



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE

MEETING MINUTES

WEST CENTRAL

08/02/2024

10:30 A.M., EST

SENIOR CONNECTION CENTER, 8928 BRITTANY WAY, TAMPA, FLORIDA 33619

AND MICROSOFT TEAMS MEETING

COUNCIL MEMBERS			
Laura Adams	Present <input checked="" type="checkbox"/>	Audrea Harvey	Present <input checked="" type="checkbox"/>
Hannah Alex	Present <input type="checkbox"/>	Harland Henry	Present <input checked="" type="checkbox"/>
Maria Angelos	Present <input checked="" type="checkbox"/>	Carol Jones	Present <input checked="" type="checkbox"/>
Michele Bambrick	Present <input type="checkbox"/>	Diane Mayes	Present <input checked="" type="checkbox"/>
Carol Boraiko	Present <input type="checkbox"/>	Bob Murphy	Present <input checked="" type="checkbox"/>
Carolyn Chisano	Present <input checked="" type="checkbox"/>	Kathleen Ritch	Present <input type="checkbox"/>
Irene Dion	Present <input checked="" type="checkbox"/>	Lourdes Rodriguez	Present <input type="checkbox"/>
Regena Evers	Present <input checked="" type="checkbox"/>	Jan White	Present <input checked="" type="checkbox"/>
Marguerite Fiset	Present <input checked="" type="checkbox"/>	Laura Zimmerman	Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	TITLE
Lynn V. Penley	District Ombudsman Manager

GUEST NAME	ORGANIZATION
Karuna Khan-Gordon, Medical Healthcare Program Analyst	Agency for Healthcare Administration (AHCA)

OPEN SESSION

- Called to order at 10:36 a.m. Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No [05/03/2024]

UPDATES/REPORTS

- Irene Dion, Council Chair Report: Welcome extended to all attendees.
- District Ombudsman Manager Report, Lynn V. Penley:
 - The next public council meeting is Friday, November 1.
 - Reviewed training hour requirements.
 - Reviewed complaint case, training hour, and routine access visit timeframes.

- The office will be closed on September 2 for Labor Day.
 - Damaris Ortiz, Quality Control Analyst, resigned.
- Jan White, State Council Representative reported the new State Council Chair is Marshall Kapp and Vice Chair is Jane Horowitz.

TRAINING

- Complaint Case Small Group Discussion and Presentations; Lynn V. Penley, District Ombudsman Manager; 1 hour

ANNOUNCEMENTS

- August birthdays: Laura Adams and Lynn Penley.
- Congratulations to Bob Murphy who celebrates his two-year anniversary as a certified Ombudsman.

NEW BUSINESS

- Floor opened to nominations for Council Chairperson; Irene Dion was nominated, accepted nomination, and all present voted for Irene Dion as Council Chairperson. Dion announced Vice Chair, Audrea Harvey.

PUBLIC COMMENTS (limited to 5 minutes each)

- None.

ADJOURNMENT

- Meeting adjourned at 11:22 a.m.