I. Call to Order and Welcome  
1:00 p.m. – 1:15 p.m.  
   a. Meeting called to order by State Council Chair Dennis Jefferson at 1:02 p.m.  
   b. Introductions/ Ice Breaker  
   c. Roll is taken - Quorum established  
   d. The March 15, 2019 Minutes approved as drafted with minor technical edit.

II. Q&A (Mike Milliken's response to questions from the State Council)  
1:15 p.m. – 2:15 p.m.  
   a. ALFs with large number of Dementia patients and low staff.  
      i. ALFs are required to have a sufficient number of staff to care for the needs of the residents. To make a referral to AHCA, we must
demonstrate that staff are not meeting the needs of the residents.

b. LGBTQ questions.
   i. Ombudsmen want training on how to deal with residents who do not want a LGBTQ roommate.
   ii. Training already exists and will be distributed by the District Office Managers.

c. Dealing with Memory Care Units.
   i. Ombudsmen may contact family members in certain scenarios; family members’ contact information is found on the face sheet.

d. Contacting LTCOP staff outside 8:00 a.m. – 5:00 p.m.
   i. Whether a manager provides volunteer ombudsman their afterhours contact number is within their discretion.
   ii. An ombudsman can open a case afterhours and notify the District Manager via email.
   iii. Mike Miliken stated staff have his cell phone number and may contact him if there is an urgent matter that needs to be addressed.

e. Ombudsmen from other states can become Florida ombudsmen; it is the same basic training for nursing homes.

f. Encountering Hep-A outbreaks at a facility.
   i. The Program does not expect an ombudsman to place themselves in harm’s way.
   ii. If there is an outbreak, the Health Department and the ombudsman manager need to be notified.

g. Ombudsman of the Year Award.
   i. Award decisions are made at the district level.

h. Girl Scout troops successfully holding meetings in assisted living facilities in District 6.
   i. This is something that can be encouraged throughout the state.

i. Discussed whether the Program can request money from AHCA civil monetary penalty funds for resident council meetings.
   i. LTCOP can only access CMP money from nursing homes.

j. LTCOP is redesigning Spanish ombudsman brochures and looking into new recruitment approaches.
   i. Radio announcements forthcoming.
k. Discussed the legality of audio and video recording within facilities.
   i. Videotaping in open areas where residents do not expect privacy is allowed; however, audio recording is prohibited. Ombudsman may not produce either audio or visual recordings

l. Ombudsman access to SharePoint database.
   i. Only LTCOP employees can have access.

m. May a Personal Aid, who is employed by a resident be allowed to join the resident in the dining area?
   i. This is a visitation issue; the resident has a right to visitors, even during dining hours.

III. Divide into Workgroups
2:30 p.m. – 4:15 p.m.
a. Advocacy
b. Training and Education
c. Recruitment, Retention & Recognition
d. Data

IV. Break
Reconvene at 4:30 p.m.

V. Slide Presentation
4:30 pm – 5:13 p.m.
Slide presentation by Angelique Witmer (see attached)

VI. Adjournment - Day 1
5:13 p.m.
I. Call to Order / Opening Statement

8:00 a.m. – 8:12 a.m.

a. Meeting called to order by State Council Chair Dennis Jefferson at 8:00 a.m.

b. Roll taken – Quorum is established

c. Discussion of State Council meeting venues and associated costs.

d. Group photo

II. Old Business – New Business

8:12 a.m. – 8:22 a.m.

a. Legislative Update:
i. Discussed Representative Good’s Bill – HB1349 (An Act Relating to Assisted Living Facilities). Added language to Chapter 429, assisted living facilities’ 45 days’ notice of non-emergency relocation to include the contact number for the LTCOP. Senate version of bill had to go through appropriations and failed to pass through all committees due to time restraints. Representative Good intends to re-pick up bill next legislative session.

ii. SB1606, Senator Torres (an act relating to long-term care facilities), did not have a house sponsor. Included, copying the LTCOP on 45-day discharge notice and prohibiting facilities from charging third parties a fee for access to a resident.

iii. HB1035 (an act relating to patient access to records), requiring the nursing home provider furnish records in same timeframe as federal law. The bill did not pass.

