



**STATE LONG-TERM CARE OMBUDSMAN COUNCIL MINUTES**  
**December 12, 2020**

<b>Ombudsman Program Representatives</b>			
Sully Sullivan, Northwest	Present <input checked="" type="checkbox"/>	Irene Dion, West Central	Present <input checked="" type="checkbox"/>
Marshall Kapp, Panhandle	Present <input checked="" type="checkbox"/>	Vana Prewitt, Southwest	Present <input type="checkbox"/>
Sharon Lauter, North Central	Present <input checked="" type="checkbox"/>	Wanda Harrison, South Central	Present <input checked="" type="checkbox"/>
Marie Brand, Withlacoochee	Present <input checked="" type="checkbox"/>	Margaret Riccardi, Palm Beach	Present <input checked="" type="checkbox"/>
Vella Sillah-Williams, First Coast	Present <input type="checkbox"/>	Treasure Coast	Present <input type="checkbox"/>
Diane Mongelli, First Coast South	Present <input checked="" type="checkbox"/>	Kashar Shazad, Broward	Present <input type="checkbox"/>
East Central	Present <input type="checkbox"/>	North Dade	Present <input type="checkbox"/>
Brevard	Present <input type="checkbox"/>	Maria Cristina Clark, S Dade & FI Keys	Present <input type="checkbox"/>
Carol Weideman, State Chair, Mid & South Pinellas	Present <input checked="" type="checkbox"/>	Choice Edwards, At-Large Member	Present <input checked="" type="checkbox"/>
Jane Spencer, Pasco & North Pinellas	Present <input checked="" type="checkbox"/>	Mary Darling, At-Large Member	Present <input checked="" type="checkbox"/>
<b>Guests</b>			
Mike Phillips – State Ombudsman York Shuler, Data Analyst Betsy McAllister, State Training Administrator Joe Considine, Operations Analyst Jordan Cress-Morrison, Public Relations Terre Anne Lindstamer, South Central Ombudsman Manager Deborah Gerrell, Panhandle Ombudsman Manager Sheila Mitchell, Palm Beach Ombudsman Manager Phil Weddle, upcoming Brevard Council Representative		Bob Cochrane, East Central Ombudsman Manager Lynn Penley, West Central Ombudsman Manager Lori Berndt, North Region Ombudsman Manager Annette Perry, West Region Ombudsman Manager Jo Ann Quiles, East Region Ombudsman Manager Kim Wiedeman, Northwest Ombudsman Manager Lisa Dale, First Coast South Ombudsman Manager Tracie Rayfield, First Coast Ombudsman Manager Cindy Johnston, North Central Ombudsman Assistant Joanna Emerson, former North Central Representative	

**State Chair**

- Open Session was called to order at 10:00 AM
- Welcome was extended to all present.

**Approval of Minutes**

- Motion: Marie Brand motioned to accept the Council meeting minutes of September 25, 2020. Choice Edwards seconded.
- New chair needs to be elected. Carol Weideman nominated Marie Brand. Marie accepted. Approved by unanimous consent of all council members on the call. Carol will conduct this meeting and Marie will take over next time.

**Central Office Report**

- Mike Phillips extended a wish on a Happy Christmas and New Year to all.
- Last week we lost a fellow Ombudsman to the Covid-19 pandemic, Don. A moment of silence was observed in his memory.

- In October we issued guidelines for reentry to facilities. We can now go back in if a facility meets the criteria. Right now, there is an uptick so some facilities may still be unable to be visited.
- Mike encouraged everyone to maintain contact with their respective populations. We want them to know we are still here.
- We received the PPE for the Ombudsman and this was sent to the District Managers. Check with them before you plan to go out.
- We have procured or are procuring multiple items to assist with resident interaction once Ombudsman return to the field. We have purchased voice amplifiers, tents, tables, chairs, wagons for assistance moving things. We have gotten these items to assist in facilitating outdoor visits with residents. Mike suggest that the Ombudsman may want to schedule a day to be at a facility so that the residents are aware and available.
- We also purchased several items for those who are currently working from home including shredders, scanners, programs for work, etc. to assist in their work.
- We are putting ads on television and radio at the start of the new year. We paid \$250K for the equivalent of \$1 million of advertising in these areas. We are also putting ads in print across the state.
- Right now, we are losing Ombudsman for a variety of reasons. We have between 215 and 220 active certified Ombudsman.
- We are trying to produce an activities booklet for the holidays that can be delivered to the residents at facilities.
- The program will likely be different going forward. It will need to be more flexible. The vaccines are coming in December and the residents will be first in line.
- It was asked if the Ombudsman qualify for the vaccines. – CDC makes the guidelines, but the state determines the priority. We have also asked if AFCHs are on the vaccine list and have not gotten a response.
- Mike once again thanked the Ombudsman and the council for their dedication. “We need you. I offer you my heartfelt thanks.”
- Any questions for Mike?
- Margaret asked if there was any update on the devices. Mike stated that they should be arriving at HQ today and once they are inventoried and tagged, they will be sent to the field office. Then the DOM/ROM for the area will offer training for the Ombudsman. The implementation is still a few weeks out. Probably in January.

