



**DISTRICT #12
BROWARD MEETING MINUTES
2/13/2024**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Shazad Kashar, ombudsman	Present <input type="checkbox"/>	Gloria Freyre, District Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
John Britton, ombudsman	Present <input 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"/>	Carol Pagones, ombudsman	Present <input checked="" type="checkbox"/>
Blanca Merchan, ombudsman	Present <input type="checkbox"/>	Ann, GarfinkeI, ombudsman	Present <input checked="" type="checkbox"/>
Ifthekar Rafiq, ombudsman	Present <input checked="" type="checkbox"/>	Diana Gonzalez-trainee	Present <input checked="" type="checkbox"/>
Ronna Brown, ombudsman	Present <input checked="" type="checkbox"/>	Sundara Sridhar, ombudsman	Present <input checked="" type="checkbox"/>
Noel Giannone, ombudsman	Present <input checked="" type="checkbox"/>	Dennis Michael Stroud, ombudsman	Present <input checked="" type="checkbox"/>
Stephan Adelson, ombudsman	Present <input checked="" type="checkbox"/>	Deborah Marshall	Present <input checked="" type="checkbox"/>
Monique Farquharson, ombudsman	Present <input type="checkbox"/>	Barbara Jolliff, trainee	Present <input checked="" type="checkbox"/>
Ram Tawari, trainee	Present <input checked="" type="checkbox"/>	Trudy Bell, trainee	Present <input checked="" type="checkbox"/>
Terressea A. Smith, ombudsman	Present <input checked="" type="checkbox"/>		

GUEST(S)
Michael Courtney, president of the Resident Council Hillcrest Radiance Health & Rehab
Darla Balderrama, Activity Director, Springtree Rehabilitation
Alex Wisman, Administrator, Sprintree Nursing and Rehabilitation.

OPEN SESSION

- Called to order at 01:05 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **11/14/2023.**

UPDATES/REPORTS

- Elizabeth Cole, District Ombudsman manager, read the Open Session Statement. Roll was taken and quorum was established by vast majority.
- Presentation of all attendees around the table.
- Elizabeth Cole presented newly certified Ombudsman Deborah Marshall who received her official certification. Also ready to be certified Diana Gonzalez who has completed her training and is awaiting her certification package. On field training, volunteers Trudy Bell and Barbara Jolliff who were also present at the meeting.
- Elizabeth Cole announced that next month the council will be making nominations for the Ombudsman of the Year 2023 and encouraged the attendees to think about candidates.
- Elizabeth Cole reminded the attendees that the Program is having its annual volunteer/staff training on April 16th-18th in Orlando, Florida and all volunteers/trainees are invited to attend. If there are volunteers who have not registered for the upcoming conference, they can do so by requesting the link to the office. Reservations must be made through that link. A list of those already registered will be distributed to volunteers via email along with the link.
- Elizabeth Cole explained the newly coined term ‘RAV’ for Routine Access Visit.



- Gloria Freyre, Regional Ombudsman manager provided some updates regarding the tentative agenda for the conference and clarifications regarding the need to justify early arrival/departure from the hotel in Orlando.
- Paul Wilson, State Council representative, and Gloria Freyre provided highlights of the recent State Council virtual meeting (February 8th). Some of the updates were the following: New Database (RTZ), mileage reimbursement expected to be submitted monthly without mapquest and only facilities address, ombudsman promotional materials sent to districts, ombudsman Immunity Statue (copy distributed), need to take pictures as part of the case/visits documentation.

TRAINING

- Routine Access Visit (RAV) completion details.
- Difference between Routine Access Visits and Information & Assistance. Examples provided.
- Counting and reporting Information & Assistance on forms/OMIS.
- Importance of documentation.

ANNOUNCEMENTS

- Next Open Council meeting is scheduled for May 14th, 2024, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.

PUBLIC COMMENTS

- Alex Wisman, administrator of Sprintree Nursing and Rehabilitation explained to the council that in the past his facility received the visit of an ombudsman who insisted on finishing the visit during a fire emergency obstructing the operation. He advised the council on these attitudes that damage the Program's credibility. Gloria Freyre suggested to contact the local office immediately.
- Michael Courtney, president of the resident council of Hillcrest Nursing and Rehab asked the council if the ombudsman office can refer facilities. Gloria Freyre answered the questions by explaining that we can provide the resident with information to do the research via AHCA website (Floridahealthfinder) or call the office to provide verbal information or mail list of facilities available in the area selected by the residents. The local office doesn't refer on facility but instead provide at least three or four.
- Ifthekar Rafiq, ombudsman asked how to help a facility who only has one resident to get more residents. Ann Garfinkel, ombudsman suggested that the facility could contact different placement agencies and see if they could help. Several contacts were provided.
- Ombudsman jackets and rain jackets were distributed for those certified volunteers who needed them.



ADJOURNMENT

- Open Session adjourned at 1:50 PM

CLOSED SESSION:

- Closed Session called to order at 02:00 PM
- Case Investigation strategies discussed with new volunteers.
- Materials (posters, brochures, forms, and business cards) were distributed.

- Closed Session adjourned at 2:15 PM