



Michael Phillips
State Ombudsman

**MEETING MINUTES
Advocacy Committee
5/27/2021
CONFERENCE CALL**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Jane Spencer, Chair	Present <input type="checkbox"/>	Sully Sullivan	Present <input type="checkbox"/>
Christina Clark	Present <input checked="" type="checkbox"/>	Mary Darling	Present <input type="checkbox"/>
Marshall Kapp	Present <input checked="" type="checkbox"/>	Donna Holden	Present <input checked="" type="checkbox"/>

GUEST(S)
Mike Phillips, State Ombudsman Joe Considine, Operations Analyst Marie Brand, State Council Chair Annette McComas, West Region Ombudsman Manager

OPEN SESSION

- Called to order at 3:00 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(2/25/2021)**

UPDATES/REPORTS

- Annette McComas - West Region Ombudsman Manager
 - o Her districts are starting to reenter facilities. PPE being worn. No facilities have refused entry yet. Residents have been happy to see us and the staff have been receptive.
 - o In SW district they are doing a big push to get back in with 2 or 3 ombudsmen going into facilities regularly.
 - o Some facilities are reportedly still limiting visitations, even among vaccinated families and residents.
 - o Region trying to use the Claris tablets in creative ways; to enable ombudsmen to remotely attend resident and family council meetings.

- Mike Phillips - State Ombudsman
 - o Checked with Lynn Hearn and council members can be part of multiple committees. He requests that members of this committee consider attending legislative committee meetings since advocacy and legislative seem to share similar objectives.
 - o About the Personal Needs Allowance (PNA) for residents, he suggests the committee reach out to Kevin Cronin, a fellow ombudsman, and use the work he has done studying this topic to better inform the committee and help it articulate attainable goals.
 - o Mike opened the floor to the committee members for questions/ideas/ direction.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

- o Donna Holden stated that there are still difficulties getting in contact with facility staff at times. This also seemed to be a prevalent complaint from families of residents. Annette suggested in situations like those, to have the ombudsman get in contact with their DOM and have the DOM contact the facility, either over the phone or through email with the program's signature block. Faxes from the district offices are also an option.

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 3:51 PM