



MEETING MINUTES
Training & Continuing Education Committee
Microsoft Teams Meeting – Conference Call
3/7/2022

OMBUDSMAN PROGRAM REPRESENTATIVES			
Margaret Riccardi	Present <input checked="" type="checkbox"/>	Marie Brand	Present <input checked="" type="checkbox"/>
Vana Prewitt	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Diane Mongelli	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
JoAnn Quiles, Staff	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Betsy McAllister, Staff Liaison	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>

OPEN SESSION

- Called to order at 10:00am Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(10/29/2021)**

UPDATES/REPORTS

- The state trainer spoke about the State Council training that was developed in November. It explains terms and responsibilities. It goes over the state council chair, district council chair and the workgroups. To act as a sounding board, resource, and mentor for new ombudsman. It is available and will be a good key for new state council representatives.
- Memory care training was developed in January (approximately 35 people have completed it). Advocating for understanding different behavior with some videos showing these different behaviors. How memory care staff are trained and the standards in Florida.
- We have not forgotten about the Ombudsman Corner and will start it up when we are fully staffed. Lynn Hearn has a new assistant who started on March 1st and we are hopefully finalizing a new public relations coordinator hire as we speak.
- Discussion regarding legislative updates and how they are meeting regularly during session and the minutes are available on our webpage for everyone to review. Diane spoke about how we need to get this filtered down to the local levels.
- Most workgroups are using the Microsoft Teams option for the workgroup meetings, and it has the call-in number available too.
- Dialogue about training for individuals who are not technology savvy. The local level needs to get back into bringing speakers into the monthly, quarterly council meetings. Different speakers from AHCA, APS, APD, DOH etc. Some district offices are much better at this than others and the offices that aren't bringing in local training need to start doing it again.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
State Ombudsman

- Discussion about libraries or even coming into the local office to work on a laptop there. If we knew what areas in the state have volunteers that don't use the computer, then possibly print power points and work with them more one on one.
- Vana spoke about various trainings that are available that she will send to central office so the state trainer can send them out to all the district offices.
- Discussion regarding doing assessments and meeting with the administrator to have conversation on ways to help. Human labor they don't have the staff to help it's tough seeing this. Many issues with food, from temperature to just having the ability to serve it.
- A lot of conversation continued regarding staffing shortage and others pulling their weight working together.
- We spoke briefly about the tablets and where and what is going on with them and how we are working with DOEA to try and get them donated.
- The meeting was adjourned at 10:55 am.