



**Advocacy Education Workgroup  
Conference Call  
MEETING NOTES  
9/14/2020**

<b>OMBUDSMAN PROGRAM REPRESENTATIVES</b>			
Jane Spencer, Chair	Present <input checked="" type="checkbox"/>	Marshall Kapp	Present <input checked="" type="checkbox"/>
Joanna Emerson	Present <input checked="" type="checkbox"/>	Bernadette Gernand	Present <input checked="" type="checkbox"/>
M. Christina Clark	Present <input type="checkbox"/>	Carol Weideman, State Chair	Present <input type="checkbox"/>
Maria Torres	Present <input type="checkbox"/>	Mike Phillips, State Ombudsman	Present <input checked="" type="checkbox"/>
Raymond "Sully" Sullivan	Present <input type="checkbox"/>	Betsy McAllister	Present <input checked="" type="checkbox"/>
Mary Darling	Present <input type="checkbox"/>	Joe Considine	Present <input checked="" type="checkbox"/>
York Shuler	Present <input checked="" type="checkbox"/>		

**UPDATES/REPORTS**

**I. Welcome**

- a) The meeting was called to order at 3:02p
- b) Roll Call: see above
- c) Motion to approve Minutes were late getting out so not voted on.

**II. Discussion Items**

- a) Recognition of Resident Council: State Council approved this concept and now we need to make talking points and/pr a document that can be added to admission packets for residents. This should include all relevant Resident Council information.

We would like:

- 1.) Card/Plaque/Anything mounted and visible by the President's door in the facility.
- 2.) Add information for the current RC President in Admission Packets. This information could also be distributed at monthly meetings to ensure the information is available to all residents. – It is important that EVERY RESIDENT get this information, no matter level of understanding.
- 3.) Please post RC information on facility bulletin boards – Pictures of the council members are suggested, if resident is comfortable with this, as well as general information for council leadership
- 4.) This information should also be posted in the facility's newsletter if they have one.
- 5.) As a matter of principle, general information about not only the Resident Council but also the Family Council should be in the facility's Admission Packet.
- 6.) It was noted that if the facilities are willing to print pictures of their staff and post them around the facility to aid the residents, it should follow they would be willing to do they same with the Resident Council information. As always, the leadership of the Council must agree before posting anything.
- 7.) The idea of some sort of pin/badge/etc that could be worn by the RC president to be easily identifiable.

8.) We like the idea of printing a current list of Council leadership and providing it to the RC at EVERY meeting.

9.) After review, it was approved that a draft would be done on program letterhead and be forwarded to the State Council for approval.

b) With the new technology additions to the program, Advocacy will work going forward to figure out how to best incorporate these devices/services into our program.

c) Mike Phillips was asked about returning to the field going forward. Mike responded – The program is purchasing PPE, wanted to let others who may have had a greater need for the PPE products in the beginning (doctor’s, first responders, etc.) obtain their supplies first. We will be incorporating tablets and other technologies into the program going forward to assist the Ombudsman with safer interactions with residents. The contracts for the devices and services are going through the processes needed for clearance for use. Training will be provided, once everything is cleared, and the DOMs should get the information and training out to the local districts/councils.

d) Joanna brought up that she believes that the facilities should be placing CNA pictures for the staff that are working that day on specific halls so the residents can identify them easier. Will discuss how to implement this thought going forward.

e.) Mike Phillips continued – Right now the ROMs and DOMs have been reaching out to facilities to get their plans for reopening. We are still fighting about language for the Compassionate Caregivers, CMS does not recognize this Federally. As far as Essential Caregivers, it should be as simple as designating someone in the resident’s care plan. The delays the facilities are “experiencing” are not justified. Joanna asked – “If we see staff without proper gear, what should we do? Approach?” Mike – Write it up and refer it. That is very serious. After all relevant notes have been taken, discuss with staff supervisors.

f.) Mike Phillips spoke briefly about the tests that facilities may require. All tests have their problems, PCR is the best to date. The antigen tests are not as reliable. We are looking at how to use some of the CARES Act fund money for assistance to the program.

III. Next Meeting: Held in February 2021

IV. Meeting Adjourned: 4:00 p.m. ET