WEST COAST DISTRICT
PASCO & N PINELLAS COUNCIL OPEN SESSION MINUTES
11/15/2018

<table>
<thead>
<tr>
<th>OMBUDSMAN PROGRAM REPRESENTATIVES</th>
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<tr>
<td>Marilyn Blauer</td>
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<td>Regina “Jenny” Colbree</td>
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<td>Kevin Cronin</td>
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<td>Pauline Crum</td>
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<td>Caroline Daly</td>
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<td>Donna Dernier</td>
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<td>Lorraine Domanski</td>
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<td>Linda Ford</td>
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<td>Rick Ford</td>
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<td>Jane Horowitz</td>
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OPEN SESSION
▪ Called to order at 10:00 a.m. Quorum Established: ☒ Yes ☐ No
▪ Open Session Statement Minutes Approved: ☒ Yes ☐ No (8/16/2018)

ELECTION OF COUNCIL CHAIR
Nominations for council chair were accepted. Jay Thornton was unopposed and elected as Council Chair. Jay Thornton appointed Jenny Colbree as Vice Chair.

UPDATES/REPORTS
▪ Council Chair – Jay Thornton
  o Travel Reimbursement forms, Ombudsman Activity Report, and calendar with days of availability were collected.
  o Council membership is at 19. Congratulated new ombudsman, Pam Tiedeman.
▪ State Council Representative – Jane Spencer
  • Next State Council meeting is on 11/30/18.
  • State Council is seeking any systemic concerns and ideas for ombudsman recruitment and retention be emailed to Jane Spencer. Representative requested ongoing ombudsman feedback on new Resident Council Handbook.
▪ District Ombudsman Manager – Annette Perry
  • Facility Assignment lists, open case lists, and ombudsman training logs were distributed. Review reports for accuracy.
  • Thanked all ombudsman that assisted with visiting evacuees of Hurricane Michael.
  • Recognized ombudsman certification anniversaries for Marilyn Blauer (5 years), Philip Lachapelle (9 years), Lorraine Domanski (19 years) and Annette Perry (7 years).
• Reviewed ombudsman responsibilities during assessments and complaints as it relates to the staying within the mission of the Program. Reviewed Emergency management section of the Assessment form. Reviewed with ombudsmen to separate complaint and assessment activity performed on the same day at the same facility and clearly exit with Administrator including details of assessment concerns, verification, disposition and case closure. Reminded ombudsmen not to email residents, complainants or staff and that all emails are public record.
• Provided copies of new Resident Council Handbook for ombudsmen to distribute one copy to each of their assigned nursing homes and assisted living facilities.
• Extra LTCOP materials and forms were made available.
• There will be no Ombudsman Corner Webinar in December.

NEW BUSINESS
▪ Holiday gift exchange will be held following December closed council meeting.
▪ Distributed Holiday Project information.

ADJOURNMENT
▪ Open Session adjourned at 11:00 a.m.

CLOSED SESSION
This portion of the meeting is confidential and closed to the public (§400.0077(2), F.S.).
▪ Called to order at 11:15 a.m.
▪ Closed Session Statement.
▪ Adjourned at 12:10 p.m.