STATE LONG-TERM CARE OMBUDSMAN COUNCIL MINUTES
August 7, 2008

State Council Members Present
- Betty Bairley
- William Clark
- Jerome Conger
- Lynn DosSantos
- JoAnna Emerson
- Howard Feuer
- Farrell Groves
- Aziz Hasan
- Don Hering
- Lucila Huerta (for David Warshofsky)
- Michael Phillips
- Charlotte Poss
- Norman Smith
- Joe Torre
- Lesli Watkins
- Carol Weideman
- Kathy Wilks
- Florence Duchnowski
- Stephanie Estevez
- Stephen Fescella
- Cynthia Floyd
- James French
- Daphne Greene
- Joyce Whitfield
- Sherrill Trbovich
- Bernard Ward
- Lenore Ward
- Doug Watson
- Crone Werdler
- Joann Martino

Guests Present
- Tom Barbier
- Hope Berg
- Ellen Canfield
- Nick Cecire
- Ed Christenbury
- Cathy Corry
- Donald Courtney
- Donna Courtney
- Bob Dickson
- Lorraine Domanski
- Sherrill Trbovich
- Bernard Ward
- Lenore Ward
- Doug Watson
- Crone Werdler
- Joann Martino

Approval of Minutes
- Chairman Farrell Groves called the meeting to order at 8:30 a.m. and welcomed all attendees.
- State Council Member and District Ombudsman Manager introductions commenced.

Motion: Charlotte Poss moved to adopt the May 8, 2008 Quarterly Meeting Minutes into record, including the following changes: (Page 1 – State Council Chair Report) Add Bill Clark’s name and district to the listing of new State Council Representatives; (Page 5 – District #9 – East Central) Replace Betty Bailey’s name with Lashea Heidelberg; (Page 5 – District #15 – First Coast South) Replace Leonard Dills’ name with Dr. Aziz Hasan. Bill Clark seconded the motion including changes. Motion carried with no further discussion.

State Council Chair Report
- Mr. Groves urged all districts to complete any pending assessments by September 30, 2008.
- The assessment completion goal date for the upcoming year is April 1, 2009.
All state council representatives will report on assessments, remedial actions performed and agency referrals for their respective districts at the November 2008 quarterly leadership meeting.

Mr. Groves advised that although gift cards for Ombudsmen of the Year are being cut from the budget, another reward system to be announced would serve as replacement.

**State Council Vice Chair Report**

- Mr. Hering reviewed Senate Bill 2216 and emphasized that Senator Storms will continue to pursue the passing of this Bill.
- Mr. Hering encouraged all present to think about how to get their respective State Representatives to support the revamped ombudsman legislation, and suggested that ombudsmen approach these legislators first as private citizens, and later highlight ombudsman expertise.

**State Long-Term Care Ombudsman Report**

- Mr. Lee reviewed his past two weeks of activity in attendance at association conferences.
- Mr. Lee highlighted the upcoming primaries as a good opportunity for ombudsmen to speak with their legislators and remind them of the important work our volunteers do on behalf of long-term care facility residents.
- Appreciation was expressed to all who volunteered for relief work in Iowa as follows: Pastora Fernandez, Ramon Keppis, Amy Lynch, Page Merkison, Mike Milliken, Mike Phillips, Liz Sprayberry, William Teague and Priscilla Zachary.
- Personnel updates were reviewed and thanks expressed to the Human Resources team.
  - Natalie Clanzy, Claudia Dinardo and Marilyn Anderson were welcomed and recognized as the new district ombudsman managers for Mid & South Pinellas (District 6), First Coast South (District 15) and Withlacoochee (District 4) respectively.
  - Betty Camblor was welcomed as the new state trainer.
- Mr. Lee expressed that State Ombudsman consent can now be given by Aubrey Posey, Legal Advocate and Martie Daemy, Deputy State Ombudsman.
- Mr. Lee reviewed short- and long-term program goals and objectives as handed down from Secretary Beach and encouraged all to think of program goals that will (1) ensure the quality of ombudsman documentation and (2) enable the program to work more efficiently with outside agencies through memoranda of understanding.
- Mr. Lee reviewed the previous operating budget for the program, including the 4 percent reduction this year; and made all present aware that another reduction of up to 8 percent will occur next year.
- Mr. Lee discussed updates to the web-based system.
- On September 10, 2008 all will have an opportunity to submit comments about the ombudsman rule and forms on the Department of Elder Affairs (DOEA) website.

