



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

- o Training the staff at facilities about the Ombudsman program and services.
- o Making general presentation to resident council
- o Activity books discussion getting them out to the facilities.
- o Getting back out in public rotary clubs, senior centers for recruitment
- o “Letters to the editor” – public education

ADJOURNMENT

- Open Session adjourned at 3:45pm