MEETING MINUTES
Training & Education Workgroup
10/28/2021
[Rosen Plaza Hotel/Orlando, FL/Face to Face]

OMBSDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Present</th>
<th>OMBUDSMAN PROGRAM REPRESENTATIVES</th>
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<tbody>
<tr>
<td>Margaret Riccardi</td>
<td>☒</td>
<td>Betsy McAllister, Staff Liaison</td>
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<td>Vana Prewitt</td>
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<td>Diane Mongelli</td>
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OTHER OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>District</th>
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<tbody>
<tr>
<td>Vanda Knowles</td>
<td>Brevard</td>
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<tr>
<td>Alex Johnstone</td>
<td>East Central</td>
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<td>Teri Sinclair</td>
<td>North Central</td>
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OPEN SESSION

- Called to order at 3:00 p.m.  Quorum Established: ☒ Yes ☐ No
- Minutes Approved: ☒ Yes ☐ No (8/26/2021)

UPDATES/REPORTS

- Council Chair Margaret Riccardi
  - The Educational conference held in Orlando from Oct 26 -28th is worth 16 hours of continuing education (CE).
  - The State Council held on Oct 28th – 29th is worth 6.5 hours of continuing education.
  - Ombudsmen or staff who stayed for the educational conference and the state council will receive a total of 22.5 hours of CE.
  - Log CE hours and get them to your District Ombudsman Manager (DOM).
  - New reporting year requires 18 hours of CE for ombudsmen
  - We want to start the Ombudsman Corner (webinars) up again in January. Suggested topics of discussion for the quarterly Ombudsman Corner were discussed.
  - Legislative Update would be a good first ombudsman corner along with power of attorney/durable POA, Guardianship, memory care training.
  - Discussion pertaining to mental health what you should look for, who do you go to
  - Monthly prompts regarding various topics to remind ombudsman to log, look for during assessments.
  - Role play training/script training was discussed. It is available and West Central recently used it during their council meeting and it was well received.
- Training the staff at facilities about the Ombudsman program and services.
- Making general presentation to resident council
- Activity books discussion getting them out to the facilities.
- Getting back out in public rotary clubs, senior centers for recruitment
- “Letters to the editor” – public education

**ADJOURNMENT**
- Open Session adjourned at 3:45pm