



Terri Cantrell
State Ombudsman

**MEETING MINUTES
WEST COAST DISTRICT (6)
PINELLAS COUNCIL**

8/14/2025 ULMERTON RD, LARGO FL 33778

OMBUDSMAN PROGRAM REPRESENTATIVES			
	Present <input type="checkbox"/>	Kathleen Hall	Present X
Jane Horowitz - State Rep	Present X	Carol Weideman - Vac	Present <input type="checkbox"/>
Susan Rodman - Vac	Present <input type="checkbox"/>	Mary Stein	Present X
Christine Sproule - LOA	Present <input type="checkbox"/>	Maria Rossi - LOA	Present <input type="checkbox"/>
Olympia Morris	Present X	Kathy Hefele	Present X
Brent Dawkins	Present X		Present <input type="checkbox"/>
Della Eversole - Vac	Present <input type="checkbox"/>		Present <input type="checkbox"/>
	Present <input type="checkbox"/>		
Tina Rouissiya – Field OMB	Present X	Barbara Jenkins – OPS	Present X
Judy Carlson, District Manager	Present X		
GUEST(S)			
Kathy Schultz - APS	Present <input type="checkbox"/>	Diana Medina	Present X
Tammy Turner - APS	Present <input type="checkbox"/>		

Training 12:00 PM - Keith Bowling, Largo Police – Guest Speaker

OPEN MEETING 1 PM

CHAIR –

Called to order at 1:15 opm

- Session Statement

Vice Chair –

Quorum Established: ☐ Yes X No

Minutes Approved: ☐ Yes X No

STATE REPRESENTATIVE: Jane Horowitz

DOM REPORT – Announcements, Reminders & Updates

We have two birthdays this month: Kathleen Hall, 8-06, and Olympia Morris – 8-24!

Two of our volunteers have taken their leave from volunteer duties: Chris Sproule and Maria Rossi - for Medical or Family Concerns. (card circulating)



The **Volunteer Newsletter** will again be sent out to volunteers with the anticipated first mailing in September.

Emergency Contact forms- Please complete and return asap! **(found in your council folder)**

CEU's- Reminder to make sure you have 18 hours of CEU credit for this year. The fiscal year ends Sept 30th. Many of you who attended the conference should have sufficient. I sent an email with links to many potential trainings, if you need more.

GetCare: An email, GetCareHelp@elderaffairs.org, was created to assist volunteers, if they have Get Care issues or glitches that the DOM was not able to answer. It will be answered by Ed Wynn in IT, Diandra, and JoAnn, Deputy State Ombudsman. Also, starting next fiscal year, the Quality Assurance steps will be implemented, about which Diana will address shortly.

OMB EMAILS: Everyone has the new volunteer email with the automatic sign-in for GetCare. If you need or want the **Ombudsman signature panel** to add to your email, please let me know.

BUSINESS CARDS – The Office has requested that the Informer Email address be removed from all business cards, due to an influx of odd calls and invitations to events etc. We will be asking you whether you want your email on the cards, the office phone #, or your google voice # in its place. If you have an abundance of cards still, we will provide stickers to place over the card or black out LTCOPINformer info and write your email on card.

Regional Manager: Diana Medina - GetCare and Quality Assurance.

Reminders:

Every time you enter a facility OMB are required to sign-in and ask that the Administrator or person in charge be notified that you are in the building. Please make sure that *the receptionist understands that you do not need to speak with that person right away, and that you will connect if needed when you are done visiting with residents.*

Routine Access Visits (RAV) – If you are going to a facility for a case, and haven't yet completed a RAV for the month, please also do one!

OPEN Meeting Adjourned:

OMB Discussion