalf. Covid has taken a terrible toll on the physical, mental, and morale status of residents in the nursing home.”

LE—“It’s good to be back. While two years has been a long time and lots of changes have gone on, it was great to see familiar (resident) faces during my visit.”

JK—“A resident was sitting in their wheelchair, staring down the hallway. When I stopped to talk with them their face lit up and when I left, they were still smiling. To see them smile it makes it all worthwhile; all the waiting to be back in the facility, all the precautions for Covid, all of it.”

MV—“ I keep expecting we can resume as if the long gap in time didn’t happen, but most staffing has changed and there are only a few residents that I know. Because Covid is still happening it’s hard to establish rapport and consistency. Resuming visits has greatly underlined to me the importance of the need for Volunteer Ombudsman to be at facilities.”

I was born and raised in La Crosse and worked there for almost 16 years before moving to southwest Wisconsin for a position at the University of Wisconsin-Platteville.



Volunteer Ombudsman

Down the road, I was able to join a program at my church regarding the homebound, which gave me the opportunity to visit elderly people in their homes, senior living and assisted living places, a small nursing home, as well as our local hospital. I really enjoyed my conversations with them and learned so much about their interesting lives.

Throughout my years in Platteville, I made many trips to La Crosse to help my parents. As they got into their golden years, the trips became more frequent. When my mother was diagnosed with dementia, it took an even greater toll on the stresses of their everyday lives.

As my mother’s condition worsened, she was placed in a nursing home. During that time, I was made aware of a day-long seminar with Teepa Snow on dementia that was being held at the technical college in Fennimore. Since I wanted to know about my mother’s situation, the seminar came along at the most opportune time. It was very informative and helped me to understand the issues that were confronting my mother and how her situation would change over time. This information was not only useful in caring for my mother, but it has also been useful in my role as a volunteer ombudsman.

After my parents passed, I retired and would have an occasional lunch at the Platteville Senior Center. On one of those days, Jenny Knudson, a past Volunteer Ombudsman Coordinator, came to speak at the Center hoping to recruit volunteers. Her presentation was interesting and informative. After the program we had a discussion; the program seemed like it would be a good fit for me since I enjoyed helping people, especially the elderly.

Being a Volunteer Ombudsman has given me much comfort and joy knowing that my service can bring about positive effects to others, especially for those who need someone to help them through their golden years. I have always loved being of service to the elderly. We have so many interesting conversations, including stories about their lives and many adventures. I have learned a lot from the residents during our visits and have discovered some fascinating things about the past.

My role as a Volunteer Ombudsman is taken very seriously and I work to make sure my residents are having their needs met in a clean and healthy environment. I enjoy being able to help them get issues resolved, whether it be regarding meals, call lights, bathrooms, or anything else that comes up during our visit. Even the Administrator thanked me for bringing a matter to their attention so that things could be resolved in a timely manner.

To me, it is very important that nursing home residents have a voice and someone they can count on to help them, whether it be for assistance in a matter important to them or just plain conversation. For this reason, I am constantly seeking ways to learn new things that will help me in my service to others. Many opportunities have arisen that allow me to take advantage of many classes and meetings that are offered to help me grow in this endeavor.



Spotlight On Volunteer Ombudsman

Mary Larson

The in-service training sessions are always on topics that are very helpful and useful, which allows me to expand my knowledge and place things in a better perspective.

Dementia is of special interest to me because of my mother's situation. A few years ago, we had a Volunteer Ombudsman in-service in Fennimore on dementia and things experienced by people with dementia, which included problems of sight, hearing, and touch. We were given gloves, special glasses, and a headset so we could experience some of those issues. Later that night, the University of Wisconsin-Platteville, had a two-hour session on Dementia and Alzheimer's that was open to the public. During the second half of the session, a movie clip from "Alive Inside" was shown in which I learned about a man with dementia named Henry. The clip regarded the effects of his exposure to music. He became a different person—going from quiet and expressionless to reacting to the music and talking about the musicians.

On the next visit to my nursing home following the university's seminar, I encountered a person in memory care who had just finished listening to a music tape and was putting it back in the drawer. When I asked that person a question, I was surprised to receive an answer. Then, a book was pulled out and the person began pointing out pictures. Before that, I used to go and visit that person and receive smiles and nods, but never heard any words. It was one of those heart-felt moments. A real break-through for me.

The opportunity to serve in the Volunteer Ombudsman Program plays an important role in the lives of so many people who would simply like some help, a smile, or simply a conversation.

