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**FREE
SESSION**

**TOPIC:
OMBUDSMAN**

**MONDAY
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**GATHERING
ROOM**

WHAT IS AN OMBUDSMAN?

We are excited to offer residents, families, staff and the community the opportunity to join us for a free learning session.

This general information session will discuss:

- The definition of an “Ombudsman” is: an official appointed to investigate individuals' complaints against maladministration, especially that of public authorities
- Who is our Ombudsman?
- What does this role does an Ombudsman serve for seniors?



Hanna Sponberg

Regional Ombudsman for Long Term Care

952.463.5997 | hanna.sponberg@state.mn.us

Hanna has served in this role for over a year. Prior to this, she worked for 15 years in the medical and aging fields specializing in complex medical needs, and palliative and end-of-life care. She has focused on enhancing quality of life, honoring the goals and values of those she serves, and securing services for those who need them throughout aging transitions. She holds a master's degree from Simmons University in Boston. Hanna has a wide range of experiences in settings from academic medical centers, community-based settings, hospice agencies, and assisted living and long term care facilities.

DETAILS: LOWER LEVEL | GATHERING ROOM | NO RSVP NEEDED

Elder Homestead



Call: 952.283.2626 | Website: Elderhomestead.org

Email: ElderHomesteadInfo@voa.org

11400 Fourth St. N. | Minnetonka, MN 55343