



STATE LONG-TERM CARE OMBUDSMAN COUNCIL MINUTES
June 26, 2020

Ombudsman Program Representatives			
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 checked="" type="checkbox"/>
Joanna Emerson, 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 checked="" type="checkbox"/>	Cheri Heitz, Treasure Coast	Present <input type="checkbox"/>
Dennis Jefferson, First Coast South	Present <input type="checkbox"/>	Kashar Shazad, Broward	Present <input checked="" type="checkbox"/>
Maria Torres, East Central	Present <input type="checkbox"/>	North Dade	Present <input type="checkbox"/>
Bernadette Gernand, Brevard Central	Present <input checked="" type="checkbox"/>	Maria Cristina Clark, S Dade & Fl Keys	Present <input checked="" 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"/>
Guests			
Carol Carr – Acting State Ombudsman York Shuler, Data Analyst Betsy McAllister, State Training Administrator Joe Considine, Operations Analyst Jordan Cress-Morrison, Public Relations Deborah Gerrell, Panhandle Ombudsman Manager Sheila Mitchell, Palm Beach Ombudsman Manager		Gloria Freyre, Broward Ombudsman Manager Alicia Salinas, South Dade Ombudsman Manager Mike Phillips, North Region Ombudsman Manager Robin Baker, West Region Ombudsman Manager Jo Ann Quiles, East Region Ombudsman Manager Bill Perez – General Public	

State Chair

- Open Session was called to order at 10:30 AM
- Welcome was extended to all present.

Approval of Minutes

- Motion: **Jane Spencer** to accept the Council meeting minutes of March 25, 2020. Marie Brand seconded.

Central Office Report

- Carol Carr, acting State Ombudsman spoke about how the program staff have been keeping the program going during the pandemic. Stated that LTCOP is very close to appointing a new State Ombudsman – Mr. Mike Phillips – who was previously in consideration for the position until the pandemic struck and the program was placed on a hiring freeze. Right now we are in a “holding pattern.” Asked if Mike P. would like to say a few things or give any quick updates. Yes
- Mike Phillips – A national commission is being assembled to develop guidance for LTC facilities. Our own Marshall Kapp was selected to provide input to the commission.
- We are in the process of reposting the Legal Advocate position for the program. Would like to see the legal committee previously discussed to start meeting.

- If all goes well we can have the Face-to-Face in November. That would be for the council and potentially all the program volunteers.
- We would like to do a recruiting blitz since the program has some funds available right now. We would like to think of ways to make these attempts as targeted as possible, hopefully down to the local levels. Asked RRR to brainstorm potential ideas. Right now we are losing people and the COVID-19 pandemic is not helping. We are exploring ways to amend requirements for volunteer training during the current climate.
- Currently, the state is in phase 1 or 2 depending on your area. Phase 3 is when LTC is scheduled to reopen. In the coming months, LTCOP is going to obtain PPE needed for the volunteers to feel safe and reenter facilities. We also have some spare funds and will explore technological options to assist Ombudsman in remote patient advocacy.
- Because of the lockdown NORC is going to be looking for more consultations. Please ask district ombudsman call their facilities. Try and get the census and information for the current Resident Council president if there is one. Reach out to this person if you can and let them know that the program is still available. You are still able to call residents if you have their information.
- Lastly – Thank You to all the volunteers. If it weren't for your hard work our program would not function.
- Irene Dion asked if the program was going to be pushing for advocacy by phone or in person going forward? In stage 3 we would like to go back in, of course as the individual Ombudsman agree to, but right now we are going to stick with digital advocacy.
- Mike Phillips again pointed out that we need to try and reach out to facilities, even if we can not get in right now. We can still have a presence. Something is better than nothing. Try and do whatever you can and the program will work on ways to help the Ombudsman better get things done.
- Margaret Riccardi commented that people need physical contact. We need to be out there so that we can assist with resident's grievances.
- Mike Phillips said try and remember that we are here to work with the facilities, not strong arm them. Try and remember the small victories you get.

COMMITTEE REPORTS:

Advocacy Committee:

- Jane Spencer gave report for the committee.
- Met on 6/18/2020. Would like to find a way to recognize Resident Council Presidents (RCP). Possibly a sign/placard that can be given out to the RCPs. Would like for everyone to take this idea back to local councils for input. This was agreed to. Final comment was that this was meant to be a positive recognition of the residents.
- Discussed facility assessment forms and the addition of the specific memory care questions. As of right now we are not going to move forward with this idea. It was also decided that there would not be separate forms for the different types of facilities. We are going to stick with one comprehensive form.

Recruitment, Retention & Recognition Committee:

- Choice Edwards is the new committee head and provided the report from this committee.
- Meeting was held on 6/18/2020 and minutes were approved.
- Hanna Fink resigned from the program.

- Ran the numbers and found out that the average age for the program's Ombudsman is 70 years and 8 months. We need to increase recruitment.
- Thought about going to 55+ communities and give presentations about the program.
- We are going to get the April recognition out to everyone in case it hasn't arrived.
- Have we explored targeted ads in Facebook? What about presentations at churches? – We are interested in looking at all options.

Training Committee:

- Wanda Harrison provided the council the report about the training committee.
- Meeting was on 6/16/2020. Training related to COVID-19 has been sent out and will continue to be sent out to the DOMs by Betsy.
- There are a lot of questions out there right now. How are we going back in the facilities? What kind of PPE will I have and how do I use it? What are the entry and exit protocols? The answer is ultimately everyone will be getting training for program's guidance/guidelines.
- Asked to find out the number of Ombudsman in the program that are over 65. Looking into modified training/ certification requirements for these individuals.

Data and Information Committee:

- There was not a meeting this quarter.

Special Workgroup:

- Mike Phillips started by clarifying the purpose for the workgroup – to look at virtual ways to enter and connect with residents and facilities.
- Vella Sillah-Williams gave report.
- Currently looking at different types of touchpads. Typically looking for best ease of use while compiling with relevant HIPAA and other privacy regulations.
- Though is that after an issue arises the devices can be given to the resident or concerned parties, allowing for safe and secure communication between the Ombudsman and resident.
- Would like that the council empower the workgroup to see the products in use for better evaluation in moving this idea forward. – Approved.

Questions posed by the various councils for discussion:

- Jane Spencer asked if there was any real idea of what an Ombudsman's roll will look like going forward? – Hard to say with so much disruption of the system right now. Ultimately continue advocacy as well as able.

Public Comment:

- No comments.

Adjournment:

- Motion to adjourn made by Jane Spencer. Seconded by Marshall Kapp. Meeting adjourned at 12:15 pm.