Training & Continuing Education Workgroup
Altamonte Springs
MEETING NOTES
3/12/19

<table>
<thead>
<tr>
<th>OMBUDSMAN PROGRAM REPRESENTATIVES</th>
<th>Present ☒</th>
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<tbody>
<tr>
<td>Philip Weddle</td>
<td>Present ☒</td>
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<td>Wanda Harrison</td>
<td>Present ☒</td>
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<td>Margaret Riccardi</td>
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<td>JoAnn Quiles, Staff</td>
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<td>Betsy McAllister, Staff Liaison</td>
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**UPDATES/REPORTS**

- The workgroup meeting started at 10:00am
- Introduced Margaret Riccardi from Palm Beach County to the workgroup.
- Update regarding statues on the online module Communicating Effectively with Residents, the State Ombudsman has reviewed and made corrections.
- The State Trainer is making updates to the module and it will then be given to Department of Elder Affairs to have put on our website as part of the certification process.
- The module will also be used for two hours of continuing education for already certified ombudsman.
- Ombudsman Corner for March 21st will be the Department of Health – Justine Celli, Health Care-Associated Infection Program Antibiotic Resistance Coordinator for the Bureau of Epidemiology in the Division of Disease Control & Health Protection.
- Ombudsman Corner for May 16th will be Department of Agriculture and Consumer Services discussing Senior Scams.
- Discussion pertaining to attendance regarding the Ombudsman Corner live vs. recorded.
- Training topics regarding the revised national ombudsman information that the State Trainer sent out and new and old training topics were discussed.
- Nurse perspective training will be developed.
- Resident Council Handbook discussion and how that process went delivering to facilities. Going through it with the Resident Council President or making yourself available.
- Brief discussion regarding administrative forms, travel, and direct deposit.
- Quick overview by Phil Weddle to Margaret Riccardi regarding the State Council and various workgroups since this was her first meeting before the State Council Meeting.
- Reminder of making sure consultation are being counted.
- The meeting was adjourned at 10:41am.