



**Training & Continuing Education Workgroup
Conference Call
MEETING NOTES
6/16/20**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Wanda Harrison	Present <input checked="" type="checkbox"/>	JoAnna Emerson	Present <input checked="" type="checkbox"/>
Margaret Riccardi	Present <input checked="" type="checkbox"/>	Mike Phillips	Present <input checked="" type="checkbox"/>
Vella Sillah-Williams	Present <input checked="" type="checkbox"/>	Vana Prewitt	Present <input checked="" type="checkbox"/>
JoAnn Quiles, Staff	Present <input type="checkbox"/>		
Betsy McAllister, Staff Liaison	Present <input checked="" type="checkbox"/>		

UPDATES/REPORTS

- The workgroup meeting started at 10:00am
- The State Trainer sent out in May to the District Managers a newly developed training on COVID-19 Facts & Resources and then another LTCOP Coronavirus Frequently Asked Questions training was sent out the week of June 15th.
- Ms. Wanda Harrison asked about the AHCA infectious control training that is going on with AHCA going into facilities and if we have any more information regarding what exactly they are doing.
- Mr. Mike Phillips stated that AHCA is about 60% finished with completing those visits and there was a deadline of either July 1st or the end of July to have that done. He was on a nationwide call where this was being discussed.
- Ms. Margaret Riccardi stated that she has spoken to AHCA and they have been very helpful and want to work in collaboration with the ombudsman.
- Discussion regarding when facilities open again and training that will need to be established regarding entering facilities, personal protective equipment (PPE), different concerns that volunteers may have – what makes you feel safe, who volunteer wise is ok with going in vs. who is not.
- Dialogue pertaining to permission to discuss cases during monthly council conference call meetings. Don't use personally identifiable information (PPI) but discussing certain scenarios can be done. Be very careful we do not want a breach of confidentiality, but it can be done.
- Using Skype or Microsoft teams video conference was talked about regarding council meetings – issue right now is if people don't have access to computer the audio from the phone will not match up with video there will be a delay.
- Various tips regarding masks and social distancing were discussed.
- Staying connected and engaged is so essential right now because everyone is frustrated.
- Ms. Joanna Emerson asked the question about what percentage of ombudsman are over 65? Ms. McAllister told the group she would touch base with the data analyst to pull the information.
- Majority of our volunteers are the vulnerable population and we need to be aware that we will lose volunteers because of this. Recruiting is going to be important and having a plan moving forward to attract new volunteers through advertising and using CARES funding.



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

- Ms. Vella Sillah-Williams spoke about the CARES money and the program purchasing tablets/ipads that will be user/elder friendly. This way there still can be face to face communication without going into the facility. When this becomes available, we will need training.
- Would it be beneficial to develop a 2-step process for becoming certified? Complaint cases we can do on the phone right now but the assessments we can't get in the building.
- The meeting was adjourned at 10:45 am.