I was able to do an in-person visit at my facility in August of 2021. During that visit, I noticed that there were a lot of new residents since my last visit. One thing to be thankful for is we were able to attend Resident Council Meetings on Zoom. During our absence from the nursing homes, I am glad that the Volunteer Ombudsman Coordinators kept us up-to-date and informed through those welcomed Zoom meetings and phone calls.





This past year has been a challenge for our volunteers at the Medigap helpline. In compliance with DOA guidance, the office was closed for a period of time to all outside persons except for staff. Medigap helpline has a volunteer resuming work in the office and we will be able to bring other volunteers back in.

Even Pharmacy students who volunteered to run Medicare Plan finders for Wisconsin beneficiaries have had changes due to the Covid-19 pandemic. Volunteer hours required reporting date had changed to October 15th. The new reporting date does not fit within the timeframe student volunteers are needed to run the Medicare Plan finders for the comparison of the Medicare drug plans. We hope to revise the reporting dates so the Medigap Prescription Drug and Part D Helpline can continue the partnership with the UW-Pharmacy school.

This year we are looking for additional volunteers interested in assisting the Medigap Helpline Services. We are expecting a higher number of callers to the Helplines during the Annual Enrollment Period, especially as there is an insurance company which announced a termination of their health care coverage. This impacts many beneficiaries covered by those terminating plans. The Medigap Helpline has worked with the Office of the Commissioner of Insurance (OCI) to determine the consumer protection rights for those affected. For some, the impacted employers will offer other options for their affected employees as well as some of their retirees. For others, the options may be a protection called Guaranteed Issue where they may choose a Medigap Policy without health underwriting, or the member could use the Annual Enrollment Period to switch into a Medicare Advantage plan. And still others will have limited options. This may be very confusing for many callers. The need for volunteers grows as we need assistance with assembly of mail packets as well as skills to assist with data entry into our database.

Media outlets add to the confusion many beneficiaries experience. The television commercials with Joe Namath, JJ Walker, and William Shatner (and others) cause many beneficiaries to not fully understand “what is a Medicare Advantage Plan”. The ads imply that a beneficiary needs to only call and give their zip code to find out how many wonderful benefits are available. Many beneficiaries do not understand that a Medicare Advantage plan is a “replacement” plan for original Medicare. The celebrity “factor” adds to beneficiaries trusting what the ads are promoting. However, callers express how confusing these ads have been; in many instances when the beneficiary called the listed phone number on the ad to gather more information, they were enrolled without realizing until they had an issue with their former coverage. The need for our assistance to help correct the coverage issue has been growing.



When the Public Health Emergency has been officially deemed as “over”, then many Medicaid beneficiaries will be tasked with completing their review for continued benefits at their assigned review date. We do expect a number of beneficiaries on Medicare and Medicaid to reach out for assistance if they find they are no longer eligible for continued Medicaid coverage. This will increase the calls coming thru the Medigap Helpline. Fortunately, counselors at the Medigap Helpline programs are aware of the various Medicaid programs and its eligibility standards so we can assist callers in understanding what they need to do going forward, whether back to their county’s consortia for assistance or reviewing what they would be eligible for with options around Medicare

An outreach campaign by Wisconsin SHIP at the Dept. of Health Services has been implemented this summer. Through the use of 65th Birthday Mailers and Digital SHIP ads, SHIP counseling services information has targeted Wisconsin residents prior to their 65th birthday. The mailing will be sent from May thru September, reaching about 30,000 residents in 48 counties. Mailers include the Medigap Helpline toll-free number, the Disability rights Part D Helpline, and the link to DHS for a listing of the county ADRC’s.

The Medigap Helpline and the Medigap Prescription Drug Helpline cover over 10,000 calls each year assisting Medicare beneficiaries with their Medicare and healthcare coverage needs. With re-entering into the public with outreach events, that number is sure to increase. The assistance provided to us by volunteers is vital to the success of the programs. We thank each and every volunteer for what ever they may be able to do in helping us succeed.

Submitted by: *Vicki Buchholz, Medigap Services Supervisor*

And

Jill Helgeson, Lead Medigap Counselor

OMBUDSMAN NEWS

Welcome New Regional Ombudsmen!

During the pandemic we wished several ombudsmen farewell as they retired or chose new career paths. As much as we hated to say good-bye to those familiar and dedicated ombudsmen, it's been a pleasure and an adventure to welcome these new ombudsmen. They have patiently and with nothing less than positive spirits, embraced wholly virtual onboarding, the pandemic's restrictions, and a return to in-person advocacy.

