MEETING MINUTES
WEST CENTRAL
5/7/2021
880 SYMPHONY ISLES BLVD, APOLLO BEACH, FLORIDA

OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Present/No</th>
<th>Name</th>
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<tbody>
<tr>
<td>Michele Bambrick</td>
<td>Present</td>
<td>John Miller, Vice-Chairperson</td>
<td>Present</td>
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<tr>
<td>Annette Bellingar, Chairperson</td>
<td>Present</td>
<td>Lourdes Rodriguez</td>
<td>Present</td>
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<tr>
<td>Ron Dickey</td>
<td>Present</td>
<td>Jan White</td>
<td>Present</td>
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<td>Irene Dion, State Council Rep.</td>
<td>Present</td>
<td>Jackie Wyatt</td>
<td>Present</td>
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<td>Regena Evers</td>
<td>Present</td>
<td>Laura Zimmerman</td>
<td>Present</td>
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<tr>
<td>Naomi Hauser</td>
<td>Present</td>
<td>Lynn V. Penley, Dist. Ombudsman Manager</td>
<td>Present</td>
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<tr>
<td>Harland Henry</td>
<td>Present</td>
<td>Annette McComas, Reg. Ombudsman Manager</td>
<td>Present</td>
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<tr>
<td>Bill Hulsey</td>
<td>Present</td>
<td>Michael Phillips, State Ombudsman</td>
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<tr>
<td>Jim Lynch</td>
<td>Present</td>
<td>Allison Torres, Admin. Secretary</td>
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<tr>
<td>Tammy Lynn</td>
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GUEST(S)

- Marsha Krawetz, Ombudsman-in-Training
- Carrie Lister, Ombudsman-in-Training
- Debbie Resto, Ombudsman-in-Training

OPEN SESSION
- Called to order at 10:32 a.m.
- Open Session Statement
- Quorum Established:  ☒ Yes  ☐ No
- Minutes Approved:  ☒ Yes  ☐ No  (February 5, 2021)

UPDATES/REPORTS
- **Council Chair** Annette Bellingar
  - Welcome extended to all. Encouraged completion of annual assessments.

- **District Ombudsman Manager** Lynn V. Penley
  - The Ombudsman office is closed May 31 for Memorial Day.
  - The Senior Summit sponsored by the Department of Elder Affairs is scheduled online for May 20 and the Elder Justice Conference on May 24 and 25.
  - The next public West Central Long-Term Care Ombudsman Council meeting is scheduled for August 6.
  - Conducted new Ombudsman classroom training sessions on April 14 and 15 with five trainees and April 19 and 21 with three trainees.
  - Conducted Ombudsman presentation to Adult Protective Services online April 6.

- **State Council Representative Irene Dion**
  - The new Legislative workgroup is scheduled to meet May 25.

**ANNOUNCEMENTS**
- Michael Phillips, State Ombudsman, presented the West Central Long-Term Care Ombudsman of the Year award to John Miller.
- Michael Phillips, State Ombudsman, presented an overview of the program’s general focus with respect to resident rights including State Council Legislative Workgroup and personal needs allowance advocacy along with production of activity books for distribution to residents. Betsy McAllister’s new role as Deputy State Ombudsman for Training and Education.
- Annette McComas, Regional Ombudsman Manager, reported that the Long-Term Care Ombudsman Program and Department of Elder Affairs websites have been updated.
- Irene Dion is a nominee for the 2021 Salt & Pepper Outstanding Senior Award presented by the Senior Connection Center.
- Praise extended to Naomi Hauser and Lourdes Rodriguez from those assisted during complaint case work.
- Congratulations extended to Tammy Lynn for celebrating her 2-year anniversary as a Certified Ombudsman on May 9 and to Regena Evers and Jan White who celebrated their one-year anniversaries as Certified Ombudsman in February.
- Congratulations extended to the President's Volunteer Service Award recipients: Bronze for 100-249 hours: Annette Bellingar, Laura Zimmerman, Jan White, Regena Evers, Bill Hulsey, and John Miller; Silver for 250-499 hours: Irene Dion and Gold for 500+ hours: Jim Lynch.

**PUBLIC COMMENTS**
- None.

**ADJOURNMENT**
- Open Session adjourned at 12:00 p.m.

**CLOSED SESSION**
This portion of the meeting is confidential and closed to the public. See § 400.0077(2), F.S.
- Called to order at 12:01 p.m.
- Closed Session Statement
- Adjourned at 12:26 p.m.