**COMMITTEE REPORTS**

**Data & Information Committee**

- The committee discussed ways to make meeting minutes more efficient.
- The committee discussed the new organizational structure and the need for all to be flexible.
- Old business discussed by the committee included quality assurance (QA) review and the quality assurance form.
  - The previous QA random review revealed that only 1 of 26 cases was without error.
  - Mr. Lee requested the committee to conduct the QA review for 1 year so that all district councils will be screened.
- New business discussed by the committee centered on recommendations from the Strategic Plan to identify and implement accountability measures.
  - The committee completed the QA review and volunteers recognition measures and agreed to work on resident council and family council objectives at the November meeting.
- The committee scheduled the next meeting for Thursday, September 18, 2008 at 2:00 p.m.

**Motion**: Betty Bairley moved to accept the Data and Information Committee report as entered. Bill Clark seconded. Motion carried with no discussion.
Advocacy Committee

• The committee discussed a District 12 issue concerning emergency water provisions in long-term care facilities and carried a motion to submit the water issue for assisted living facilities (ALFs) to the State Ombudsman for consideration and inclusion in the assisted living facility (ALF) rule by the Agency for Health Care Administration (AHCA).

• The committee also discussed the following items:
  o Long-term care facility residents’ right to vote.
  o Long-term Care Ombudsman Program’s (LTCOP’s) lobbyist request.
  o 2009 Legislation regarding discharge protection of assisted living facility (ALF) residents and background screening of facility employees.
  o Federal Silver Alert bills (House Bill 5898 and 6064).

• The committee scheduled a conference call for August 19, 2008 at 2:30 p.m.

Motion: Lynn DosSantos moved to accept the Advocacy Committee report as entered. Charlotte Poss seconded. Motion carried with no discussion.

Training Committee

• Training for New District Chairs:
  o Ms. Camblor gave a brief update concerning the status of planning for the new district chairs training, and agreed to email all current district chairs to get input on what each one thing should be included in the training.

• Mentor Training:
  o The committee decided that each district council should provide this training to all ombudsmen on their councils as a group, but at each district location.

• District Office Operations Manual (DOOM) and Ombudsman Program Standards:
  o Ms. Camblor updated the committee on the progress of the 2 manuals.

• Certification Training (3-day) for new ombudsmen:
  o Ms. Camblor agreed to compose a trainers’ manual to ensure consistency in training throughout the districts.

• Legislative Training:
  o The committee agreed to refer this training to the program’s new legal counsel, Aubrey Posey.

• Quality Assurance Training:
  o The committee decided more information is needed from the Data & Information Committee before more planning is done on this training.

Motion: Bill Clark moved to accept the Training Committee report as entered. Lesli Watkins seconded. Motion carried with no discussion.

WORK GROUP REPORTS

Legislative Workgroup– Jerome Conger

• Talking points are currently being developed.

Guardianship Workgroup– Brian Lee

• The first focus of this workgroup is outreach to the Guardianship Association.

• The second focus of this workgroup is supporting a position with the Statewide Public Guardianship Office.

Recruiting Workgroup– Brian Lee

• The workgroup has tasked Amy Lynch with gathering and organizing materials to help with recruitment efforts.

• The recruitment report from Amy Lynch was reviewed followed by a brief question and answer discussion.

District Office Operations Manual & Ombudsman Program Standards Workgroup– Martie Daemy

• Definitions and purposes were reviewed for each manual.
Both manuals are slated for completion by the November quarterly meeting.

**DISTRICT COUNCIL REPORTS**

**District #1-North West—Kathy Wilks**
- Facility assessments completed: 77 of 93.
- Last quarter’s activities:
  - The council will have 100 percent assessments completed by August 30, 2008.
- Current Ombudsmen statistics: 5 certified ombudsmen; 2 ombudsmen in training; 4 volunteers ready for training.

