



**MEETING MINUTES
SOUTH CENTRAL
DISTRICT 17
2/10/2022
Conference Call No. (888) 585-9008
Participant Passcode: 767 510 585**

| OMBUDSMAN PROGRAM REPRESENTATIVES | | | |
|--|---|---|---|
| Marilyn Brunner | Present <input type="checkbox"/> | Lee Earls | Present <input checked="" type="checkbox"/> |
| Linette Geisel | Present <input type="checkbox"/> | Wanda Harrison | Present <input checked="" 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"/> |
| Terre Anne Lindstamer, District Ombudsman Mgr. | Present <input checked="" type="checkbox"/> | Samantha Kotz, Administrative Secretary | Present <input checked="" type="checkbox"/> |

| GUEST(S) |
|---|
| Laura Stephan, Adult Protective Investigations Supervisor (APIS), Department of Children and Families (DCF) |
| Charlene Bennett, Guest |
| Liz Craven, Guest Speaker, Publisher of Elder Care Senior Resource Guide |

OPEN SESSION

- Called to order at 1:00 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No (11/4/2021)
- Council Chair Lee Earls
 - o Welcomed those present on the conference call.
 - o Conducted roll call.

TRAINING

- Guest Speaker Liz Craven provided an overview of how to use the Sage Aging Elder Care Senior Resource Guide. Mrs. Craven also informed the group about the Sage Aging podcast, which currently includes 59 episodes available to listeners at any time on a large variety of subjects of interest to elders and their families. In addition, the “Vial of Life” program was described in detail by Mrs. Craven, with sample vials given to a few guests. Questions and answers followed.

UPDATES/REPORTS

- District Ombudsman Manager Terre Anne Lindstamer
 - o Reminded Ombudsmen to turn in their January Activity Report.
 - o Ombudsman Program posters have arrived and are available for delivery or pick up.



Michael Phillips
State Ombudsman

- o It has been requested that Annual Assessments be completed by March 31, 2022. Quarterly Visits are strongly encouraged.
- o South Central Council currently has eight Certified Ombudsmen and one prospective volunteer. Welcomed (prospective volunteer) Ms. Charlene Bennett to the meeting.
- o Next Closed Session meeting is scheduled for Thursday, March 10, 2022, at 1:00 PM.
- o Next Open Session meeting is scheduled for Thursday, May 12, 2022, at 1:00 PM.
- 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 by September 30, 2022.
- o Appreciation and recognition expressed to Mrs. Donna Holden and Mrs. Marcella Lancaster for hosting an Ombudsman Program information table at the Tanglewood Health Fair last month.
- State Council Representative Donna Holden
 - o Mrs. Holden announced that the next State Council meeting will be held next month; March 16, 2022, at 10:00 AM.

ANNOUNCEMENTS

- Ms. Doris Thews provided Medicare.gov website for comparing nursing homes.
- Ms. Thews also announced the guest speaker for the March 10 meeting will be Tabitha Bradford of Cornerstone Hospice.

NEW BUSINESS

- Ms. Wanda Harrison requested that the State Council consider addressing the State of Florida's mileage reimbursement rate by means of the State Ombudsman proposing a change in legislature. The District Council voted unanimously to have State Council Representative Donna Holden submit this idea to the State Council during their next meeting.
- Mr. Lee Earls reminded the Council to submit any Ombudsman of the Year nominations to District Ombudsman Manager Terre Anne.

PUBLIC COMMENTS

- Ms. Charlene Bennett was asked and did share briefly about her professional background, and her interest in joining the Ombudsman Council.
- Mr. Lee Earls shared Valentine's Day quotes for our enjoyment.

ADJOURNMENT

- Open Session adjourned at 2:10 PM



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

CLOSED SESSION

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

- Called to order at 2:20 PM
- Closed Session Statement
- Adjourned at 2:50 PM