b. Suggestion by Hannah Fink to update ombudsman on legislative advocacy.

c. Continue working to change the LTCOP State Council Chair term from one-year to a two-year term.

d. National Administration for Community Living (ACL) resources and studies available online.

e. New computers will be distributed to staff.

f. Training Information – Ombudsman corner once a month. Is there any benefit from streaming it live?

i. Able to ask questions.

ii. State Council members would like to receive reminder emails of Ombudsman Corner the day before the event.

g. Volunteer need to send in their activity report.
h. Ombudsmen are required to complete 10 hours of continuing education annually.

i. District Ombudsman Managers should be updating all volunteers on what the office is doing on a regular basis.

j. Ombudsman are working more hours and completing more continuing education than reported. Again, record on monthly activity report.

k. If an ombudsman is decertified due to lack of training hours, they can be reinstated once they make-up the missing training hours.

l. Mentoring Policy/Program
   i. Should fall under the District Ombudsman Managers.
   ii. Council should have guidelines instead of a policy.

m. Ombudsman Corner
   i. MOTION by Marilyn Kane to invite Jovite Woodrich from Volunteer Florida, or if she is unavailable, someone else to perform the same service.
   ii. Motion seconded by Jane Spencer.
   iii. Unanimous approval.

n. LTCOP is currently being audited based on deficits from a former audit.

o. There is a new travel system and travel policy coming.

p. MOTION by Hannah Fink to create a new Legislative Workgroup/Committee.
   i. Seconded by Marilyn Kane
   ii. Unanimous approval.

III. Recruitment, Retention & Recognition Committee Update:
9:25 a.m. – 9:41 a.m.

a. MOTION by Jim Lynch and Dennis Jefferson to have Angelique Witmer prepare six question survey.
   i. How long have you been an ombudsman?
   ii. What are the best things about the Ombudsman Program?
   iii. What are the worst things about the Ombudsman Program?
iv. If you could change things about the Ombudsman Program, what would they be?

v. Do you have any specific recommendations for the retention of ombudsmen or anything else about the Ombudsman Program?

vi. Has the Program met your expectations?

b. Motion seconded by Hanna Fink.

c. Unanimous approval.

IV. **Data Committee Update:**

9:42 a.m. – 10:00 a.m.

a. Would like feedback from facilities on the effectiveness of Residents’ Rights Handbook.

i. Ask ombudsmen how the handbook has been received.

b. Will work on new survey request.

V. **Break**

10:00 a.m. – 10:20 a.m.

VI. **Training and Education Committee Update:**

10:20 a.m. – 10:55 a.m.

a. Suggests sending Ombudsman Corner notice and topics out a couple of weeks beforehand.

b. Some ombudsmen are not always being notified when AHCA closes a case; they would like an update.

c. Is Restorative Nursing Certification mandatory in the State of Florida?

d. Discussed proper communication between volunteers and their DOMs.

e. Training to become an Ombudsman feels too long and people get frustrated and leave because it is strung out.

f. Some volunteers leave once they visit their first facility.

i. Suggestion by Jim Lynch to allow ombudsman volunteers in training that have completed the online training, but not the classroom training to be able to visit a facility prior to beginning the classroom training.
VII. **Advocacy Committee Update:**

10:55 a.m. – 11:30 a.m.

a. Discussed scent preservation kits

b. MOTION by Marilyn Kane for central office to develop a flyer or letter regarding the concept of scent preservation kits for wandering and at-risk residents that will be available for ombudsmen to take with them when they visit facilities.
   i. Motion seconded by Jane Spencer.
   ii. Passed unanimously

c. Mike advised there is litigation on this issue and we need to tread carefully on any suggestions to facilities regarding creating such a kit.

d. The Advocacy Committee would like to follow-up on how the resident council handbook was received.

VIII. **Update:** Workgroup meetings will be noticed and held quarterly. State Council must abide by Sunshine Law and hold-off on communicating about State Council business outside of noticed meetings.

IX. **Motion to adjourn meeting by all Council Members.**

11:35 a.m.

a. Meeting adjourned by Dennis Jefferson at 11:35 a.m.