



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

**SOUTH CENTRAL DISTRICT
SOUTH CENTRAL COUNCIL MEETING MINUTES
11/12/2020**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Marcia Doscher	Present <input checked="" type="checkbox"/>	Lee Earls	Present <input checked="" type="checkbox"/>
Linette Geisel	Present <input checked="" type="checkbox"/>	Wanda Harrison	Present <input checked="" type="checkbox"/>
Donna Holden	Present <input checked="" type="checkbox"/>	Marcella Lancaster	Present <input checked="" type="checkbox"/>
Orrin Schaal	Present <input checked="" type="checkbox"/>	Doris Thews	Present <input checked="" type="checkbox"/>
Terre Anne Lindstamer, District Ombudsman Manager	Present <input checked="" type="checkbox"/>	Samantha Kotz, Administrative Secretary	Present <input checked="" type="checkbox"/>
Annette Perry, Regional Ombudsman Manager	Present <input checked="" type="checkbox"/>		

GUEST(S)
Matthew Thompson, Administrator, The Manor and Villa at Carpenters

OPEN SESSION

- Called to order at 1:01 p.m. Quorum Established: ☒ Yes ☐ No
- Welcome was extended to all present. Minutes Approved: ☒ Yes ☐ No **(8/13/2020)**

UPDATES/REPORTS

- Council Chair – Doris Thews
 - o Welcomed everyone to the conference call.
 - o Introduced Regional Ombudsman Manager Annette Perry.
 - o Conducted roll call of all present on the conference call.
- District Ombudsman Manager - Terre Anne Lindstamer
 - o Welcome to our guests. Please email your name, facility or agency and official title to LindstamerT@elderaffairs.org for the minutes.
 - o Certified Ombudsmen and Military Veterans Mrs. Donna Holden and Mr. Orrin Schaal were recognized and thanked for their service to our country. Both served in the United States Air Force.
 - o All Ombudsmen were asked to turn in their October Activity Reports, either electronically or by mail.
 - o State-wide travel restrictions are no longer in effect.
 - o Our offices are closed Thursday, November 26 and Friday, November 27 for Thanksgiving.
 - o The Council currently has eight Certified Ombudsmen.
 - o The Council will be nominating and voting for District Council Chair later in this meeting.
 - o During our February meeting, the Council will nominate and vote for a new State Council Representative, as Ms. Wanda Harrison will have served her term limit. A huge thank you to Ms. Wanda for serving in this capacity for 6 years!
 - o The next Open Session Council meeting is scheduled for Thursday, February 11, 2021.



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- o The next Closed Session Council meeting is scheduled for Thursday, December 10, 2020. It will be a teleconference meeting at 1:00 PM.
 - o Ombudsmen were reminded to continue to check their emails for approved trainings.
 - o Volunteers planning to visit their facilities will need to take the PPE/hand washing training. Be sure to fill out the form at the end so you are credited with taking the course.
 - o Ombudsmen were thanked for their hard work obtaining facility policies regarding visitations.
 - o Case Investigation documents need to have a census number, even if the case is withdrawn.
 - o There is a slight change in our Administrative Assessment form – a section was added for COVID-19 questions.
 - o Our Council's goal is to complete 100% of our Administrative Assessments this fiscal year.
 - o The Program's reentry policy is completed, and I will send it to our Ombudsmen tomorrow via email plus a hard copy will be mailed. Even though we are permitted to return to visiting the facilities, we are NOT required to do so! You may continue advocating through technology and other creative methodologies that will enhance and protect the health, safety, welfare and rights of our residents.
 - o A word to Administrators/Providers on the call today: please be watching for an email from us regarding our reentry. A hard copy will also be mailed out to each Administrator/Provider.
- State Council Representative - Wanda Harrison
 - o No updates to report.

ANNOUNCEMENTS

- Doris Thews nominated Mr. Lee Earls for District Council Chair. Council members unanimously elected Mr. Lee Earls as the new District Council Chair.

PUBLIC COMMENTS

- Matt Thompson shared from the perspective of a provider, that these were unprecedented times. After eight months, administrators have been burning the candle at both ends trying to keep on top of everything. He stated hope is on the horizon with a vaccine possibly being available soon.

ADJOURNMENT

- Open Session adjourned at 1:20 PM