



# FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

## DISTRICT #12 BROWARD MEETING MINUTES 11/14/2023

OMBUDSMAN PROGRAM REPRESENTATIVES			
Shazad Kashar, ombudsman	Present <input checked="" type="checkbox"/>	Gloria Freyre, District Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
John Britton, ombudsman	Present <input checked="" type="checkbox"/>	Elizabeth Cole, QC Analyst	Present <input checked="" type="checkbox"/>
Paul Wilson, ombudsman	Present <input checked="" type="checkbox"/>	Scott Colton, ombudsman	Present <input checked="" type="checkbox"/>
Fred Narayanan, ombudsman	Present <input checked="" type="checkbox"/>	Narayanan Sankara (Fred), ombudsman	Present <input checked="" type="checkbox"/>
Blanca Merchan, ombudsman	Present <input checked="" type="checkbox"/>	Ann, Garfinkel, ombudsman	Present <input checked="" type="checkbox"/>
Ifthekar Rafiq, ombudsman	Present <input type="checkbox"/>	Diana Gonzalez-trainee	Present <input checked="" type="checkbox"/>
Ronna Brown, ombudsman	Present <input checked="" type="checkbox"/>	Sundara Sridhar, ombudsman-ombudsman	Present <input checked="" type="checkbox"/>
Noel Giannone, ombudsman	Present <input checked="" type="checkbox"/>	Michael Stroud, trainee	Present <input checked="" type="checkbox"/>
Stephan Adelson, trainee	Present <input checked="" type="checkbox"/>	Deborah Marshall	Present <input checked="" type="checkbox"/>
Monique Farquharson, trainee	Present <input checked="" type="checkbox"/>		

GUEST(S)
Michael Courtney, president of the Resident Council Hillcrest Radiance Health & Rehab
Sharon Robertson-Fleming, director of voter services Broward County
Mary Hall, chief deputy supervisor of elections in Broward County
Joe Scott, Supervisor of elections in Broward County

### OPEN SESSION

- Called to order at 01:00 PM                      Quorum Established:     Yes     No
- Open Session Statement                              Minutes Approved:     Yes     No **08/08/2023.**

### UPDATES/REPORTS

- Paul Wilson, Council Chairman, read the Open Session Statement. Roll was taken and quorum was established.
- Gloria T. Freyre, District Ombudsman Manager welcomed the attendees to the open session council meeting, especially the resident council president and guests from the Broward County Supervisor of Elections office.
- Under the motion presented by Paul Wilson, the Council voted and approved the August 2023 open session council minutes by majority vote. No corrections were made.
- The council reviewed partnering a certified ombudsman (mentor) with a trainee to complete field work. Currently the council has four volunteers in training who need field training. Pairs were formed.
- Gloria Freyre and Paul Wilson presented some highlights of the recent State Council meeting in Tampa November 7<sup>th</sup>. Recent changes to the Routine Visit Form were discussed and it was confirmed that a reviewed copy of the document (fillable) had been sent and received by the volunteers.



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- Paul Wilson, Chairman of the Council introduced guest speaker, Joe Scott Supervisor of Elections in Broward County. Mr. Scott highlighted the importance of a partnership between his office and the local Ombudsman Council. He explained that during and after the Covid pandemic, his office has lost some of the access and contacts with residents and staff in long term care facilities and would like to re-establish these connections. He also explained the Supervised Voting Program that allows for long term care facilities to have representatives of the office in person on election day, if requested for the benefit of the residents. Gloria Freyre, district ombudsman manager explained the mission and role of the ombudsman Program and offered collaboration in distributing informational materials to facilities.
- The presentation was followed by a Q & A session where volunteers asked questions about Registration, Voting Sites, etc.
- Group picture taken at the end of the presentation.

## **TRAINING**

- Volunteer Classroom Training Lesson 5 FORMS PowerPoint was presented and discussed with volunteers.
- How to attach a MapQuest form to mileage form was discussed with volunteers.

## **ANNOUNCEMENTS**

- Next Open Council meeting is scheduled for February 13<sup>th</sup>, 2024, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.

## **PUBLIC COMMENTS**

- No comments.

## **ADJOURNMENT**

- Open Session adjourned at 2:55 PM

## **CLOSED SESSION:**

- Closed Session called to order at 03:00 PM
- Case Investigation strategies discussed with new volunteers.
- Materials (posters, brochures, forms, and business cards) were distributed.
- Closed Session adjourned at 3:10 PM