



Michael Phillips
State Ombudsman

**MEETING MINUTES
TRAINING & CONTINUING EDUCATION WORKGROUP
Altamonte Springs
8/26/2021**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Margaret Riccardi	Present <input checked="" type="checkbox"/>	JoAnn Quiles, Staff	Present <input checked="" type="checkbox"/>
Vana Prewitt	Present <input checked="" type="checkbox"/>	Betsy McAllister, Staff Liaison	Present <input checked="" type="checkbox"/>
Diane Mongelli	Present <input checked="" type="checkbox"/>		

OPEN SESSION

- Called to order at 2:30pm Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(5/10/2021)**

UPDATES/REPORTS

- Spoke about the education conference that will be in October. We went over the draft agenda. Presenters include:
 - Kim Smoak, AHCA – Agency for Healthcare Administration
 - Alzheimer’s Association
 - DOEA State Legal Developer
 - Florida State University College of Medicine – Department of Geriatrics
 - Elder Law Firm
 - Panel Discussion with various ALF & NH Administrators
- The agenda will be sent out soon after finalizing the presenter biographies for the training booklet.
- We spoke about the need for a POA and Guardianship training.
- Volunteers who don’t attend educational conference need to make sure to complete their requirement for continuing education. October 1st will change to 18 hours for the next reporting year. NO reason anyone shouldn’t be able to complete the CE Hours.
- Conversation about training scenarios “role playing” while doing trainings.
- Discussion about how things are so bad in facilities – residents fear talking to ombudsman out of retaliation. Administrators have a corporate mind vs. a caring mind/role. Some staff just rude.
- Reaching out to sister agencies for education at council meetings some districts do this some don’t.
- Staff at facilities aren’t up to date they need more in service training.
- Resident Council handbooks still help take them to facilities don’t forget that resident council president PIN! Also, spoke about different and creative ways to get activity books to facilities.



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- Some discussion about Memory Care Unit training – This is what you need to look for. Observation because of no capacity. Talk to family members – POA, legal rep.
- We will start up the Ombudsman Corner again. Looking to do it quarterly and we already have some great suggestions for topics. Probably resume in January or maybe earlier.
- The meeting was adjourned at 10:25 am.