



**Resident Conference Call Series:  
Staffing for Quality Care:  
Important Elements and Resident Involvement**  
*Tuesday, December 7, 2010*  
*2:30-3:30 p.m. EST*  
Speaker Bios

**Robyn Grant**, MSW, is the Long Term Care Policy Director at United Senior Action, an Indiana senior advocacy organization, and a consultant with the National Long Term Care Ombudsman Resource Center and The National Consumer Voice for Quality Long Term Care. Ms. Grant has twenty years' experience in long term care consumer advocacy and education and started her career by serving as the Indiana State Long Term Care Ombudsman for eight years.

At United Senior Action Ms. Grant directs the Family Caregiver Education and Empowerment Program, which is designed to equip family members to obtain the best possible long term care for a loved one in any setting. In this capacity, she conducts workshops, provides information and assistance to family members, and develops consumer education materials. She is the author of *Caregiver Digest: A Guide to Indiana Long Term Care Resources*, a CD that contains comprehensive state-specific information for family caregivers, and the book, *Nursing Home Care in Indiana: A Family Caregiver's Guide*. She also conducts legislative advocacy to improve Indiana's long term care system, with a special focus on nursing home care.

In addition to her work at United Senior Action, Ms. Grant provides support and assistance to long term care ombudsmen around the country as a consultant with the National Long Term Care Ombudsman Resource Center. She researches and develops best practice papers to guide ombudsmen in their practice and provides training. She is currently writing a technical brief on ombudsman work with family caregivers.

Ms. Grant is passionate about promoting quality long term care and empowering consumers. She recently completed a consumer guide for the national Advancing Excellence in America's Nursing Homes Campaign and is now working with the state of Indiana to educate and involve nursing home residents, hospital and home health patients, and families in pressure ulcer and infection prevention. She served on the Board of Directors for The National Consumer Voice for Quality Long-Term Care for nine years.

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**Becky Haldorson**, MS, LNHA, has worked in the field of elder care for over 20 years. She is licensed by the Illinois Department of Professional Regulation as a Licensed Nursing Home Administrator and holds a Masters of Science degree in Health Care Management.

She also serves as President of the Board of Directors for the Illinois Pioneer Coalition for Culture Change in Long Term Care as well as the Regional Pioneer Coalition Facilitator for Will, Grundy and Kankakee Counties.

Becky has authored many newspaper and newsletter articles addressing elder care and culture change issues.

Becky holds the position of Assistant Administrator at Sunny Hill Nursing Home of Will County and oversees the organizations culture change efforts.

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**Marcella Swanson** has been a resident of Sunny Hill Nursing Home for three years and lived in assisted living for six years prior to coming to Sunny Hill.

A mother of two, Marcella worked for several years in a factory before marrying her husband, when she chose to stay at home and raise her children.

Marcella leads the resident interview committee and has been present at over 100 interviews since the inception of the group over three years ago. When asked her thoughts on her role with the group, Marcella states “I enjoy doing this and it feels good at my age I can still make a contribution to Sunny Hill.”

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**Frank Temmerman** has been a resident of Sunny Hill for two years. Frank resides at Sunny Hill with his wife of 57 years, Mary.

A retired Public School Administrator, Frank spent over 40 years working in the school systems of New York, Ohio, and Illinois. After retirement in 1987, Frank and his wife became the proprietors of a bed and breakfast in Mt. Carroll, IL.

Frank stated that he has been happily surprised at the success of the interview committee, “It has been a pleasure for me to be a part of this.”

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