



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

**MEETING MINUTES
FIRST COAST COUNCIL
DISTRICT 05
AUGUST 9, 2022
10:00AM EST
4161 CARMICHAEL AVE, SUITE 101
JACKSONVILLE, FL 32207**

COUNCIL MEMBERS			
Russell Jahn, Council Chair	Present X	Linda Howard, State Council Rep	Present <input type="checkbox"/>
JoAnn Moore	Present X	Lisa Cohen	Present X
George Moran	Present X	Jim Neely	Present X
Peter Olsen LOA	Present <input type="checkbox"/>		
Kristen Atterbury, <i>OMB in Training</i>	Present X	Michaela Bostwick, <i>OMB in training</i>	Present X

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	TITLE
Terri Cantrell	State Ombudsman
Tracie Rayfield	District Ombudsman Manager

OPEN SESSION

- Called to order at 10:06am Quorum Established: X Yes No
- Open Session Statement Minutes Approved: X Yes No May 10, 2022

UPDATES/REPORTS

Council Chair, Russell Jahn

- Opening statement read to all in attendance
- Quorum established, approval of May Minutes

District Ombudsman Manager, Tracie Rayfield

- Good Morning extended to all
- Introduced new State Ombudsman, Terri Cantrell
- Introduced 2 Ombudsman in Training, Kristen and Michaela
- Spoke about issues that the OMB are seeing in facilities

State Ombudsman, Terri Cantrell

- Good morning extended to all
- Asked volunteers how they learned about LTCOP
- Discussed offering more training for all Ombudsman, not just State Reps.
- Discussed new marketing and advertising ideas to make LTCOP more visible
- Spoke about strengthening our volunteer base
- Thanked each Ombudsman for their time and dedication to the program

TRAINING

- Emergency Preparedness

ANNOUNCEMENTS

- Two (2) new Ombudsman in Training, will be ready for filed training by end of August
- One OMB on leave of absence due to some health issues

ADJOURNMENT

- Meeting adjourned at 11:40am