



2024 OMBUDSMAN OF THE YEAR

Sister Barbara Jean Donovan

Sister Barbara Jean Donovan has been an ombudsman volunteer with Region 10 since January of 2022. She serves four floors of residents at Loretto Skilled Nursing and Rehab Center. It did not take long for the residents to get to know her and open up about their concerns.

The residents say that Sister Barbara Jean Donovan is kind and patient and provides comfort to the residents while she is assisting them with their grievances. She is also well respected by the facility staff and meets on a regular basis with the administrator to discuss areas that may need improvement. She has a way of arriving at a core issue quickly and is able to advocate for the residents while maintaining positive relations with staff. Region 10 and the residents of Loretto are blessed to have Sister Barbara Jean Donovan as a certified ombudsman volunteer.

Sister Barbara Jean Donovan was born in Pittsburgh, Pennsylvania. She entered the Sisters of St. Francis in 1960 and began a life of ministering in education and health care. After teaching ten years in Pennsylvania and Wisconsin, she began ministering



in health care. For the next forty years she had leadership positions in hospitals, nursing homes, retirement homes and also convents of her religious community in Illinois, Pennsylvania, West Virginia and Kentucky. In 2008 she relocated to Syracuse, New York and administered St. Francis Social Adult Day Care until it closed in 2015. After serving in a leadership position in her community during the COVID-19 pandemic, she began a ministry of volunteering as a certified ombudsman.

“There are many worthy organizations that need volunteers,” she says. “Look to see what is out there and how you can serve others in your community.”

