



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

**MEETING MINUTES**

**FIRST COAST COUNCIL**

**DISTRICT 05**

**FEBRUARY 14, 2023**

**10:00AM EST**

**4161 CARMICHAEL AVE, SUITE 101**

**JACKSONVILLE, FL 32207**

<b>COUNCIL MEMBERS</b>			
Russell Jahn, <b>Council Chair</b>	Present X	Linda Howard, <b>State Council Rep</b>	Present X
JoAnn Moore	Present X	Lisa Cohen excused	Present
George Moran	Present X	Michaela Bostwick, <i>OMB in training</i>	Present
Peter Olsen	Present X		
Kristen Atterbury, <i>OMB in Training</i>	Present X		

<b>OTHER OMBUDSMAN PROGRAM REPRESENTATIVES</b>	
<b>NAME</b>	<b>TITLE</b>
Tracie Rayfield	District Ombudsman Manager

**OPEN SESSION**

- Called to order at 10:06am
  - Open Session Statement
- Quorum Established: X Yes  No  
Minutes Approved: X Yes  No **NOV 8, 2022**

**UPDATES/REPORTS**

**Council Chair, Russell Jahn**

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

**District Ombudsman Manager, Tracie Rayfield**

- Good morning extended to all
- Welcomed OMB who has been on a leave of absence
- Spoke about staffing issues at facilities
- Spoke about issues that the OMB are seeing in facilities
- Discussed that in some facilities, they are no longer offering phones in the rooms, unless someone is paying for them
- OMB would like some additional training on POA, what are their roles and responsibilities

### **TRAINING**

- Nursing Home Resident Rights
- Advocate for Quality Care

### **ANNOUNCEMENTS**

- Interviewing potential OMB
- Kristen's certification paperwork has been sent to Tallahassee for approval

### **ADJOURNMENT**

- Meeting adjourned at 11:55AM