

# Local Volunteer Receives State Recognition



In recognition of Florida's Volunteer Month, the Florida Long-Term Care Ombudsman Program proudly announces Sun City resident Ron Dickey as the recipient of both the West Central Council Ombudsman of the Year Award and the Bronze President's Volunteer Service Award for his commitment to strengthen our nation and communities through almost 200 hours of volunteer service to long-term care residents in the last reporting year.

Volunteers with the Florida Long-Term Care Ombudsman Program, called ombudsmen, advocate for the health, safety, welfare, and rights of people living in nursing homes, assisted living facilities, and adult family care homes. They work with residents, family members, administrators, and others to re-

solve complaints and improve the quality of life in long-term care facilities.

Ron chose to help long-term care residents after searching for something meaningful, rewarding, and fulfilling to do following a long career in finance and business. His experience in business helps him advocate for residents by resolving financial and billing issues quickly.

On one occasion, a resident who was hospitalized and not returning to the facility was being charged additional costs for storage of personal belongings without the knowledge of the resident. Ron worked on behalf of the resident resulting in the facility refunding the storage costs.

A resident's family member impressed with Dickey's advocacy efforts shares, "It couldn't have gone better. The results were instantaneous. I had been trying for ages to get things fixed. I am very impressed."

"On behalf of the Department of Elder Affairs, I want to congratulate Mr. Dickey for this recognition and thank him for his service to the community," said DOEA Secretary Richard Prudom. "Volunteers are integral to our efforts to meet the needs across our Aging Network, and Ron is truly an asset to our team."

The Florida Long-Term Care Ombudsman Program, administratively housed at the Department of Elder Affairs, seeks to improve the quality of life and care for all Florida long-term care residents. Learn more at [ombudsman.myflorida.com](http://ombudsman.myflorida.com) or by calling 1-888-831-0404. Like us on Facebook.