



Michael Phillips
State Ombudsman

MEETING MINUTES
First Coast South Council
First Coast South District
5/12/2021
CONFERENCE CALL

| OMBUDSMAN PROGRAM REPRESENTATIVES | | | |
|--|---|---------------------------------------|---|
| Kathleen Barth | Present <input checked="" type="checkbox"/> | Leonard Dills | Present <input checked="" type="checkbox"/> |
| Dennis Jefferson | Present <input checked="" type="checkbox"/> | Ruby Marengo | Present <input checked="" type="checkbox"/> |
| Dianne Mongelli | Present <input checked="" type="checkbox"/> | Heather Nunez | Present <input checked="" type="checkbox"/> |
| Rosa Rosario | Present <input checked="" type="checkbox"/> | Barbara Royere | Present <input checked="" type="checkbox"/> |
| Lisa Dale, District Ombudsman Manager | Present <input checked="" type="checkbox"/> | Carol Stone, Administrative Assistant | Present <input checked="" type="checkbox"/> |

| GUEST(S) |
|--|
| Lori Berndt – Regional Ombudsman Manager |
| Carol Arena – Ombudsman trainee |

OPEN SESSION

- Called to order at 10:00 am Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No (02/10/2021)

UPDATES/REPORTS

- **Council Chair - Dennis Jefferson**
 - o Read opening statement.
 - o Welcome extended to all. Thanks and appreciation for attendance.
 - o Attendance via roll call by Carol Stone.

- **District Ombudsman Manager - Lisa Dale**
 - o Welcome extended to all and to our guest attending.
 - o Discussed Lisa Dale’s in-office work schedule.
 - o We currently have 8 certified ombudsmen. Welcome back Ruby.
 - o 2 potential ombudsmen have been interviewed. 1 upcoming interview scheduled.
 - o Please continue to document your trainings, consultations, monthly meetings attended on your monthly activity reports.
 - o Ensure to document hours for delivering activity books to facilities.
 - o Discussed returning to the facilities for assessments and/or cases.
 - o If you go to a facility and no one there, you can call go before returning to determine a time that the residents will be home.
 - o Lisa will be attending a family council meeting in Palm Coast on Tuesday, May 18 at 6:30 p.m.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

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- o A list of each Ombudsman's facilities Monthly Activity Report, travel sheets, and assessment forms will be mailed to each of you.

- **State Council Representative - Dianne Mongelli**
 - o State Council is continuing to work on a face-to-face training session for all of us statewide. Attending this training would provide the full 18 credit hours for the year.
 - o The next State Council call will be in June.

- **Regional Ombudsman Manager - Lori Berndt**
 - o Thanks to everyone for sticking with the program You all are so important.
 - o Welcome back Ruby! Hopefully we can meet soon. I have heard great things about you.
 - o Welcome Carol Arena, we are glad you are on board.
 - o Activity books are being updated with more puzzles and information. Possibly including a self-stamped envelope. We hope to have them soon.
 - o State office is looking into creating Family Council handbooks for facilities.
 - o The state has purchased and will be sending out 1,000 Resident Council pins for the Resident Council Presidents to wear.
 - o The requirement for Ombudsmen to fill out COVID questionnaire paperwork regarding PPE and COVID before going to a facility no longer applies. Call Lisa before going so that we can continue to monitor the county COVID rate. Continue to wear your PPE.
 - o Discussed hurricane season starting June 1st.

ANNOUNCEMENTS

- Happy birthday today to Kathy Barth.
- Barbara Royere is planning on moving to Ohio. We will miss you.
- May 30th is Barbara's 3-year certification anniversary as an Ombudsman.
- Welcome to our newest trainee Carol Arena, Ombudsman from New Jersey and retired pharmacist.

PUBLIC COMMENTS

- No public present.

ADJOURNMENT

- Open Session adjourned at 10:35 am