NORTH CENTRAL LONG-TERM CARE OMBUDSMAN
TELEPHONIC COUNCIL MEETING MINUTES
11/19/2020

OMBUDSMAN PROGRAM REPRESENTATIVES			
Johnny Brown	Present ☒	Betsy Coleman	Present ☐
JoAnna Emerson	Present ☒	Kris Gibbons	Present ☒
Kathy Glazer	Present ☒	Robert Hood	Present ☒
Walter Jamison	Present ☐	Sharon Lauter	Present ☒
Barbara Mascari	Present ☒	Norman Morris	Present ☒
Michael Phillips, State Ombudsman	Present ☒		Present ☐
Lori Berndt, Regional Ombudsman Manager	Present ☒	Cindy Johnston, Administrative Assistant	Present ☒
	Present ☐	Tiffany Hobbs, Administrative Assistant	Present ☒
GUEST(S) (**Name, Title, & Agency or Organization**)			

OPEN SESSION

- Called to order at 1:05 PM — Quorum Established: ☒ Yes ☐ No
- Open Session Statement — Minutes Approved: ☒ Yes ☐ No (8/20/2020)

ANNOUNCEMENTS

- Introduced Tiffany Hobbs, new Administrative Assistant

UPDATES/REPORTS

- Council Chair Bob Hood
  - Attendance via roll call
- State Council Representative JoAnna Emerson
  - Nothing new to report
- District Ombudsman Manager Lori Berndt
  - Announced Sharon Lauder was elected State Representative effective the December 17 meeting
  - Discussed procedures for reentering facilities
  - Discussed DOH website for COVID county positivity rate

- Discussed any Ombudsmen who do not feel comfortable entering facilities do not have to resign and can continue to call facilities and handle complaints by phone, fax, and email
- Discussed new assessment form
- Discussed resident visit form addendum
- Discussed continue contacting facilities and resident council presidents
- Discussed submitting activity reports and COVID consult reports monthly
- Thanked Ombudsmen for remaining with the program throughout the pandemic
- Discussed the December 17 meeting will be telephonic as buildings are still closed due to COVID
- Thanked Ombudsmen for remaining with the program throughout the pandemic

- State Ombudsman Michael Phillips
  - Discussed how much he appreciates everyone
  - Discussed the reentry policies are in place to protect the Ombudsmen. If policies need to be adjusted, we will do so

- Sharon Lauter discussed the proper procedure to correctly put on and remove an N95 mask, as well as the difference between a surgical mask and an N95 mask

ADJOURNMENT

- Conference call meeting adjourned at 2:30 PM