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care association opposed the bill and I think you talked about that. Do they support this new concept now?

SENATOR WESELY: I am told they do, yes.

SENATOR HEFNER: Okay, thank you.

PRESIDENT MOUL: Thank you, Senator Hefner. Senator Hillman.

SENATOR HILLMAN: Madam Chairman and members, Senator Wesely, I want to thank you for bringing this bill to the attention of the Legislature. I've had many requests for assistance in the Scottsbluff in looking at what they thought was problems in care and care ratio in some of the homes and in looking at trying to find some assistance and have worked I think really well with the Department of Health, but still their closest field office is in North Platte and to get anybody to come out to the site and to look and to listen to the grievances on a personal level has been difficult. I think the...we do have an area of aging in our area that they could work this out and which I think is true across the state with the different districts and also having worked a lot with volunteers in the past, I'll tell you that volunteers I would say in this instance could do an even better job than a lot of staff would do because they are there, they want to be, they have a caring attitude, they will take the time to listen. Most aging agencies have a volunteer program in place. I don't think it would be that difficult for them to access even more people and I would strongly urge the body to support the amendment and the bill.

PRESIDENT MOUL: Thank you, Senator Hillman. Senator Robinson, followed by Senator Cudaback.

SENATOR ROBINSON: Madam President, members of the body, I'd like to ask Senator Wesely a question or two. Give me the process...volunteer ombudsman goes out and visits the people in the rest homes and he gets all these complaints, then what happens?

SENATOR WESELY: The way it is worked in Lincoln is the individual then goes to the administrator or sometimes the administrator will designate somebody to work with the ombudsman and they will sit down and they will say, here's the situation. So and so has this concern and so and so has that concern and how do we kind of work this out and for the most part the vast