



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

**MEETING MINUTES**

**South Central  
District 17  
02/08/2024  
1:00 PM EST**

**Bartow Public Library, 2150 S. Broadway Avenue, Bartow, FL 33830  
and via TEAMS Meeting: Meeting ID: 245 475 071 106  
Passcode: xNzKmN**

<b>COUNCIL MEMBERS</b>			
Robert Gellman	Present <input type="checkbox"/>	Wanda Harrison	Present <input checked="" type="checkbox"/>
Donna Holden	Present <input checked="" type="checkbox"/>	Bill Hulseby	Present <input checked="" type="checkbox"/>
Marcella Lancaster	Present <input checked="" type="checkbox"/>	Terre Anne Lindstamer	Present <input checked="" type="checkbox"/>
Jim Lynch	Present <input checked="" type="checkbox"/>	Michelle Matthews	Present <input type="checkbox"/>
Alexander Philiphose	Present <input checked="" type="checkbox"/>	Nichole Robertson - Vol. In Training	Present <input type="checkbox"/>
Orrin Schaal	Present <input type="checkbox"/>	Deborah Byrnes - Vol. In Training	Present <input type="checkbox"/>
Ingrid Aldana Administrative Assistant	Present <input checked="" type="checkbox"/>	Samantha Kotz District Manager	Present <input checked="" type="checkbox"/>

<b>OTHER OMBUDSMAN PROGRAM REPRESENTATIVES</b>	
<b>NAME</b>	<b>TITLE</b>

<b>GUEST NAME</b>	<b>ORGANIZATION</b>
Joshua Odom	Polk County Fire and Rescue
Cynthia Ayala Administrator	Villa at Carpenters (The)

**OPEN SESSION**

- Called to order at 1:00PM
  - Open Session Statement: Yes
- Quorum Established:  Yes  No  
Minutes Approved:  Yes  No [11/09/2023]

**UPDATES/REPORTS**

- District 17 Council Chair: Orrin Schaal was absent.
- Open session statement was read by Samantha Kotz, District SC-17 Manager.

- Welcome those present at the meeting, and those attending via TEAMS meeting. On the TEAMS meeting were Ombudsmen: Guests: Cynthia Ayala Administrator Villa at Carpenters (The) was on the Teams meeting 5 minutes before leaving.
- Roll call conducted.
- Passed chair Guest Speaker Joshua Odom with Polk Fire and Rescue to give a presentation on fire safety to the District 17 Council.

**District Ombudsman Manager: Samantha Kotz**

- Welcomed everyone to the meeting.
- Thanked TEAMS guests for attending remotely.
- Introduced Guest Speaker Joshua Odom with Polk County Fire and Rescue here today to give presentation on Fire Safety. This presentation will count towards the annual continuing education requirement.
- Next open session meeting will be held on Thursday, May 9, 2024, at the Bartow Public Library. Guest Speaker at this meeting will be Polk County Fire and Rescue again this time presenting on Hurricane Preparedness.
- Next closed session meeting is Thursday, March 14, 2024, at 1:00 PM at the United Way of Central Florida. The guest speaker at this meeting will be Georgiana Goodson Community Relations Manager with Senior Helpers demonstrating the Virtual Dementia Tour. This is a unique way to see what it is like to live with dementia and is an interactive presentation.
- A copy of our 2023 LTCOP Annual Report is included in the pickup folder for each Ombudsman, statistics from the 2022 LTCOP Annual Report are also included for comparison.
- Next open session meeting will be held on Thursday, February 8, 2024, at the Bartow Public Library.
- Each Ombudsman has a summary of continuing education hours. Let us know if you are missing any classes/hours.
- Reviewed AHCA inspection/survey report and AHCA fines report for communities in our district.
- Discussed upcoming changes to how we report travel to the state, currently no definite details. Those will follow as we are made aware. The current census is that we will transition to odometer readings which is in line with how other agencies already submit mileage reimbursements.
- Community name changes.

**STATE COUNCIL CHAIR: Donna Holden**

- Update provided from the State Council workgroup meeting.

**TRAINING**

- Guest Speaker Joshua Odom with Polk Fire and Rescue gave their Fire Safety program PowerPoint presentation. Topics included fire safety precautions, recommended fire protection apparatus including smoke detectors and carbon monoxide detectors, extinguishing products such as fire blankets and the different fire extinguishers and other safety and prevention tips. Anecdotes shared from personal experiences and those from working with the Fire Department.

## **ANNOUNCEMENTS**

- District 17 Council Chair has decided to step down due to health reasons. Volunteers were asked to reach out to Samantha Kotz District Manager if they would like their names to be on the ballot voting at the next Open Session meeting May 9, 2024.
- Donna Holden's term as District 17 State Council Chair ends as of February 29, 2024, new incoming Council Chair Wanda Harrison will take over as of March 1, 2024.
- Several bills of interest are going before the Florida Legislative 2024 Session. There is a handout in the pickup folders correlated by another Ombudsman Council member outlining those involving senior care and interests. Note: SB 238 Civil Actions Involving Assisted Living Facilities and legal issue protection was voted on and approved by a 6-3 vote.

## **NEW BUSINESS**

- Voted by ballot for the District 17 Council Ombudsman of the Year.

## **PUBLIC COMMENTS** (limited to 5 minutes each)

- No members of the public accepted the offer to speak.

## **ADJOURNMENT**

- Meeting adjourned at **2:48 PM**

## **CLOSED SESSION**

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

- Called to order at 2:55 PM
- Closed Session Statement read.
- Adjourned at 4:05PM