



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

REFLECTIONS

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

FROM THE OMBUDSMAN

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

May planting season is here! It has been a strange spring, with cold temperatures and significant variability in the weather. I am hopeful that the chance of frost is finally behind us and that we can all begin working on our vegetable gardens and yards. I hope this new season of pleasant temperatures and sunshine has renewed your spirit as well. Spring is certainly the season to reset and begin again.

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

We appreciate all that you do—your work and time matter!

The Office of the Ombudsman was proud to support the DOC Wellness Committee in their excellent *Heroes Cup Field Day* on May 6, 2026. This one-day event was a much-needed and much-appreciated day of competition, camaraderie, and friendship. The Wellness Committee, led by the dynamic Karen Edgar, has been focused over the past year on reinvigorating this DOC-wide celebration, and is proud that, working with leadership, including the LEAD team, they were able to fulfill that goal. Thank you to all of the helpers for the day and for the planning. Thanks to all who came to participate or cheer! What a great day! Your Wellness Committee is working hard for you!



The Office was happy to share a token of appreciation for all staff during Correction Staff Week! A dynamic keychain holder with “You Matter” messaging! Each Superintendent and DOC headquarters received a supply for every one of you. I hope you received yours and recognize that the message of support from this office is genuine and heartfelt!

Thank you for your hard work—we care about you!

Sincerely,

Laurie Andersen

UPDATES AND ANNOUNCEMENTS

Evening Town Halls:

DOC leadership is continuing to make rounds of all facilities with town halls. This office is attending the town halls to listen to the discussions and questions being shared. We appreciate the challenges you all face and admire your professionalism in sharing them with leadership. Take this opportunity to share!

Summer Heat:

The heat of the summer is not far off! The last few days were an early reminder that we should all get ready. Please take good care of yourselves by staying hydrated, using ice, and wearing lighter clothing! Your jobs are challenging without being “overheated” too!

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 of the Office when we visit your facilities. We care deeply about each of you and are committed to supporting you in the important and challenging work you do.

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.