



**FLORIDA  
OMBUDSMAN PROGRAM**  
ADVOCATING FOR QUALITY LONG-TERM CARE

**MEETING MINUTES**

**BROWARD COUNCIL**

**DISTRICT #12**

**05/09/2023**

**01:00 PM, ET**

**8333 W. McNab Road. Suite 231. Tamarac, FL 33321**

| <b>COUNCIL MEMBERS</b> |         |               |         |
|------------------------|---------|---------------|---------|
| Blanca Merchan         | Present | Paul Wilson   | Present |
| Don Henry              | Present | Ronna Brown   | Present |
| Shazad Kashar          | Present | Ann Garfinkel | Present |
| Fred Narayanan         | Present | Iftekar Rafiq | Present |

| <b>OTHER OMBUDSMAN PROGRAM REPRESENTATIVES</b> |   |
|--|---|
| <b>NAME</b>                                    | <b>TITLE</b>                              |
| Gloria T. Freyre, district Ombudsman manager   | Elizabeth Cole, administrative assistant. |

| <b>GUEST NAME</b> | <b>ORGANIZATION</b>                     |
|-------------------|---|
| Scott Colton      | Ombudsman in Training                   |
| Michael Courtney  | Radiance Healthcare NH President of RC  |
| Lucky Wilberson   | Radiance Healthcare NH                  |
| Mark              | Radiance Healthcare Activities Director |

**OPEN SESSION**

- Called to order at 1:00 PM
  - Open Session Statement 1:06 PM
- Quorum Established: Yes  
Minutes Approved: **Yes** 08/09/22 & 09/13/22  
11/08/22 & 02/14/2023

**UPDATES/REPORTS**

- Gloria Freyre, district ombudsman manager, welcomed the attendees to the Council meeting and invite them to a presentation around the table.
- Pending Council Minutes approved by a majority with motion by Paul Wilson, ombudsman and second by John Britton, ombudsman.
- Scott.
- Scott Colton, a volunteer in training introduced himself to the Council.

- Blanca Merchan announced that the Council elected Blanca Merchan as the 2022 Ombudsman of the Year. Blanca will be formally recognized at our Educational Conference in Orlando May 22<sup>nd</sup>-24<sup>th</sup>.
- Gloria Freyre updated the Council with the current assessment/visitation report. The Council has completed 245 assessments with represent 79.5% of the total number of facilities. The rest of the facilities will be distributed among those volunteers who would like to collaborate.
- Details about the upcoming Ombudsman Educational Conference in Orlando May 22-24 were provided by Gloria Freyre. Most of the attendees have registered to attend.
- John Britton, ombudsman, shared that he recently found that the Aging and Disability Resource Center of Broward County has available resources for seniors like ElliQ digital companions, Ring Community and Robotic Pets available at no costs. John suggested that some of these devices could be a great alternative for small facilities with limited activities resources. Gloria Freyre will share via e-mail the link to the ADRC site for more information.
- Ann Garfinkel and Ronna Brown shared with the Council the highlights of a meeting they attended representing the LTCOP. They shared about the genetic testing company 'geneiglab', a genetic testing for seniors to better manage medications and Vocational Depot, an agency that will provide help to LTC facilities with staff. Links will be shared later via email.

**TRAINING:** Gloria Freyre, district ombudsman manager shared with the Council that following a case investigation regarding resident's rights in an Independent Living (IL) unit within a Continuing Care Retirement Community (CCRC) the Ombudsman Program is reviewing the Program jurisdiction on these types of facilities. So far, it has been clarified that based on the interpretation of FS 651.083 (f) *residents of CCC have a right to access to ombudsman volunteers and advocates and the right to be a member of, and active in, and to associate with, advocacy or special interest groups or associations.* Independent Living Units within CCC are not regulated by the Agency for the Health Care Administration (AHCA), but under the Office of Insurance Regulation (OIR), therefore we will not be conducting mandatory assessments.

The following handouts were distributed for review:

Long-Term Care a guide for consumers, A Summary describing Independent Living and Continuing Care Retirement Community, A CCRC facility location map, and a copy of the FS 651.083 Residents Rights.

During the discussion, Ronna Brown, ombudsman, asked if the Program has jurisdiction to advocate on behalf of residents in IL units in facilities which also house assisted living units (not a CCRC). Gloria Freyre clarified that in Broward County district #12 there are only two CCRS's: John Knox Village of Florida and Covenant House.

### **ANNOUNCEMENTS**

- Next Council meeting scheduled June 9th, at 1:00 PM
- Next Open meeting August 8th, 2023

### **NEW BUSINESS**

- **None discussed.**

### **PUBLIC COMMENTS** (limited to 5 minutes each)

- Michael Courtney, president of the resident's council at Radiance Healthcare NH expressed his gratitude for the opportunity to attend this meeting.

### **ADJOURNMENT**

- Meeting adjourned at 2:20 PM.