



## Ombudsmen Make Way for Therapy Pup to Visit Residents



*Southwest Council Ombudsmen Jerry and Joy Spivak with Parker the poodle and his owner Pearl Struminger.*

Ombudsmen Joy and Jerry helped arrange for Parker the therapy dog to visit a memory care unit in a facility. Parker visited a resident who was nonverbal and rarely socialized. After meeting Parker, the resident began opening up and socializing with others to tell them about the visit from this sweet pup. This great response prompted the facility activity director to schedule a regular times for Parker to visit nonverbal residents. Thank you Joy and Jerry, and a special thanks to Pearl and Parker!

## Brevard County Recruitment Kick-Off



*Ombudsmen Virginia Sines and Phil Weddle at the Melbourne Auditorium in Brevard County.*

Ombudsmen Virginia Sines and Phil Weddle kicked off the Brevard County Recruitment Campaign on 6/17/16 at the World Elder Abuse Awareness Day Community Information Fair hosted by the Department of Children and Families in Melbourne, FL.

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# 2015 Ombudsmen of the Year



Kathy Dillon - Northwest



Gloria Goodman - First Coast



Lauren Eiel - East Central



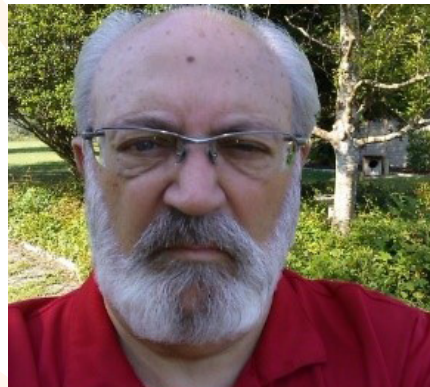
Joanne Crain - Panhandle



Rich Newton - Pasco & N. Pinellas



Tony Flores - South Central



Wes Gullidge - North Central



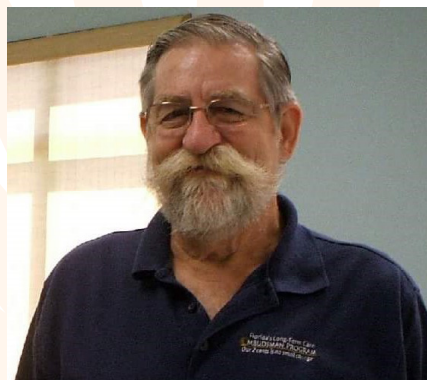
Alan Sherman - Mid & S. Pinellas



Marty Weissman - Palm Beach



Linda Harmon - Withlacoochee



Ron Thiltgen - West Central



Ann Garfinkel - Broward

# 2015 Ombudsmen of the Year

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Lucila Huerta - North Dade



Kathy Moore - South Dade



Phil Weddle - Brevard



Dennis Jefferson - First Coast S.



Patty Kafka - Treasure Coast



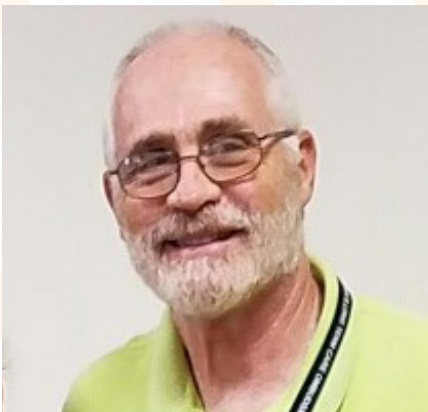
Wanda Harrison - S. Central

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## ATTA-BOYS!

*Special Thanks to Ombudsman Volunteers!*

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“Jim Lynch, Vice Chair of West Central Council, continues to take on some of the most challenging cases. A recent case turned into a systemic issue with 7 total complainants. Resolutions were difficult to come to as other agencies became involved and new facility administration lacked understanding of the Ombudsman Program. Jim pressed on with over 20 hours and 7 visits to the facility. In the end, Jim effectively advocated for residents, and the administration took action. Great job, Jim!”



