MEETING MINUTES  
North Dade Council  
North Dade District  
5/13/2021  
CONFERENCE CALL/TEAMS MEETING

OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Present ☒</th>
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<tbody>
<tr>
<td>Jessica Gloria, DOM North Dade</td>
<td>Present ☒</td>
<td>Lucila Huerta</td>
<td>Present ☒</td>
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<td>Gustavo Franco, North Dade Assistant</td>
<td>Present ☒</td>
<td>Jody Hirschtritt</td>
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<td>Edyth Cobb</td>
<td>Present ☒</td>
<td>Ana Lazzary</td>
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GUEST(S)

Michael Phillips - State Ombudsman  
Alicia Salinas - DOM South Dade District

OPEN SESSION

- Called to order at 10:07 a.m.  
  Quorum Established: ☒ Yes ☐ No
- Open Session Statement  
  Minutes Approved: ☐ Yes ☒ No (2/11/2021)

Updates

- **District Ombudsman Manager:** Jessica Gloria.
  - Introduction of participants, presence of State Ombudsman highlighted.
  - Updated CMS Guidelines.
  - Introduction of new Volunteers present and via Teams
  - Report of first reentry visits on 05/10/2021, field work with volunteer Ana Lazzari

- **Guest speaker:** Reentry policy and ombudsman work by Michael Phillips
  - Procedures to reentry visits: first check with DOM for facility coronavirus positive cases
  - Importance of Residents and Family Councils/Assistance recommended.
  - New Activity books, in Spanish and creole will be coming to offices soon
  - No restrictions in visits to facilities.
  - Use new technology to communicate with residents, like tablets provided by LTCOP
  - Always visit President of Residents Council.
  - Ombudsman is a “Problem solver “
  - Familiarize with your facilities and know positive and negative points.
- Volunteer visits should start in facilities where most of the problems are reported.
TRAINING
- 10 CE hours needed for volunteers

ANNOUNCEMENTS
- Activities books were distributed to Nursing Homes and ALFs. As of today’s, date, the North Dade Office distributed 3,300 units.
- North-Dade has three new volunteers.

PUBLIC COMMENTS
- None

ADJOURNMENT
- Open Session adjourned at 10:45AM

CLOSED SESSION
This portion of the meeting is confidential and closed to the public (§400.0077(2), F.S.).
- Called to order at 10:48AM
- Closed Session Statement
- Adjourned at 11:00AM