



**RRR Workgroup
Conference Call
MEETING NOTES
9/17/20**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Choice Edwards, Group Chair	Present <input checked="" type="checkbox"/>	Merel "York" Shuler, staff	Present <input checked="" type="checkbox"/>
Marie Brand	Present <input checked="" type="checkbox"/>	Mary Darling	Present <input checked="" type="checkbox"/>
Irene Dion	Present <input type="checkbox"/>	Betsy McAllister, staff	Present <input checked="" type="checkbox"/>
Jordan Cress Morrison, Staff Liaison	Present <input checked="" type="checkbox"/>		

UPDATES/REPORTS

- The workgroup meeting started at 11:03am
- Jordan told the group about polos and PPE being shipped out to DOMs
- Mary told the group about an article in the *Citrus Chronicle* that highlights local volunteer organizations at no cost
 - Headquarters had approved articles in the past, Jordan will reach out to Mike Phillips about this
- York mentioned a decline in our volunteers since COVID (~200 volunteers, 26 in training – net loss of ~60 volunteers)
- Betsy discussed virtual ombudsman training and certification process – how can we push this?
 - What reasons have these volunteers provided at the time of resignation? York to compile a list of ombudsmen who have left and send to Jordan by 9/21
 - Mary and Marie volunteered to call these individuals, RRR members have done this in the past – Jordan to discuss with Mike
 - Was a list of exit questions ever compiled?
- Marie discussed changing ombudsman roles and methods of communication, telephone calls have been the primary method
 - Jordan will work on a press release about how the program is actively looking to recruit new volunteers, and will highlight the safe and effective methods of advocacy being implemented
- Mary is in the process of calling facilities in her area about their re-entry requirements
- Discussion of lack of ombudsman representation/advocacy at the Taskforce for the Safe and Limited Reopening of Nursing Homes – Betsy told the group that Secretary Prudom met with Mike Phillips regularly during these meetings
 - Marie discussed Facility Entrance Safety Training – Betsy developed this for our volunteers and will forward to Choice and Mary, along with info on volunteer exit surveys
- Jordan to forward CMS Report to meeting attendees
- The meeting was adjourned at 11:42am