



**FLORIDA  
OMBUDSMAN PROGRAM**  
ADVOCATING FOR QUALITY LONG-TERM CARE

**Terri Cantrell**  
State Ombudsman

**MEETING MINUTES**  
**Training & Education Workgroup**  
**6/9/2022**

Embassy Suites by Hilton Orlando Airport  
5835 T.G. Lee Boulevard, Orlando FL

WORKGROUP MEMBERS			
Margaret Riccardi, Chair	Present <input checked="" type="checkbox"/>	Diane Mongelli	Present <input checked="" type="checkbox"/>
Michael Alexander	Present <input checked="" type="checkbox"/>		Present <input checked="" type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Betsy McAllister, Staff Liaison	
JoAnn Quiles, East Region Ombudsman Manager	

**WELCOME/ROLL CALL/APPROVAL OF MINUTES**

- Called to order at [1:30 pm]      Quorum Established:     Yes     No  
Minutes Approved:       Yes     No (3/07/22)

**UPDATES/REPORTS**

- Developed a mission statement for the Training & Education Workgroup. Mission Statement: Reviews current training materials and provides recommendations to the Ombudsman Program Training Administrator. Serves as a resource to the Training Administrator when developing new materials on this material.
- Florida Pioneer Network – Artifacts of Culture Change with Chris Mulrooney, FSU, looking to start July the virtual part and then September or October in person regional training for ombudsman at the local level. Working with ombudsman volunteers and selected administrators throughout the state.
- Awareness – having the direct care staff know who the Ombudsman is and what they do. It’s part of the CORE training for staff but the awareness isn’t always there.
- State Council Representative Training is complete the flyer is in the folder. Betsy sent out the link so all current members can take the training.
- Personal Care Attendants – Certified Nursing Assistant– Administration of Medicine Training is completed. We will send that out in the next couple of weeks just need one more finally review from legal.
- June 15<sup>th</sup> World Elder Abuse Awareness – virtual training is available and some areas in state are having in person.



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- Memorandum of understanding (MOU) with AHCA discussion. Inner agency meetings since COVID have been canceled. DCF, DOH would come do trainings/discuss cases are any areas getting those partnerships going again at the local council level?
- Discussion about “spot checks” AHCA – DCF – State Attorney General’s office. Not happening statewide.
- Discharge Notice – spoke about how it’s a requirement for LTCOP to receive these.
- Ombudsman Corner – how about a “Get to Know Terri” for all the district volunteers.
- Terri will be going to all the local district offices.
- Complaint discussion when going out on a case take the Florida statute information with you or the 59A rules, whichever relates to that complaint for resource.

**ADJOURNMENT:** 3:20 pm