Please meet:

Casey Beilke: Casey has been an Ombudsman since February 2021, covering the northeastern lakeshore region. Prior to coming to the Board she spent seven years as a Disability Benefit Specialist at an ADRC. Casey lives in Green Bay with her fiancée and their three favorite felines. They spend their days working on their 130-year-old Queen Anne house, taking long motorcycle rides, sitting by the lake, traveling around the world, and taking backcountry backpacking trips. Casey is passionate about reading, cooking, political advocacy, and having as many belly laughs as possible per day.

Erin Bleck: Erin is the Regional Ombudsman covering Jefferson, Rock, Green, Lafayette and Iowa Counties, coming to the Board on Aging in November of 2020. Previously Erin worked as a Case Manager and advocate, assisting individuals to apply for and obtain public benefits. She looks forward to continuing to work to educate and advocate for long term care consumers in Wisconsin.

Stacey Carlson: Stacey Carlson joined the Board on Aging and Long Term Care as a Regional Ombudsman for Kenosha, Racine and Walworth Counties in June 2022. She has an extensive work history of advocating for others and most recently was an Elder Benefits Specialist in Racine County. She loves to explore new foods and cultures and can be ready at a moment's notice to travel. Her dog Jack is well on his way to earning "best dog ever" status and can be found with his ball waiting for anyone to play catch with him.

Linda Dobbratz: Linda has been with the Board on Aging and Long Term Care since November of 2020. She serves the Northeast portion of the state which includes the counties of Brown, Florence, Forest, Marinette, Menominee and Oconto. After having worked for nearly two decades in a skilled nursing facility as both Social Services and Activity Director, she finds it her pleasure to now advocate for individuals requiring the services of an Ombudsman. She says her favorite part of the job is going out and meeting with residents, learning so many valuable life lessons!

OMBUDSMAN NEWS

Welcome Ombudsmen

Sarah Thorsberg: My name is Sarah Thorsberg and I am the Regional Ombudsman based out of the Eau Claire area. I cover Eau Claire, Chippewa Falls, Pierce, Dunn, and St Croix counties. I have been with the board since 2019 and I enjoy the resident interaction my position allows me to have. I have two daughters, a chihuahua, and five chickens. I enjoy the summertime very much and like to be outdoors as much as possible during the warm season. My previous position was with the WI Dept of Veterans Affairs as a homeless veterans case manager as well as having vast experience working with the tribes of WI.

Sarah Gustin: My name is Sarah Gustin. I am the Regional Ombudsman for Dodge, Ozaukee, Sheboygan, and Washington Counties. I was a previous IRIS Ombudsman with the Board on Aging and Long Term Care as well. I worked for the Department of Justice as a Program Coordinator providing education to Law Enforcement and other Service Providers regarding Elder Abuse. I have an extensive history working with older adults primarily in the roles of advocacy and adult protective services. I was born in raised in Fond du Lac Wisconsin and recently moved to New Holstein Wisconsin. I am a huge fan of coffee shops, oddly enough for the tea not the coffee.

Shawn Fish: Shawn has been a Regional Ombudsman since November 2020, covering Vernon, Crawford, Sauk, Richland and Grant counties. She has experience in managing assisted living communities, working with a wide variety of individuals according to their needs. She feels blessed to have had many past experiences and interactions with unique individuals who she says have helped to prepare her for this amazing role! Shawn really enjoys learning the "life stories" of those supported by the BOALTC. In her time with family Shawn enjoys camping along the Mississippi river, cruising on their UTV, and gardening.

Erika Sutton: Erika is starting her journey with the Board on Aging August 1, 2022. Very exciting! Prior to joining the Board on Aging, Erika, worked at community Care Inc. for 10 years as a Family Care Case Manager and worked as their Lead Long Term Case Functional Screener. She lives in the Milwaukee area, and will be covering the western portion of Milwaukee County.

OMBUDSMAN NEWS

Welcome Ombudsmen

Stacey Holom: Stacey H. is also one of the three Stacey's in the Ombudsman ranks! She is the regional ombudsman for Iron, Vilas, Price, Oneida, Lincoln, Langlade, and Taylor counties. She enjoys helping people, and finds her previous experience working as an Occupational Therapist in a skilled nursing facility to be a great asset to the Ombudsman Program. Stacey appreciates the opportunity to work collaboratively with residents, long-term care facilities and other stakeholders to promote and maintain residents' rights and improve their quality of life by addressing their care and treatment concerns. In her personal time she enjoys spending time with her family in the Northwoods and in south central Wisconsin. She is looking forward to serving in this new role, as an advocate for both long-term care residents and consumers of managed care programs.

