



**Training & Continuing Education Workgroup  
Conference Call  
MEETING NOTES  
11/30/20**

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

**UPDATES/REPORTS**

- The workgroup meeting started at 10:00am
- The Facility Entrance mandatory training has been sent out with the policy and procedures that have been updated because of COVID.
- There have been about 100 volunteers that have completed the mandatory training.
- The State Trainer gave an update on the online certification training modules and how we will be updating and revising those modules into a more web-page format. The modules will be a lot of the same information and material, but it will have a new look. Eventually having all 8 modules redone and hopefully available by the next state council meeting.
- This will also be a very good “refresher” course for everyone to take again when available that will count for continuing education (CE).
- Discussion regarding visits and going back into facilities – don’t think will get into anything until after January because of the spiking in numbers and the infection rates.
- It’s hard to get a sense of really what’s going on in other district areas but obviously there isn’t a lot of visits happening. If so, we’d like to hear about them.
- The infection rates are so high some volunteers are more worried about bringing something into facility.
- Dialogue about virtual training regarding the Administrative Assessment training (during COVID) to get volunteers certified. Betsy re-iterated that this training is available and has been used and another ombudsman stated it’s been done in their district.
- Conversation regarding meeting the 10HR CE requirement annually and how at the last state council meeting it was stated that over 100 volunteers did not have the 10 HRS of CE that information was not correct. It’s only a handful of volunteers who haven’t completed the CE requirements. York has run the new numbers and has that information but its way lower than original stated.
- A volunteer in Treasure Coast is asking about “Google Voice” and setting up a business number for cell phones so when they call facilities it doesn’t come up as a blocked or restricted call which will help with facilities answering the calls. Ms. McAllister stated she will check with Merel Shuler and DOEA.
- The meeting was adjourned at 10:25 am.