## **COMMITTEE REPORTS:**

### **Advocacy Committee:**

- Jane Spencer gave report for the committee.
- Met on 11/30/2020. There was no quorum.
- In the next meeting we plan to discuss the Personal Needs Allowance for residents and the disparities between ALFs and NHs. We believe that the guidelines need better clarity and that what is received should be increased.

### **Recruitment, Retention & Recognition Committee:**

- Choice Edwards provided the report from this committee.
- Meeting was held on 12/1/2020.

- Press releases were discussed. They will start going out next month.
- It was mentioned that the council members might want the minutes for the committees sent to them, so they have that information.
- York spoke briefly about response he had received from Ombudsman about why they left the program. He got 36 actual responses from past Ombudsman.
- The reasons were as follows: 1.) Could not contact/ No reason, 2.) To many reports/work/behaviors, 3.) Training – they did not feel they received enough, 4.) They or their partner had passed. There was a tie between the last items: Internship, Covid-19, not enough time to contribute, to many changes to the program, no communication with districts, problems with background or fingerprints, tired, job, health, no contact with residents at this time.
- Marie called 39 past Ombudsman. The reasons they provided are as follows: One left for personal reasons, others cited Covid-19, inability to get fingerprinted, they moved, there was a conflict of interests, health reasons, program not for them, surgery. There was no common thread. Lastly Hanna Fink said hi to everyone and sends her best.

### **Training Committee:**

- Wanda Harrison provided the report for the committee.
- Meeting was on 11/30/2020.
- Training related reentry to facilities has been sent out. 100 volunteers had taken the training by Monday when we met.
- Training is being developed to be put online.
- The committee feels that entering facilities will not be able until sometime in 2021.
- For anyone who does not have the required number of hours, they will be suspend from active duty and given the opportunity to do the hours they are lacking or they will be dismissed.
- The virtual assessment training is now available.
- The question was raised about the ability to use Google Voice for meetings going forward, as an alternative to their personal phones. Betsy said she will check on if not Voice meets HIPAA regulations and get back to the council.
- Dianne stated she believes that more notice should be provided before trainings are provided.
- “Has anyone gone back into the facilities?” No one on the call had. Hoping to get insight into how it was conducted and went.

### **Data and Information Committee:**

- There was not a meeting this quarter.

### **Questions posed by the various councils for discussion:**

- No questions were sent in this time. Opened to the members.
- Members- at-large would like to attend meetings. Would this be possible? Mike Phillips – Since they are not Ombudsman, they can only be present at the open portions of the meetings. However, going forward, we can send you the schedules for the open meetings so that you may attend. – That sounds good. Thank You
- What about the legislative committee? We are still looking for a legal advocate. Once we have one that committee will meet. Irene said she would like to transfer to Legislative from RRR. Sharon Lauter (newly elected to replace Joanna Emerson at the end of her term) would like to be on Legislative as well.

- Mike Phillips once again thanked everyone for their commitment. Things are lining up to work better/smoothen going forward.
- Please send in any amazing stories the Ombudsman have so we can get them out with our media blitz. Ultimately need to end up with Jordan so she can prepare them for release.
- Lastly for the committee member, Carol Weideman “Thank You All!”

**Public Comment:**

- Phil Weddle – Will be elected from Broward Council, they had yet to meet to approve him. “Keep up the good work.”

**Adjournment:**

- Motion to adjourn made by Choice Edwards. Seconded by Valerie Nubi-Collins. Meeting adjourned at 11:45 am.