“Terri Balzer, West Central Certified Ombudsman, consistently does excellent work. In a recent case, Terri was able to negotiate for a resident to receive reimbursement for missing items, as well as a locking wardrobe to protect the resident’s belongings in the future. Terri devoted 4 visits to resolving this issue. Great job Terri!”

# SnapShots!

## Ombudsmen Out and About



*West Central, Annual Senior Expo 3/11/16: Kathy MacDonald .*



*Central Office, Saint Patrick's 3/17/16: Nancy King.*



*North Central Council Meeting 3/15/16: Mary Darling.*



*West Central Council, 3/4/16: Ron Thiltgen showing off a cape usually hidden under his Ombudsman shirt.*



*North Dade Council, 4/8/16: District Manager Gloria Freyre and DCF Administrator Marianela Amador recording at WAMR 107.5FM.*



*First Coast Council: District Manager Lisa Dale and Council Ombudsman of the Year Dennis Jefferson.*



*East Central Council: District Manager Ydania Matos, Ombudsman Maria Torres, and Interim State Ombudsman Mike Milliken as Maria receives recognition.*



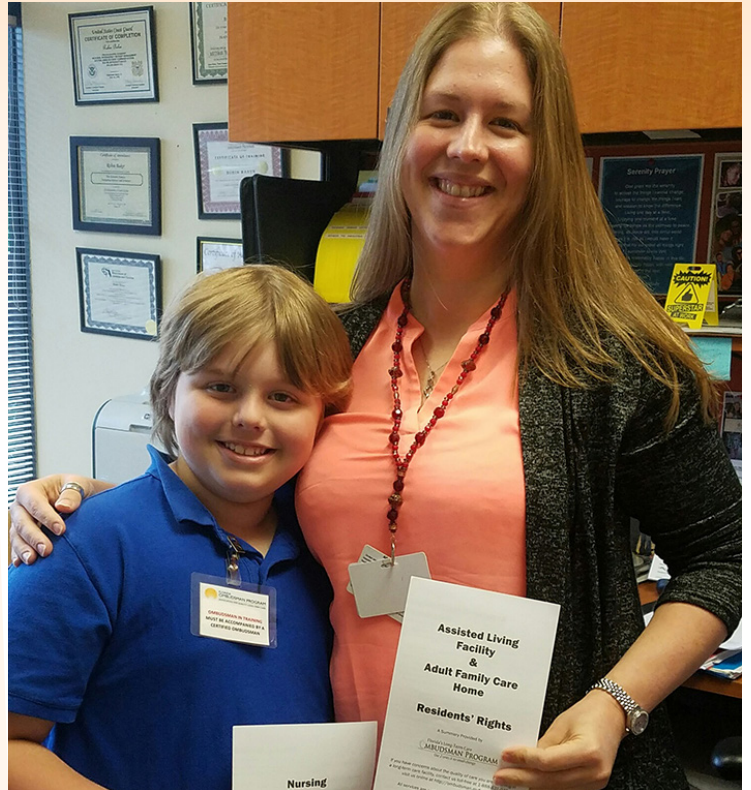
*West Coast Council: Azad Ladhani, Saundra Trower, Caroline Daly, Linda Pinke, Jim Vermiglio, Jenny Colbree, Gayle Mountain, Phil Lachapelle, Rebecca Linehan, Jay Thornton, Robin Baker, Linda Libecap, Rich Newton, Shirin Ladhani, and Jane Spencer.*

# SnapShots!

## *Ombudsmen Out and About*



*Central Office: Executive Assistant Melanie Ginn with her son, Aaron Ginn, on Take Your Daughters & Sons To Work Day*



*West Central Office: Regional Ombudsman Manager Robin Baker with her son, Ombudsman in Training, Brad, Jr., on Take Your Daughters & Sons to Work Day*



*Palm Beach Council Ombudsman Roz Caldicott and her husband attend Palm Beach Prime Time Award Breakfast presented by the Area Agency on Aging.*



*Brevard Council: Alex Johnstone, Virginia Sines, Ruth Battle-Hall, and Carolyn Starr receiving recognition.*