Grettchen Shimko: Grettchen is the Regional Ombudsman for Dane County, coming to the Board on Aging in December 2021. Previously she was a social services director at a nursing home for several years, and it was always her professional goal to become an ombudsman. Grettchen has also spent some time working in the field of mental health. Being able to advocate for those who need an advocate the most is a huge passion for Grettchen. Outside of work you will most often find her spending time with family, friends, hiking, snowboarding, baking and lastly just enjoying life.

Gina Singletary: Gina is a Regional Ombudsman for the eastern portion of Milwaukee County. Gina had been a regional Ombudsman with the Board on Aging and Long Term Care previously from 2016-2019 and return to the same position in 2020. Gina enjoyed and missed the ability to help residents find their voice and to empower residents to advocate for their rights in their home. Gina said "It's rewarding at the end of the day to know that I helped someone feel at ease in their home."

Kayla Smith: Kayla works as an IRIS Ombudsman, and brings with her 10+ years of experience working in the IRIS program. She previously was a consultant with an IRIS Consultant Agency, directly serving people in the IRIS program. She has a bachelor's degree in social work and strives to assist individuals to live their best lives. She is a wife and mother of two daughters. She loves spending time with her family, traveling and being outdoors. She has been with the Board on Aging since October of 2020 and looks forward to all the years to come.

Western Region Volunteer Ombudsman Program

Adams, Crawford, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, & Vernon

| Milestones | | | |
|-------------------|-----------|----------------------------|---------|
| Joan K | Adams | Villa Pines Living Center | 2 years |
| Leanne S | La Crosse | Riverside | 2 years |
| Brian A | La Crosse | Mulder Health Care | 3 years |
| Laurie E | Vernon | Norseland Nursing Home | 3 years |
| Mary L | Grant | Edenbrook—Platteville | 3 years |
| Maureen V | Grant | Bedrock HCS—Riverdale | 3 years |
| Tom L | Grant | Epione Pavilion | 3 years |
| Patricia B | Vernon | Vernon Manor | 4 years |
| Kristi K | La Crosse | Bethany St. Joseph | 5 years |
| Nancy T | Juneau | Fair View Nursing Home | 5 years |
| Sharyl H | La Crosse | Hillview Health Care | 5 years |
| Zana D | La Crosse | Lakeview Health Care | 5 years |
| Debi T | La Crosse | Riverside | 7 years |
| Mary B | Monroe | Rolling Hills Rehab Center | 7 years |
| Farewells | | | |
| Barbara D | La Crosse | Hillview Health Care | 1 year |
| Terri L | Grant | Divine Rehab—Fennimore | 3 years |
| Dana K | Crawford | Prairie Maison | 3 years |

South Western Region Volunteer Ombudsman Program

Columbia, Dane, Rock and Sauk Counties

Welcome New Volunteer Ombudsmen

| | | | |
|------------|-------------|--------------|----------|
| Bev D. | Rock County | Cedar Crest | 2 years |
| Bob D. | Rock County | Cedar Crest | 2 years |
| Cindy G. | Rock County | RockHaven | 2 months |
| Sherrie T. | Rock County | Autumn Lakes | 2 years |

Milestones

| | | | |
|----------|-------------|------------------------|----------|
| Jim H. | Rock County | RockHaven | 20 years |
| Dale S. | Dane | The Bay @ Belmont | 14 years |
| Helen N. | Sauk County | St. Clare's Meadows | 13 years |
| Jerry H. | Dane County | 4 Winds & Oakwood | 10 years |
| Dennis C | Sauk County | Ridgeview Terrace | 10 years |
| Wendy K. | Dane | CrossRoads Sun Prairie | 8 years |
| Ronda S. | Columbia | Tivoli Devine Savior | 7 years |
| Cal B | Dane | Capitol Lakes | 7 years |
| Mary H. | Dane | Oakwood | 6 years |
| Sandy L | Dane | SSM St. Mary's | 5 years |
| Cathy Z. | Rock | Alden Meadows-Clinton | 5 years |
| Nadine K | Dane | Oak Park | 5 years |
| Pam H | Rock | Green Knolls– Beloit | 4 years |
| Linda M. | Dane | CrossRoads-Sun Prairie | 3 years |

Farewells

| | | | |
|---------|-------------|-----------------|---------|
| Judy B. | Dane County | Badger Prairie | 4 years |
| Beth C. | Dane County | Middleton Villa | 5 years |
| Terry K | Dane | Middleton Villa | 6 years |

South Eastern Region Volunteer Ombudsman Program

Kenosha, Milwaukee, Ozaukee, Racine and Sheboygan counties

Welcome New Volunteer Ombudsmen

| | | | |
|--------------|------------------|----------------------|---------------|
| Mark M. | Milwaukee County | Chi Fransican Villa | 6 months |
| Nancy L. | Racine County | Lincoln Park | Just Assigned |
| Kayla Miller | Milwaukee County | Ignite Medica Resort | Just Assigned |
| | | | |

