



# FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

## A Message from the State Ombudsman



Happy National Volunteer Appreciation Week, everyone! I hope this newsletter finds you all well.

I feel so fortunate to be writing to you all today on behalf of LTCOP to express our sincerest gratitude for all your hard work and dedication to the seniors of Florida. I have worked with many volunteers throughout my career, and I am confident this group is the most passionate.

It's one thing to feel compassion, to want to assist those in need to improve their lives, but it's another thing to act. Acting is what separates the masses from those that serve others. The unconditional desire to help others is hard-wired in those who want to give back, and I see that desire in this group every day. So, how do you adequately thank someone for such acts of kindness? How do you show the level of appreciation that is deserved? It's hard, and many attempts can feel inadequate.

As I write this message, however, I hope you all sincerely feel the changes we strive to make are for our seniors and you. I have heard your concerns; our consultants have listened to them, and it is up to us as a program to address them. We are all here because of our passion for serving seniors. Making it easier for you to do such important work is the most significant appreciation we can express.

I look forward to implementing the changes needed to give you ample resources, easier processes, and a better experience as you work with LTCOP.

Thanks again for all your feedback and patience as we move forward together. We appreciate you more than the words in this newsletter could ever convey.

Terri



## Volunteer Spotlight

Wanda Harrison, a South Central Ombudsman, joined our program in 2013 after spotting our poster in a local Starbucks. She brings a unique passion to the position and is always available to take on new cases. With her calm demeanor and caring heart, residents open up to her.

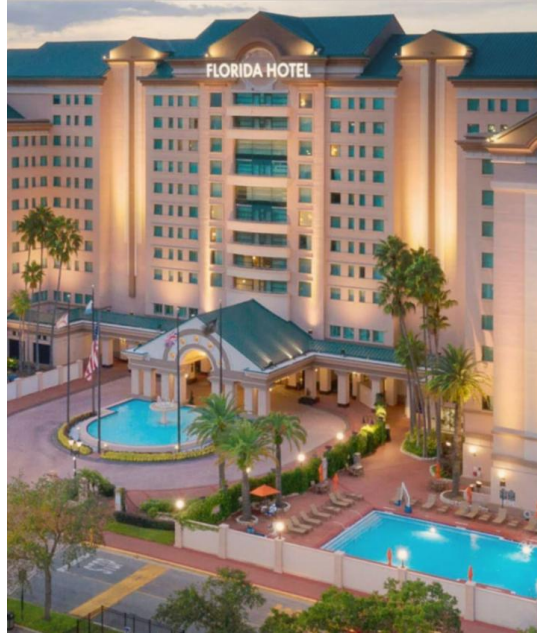
"We make a difference, and we listen. When you see that smile, it's just great. When residents say thank you, that's the greatest gift," said Wanda.

Wanda's philosophy is to pay it forward.

She added, "Many people helped me when I was helpless, cheered me when I was inconsolable, and spoke for me when I couldn't or wouldn't speak for myself. I have never been able to repay my supporters adequately, the Ombudsman Program has allowed me to pay it forward."

Thank you for all you do, Wanda!





STATE TRAINING  
CONFERENCE  
SAVE THE DATE

May 22-24

The Florida Hotel  
1500 Sand Lake Road  
Orlando Florida 32809

More details to come

## The Role of the Long-Term Care Ombudsman Program in Nursing Facility Closures Description

**The Role of the Long-Term Care Ombudsman Program in Nursing Facility Closures**  
TUESDAY, APRIL 25 | 2:00 - 3:15PM ET

Each year, many nursing facilities across the country close their doors. Closures disrupt the lives of the residents living there and too often become chaotic in a variety of ways. The Long-Term Care Ombudsman program (LTCOP) can assist with ensuring that residents receive appropriate notice and that their rights are protected during the closure process. This webinar will explore the role of the LTCOP, review the federal requirements facilities and the state survey agencies must follow, and introduce a new resource.

[Link to webinar here.](#)

