



Michael Phillips
State Ombudsman

**MEETING MINUTES
SOUTH CENTRAL
DISTRICT 17
11/4/2021
Conference Call No. (888) 585-9008
Participant Passcode: 767 510 585**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Luke Broems	Present <input checked="" type="checkbox"/>	Marilyn Brunner	Present <input checked="" type="checkbox"/>
Lee Earls	Present <input checked="" type="checkbox"/>	Linette Geisel	Present <input checked="" type="checkbox"/>
Wanda Harrison	Present <input type="checkbox"/>	Donna Holden	Present <input checked="" type="checkbox"/>
Marcella Lancaster	Present <input checked="" type="checkbox"/>	Orrin Schaal	Present <input checked="" type="checkbox"/>
Doris Thews	Present <input checked="" type="checkbox"/>	Samantha Kotz, Administrative Secretary	Present <input checked="" type="checkbox"/>
Terre Anne Lindstamer, District Ombudsman Mngr.	Present <input checked="" type="checkbox"/>	Annette McComas, Regional Ombudsman Mngr.	Present <input type="checkbox"/>

GUEST(S)
Laura Stephan, Adult Protective Investigations Supervisor (APIS), Department of Children and Families (DCF)
Julie Taylor, Registered Nurse Consultant, Agency for Health Care Administration (AHCA)
Bryce King, Executive Director, Consulate Health Care of Winter Haven
Matthew Thompson, Director of Health Services, The Manor and The Villa at Carpenters

OPEN SESSION

- Called to order at 1:00 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(8/12/2021)**

UPDATES/REPORTS

- Council Chair Lee Earls
 - o Welcomed those present on the conference call.
 - o Conducted roll call.
- District Ombudsman Manager Terre Anne Lindstamer
 - o Welcomed guests and thanked everyone for attending.
 - o Reminded Ombudsmen to turn in their October Activity Report.
 - o Informed all present of office closure on Thursday, November 11, 2021 in observance of Veterans Day.
 - o The Ombudsman Program Activity Books have arrived. The books will be hand delivered to each assisted living and nursing home facility.
 - o Resident Council Handbooks will be available soon; one per facility.
 - o The Ombudsman Program’s poster has been re-designed to incorporate our new website address. They will be available for distribution soon.



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- o Next Closed Session meeting is scheduled for Thursday, December 9, 2021 at 1:00 PM.
- o Next Open Session meeting is scheduled for Thursday, February 10, 2022 at 1:00 PM.
- o South Central Council currently has nine Certified Ombudsmen.
- o Reminded volunteers to continue to check their emails for approved trainings or visit the Ombudsman Program's new website: www.Ombudsman.elderaffairs.org
- o Certified Ombudsmen are required to complete 18 hours of continuing education credits.
- o Several facilities are reporting having changed their names. However, our forms must have the facility's name exactly as it appears on AHCA's website.
- o When conducting Annual Assessments, obtain the administrator or executive director's business card with email address.
- o Annual Assessments are to be completed by December 31, 2021 or at the latest March 31, 2022. Quarterly Visits are Strongly encouraged.
- State Council Representative Donna Holden
 - o Provided a brief overview of the State Council meeting.
 - o Topics addressed included: ideas to make it easier to identify different staff positions, smaller communities offering pendant monitoring for residents, arranging open session district meetings to coincide with State Council meetings, and more.

TRAINING

- Summary of LTCOP Educational Conference Presentations by Marilyn Brunner, Lee Earls, Donna Holden, Marcella Lancaster, and Terre Anne Lindstamer.

ANNOUNCEMENTS

- Veterans were recognized for their service, which included Certified Ombudsman Donna Holden and Certified Ombudsman Orrin Schaal and family members of Ombudsmen.
- Mr. Earls shared celebrity Veteran interesting facts.

NEW BUSINESS

- Mr. Lee Earls was nominated and unanimously voted as South Central District Council Chair.
- Ms. Doris Thews recommended that the State Council consider television public service announcements as a recruitment tool. The District Council voted unanimously to have State Council Representative Donna Holden submit this idea to the State Council.

PUBLIC COMMENTS

- Matthew Thompson shared that he enjoyed serving on the Panel Discussion of the LTCOP Educational Conference. He also briefly spoke of two legislative interests to long-term care providers: liability protection and the staffing crisis.



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ADJOURNMENT

- Open Session adjourned at 2:12 PM

CLOSED SESSION - Cancelled

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