



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

Post Office Box 510056  
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Ombudsman Helpline 1-800 815-0015  
<http://longtermcare.state.wi.us>

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June 1, 2009

Dear Southern Wisconsin Center Family Members and Guardians:

My name is Patti Noble, and I am an Ombudsman with the Board on Aging and Long Term Care. As an Ombudsman, I am an **advocate** for individuals aged **60 and older** who receive long-term care services in a facility or in the community. The Ombudsman is empowered by state and federal law to protect and promote the rights of long-term care consumers. We work with residents and their families to achieve quality care and quality of life. We respect each individual's unique outlook and needs.

As you know, Southern Wisconsin Center (SWC) has announced a plan to voluntarily relocate interested residents from SWC to homes in the community. If you decide to take part in the relocation process, I am available to help you in any way I can to make as smooth a transition as possible:

- I can consult with you and provide you with information about long term care, in general, or can help you research a particular service or facility.
- I can come along with you to planning meetings to advise and support your choices for where to move and services needed.
- I will be meeting with SWC staff, other resident advocates, and a team of state and county representatives to discuss people's plans for relocating. I can, with your permission, represent your interests at those meetings.
- I can try to help you fix any problems that might arise while you go through the relocation process. We can discuss any problems or concerns, and how to go about getting them resolved.

I will be making regular visits to help monitor the quality of care for all the Center's residents. Additionally, I am available to any residents or guardians who have questions or concerns about their long term care experiences. Our services are provided at no charge, and all conversations are confidential.

Please feel free to contact me at my office in New Berlin at (262) 785-4717, or leave a message on our toll free line at 1 (800) 815-0015. Additional information about our program is available at <http://longtermcare.state.wi.us>.

Sincerely,

Patti Noble  
Long-Term Care Ombudsman