MEETING MINUTES
Advocacy Workgroup
10/28/2021
[Rosen Plaza Hotel/Orlando, FL/Face to Face]

WORKGROUP MEMBERS

<table>
<thead>
<tr>
<th>Member</th>
<th>Presence</th>
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<tr>
<td>Marie Cristina Clark</td>
<td>Present</td>
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<tr>
<td>Marshall Kapp</td>
<td>Present</td>
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<td>Donna Holden</td>
<td>Present</td>
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<td>Annette McComas, Staff Liaison</td>
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<td>Jane Horowitz</td>
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OTHER OMBUDSMAN PROGRAM REPRESENTATIVES/GUESTS

- Terry Lonczak, West Coast
- Debbie Shapiro, Southwest
- Alicia Salinas, District Ombudsman Manager South Dade
- Diandra Taylor, District Ombudsman Manager Southwest

OPEN SESSION

- Called to order at 2:30pm
- Quorum Established: ☒ Yes ☐ No
- Minutes Approved: ☒ Yes ☐ No (8/26/2021)

UPDATES/REPORTS

- Council Chair Cristina Clark
  - Old Business
    - Visitation discussion about facilities - can ask if a visitor has been vaccinated, but the visitor is not required to be vaccinated nor does the visitor have to provide an answer. The visitor cannot be denied access to the resident even if they are not vaccinated or do not answer.
    - NH vaccination discussion: CMS has a tool available on medicare.gov publishing the percent of staff and residents vaccinated at nursing homes. The list is updated biweekly. Suggested to the council to provide the website information to the local councils. Directions to access website have been created and can be sent to all ombudsmen.
    - Personal Care Attendant (PCA) discussion: Requested Ombudsman have training regarding the responsibilities of PCA, Certified Nursing Attendant (CNA) and Medication Technician (MedTech). Suggest the council refer the request to the Training and Education Workgroup.
  - New Business
    - Discussion regarding how to identify staff positions in an assisted living facility (ALF). Suggestions were made to identify by name badge or color of uniform. Suggested the council advise ombudsmen in their districts to advocate within their local facilities to adopt a designation system for staff positions and for district councils to discuss best practices with local associations to provide their members.
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