



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

**WEST CENTRAL
MEETING MINUTES
8/7/2020**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Fran Alonso	Present <input type="checkbox"/>	Tammy Lynn	Present <input checked="" type="checkbox"/>
Terri Balzer	Present <input checked="" type="checkbox"/>	John Miller	Present <input checked="" type="checkbox"/>
Annette Bellinger	Present <input checked="" type="checkbox"/>	Carlos Miranda-Santiago	Present <input type="checkbox"/>
Don Courtney	Present <input checked="" type="checkbox"/>	Brenda Pitisci	Present <input type="checkbox"/>
Ron Dickey	Present <input checked="" type="checkbox"/>	Lourdes Rodriguez	Present <input type="checkbox"/>
Irene Dion	Present <input checked="" type="checkbox"/>	Jan White	Present <input checked="" type="checkbox"/>
Erika Esnard	Present <input type="checkbox"/>	Paula Wootten	Present <input type="checkbox"/>
Regena Evers	Present <input checked="" type="checkbox"/>	Laura Zimmerman	Present <input type="checkbox"/>
Bill Hulsey	Present <input checked="" type="checkbox"/>	Lynn V. Penley, District Ombudsman Manager	Present <input checked="" type="checkbox"/>
Kathy Klemmsarno	Present <input type="checkbox"/>	Robin Baker, Regional Ombudsman Manager	Present <input checked="" type="checkbox"/>
Jim Lynch	Present <input checked="" type="checkbox"/>	Mike Phillips, State Ombudsman	Present <input checked="" type="checkbox"/>

GUEST(S)
Michele Bambrick, Ombudsman-in-Training
Harland Henry, Ombudsman-in-Training
Naomi Hauser, Ombudsman-in-Training
Debra Niles, Senior Human Services Program Specialist, Department of Children and Families (DCF)
Jackie Wyatt, Ombudsman-in-Training

OPEN SESSION

- Called to order at 10:31 am Quorum Established: ☒ Yes ☐ No
- Open Session Statement Minutes Approved: ☒ Yes ☐ No **(5/1/2020)**

UPDATES/REPORTS

- o Council Chair Don Courtney
- o Encouraged all to be safe at home and continue Ombudsman work via telephone.
- o Introduced new State Ombudsman, Mike Phillips, who reported:
 - Has been an Ombudsman for 15 years.
 - Window visits with residents to begin.
 - Ombudsman are mandated by law to visit residents.
 - Investigating obtaining computer tablets to do virtual visits with residents.
 - New background screening process will begin August 17.
 - Thanked all volunteers and staff for all the hard work.
- District Ombudsman Manager Lynn V. Penley
 - o Welcomed new Stated Ombudsman Mike Phillips.
 - o We continue to be "Safer at Home" with staff telecommuting and investigations and consultations being continued via telephone.

- State Council Representative Irene Dion
 - o The next State Council meeting takes place in September.
- Agency Representative(s) Debra Niles (DCF)
 - o The DCF building continues to be closed to the public as staff continue to operate as usual.

ADJOURNMENT

- Open Session adjourned at 11:11 am