



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

Michael Phillips
State Ombudsman

**MEETING MINUTES
SOUTH CENTRAL
DISTRICT 17
5/13/2021
Conference Call No. (888) 585-9008
Participant Passcode: 767 510 585**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Marcia Doscher	Present <input checked="" type="checkbox"/>	Peggy Dwyer	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"/>	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)
Dena Cook, Health Facility Evaluator Supervisor, Agency for Health Care Administration (AHCA)
Laura Stephan, Adult Protective Services Supervisor, Department of Children and Families (DCF)
Michael Bradley, Administrator, Lake Gibson Village Health and Rehabilitation Center
Dorothy Colbert, Training, Grace Healthcare of Lake Wales
James Hooper, Administrator, Merrill Gardens at Championsgate
Eileen Johnson, Social Services, Grace Healthcare of Lake Wales
Brandi Lamb, Administrator, Options for Seniors
Maria Rivera, Administrator, Florida Presbyterian Homes
Martha Torres, Activity Director, Grace Healthcare of Lake Wales
Marilyn Brunner, Guest
Karen Ketchem, Guest

OPEN SESSION

- Called to order at 1:00 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(2/11/2021)**

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 requested they email their name, official title, and facility or agency name to KotzS@elderaffairs.org.
 - o Reminded Ombudsmen to turn in their April Activity Report.



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- o Informed all present of office closure on Monday, May 31, 2021 in observance of Memorial Day.
- o Requested Ombudsmen alert the office if unable to obtain records requested from a facility.
- o Annual Recertification Forms will be available for Ombudsmen to review and sign at the next meeting.
- o Next Closed Session meeting is scheduled for Thursday, June 10, 2021 at 1:00 PM.
- o Next Open Session meeting is scheduled for Thursday, August 12, 2021 at 1:00 PM.
- o South Central Council currently has eight Certified Ombudsmen and one Ombudsman-in-training.
- o Bullet points from this meeting and Ombudsman Summary Reports will be mailed to volunteers.
- 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 The All-State Ombudsman Face-to-Face Conference has been postponed until fall.
- o Next regional quarterly training is scheduled for Friday, June 18, 2021 at 10:00 AM via Microsoft Teams. Guest speaker Patricia Henderson with Senior Connection Center will present "Elder Abuse Awareness" training.
- o Voice amplifiers were shipped from Central Office and will be provided to Ombudsmen at the next Council meeting.
- o Reminded Ombudsmen when conducting assessments to: correct any errors on the first page, mark "spot check" box "no", complete assessments on or before September 30, 2021, and focus on residents' right to unrestricted/uncensored private communication, including access to a telephone.

ANNOUNCEMENTS

- Congratulations to Ms. Marcia Doscher for receiving Ombudsman of the Year 2019-2020 for South Central District.

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 1:17 PM

CLOSED SESSION - Cancelled

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