



Michael Phillips
State Ombudsman

RRR Committee Meeting

February 24, 2021 | 11:00 am EST

Conference Call: 888-585-9008 | Participant Code: 767 510 585

OMBUDSMAN PROGRAM REPRESENTATIVES			
Choice Edwards, <i>Committee Chair</i>	Present <input checked="" type="checkbox"/>	Jordan Cress Morrison, <i>Staff Liaison</i>	Present <input checked="" type="checkbox"/>
Marie Brand	Present <input checked="" type="checkbox"/>	Michael Phillips	Present <input checked="" type="checkbox"/>
Irene Dion	Present <input type="checkbox"/>	Betsy McAllister	Present <input checked="" type="checkbox"/>
Mary Darling	Present <input checked="" type="checkbox"/>	Merel "York" Shuler	Present <input type="checkbox"/>

Headquarters Updates

- Recruitment advertisement campaign through Florida Association of Broadcasters
 - Future plans for print, television, and radio advertisements
 - Current advertisements/PSA went on air January 1 – we are getting positive feedback from the field so far
 - Jordan to send a copy of the video to members of the committee
 - Pending approval of additional grant, we may pursue another radio/television advertisement campaign
 - Jordan currently developing a call for volunteers to be distributed via PRNewswire
 - Jordan working on spring edition of a resident activity book, to include:
 - Coloring pages
 - Crossword
 - Word search
 - Sudoku
 - Fun exercises/fill-in-the-blank
 - Information on residents' rights
 - Tear-out card or insert with postal code for residents to write-in to the Program
 - Jordan to send PDF to members of this committee for review & comments/suggestions
- Presidential Volunteer Service Awards
 - Jordan to place order this week
- Preparations for Volunteer Appreciation Month (April)
 - Discussion of volunteer appreciation gifts
 - Suggestions from the field:
 - Travel kit (for toiletries/cosmetics)
 - Insulated cooler
 - Appreciation card with gift card, gas card, or candy jar



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

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- Suggestions from central office:
 - Portable power bank for recharging phones, tablets, etc.
 - Portable power bank was the gift preferred by members of the committee
 - Volunteer appreciation video?
 - Jordan will work on the volunteer appreciation video similar to last year's, including field photos and stock photos as needed.

Field Updates

- None reported

Review Action Items/Assignments

- Jordan to send a copy of the video to members of the committee
- Jordan to send PDF of the winter 2020 activity book to members of this committee for review
- Jordan to determine the number of volunteers who would like a cane/seat, and will explore options for ordering these items

The meeting was adjourned at 11:25 am EST