



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

**MEETING MINUTES**

**South Central  
District 17  
05/11/2023  
1:00pm EST**

**Bartow Public Library, 2150 S. Broadway Avenue, Bartow, FL  
and via Conference Call No. (888) 585-9008 - Room Code: 767 510 585**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Marilyn Brunner	Present <input type="checkbox"/>	Michelle Chaney	Present <input type="checkbox"/>
Linette Geisel	Present <input type="checkbox"/>	Robert Gellman	Present <input checked="" type="checkbox"/>
Wanda Harrison	Present <input checked="" type="checkbox"/>	Donna Holden	Present <input checked="" type="checkbox"/>
Marcella Lancaster	Present <input checked="" type="checkbox"/>	Terre Anne Lindstamer	Present <input checked="" type="checkbox"/>
Orrin Schaal	Present <input checked="" type="checkbox"/>	Ingrid Aldana, Administrative Asst.	Present <input checked="" type="checkbox"/>
Samantha Kotz, District Manager	Present <input checked="" type="checkbox"/>		

GUEST(S)
None

**OPEN SESSION**

- Called to order at 1:00 PM
- Open Session Statement: Yes
- Quorum Established:  Yes  No
- Minutes Approved:  Yes  No [02/09/2023]

**UPDATES/REPORTS**

- District 17 Council Chair: Orrin Schaal**
- Open session statement was read.
- Welcomed those present at the meeting. No one in attendance via Conference Call No. (888) 585-9008.
- Roll call conducted.
- Quorum established and February 9, 2023, meeting minutes approved.
- District Ombudsman Manager: Samantha Kotz**
- Welcomed everyone to the meeting.
- Thanked Ombudsman Marcella Lancaster for providing the food today.
- Next Open Session meeting is Thursday, August 10, 2023, at 1:00pm at the Bartow Public Library.

- Next Closed Session meeting is Thursday, June 8, 2023, at 1:00pm at the United Way of Central Florida.
  - Ombudsman education conference is Monday, May 22 through May 24, 2023. The latest agenda is in each council member's pick-up folder, note this is a draft and the final will be emailed once received.
  - Reminder for those attending that some meals will be reimbursable. Please keep your original receipts, these must list the items purchased and have the payment form printed on the receipt, cash, debit card, or credit card. No alcohol purchases are reimbursable.
  - AHCA (Agency for Health Care Administration) released their final orders from April 2023. Our district had three communities fined, one assisted living (ALF) and two nursing homes (NHS). Savannah Cottage of Lakeland (ALF) received two fines totaling \$6,000.00, Breezy Hills Rehab & Care Center (NHS) received a \$1,000.00 fine, and Wedgewood Healthcare Center received two fines totaling \$3,000.00.
  - AHCA surveyed 16 communities in our district during April; 8 ALF's of which 6 passed and 2 failed. Ansley Parke at Oakbridge LLC, Best Care Senior Living at Winter Haven, Grand Villa of Lakeland, Haines Manor ALF, Pompano House South, and The Manor at Lake Jackson all passed. Lake Wales SLC OPCO and Savannah Cottage of Lakeland failed. 8 nursing homes were surveyed. 6 passed, Breezy Hills Rehab & Care Center, Highlands Lake Center, Lakeland Nursing and Rehab, Lake Wales Wellness & Rehab, St. Camillus Post-Acute & Rehab Center, and Valencia Hills Health & Rehab Center. Failing were Bartow Center and Haines City Rehab & Nursing.
  - Working to update the visit and assessment sheets, as these go out, please review, and let us know of any corrections that need to be made.
- **State Council Representative: Donna Holden**
  - Announced the State Council Meeting will be held after the education conference on 05/24/2023.
  - Council voted to bring up funds to cover the cost of district council meeting food and paper products as well as health fair table fees and door prizes.

## **ANNOUNCEMENTS**

- Clarification has been received from our program's legal advocate Renee Harkins that the Ombudsman Program does have authority to advocate for independent living residents who reside in CCRC's (Continuing Care Retirement Community). Since our district already does this, we will not see very much change. In the pick-up folder there are some handouts providing information on this. You will find the statute, a summary on the Long Term-Care Ombudsman Program's authority in Independent Living settings and the Florida Department of Financial Services (FDFS) long-term care guide for consumers. FDFS are the equivalent of AHCA for ILF's.
- The program is reprinting the Residents' Rights posters due to them having the incorrect program website. We do not have a date yet as to when they will be delivered from the printers. I believe those in the office do not have a website printed, but if you have any old posters at home, please just toss them.

- Guest speaker for the November 9, 2023, Open Session meeting is Jody Streussnig with the Alzheimer's Association.

**GUEST SPEAKER**

- **None**

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

- No members of the public were in attendance.

**ADJOURNMENT**

- Meeting adjourned at **1:25 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 1:30 PM
- Closed Session Statement read.
- Adjourned at 2:10 PM