



OMBUDSMAN UPDATE

INSIDE

FROM THE OMBUDSMAN

Spring message from Lauren
“Laurie” Andersen, the
Executive Director/
Ombudsman

UPDATES AND ANNOUNCEMENTS

Important updates and
announcements concerning
health and wellness
initiatives

ABOUT US / GET IN TOUCH

Learn about the Office and
ways to connect



FROM THE OMBUDSMAN

By Lauren “Laurie” Andersen, MM, RN, CEN, CCRN

Spring has sprung! It has been a strange spring with cold temperatures and lots of variability in the weather. I am hopeful the chance of frost is finally behind us and we can all begin to see longer days with more sunshine. I hope this new season of more pleasant temperatures and increased sunshine has renewed your spirit as well. Spring is certainly the season to re-set and begin again.

“Spring is nature's way of saying, 'Let's party!'" - Robin Williams

The heat of the summer will be here consistently soon. The last few days have certainly given us our first “glimpse.” I encourage you to get outside more and take time to appreciate the improved weather and the opportunity to breathe fresh air! There are also typical things to be cautious about, including sunburn, insects, and the need to drink more water!

We want you to have a beautiful, motivating spring/summer!

Sincerely,
Laurie Andersen

REFLECTIONS

“Be the best of whatever
you are.” — Martin
Luther King, Jr.



UPDATES AND ANNOUNCEMENTS

Heat Mitigation 2026:

I have shared the updated heat mitigation guideline suggestions with DOC for 2026. The majority of the suggestions include drinking more water, ensuring access to ice, dressing more lightly, and avoiding excessive physical exertion in the middle of the day. Please be aware of heat-related illnesses and watch for signs in yourself and others. Summer is a beautiful time of year, with longer days and more sunshine, but there are risks that you must keep in mind as well.

Tablet Program:

We are so happy that you have tablets so you can keep in touch with friends and family, as well as access learning opportunities. I encourage you to remember to step away from tablet time to use your social and communication skills with others face to face. Too much tablet time and isolation are not good for anyone!

Contacts with the Office of the Ombudsman:

We appreciate when you reach out to the Office of the Ombudsman through our phone number (**833-662-8410**) or email system. We receive all calls and contacts. Please know that we follow up with facility leadership on your concerns and ideas. If you ask us not to share your name, **we do not!** We do share your concerns and questions to help find solutions to your challenges. We are here to support your wellness and will do all we can to have facility resources address your concerns.

Please be advised that the Corrlinks system is not set up for us to respond personally to your emails. What we will always do is forward your concern to the appropriate people at the DOC or VitalCore.

Wellness:

The Office is invested in the wellness of everyone within the DOC. Our goal is to offer support and share ideas that can enhance the well-being of all incarcerated individuals.

Your investment in your own health, as well as the health of those around you, plays a key role in building a better, more positive community. The Office is here to support you in your wellness journey and appreciates your collaboration in finding ways to improve overall wellbeing.

ABOUT US:



Office of the Ombudsman

Independent Health & Wellness
Advisor to Corrections

The mission of the Office is to promote a healthy environment for everyone living or working in DOC facilities. Initially responsible for monitoring and reporting on the DOC's COVID-19 mitigation efforts, the Office's has since expanded. Post-pandemic, the Office advises the DOC on infection control and wellness initiatives by developing comprehensive health and wellness programs, along with training and education initiatives. In collaboration with the DOC, we implement these programs to positively influence the DOC's culture and environment for the benefit of all.

GET IN TOUCH:



Website: <https://ombudsman-madoc.org>

Free Call: 1-833-662-8410

Inquiries can be submitted anonymously through the website. If you choose to provide your contact information when filling out the web form, we will make every effort to respond within two business days. We look forward to addressing your infection control and wellness-related questions, concerns, and inquiries.

You may also submit your inquiries or suggestions via our telephone number. Infection control and wellness-related inquiries can be left anonymously. If you would like a response, please be sure to leave your contact information as instructed on the voicemail.