**District #2-Panhandle—Jerome Conger**
- Facility assessments completed: 73 of 86.
- Last quarter’s activities:
  - The council and district ombudsman manager met with the Division of Emergency Management director and staff and were briefed on emergency management planning criteria and procedures for residential health care facilities.
  - Current Ombudsmen statistics: 8 certified ombudsmen; 1 ombudsman in training.
  - The council requests further guidance on emergency management from the Long-Term Care Ombudsman Program (LTCOP) state office.
  - The council recommends that the long-term care industry be notified that quarterly residents’ visitations are to be carried out by our program.

**District #3-North Central—JoAnna Emerson**
- Facility assessments completed: 66 of 66.
- Last quarter’s activities:
  - 12 resident visitations completed (April–June, 2008).
  - 2 resident visitations completed (July–current, 2008).
- Current Ombudsmen statistics: 12 certified ombudsmen.
- The council is concerned that Long-Term Care Ombudsman Program (LTCOP) ads were not viewed on cable or PBS last quarter; neither were they heard on NPR.

**District #4-Withlacoochee Area—Charlotte Poss**
- Facility assessments completed: 176 of 176.
- Last quarter’s activities:
  - The council has established a “buddy system” in order to solve the problem of ombudsman absenteeism at monthly council meetings.
  - The council welcomed and recognized Marilyn Anderson as their new district ombudsman manager and Melba Garay as their new administrative assistant.
- Current Ombudsmen statistics: 28 certified ombudsmen; 1 volunteer ready for training.
- Michele Mulé was recognized for her hard work and perseverance on behalf of the council and best wishes were conveyed in lieu of her new position as the wellness and safety coordinator of the Communities for a Lifetime (CFAL) in Tallahassee.

**District #5-First Coast—Lesli Watkins**
- Facility assessments completed: 100 percent.
- Current Ombudsmen statistics: 17 certified ombudsmen; 1 ombudsman pending certification; 6 ombudsmen in training; 1 applicant.

**District #6-Mid & South Pinellas—Carol Weideman**
- Facility assessments completed: 59 percent.
- Last quarter’s activities:
  - Some council members attended the Annual Training conference in Orlando, which was very successful.
  - Betty Camblor was recognized for her efforts as the long-time district ombudsman manager for the council as she was promoted to her new position of state trainer.
  - The council welcomed and recognized Natalie Clanzy as the new district ombudsman manager.
• Current Ombudsmen statistics: 30 certified ombudsmen; 4 applicants.
• The council requests that the assessment completion goal date for each year should be announced on or before October 1.

District #7-Pasco & North Pinellas– Bill Clark
• Facility assessments completed: 204 of 217.
• Last quarter’s activities:
  o 84 assessments completed.
  o 80 complaint investigations completed.
  o 69 quarterly visits completed.
• Current Ombudsmen statistics: 25 certified ombudsmen; 2 certified staff ombudsmen; 9 ombudsmen in training; 12 applicants.
• The council expects to have 35 – 40 volunteer ombudsman by the end of 2008 due to a successful advertisement running in the Tampa Tribune and St. Petersburg Times.

District #8-West Central– Don Hering
• Facility assessments completed: 258 of 286.
• Last quarter’s activities:
  o The council continued to implement new training methods in order to prepare new ombudsmen for immediate fieldwork upon receipt of their certification approval.

District #9-East Central– Betty Bairley
• Facility assessments completed: 87 percent.
• Last quarter’s activities:
  o The district experienced an increase of 42 licensed facilities.
  o The district ombudsman manager attended a meeting with the Department of Children and Families and the Attorney General’s office and reviewed cases resulting in death to determine if law enforcement should be involved.
• Current Ombudsmen statistics: 38 certified ombudsmen.

District #10-South West– Lynn Dos Santos
• Facility assessments completed: 256 of 264.
• Last quarter’s activities:
  o The council expressed gratitude to state office staff for providing the annual training conference in Orlando last May.
  o Clare Caldwell-Horton was recognized for her efforts as the long-time district ombudsman manager for the council as she was promoted to her new position of regional ombudsman.

