



# 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 2025 has finally arrived! It certainly was slow in arriving though. May is the month that celebrates many things including nurses, teachers, and mothers, and importantly, both correctional officers and employees! The Office of the Ombudsman appreciates and respects all that each and every one of you do in your many roles within the Massachusetts Department of Correction. Hopefully you have all received the baseball hat with a USA flag with a thin gray line representing correctional work as a token of our gratitude for all you do. Although it is only a small gift, the warm, grateful intent is big! Thank you!



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

The training academy has started a new class of recruits, and it is the largest class in a few years! Hopefully this class of men and women will soon be in your facilities to support your staffing and decrease the need for mandatory overtime. The ongoing staffing crisis for correction work is challenging. Together, we need to work on the wellness of the corrections staff and return some work/life balance to the work.

*Continued on Next Page*

## REFLECTIONS

***Happiness is the  
highest form of  
health.***

**Dalai Lama**



This Office has partnered with a professional videographer (Rob Ranney Productions) to produce a modern, dynamic recruitment video and to interview some staff who speak to the challenges and work of being part of the DOC. Working with the DOC, this video will be creative and promote the strength of a career in corrections including the benefits, the support of your family, the camaraderie with other staff, and the pride in protecting the people of Massachusetts. The time to bring in new dedicated professional staff is now, and we hope to improve the recruitment tools to help facilitate this.

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

Sincerely,

*Laurie Andersen*

## UPDATES AND ANNOUNCEMENTS

### Town Halls

Commissioner Shawn Jenkins and the DOC Executive Leadership team have been visiting each facility to hold a town hall to share updated information and allow questions and conversations. The Office of the Ombudsman team has been attending these open forums. This wonderful opportunity for staff to hear directly from the Commissioner and his team allows open dialog and answers to staff questions. Look for the next town hall at your facility to share your insights and ideas with the team. It is a wonderful way to be engaged with the DOC leaders.

### Focus on Wellness

The DOC's centralized Wellness Committee remains dedicated to supporting DOC staff by fostering teamwork and camaraderie among staff. We encourage everyone to participate and make a positive impact both within our community and beyond.

Wellness initiatives are going on at each facility. Please get involved and support team at your facility.

#### **YOUR ONGOING SUPPORT IS ESSENTIAL**

Be Sure to Support these Wellness Initiatives at your Facilities:

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

## 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.



### **MCI-Concord Tour**

We are pleased to announce that the Wellness Committee is organizing and planning a tour of MCI-Concord on June 6th, 2025, from 10:00 AM until 5:00 PM. This tour will be open to all previous MCI-Concord staff, retirees, and their families. Please look for the MCI-Concord flyer to register for the tour on the intranet. This is an opportunity to walk the facility halls and grounds one more time and share the experience with others and your loved ones!

### **Correction Day Education**

Our second annual education day will be held in October this year. Keep your eyes out for more information when we get closer to the date!

### **Interact with the Office**

The Office has updated our website and introduced a new logo that reflects our expanded role as the independent health and wellness advisor to the DOC. The lighthouse logo symbolizes a beacon of light guiding the DOC toward improved health and wellness for all.

We invite you to visit our website at [www.ombudsman-madoc.org](http://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/](http://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.