

Ombudsman Winners

2017 Awards for the People Inc., Center for Elder Law & Justice and New York State Long-Term Care Ombudsman Program

- DIPLOMACY award was given to **Cheryl Neu** who is the ombudsman at Symphony Manor ACF. She keeps her cool under pressure, assists, sets boundaries and smiles.
- COMMITMENT award went to **Howie Rose** at Buffalo Center Rehabilitation and Nursing SNF where he averages nearly six hours a week in the facility, has logged 260 activities and 660 instances in the 200 bed nursing home.
- TOUGH COOKIE awards were made to **Bonnie Johnson** at Waterfront Center for Rehabilitation and Healthcare SNF, **Diane Williams** at High Pointe SNF and **Julie Misegades** at Emerald South SNF. These three ombudsmen were recognized for their ability to handle difficult challenges and unique situations.
- LEGAL BEAGLE award went to **Henry Lobl** at Elderwood Grand Island SNF where he sniffs out legal problems and solves with little guidance. He utilized the resources and education provided by Center for Elder Law and Justice of WNY.
- ACF ALPHABET SOUP award was given to **Susanne Amico** for her work at Oakwood Senior Living ACF. Susanne, even from a southern state at times, keeps track of issues small and large.
- DISTANCE RUNNER awards went to those volunteers that have been with the program 10 plus years:
 - **Joe Cal**, 10 years, Father Baker Manor SNF
 - **Bonnie Evert**, 13 years, McAuley Residence SNF
 - **Sylvia Grendisa**, 13 years, Garden Gate Health Care Center SNF
 - **Darlene Harris**, 10 years, Brookdale Bassett Park AL
 - **Jeanne Hatheway**, 10 years, Lutheran Retirement Home SNF
 - **Kenneth Kendron**, 13 years, Eden Heights of West Seneca AL
 - **Julie Misegades**, 11 years, Emerald South SNF
 - **Pat Mleczo**, 13 years, Terrace View SNF
 - **Neal Niesen**, 12 years, Elderwood at Lancaster SNF
 - **Esther Pezzino**, 12 years, Blocher Home AL
 - **Carol Lynn Stevens**, 10 years, Elderwood at Hamburg SNF
 - **Pat Zychowski**, 10 years, Absolut Center for Nursing and Rehab at Aurora Park SNF
- LONG DISTANCE RUNNERS have been with the program 15 plus years:
 - **Susanne Amico**, 17 years, Oakwood Senior Living ACF
 - **David Lombardo**, 15 years, Brompton Heights AL
 - **Marlene Werner**, 19 years, Elderwood at Williamsville SNF & Heathwood AL at Williamsville
 - **Diane Williams**, 16 years, High Pointe SNF
- ROOKIE OF THE YEAR award recognizes a new ombudsman, **Maryann Stry**, at Seneca Health Care Center SNF, who has already in year one been hitting homeruns. She seeks guidance when needed and approaches challenges with confidence.
- LEGACY RECOGNITION was given to two retired ombudsmen:
 - **Ray Boehm** started his volunteering with the Long Term Care Ombudsman Program in May of 1996. He was a diligent and faithful ombudsman for more than 20 years at Weinberg Campus and upon retirement was well loved at Rosa Coplon Jewish Home and Infirmary. He built relationships with staff and residents that would last far beyond his time with this program.
 - **Danny Girts** of Chautauqua County. Danny also retired this past year having started his journey with the LTCOP in November of 2002. Danny has a gentle kindness that all people responded to. He demonstrates a strong sense of community and social consciousness. He was dedicated to meaningful, outcome based efforts. Danny served the Heritage Green Nursing Home and is surely missed.
- VOLUNTEER OF THE YEAR 2017 is awarded to **Bruno Bruni**. Bruno has been ombudsman at The Chautauqua Nursing and Rehabilitation Center in Dunkirk, Absolut Dunkirk SNF and Absolut Westfield SNF. In addition, he willingly helps with visits to facilities that have vacationing volunteers. In his four years as an LTC Ombudsman, Bruno developed opportunities for training of facility staff on several topics, including Regions 15's systems advocacy initiative regarding maintenance therapy, known as the Jimmo settlement. He seeks new educational opportunities, assists with certification training and willingly mentors new volunteers. He listens well and problem-solves in his assigned facility, along with keeping the communication lines open between volunteers and program staff in this large program region.