District #11-Palm Beach County– Howard Feuer
• Facility assessments completed: 150 of 175.
• Current Ombudsmen statistics: 28 ombudsmen, including trainees.

District #12-Broward County– Norman Smith
• Facility assessments completed: 371.
• The council will host 100 – 150 representatives of long-term care facilities at the Diekle Auditorium in Plantation, Florida on October 30, 2008 to hear presentation son “Green House Programs” by the Florida Pioneer Network.
• The council will host a booth at the Lauderhill Senior Center on October 5, 2008 in an effort to gain new ombudsman recruits and broaden program exposure.

District #13-North Dade– Pastora Fernandez (for Laretha Brown)
• Facility assessments completed: 385 of 420.
• Last quarter’s activities:
  o A district staff member is being trained on outreach activities for the program.
• Current Ombudsmen statistics: 10 certified ombudsmen; 2 ombudsmen in training.
• The council is teaming up with the Internal Revenue Service’s (IRS’s) Stakeholder Partnership, Education and Communication agents in order to assist facility residents to claim their economic stimulus payments.
• The council is scheduling facility visitations to introduce new ombudsman materials (posters, etc.) and reaffirm the ombudsmen’s commitment to the residents’ rights and wellbeing.

**District #14-South Dade & Florida Keys– Lucila Huerta (for David Warshofsky)**
• Facility assessments completed: 576 of 589.
• Last quarter’s activities:
  o Council members participated in 4 mini assessment blitzes.
  o 106 friendly visits completed.
• Current Ombudsmen statistics: 15 certified ombudsmen.

**District #15-First Coast South– Aziz Hasan**
• Facility assessments completed: 104 of 160.
• Last quarter’s activities:
  o The council welcomed Claudia Dinardo as the new district ombudsman manager.
• Current Ombudsmen statistics: 2 applicants.

**District #16-Treasure Coast– Joe Torre**
• Facility assessments completed: 94 of 116.
• Council members are making an effort to routinely visit Assisted Living Facilities (ALFs) that house nursing home diversion residents.
• The council has been approached with an opportunity to support and advance the ombudsman program through participating in a project through the Indian River State College called “Ombudsman as it Relates to the Elderly and the Ombudsman Program.”

**District #17-South Central– Farrell Groves**
• Facility assessments completed: 100 percent.
• Last quarter’s activities:
  o 3 spot checks completed.
  o The council was notified of the hire of Tresa Johnston who will be starting August 22, 2008 as the new district ombudsman manager.

**Old/New business**
• Mr. Lee discussed issues concerning the Fair Housing Act (FHA).
• Comments and concerns were discussed regarding ombudsman quarterly visits.
  o Mr. Lee encouraged all to submit comments and recommendations in writing.
• Michele Mulé was recognized for her hard work and perseverance on behalf of the Withlacoochee (District 4) and Pasco & North Pinellas (District 7) offices. Best wishes were conveyed in lieu of her new position as the wellness and safety coordinator for Communities for a Lifetime (CFAL) in Tallahassee.

**Nominating Committee**
Motion: JoAnna Emerson moved to accept the Nominating Committee’s recommendation to elect Farrell Groves as the 2008-2009 State Council Chair. Betty Bairley seconded. Motion carried with no discussion.

• Mr. Groves announced that Don Hering will continue as State Council Vice Chair.

**DISASTER PREPAREDNESS TRAINING (OVERVIEW)**
*Brian Lee*

• Mr. Lee discussed information and results from the recent disaster preparedness training, which was held at the end of June 2008.
• Measures to be taken BEFORE a disaster occurs:
  o A useable form will be distributed to all districts to assist with data collection before a disaster occurs.
- All ombudsmen who are available to assist during a disaster should sign up with Ms. Zachary.
- Ensure that active ombudsman lists are kept up-to-date.

- Measures to be taken **DURING** a disaster:
  - Seek shelter.

- Measures to be taken **AFTER** a disaster occurs:
  - Coordinate with other agencies that are available to assist.
  - Follow up with local facilities.
  - Work with disaster recovery centers.

**Adjournment**
- The meeting adjourned at 11:30 a.m.