



Long-Term Care Ombudsman Program **FLORIDA**

Terri Cantrell
State Ombudsman

MEETING MINUTES
WEST COAST DISTRICT (6)
PINELLAS COUNCIL

5/08/2025

11351 ULMERTON RD, LARGO FL 33778

OMBUDSMAN PROGRAM REPRESENTATIVES			
Deanna Thompson – Council Chair	Present <input checked="" type="checkbox"/>	Wanda Odom – LOA	Present <input checked="" type="checkbox"/>
Jane Horowitz - State Rep	Present <input checked="" type="checkbox"/>	Carol Weideman	Present <input checked="" type="checkbox"/>
Susan Rodman	Present <input checked="" type="checkbox"/>	Mary Stein	Present <input checked="" type="checkbox"/>
Christine Sproule	Present <input checked="" type="checkbox"/>	Maria Rossi <i>No</i>	Present <input type="checkbox"/>
Olympia Morris <i>No</i>	Present <input type="checkbox"/>	Kathy Hefele <i>No</i>	Present <input type="checkbox"/>
Brent Dawson	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
Denise Hofer	Present <input checked="" type="checkbox"/>	Ruth Stewart - OIT <i>No</i>	Present <input type="checkbox"/>
	Present <input type="checkbox"/>		
Tina Rouissiya – Field OMB	Present <input checked="" type="checkbox"/>		
Judy Carlson, District Manager	Present <input checked="" type="checkbox"/>		
GUEST(S)			
Kathy Schultz - APS	Present <input type="checkbox"/>		
Tammy Turner - APS	Present <input type="checkbox"/>		

Training 12:00 PM

Quest Speaker, Lori Smeltzer, Advanced Senior Solutions, Inc.

OPEN MEETING 1 PM

CHAIR – Deanna Thompson

Called to order at *1:16*

Vice Chair –

Quorum Established: ☒ Yes ☐ No

▪ Session Statement

February Minutes Approved: ☒ Yes ☐ No

DOM REPORT – Announcements, Reminders & Updates

Happy Birthday to Susan Rodman 5/20! No anniversaries this month.

I am very sorry to announce that Zaneta has resigned effective May 5th. So, now we have 12 - active certified OMB, plus 1- OMB in-training is attending the classes today and tomorrow. Audra Peoples has resigned from the program effective immediately. Tallahassee has told us we can't hire for our OPS position due to budget issues until July 1st. Hoping candidate will still be interested.

*BD
Tina 29th.*



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As of today, our district has 33 open cases, consisting of 65 complaints.

Please remember to complete your calendars or send me an email with the dates you plan to be unavailable. This helps us when cases or questions or calls come in for an OMB. We want to do our best not to bug you or interrupt your time away from the program.

Hand-Outs in Folders:

Inspector General Advisory Bulletin- How Scammers are using AI to Trick People,
Consumer Voice Summary- Revised Guidance for Nursing Home Surveyors, **Justice in Aging Fact Sheet-** Immigration Enforcement in Nursing Facilities, etc.

Reminders:

Every time you enter a facility OMB are required to sign-in and ask that the Administrator or person in charge be notified that you are in the building. Please make sure that *the receptionist understands that you do not need to speak with that person right away, and that you will connect if needed when you are done visiting with residents.*

GET CARE- I am seeing some great improvements in the documentation. Please make sure every time you enter a facility a Case that you enter the "Entering facility verbiage" quick note before you write your notes about the case. For a RAV there is a quick note that has the entering verbiage as well as the categories listed in bold. These should be available to all users, so if you do not find them, please let me know.

OMB EMAILS: The LTCOP email will be merging with GetCare to become a single sign-on in the near future. I am still waiting for several sign-on detail for Olympia and Densie. and would like to meet with those of you who have not connected yet. The program does not want volunteers communicating with facilities using their own emails.

OPEN Meeting Adjourned:

OMB discussion about Conference feedback.