



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

- Discussed staff to resident staffing ratios for Assisted Living Facilities. Concern is that small ALFs with only one required staff on duty with multiple responsibilities does not allow for the safety of individual residents. It was suggested to advocate for residents to obtain an Emergency Life Alert so staff could be immediately notified if there is an emergency. Advocacy for the residents can be done by contacting the resident's payment source/insurance to determine if an individual status alert system could be obtained for free or reduced payment.
- Discussed decreased staffing concerns at all facility types and possible advocacy. One method to maintain staffing ratio is for facilities to place themselves on an admissions moratorium until more staff can be hired. Consumer Voice posted a webinar titled "Legislative Update" that includes staffing concerns and their advocacy for legislative change. Suggested the council refer the information to the Legislative Workgroup.
- Discussed partnering with other organizations, e.g. disability community, to advocate for culture change regarding facility names. The use of "community" instead of facility and the like.
- Discussed what to do when a Guardian is not acting in best interest of resident. Michael Phillips joined the discussion and stated we should request consent from State Ombudsman. We should ask the guardian the following questions before requesting State Ombudsman consent: 1. Would it not be in the best interest of the ward, for us to investigate and find nothing? Then the matter would be resolved. 2. Would it not also be in the best interest of the ward, if we investigate and find something that needs correction that can be addressed? 3. Explain to me why are you refusing, and allowing me to believe that you are indeed acting in the best interest of the ward?
- Recommend to state council to coordinate timing of public district meetings to meet prior to state council meeting so districts can vote on matters to be brought forth in a timely manner.

ADJOURNMENT

- Workgroup Session adjourned at 3:45pm