



Michael Phillips
State Ombudsman

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

OMBUDSMAN PROGRAM REPRESENTATIVES			
Jessica Gloria, DOM North Dade	Present <input checked="" type="checkbox"/>	Lucila Huerta	Present <input checked="" type="checkbox"/>
Gustavo Franco, North Dade Assistant	Present <input checked="" type="checkbox"/>	Jody Hirschtritt	Present <input checked="" type="checkbox"/>
Edyth Cobb	Present <input checked="" type="checkbox"/>	Ana Lazzary	Present <input checked="" type="checkbox"/>

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.
 - o Introduction of participants, presence of State Ombudsman highlighted.
 - o Updated CMS Guidelines.
 - o Introduction of new Volunteers present and via Teams
 - o 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
 - o Procedures to reentry visits: first check with DOM for facility coronavirus positive cases
 - o Importance of Residents and Family Councils/Assistance recommended.
 - o New Activity books, in Spanish and creole will be coming to offices soon
 - o No restrictions in visits to facilities.
 - o Use new technology to communicate with residents, like tablets provided by LTCOP
 - o Always visit President of Residents Council.
 - o Ombudsman is a “Problem solver “
 - o Familiarize with your facilities and know positive and negative points.
- Volunteer visits should start in facilities where most of the problems are reported.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

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