



Michael Phillips
State Ombudsman

MEETING MINUTES
Training & Education Committee
5/10/2021
CONFERENCE CALL

OMBUDSMAN PROGRAM REPRESENTATIVES			
Margaret Riccardi	Present <input type="checkbox"/>	Diane Mongelli	Present <input checked="" type="checkbox"/>
Vana Prewitt	Present <input checked="" type="checkbox"/>	Marie Brand, State Chair	Present <input checked="" type="checkbox"/>
Vella Sillah-Williams	Present <input type="checkbox"/>	Jo Ann Quiles, Staff	Present <input checked="" type="checkbox"/>
Betsy McAllister, Staff Liaison	Present <input checked="" type="checkbox"/>		

OPEN SESSION

- Called to order at 10:00 am Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(2/18/2021)**

UPDATES/REPORTS

- The State Trainer updated the committee on the various trainings that have been sent out. Conversation with National Consumer Voice for Quality Long-Term Care – Using the CMS Guidance to Open Nursing Home Doors.
- Teepa Snow webinars: How to Communicate with Someone Living with Dementia. Dr. Tam Cummings: Education Series for the Dementia Caregiver “Staging the Person with Dementia” these two are excellent speakers regarding this topic and have very engaging webinars.
- There is a COVID-19 Recovery and Re-entry Resources Series of Webinars. The Volunteer Recruitment, Training and Retention was on April 27th. If you caught it live that was the Ohio and Oregon representatives discussing different techniques and strategies, they use; it was a good. The second series was on May 11th regarding Successful Communication During COVID-19. Session 3 will be on May 25th on Complaint Investigation and Resolution during COVID-19. There have been some good webinars in April and May. If you didn’t watch them live you can get the recordings on Consumer Voice/ NORC or send the State Trainer an email and the link will be sent out.
- Marie Brand discussed the assessment form under physical environment PE-3 “Residents are able to secure their personal belongs and property.” Is it the facility’s responsibility to provide a lock box? The rule/statute doesn’t say anything about a lock box – it’s a safe living environment and secure location.
- We spoke about memory care units and doing an assessment. The ombudsman was in a memory care for three hours and did not see one visitor, and could only speak with staff. This is where we need to rely on observations. Also remember you can get the contact information for responsible party/ family member and have a conversation with them.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

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- Conversation about various districts having their council meetings in person again. First Coast South has met the last three months in person behind a library. Withlacoochee has met in person too. Everyone had positive feedback about finally being able to see each other face to face and how good that was.
- The State Trainer gave an update on the Educational Conference we are trying to have at the end of August. We are working with DOEA to try and get this done. We have picked a date in October if we can't do August. If we do the Educational conference in October then we are hoping the next State Council meeting can be a face-to-face in Altamonte Springs in August or September.

PUBLIC COMMENTS

- No Public Comments

ADJOURNMENT

- 10:25 am