



Michael Phillips
State Ombudsman

**MEETING MINUTES
PASCO AND NORTH PINELLAS COUNCIL
WEST COAST DISTRICT
11/17/2021
REGENCY PARK LIBRARY, 9701 LITTLE ROAD, NEW PORT RICHEY, FL**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Blauer, Marilyn	Present <input checked="" type="checkbox"/>	Lachapelle, Phil	Present <input checked="" type="checkbox"/>
Coleman, Michael	Present <input type="checkbox"/>	Lonczak, Terry	Present <input type="checkbox"/>
Cronin, Kevin	Present <input checked="" type="checkbox"/>	Rodman, Susan	Present <input checked="" type="checkbox"/>
Crum, Pauline	Present <input checked="" type="checkbox"/>	Hackett, Bernie, Administrative Assistant	Present <input checked="" type="checkbox"/>
Domanski, Lorraine	Present <input type="checkbox"/>	McComas, Annette, Regional Ombudsman Manager	Present <input checked="" type="checkbox"/>
Horowitz, Jane	Present <input checked="" type="checkbox"/>		

GUEST(S)
Michael Mahoney, Department of Children and Families, Adult Protective Investigations and Services Supervisor (DCF/APS)

OPEN SESSION

- Called to order at 10:30am Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No (8/18/2021)

UPDATES/REPORTS

- Council Chair Kevin Cronin
 - o Council Membership is at 10 with 8 active ombudsmen; 1 new volunteer to be interviewed today.
 - o Reminders/Announcements: Submit calendars, activity report and travel reimbursement forms.
 - o Briefly discussed vaccination rates/mandates and how it may or may not impact staffing at long term care facilities and possible mitigation strategies.
- Agency Updates
 - o Michael Mahoney discussed an increase in complaints to DCF/APS regarding low staffing and concerns with corporate entities considering leaving Florida and how that may affect resident care and services. Brief discussion on the responsibility of facilities to ensure there is an emergency contact on file for every resident if a resident expires.



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- State Council Representative Jane Horowitz
 - o Attended the LTCOP Educational Conference in Orlando. Our council had 3 representatives attend. All attending expressed it was valuable training. Ombudsmen were attentive and engaged.
 - o Reviewed State Council minutes and Workgroup meeting minutes.
 - o Discussed the arrangement of the State Council and the meeting dates. The council moved to recommend that the State Council meeting dates follow the month after local councils hold public meetings. Therefore, the meeting schedule would be local council public meetings in February, May, August and November and State Council Meetings be held in March, June, September, and December. Motion was seconded and unanimously approved.
 - o Discussed training needed on the statewide level regarding the organization and procedures of the State Council to reduce confusion at the local council level. Motion was made to recommend that the State Council recommend the State Ombudsman develop training programs to ensure State Council Representatives and local Council members understand the purpose, function and operating policies and procedures of the State Council; local councils understand how and when to send questions and recommendations to the State Council; and State Council Representatives understand the full scope of their responsibilities. The motion was seconded and unanimously approved.
 - o Discussed the process of having local council recommendations addressed and improvements in communication. Motion was made to recommend that the agenda at the beginning of the meeting of the State council include a report on the status of recommendations proposed by the council at previous meetings, if further information is needed from Workgroups or councils and what the future holds for those recommendations. Motion was seconded and unanimously approved.
 - o After discussion, motion was made to recommend that the State Council agenda include time for local councils to “showcase” successful programs, ideas, advocacy successes so all councils could utilize the expertise of fellow ombudsmen. Motion was seconded and unanimously approved.
 - o After discussion, motion was made to recommend that all questions and recommendations be submitted from local councils be answered in writing by the State Ombudsman and/or State Council Chair and distributed to all councils for information, discussion and input as appropriate. Motion was seconded and unanimously approved.
 - o The State Council requested input from the local councils regarding the Ombudsman Recruitment Ideas/Suggestions presented at the State Council. Our council submitted original suggestions to the State Council. We will continue the discussion at the December meeting after the council has additional time to discuss.



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- District Ombudsman Manager Annette McComas (ROM)
 - o Recognized Certification Anniversaries: Marilyn Blauer (8 years), Michael Coleman (2 years), Lorraine Domanski (22 years) and Phil Lachapelle (12 years).
 - o Ombudsman summary report including training hours was sent out via email prior to the meeting. Ombudsman with an open case over 90 days will be contacted for an update.
 - o New Resident Rights Activity Books are available for pick up after the meeting.
 - o Facility Communication meeting meets the 2nd Tuesday of the month. Submit questions regarding facilities to the West Coast District office by Thursday prior to the meeting.
 - o Briefly discussed the advertisement and upcoming interviews of a new West Coast District Manager.
- Advocacy Workgroup Kevin Cronin
 - o West Coast Advocacy Workgroup reported reviewing notes from the State Council Representative from the State Council meeting Advocacy and Legislative Workgroups as these pertain to this workgroup. No new topics were identified for Advocacy at this meeting.

NEW BUSINESS

- Motion was made to present nominations for Council Chair. Kevin Cronin was nominated and accepted the nomination. Council voted unanimously to elect Kevin Cronin as Council Chair.

TRAINING

- Marcel Trafaconte, Chaplain's Outreach Ministries, serving residents in long-term care with mental health counseling needs – 0.5 hours training.

ADJOURNMENT

- Open Session adjourned at 12:30pm

CLOSED SESSION

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

- There was no closed session on this date.