Milestones

| | | | |
|-------------|------------------|---------------------------|----------|
| Deb R. | Milwaukee County | Edenbrook Lakeside | 15 years |
| Todd E. | Milwaukee County | Autumn Lake & Willowcrest | 11 years |
| Laura B. | Milwaukee County | St. Anne's Salvatorian | 8 years |
| Brenda P-O. | Milwaukee County | St. John's on the Lake | 6 years |
| Bill G. | Milwaukee County | Silver Spring | 5 years |
| Mary J. | Milwaukee County | Eastcastle/Bradford Pl. | 5 years |
| | | | |

Farewells

| | | | |
|------------|------------------|------------------------------|----------|
| John A. | Milwaukee County | Mary Jude | 14 years |
| Carolyn L. | Milwaukee County | Maplewood Center | 3 years |
| Jan H. | Milwaukee | The Villa at Bradley Estates | 4 years |

Northeastern Region Volunteer Ombudsman Program

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

Welcome New Volunteer Ombudsmen

| | | | |
|-----------|---------|-------------------------------------|------|
| Eileen K. | Calumet | Willowdale Nursing & Rehabilitation | 2021 |
|-----------|---------|-------------------------------------|------|

Milestones

| | | | |
|--------------|-----------|------------------------------|----------|
| Verna M. | Brown | Green Bay Health Services | 7 years |
| Lillie M. | Brown | Crossroads W. | 3 years |
| Nancy T. | Brown | Woodside Lutheran | 8 years |
| Stephanie Z. | Door | Pete & Jelaine Horton Center | 4 years |
| Kathy S. | Kewaunee | Algoma Care Center | 4 years |
| Shirley L. | Manitowoc | Shady Lane | 8 years |
| Gerry G. | Outagamie | Edenbrook Outagamie | 7 years |
| Jan L. | Outagamie | Meadowbrook in Appleton | 4 years |
| Erin A. | Outagamie | Little Chute Health Care | 6 years |
| Diane F. | Winnebago | Oakridge Gardens | 7 years |
| Joan O. | Winnebago | Omro Care | 9 years |
| Marcie J. | Winnebago | Edenbrook of Oshkosh | 10 years |
| Diane O.L. | Winnebago | Parkview Health Services | 8 years |

Farewells

| | | | |
|----------|-----------|-------------------|---------|
| Donna L. | Brown | Rennes of De Pere | 1 year |
| Marge S. | Outagamie | Brewster Village | 6 years |

Central Region Volunteer Ombudsman Program

Clark, Lincoln, Marathon, Portage, Taylor, Waupaca and Wood counties.

| Milestones | | | |
|-------------------|----------|----------------------------------|----------|
| Dean S. | Clark | Clark Co Rehab | 7 years |
| Doug D. | Marathon | The Bay | 9 years |
| Joni E. | Marathon | PRIDE TLC | 7 years |
| Pat L. | Marathon | Benedictine | 7 years |
| Kitty S. | Marathon | North Central Healthcare | 6 years |
| Ginny W. | Portage | Portage County Healthcare | 10 years |
| Carrie R. | Waupaca | WI Veterans Home-Olson Hall | 3 years |
| Martin W. | Wood | Marshfield Health Services | 10 years |
| Gwen W. | Wood | Edenbrook | 9 years |
| | | | |
| Farewells | | | |
| Mike M. | Portage | Stevens Point Health-Services | 2 years |
| Dan K. | Waupaca | Bethany | 4 years |
| Lauri G. | Wood | Wisconsin Rapids Health Services | 3 years |
| Peter F. | Wood | Three Oaks | 10 years |
| Maxine L. | Clark | Colonial Center | 6 years |

THE VOLUNTEER VOICE



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Thank you to everyone who submitted information for this 2022 edition of the Volunteer Voice!

We apologize for skipping the 2021 edition, but we are very excited to provide you with the latest Board on Aging and Long Term Care news in this edition.

We have encountered and overcome many personal and professional challenges during the many months of the COVID 19 Pandemic. We did it together with one foot in front of the other every day!

We hope our words and photos, in this edition, do justice in recognizing, welcoming and thanking our wonderful volunteers, our new, and existing staff for their dedication and perseverance in continuing the valuable and necessary work we do for the people in our great state.

In the words of our late Executive Director / State Ombudsman,
"Make each day a Masterpiece!"

Thank you from the bottom of my heart,
Kellie Miller



BOARD ON
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