



OMBUDSMAN UPDATE

INSIDE

FROM THE OMBUDSMAN

Late summer/early fall 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

REFLECTIONS

“The trees are about to show us how beautiful it is to let go of the negative” - Unknown

FROM THE OMBUDSMAN

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

Summer is almost over- fall is pushing in. The temperatures have cooled quickly and days starting in the 40s and heating to the 80s each day. The days are getting shorter quickly, and summer vacation time is over. The fall is beautiful but hectic — especially for families. Try to take some time to enjoy this season — make some time for work/life balance and include some fun fall activities like apple picking or football games with family or friends.

We appreciate all that you do — your efforts matter, and we appreciate you!

The Office of the Ombudsman continues to work to recognize how we can support the men and women of corrections. Your work is challenging and can be oppressive — you need to find ways to use tools to maintain health and wellness. All security staff have attended Struggle Well’s one day course during Inservice, but the tools of from Struggle Well are better provided in the five-day program. If you are having life or work struggles, please sign up for one of the five-day programs. For all of you who have been introduced to Struggle Well, the work never stops — seek more information on breathing exercises, mindfulness, resilience and journaling to support yourself.



The DOC recruitment and Academy videos are nearing completion. Rob Ranney Productions has done an excellent job of getting shots and video showing the best side of correction staff and the work you do. He is doing some final filming in the next few weeks and then will begin to edit, review, and produce amazing, motivating videos. The hope is to draw more high-quality applicants into the DOC application process and to continue to have higher Academy class numbers. All recruitment efforts help to support all of you who have worked through staff shortages for a long time and been subjected to mandatory overtime. I hope each of you will promote the video once you see it on social media or the DOC website. Thank you for your help and support on this important project!

To all DOC staff, thank you for your hard work — we care about you!

Sincerely,

Laurie Andersen

UPDATES AND ANNOUNCEMENTS

Conferences This Fall:

The Office of the Ombudsman has two conferences coming up this fall at the 911 Training Center, located at 31 Maple Street in Milford.

The first event, our Early Career Corrections Conference, is designed for DOC staff in their first five years of corrections work. It will have a focus on work/life balance, resiliency, and money smarts. We want to encourage those who have started to learn skills to be successful in the DOC. The conference is scheduled for Thursday, September 25, 2025, 8:30 am to 3:30 pm.

The second event, our Second Annual Wellness Conference, is for all DOC staff and will have a variety of dynamic speakers and address all kinds of wellness issues. It should be a wonderful day for all who attend. The conference is scheduled for Thursday, October 23, 2025, 8:30 am to 3:30 pm.

Flyers for both events are on the DOC intranet. Speak to your ITO to request the day! We look forward to seeing you.

Sympathy for the Loss of DOC Staff:

The Office of the Ombudsman would like to express its sympathy and condolences on the deaths of Sergeant Aaron Gill and Officer Marie Hunt. Every death or loss of individuals who work for the DOC affects each and every one of you. We recognize that the Central Transportation Unit and the Old Colony Correctional Center were the workplaces of these two people, but their connections to many in DOC from past roles are more diverse. Please know there is support for you

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 role of the Office 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.



and you should seek help if you need to. Grieving is different for each person and loss is challenging. Thoughts and prayers are with you.

Interact with the Office:

We invite you to visit our website at www.ombudsman-madoc.org to explore the resources we have to offer. As always, the Office encourages you to connect with us and share your thoughts, questions, concerns, or ideas related to health and wellness. You can reach out through our web-based inquiry form at www.ombudsman-madoc.org/submit-inquiry/ or by calling us toll-free at 833-662-8410.

Additionally, be sure to speak with any member from the Office when we visit your facilities. You are the experts, and we are here to support you in any way we can.

We care deeply about each of you and are committed to supporting you in the important and challenging work you do.

YOUR ONGOING SUPPORT IS ESSENTIAL

Be Sure to Support these Wellness Initiatives at your Facilities:

- ✓ Participate;
- ✓ Join the Conversation; and
- ✓ Make Suggestions.

Our New Website URL

www.ombudsman-madoc.org