



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

**MEETING MINUTES
NORTHWEST COUNCIL
8/28/2024
10:00AM CDT**

Location: 160 Government St. 1st Floor Pensacola, FL 32502

COUNCIL MEMBERS			
Alanna Lavelle	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Teresa Hall	Present <input type="checkbox"/>		Present <input type="checkbox"/>
Tina Tomberlin	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
Deborah Gerrell	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
Jo Mathews	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
GUEST NAME		ORGANIZATION	

OPEN SESSION

- Called to order at 10:08AM CDT Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No
- Open Session Statement

UPDATES/REPORTS

- Welcomed Ombudsman
- Update for State Council
- No Minutes to approve
- Update on RTZ Program, Jo Mathews is now using RTZ. Username and Password will be sent out to remainder Ombudsman with Virtual Training.
- Update on OPS Quality Control Analyst. Advertisement will be re-ran due to not enough respondents.
- Social Media Event for New Volunteers in progress.

TRAINING

- New Routine Access Visit Form and Stages of a Complaint

ANNOUNCEMENTS

NEW BUSINESS

- Continue to do Monthly Nursing Home Visits and Quarterly Assisted Living Visits.
- Send out Updated Facilities List
- DOM to contact Robin Crum and Cheryl Etheridge to see if still interested in finishing training to be Certified as an Ombudsman, both had asked to delay training.

PUBLIC COMMENTS (limited to 5 minutes each)

- None

ADJOURNMENT

- Open Session adjourned at 11:30AM

CLOSED SESSION

This portion of the meeting is confidential and closed to the public. See § 400.0077(2), F.S.

- Called to order at 11:3aAM CDT
- Closed Session Statement
- Adjourned at 12:05 PM CDT