Bill No. CS/HB 1573 (2023)

Amendment No. 1

COMMITTEE/SUBCOMMITTEE ACTION ADOPTED (Y/N)

ADOPTED AS AMENDED	(Y/N)	ļ
ADOPTED W/O OBJECTION	(Y/N)	I
FAILED TO ADOPT	(Y/N)	I
WITHDRAWN	(Y/N)	I
OTHER		

Committee/Subcommittee hearing bill: Commerce Committee Representative Persons-Mulicka offered the following:

Amendment (with title amendment)

Remove lines 126-606 and insert:

6 12. An independent evaluation and examination opinion for 7 the first 5 years of operations, or a comparable opinion 8 acceptable to the office, by the <u>certified public accountant</u> 9 consultant who prepared the study, of the underlying assumptions 10 used as a basis for the forecasts or projections in the study 11 and that the assumptions are reasonable and proper and the 12 project as proposed is feasible.

13 13. Any other information that the provider deems relevant 14 and appropriate to provide to enable the office to make a more 15 informed determination.

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If any material change occurs in the facts set forth in an application filed with the office pursuant to this section, an amendment setting forth such change must be filed with the office within 10 business days after the applicant becomes aware of such change, and a copy of the amendment must be sent by registered mail to the principal office of the facility and to the principal office of the controlling company.

(4) The provider is entitled to secure release of the
moneys held in escrow within 7 days after receipt by the office
of an affidavit from the provider, along with appropriate copies
to verify, and notification to the escrow agent by certified
mail that the following conditions have been satisfied:

29 Payment in full has been received for at least 50 (b) 30 percent of the total units of a phase or of the total of the 31 combined phases constructed; or a provider has collected a 32 reservation deposit for at least 75 percent of the proposed 33 units for which an entrance fee is to be charged and the 34 escrowed funds will be used for the sole purpose of paying 35 secured indebtedness as specified in the feasibility study 36 submitted pursuant to paragraph (2)(a). The minimum reservation 37 deposit must be the lesser of \$40,000 or 10 percent of the thencurrent entrance fee for the unit being reserved. If the 38 39 expansion is to be completed in multiple phases, the 75 percent 40 reservation requirement applies separately to each phase of the expansion. If a provider offering continuing care at-home is 41 870299 - h1573-line 126.docx Published On: 4/14/2023 11:01:16 PM

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42 applying for a release of escrowed entrance fees, the same 43 minimum requirement must be met for the continuing care and 44 continuing care at-home contracts independently of each other. 45

46 Notwithstanding chapter 120, only the provider, the escrow 47 agent, and the office have a substantial interest in any office 48 decision regarding release of escrow funds in any proceedings 49 under chapter 120 or this chapter.

50 (6) Within 30 45 days after the date on which an 51 application is deemed complete as provided in paragraph (5)(b), the office shall complete its review and, based upon its review, 52 53 approve an expansion by the applicant and issue a determination 54 that the application meets all requirements of law, that the 55 feasibility study was based on sufficient data and reasonable 56 assumptions, and that the applicant will be able to provide 57 continuing care or continuing care at-home as proposed and meet 58 all financial and contractual obligations related to its operations, including the financial requirements of this 59 60 chapter. If the application is denied, the office must notify the applicant in writing, citing the specific failures to meet 61 the requirements of this chapter. The denial entitles the 62 applicant to a hearing pursuant to chapter 120. 63

64 Section 4. Paragraph (b) of subsection (2) of section 65 651.026, Florida Statutes, is amended to read:

66 651.026 Annual reports.-

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67	(2) The annual report shall be in such form as the
68	commission prescribes and shall contain at least the following:
69	(b) A financial report audited by an independent certified
70	public accountant which must contain, for two or more periods if
71	the facility has been in existence that long, all of the
72	following:
73	1. An accountant's opinion and, in accordance with
74	generally accepted accounting principles:
75	a. A balance sheet;
76	b. A statement of income and expenses;
77	c. A statement of equity or fund balances; and
78	d. A statement of changes in cash flows.
79	2. Notes to the financial report considered customary or
80	necessary for full disclosure or adequate understanding of the
81	financial report, financial condition, and operation.
82	3. If the provider's financial statements are consolidated
83	or combined in accordance with generally accepted accounting
84	principles with the financial statements of additional entities
85	owned or controlled by the provider, the financial report must
86	include as supplemental information a separate balance sheet,
87	statement of income and expenses, statement of equity or fund
88	balances, and statement of changes in cash flows for the
89	individual provider and each additional entity comprising the
90	consolidated or combined financial report.

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91	4. If the provider is a member of an obligated group, the
92	provider may use the obligated group's audited financial
93	statements if they contain as supplemental information a
94	separate balance sheet, statement of income and expenses,
95	statement of equity or fund balances, and statement of changes
96	in cash flows for the individual provider and other members of
97	the obligated group.
98	Section 5. Subsection (1) of section 651.0261, Florida
99	Statutes, is amended to read:
100	651.0261 Quarterly and monthly statements
101	(1) Within 45 days after the end of each fiscal quarter,
102	each provider shall file a quarterly unaudited financial
103	statement of the provider or of the facility in the form
104	prescribed by commission rule and days cash on hand, occupancy,
105	debt service coverage ratio, and a detailed listing of the
106	assets maintained in the liquid reserve as required under s.
107	651.035. The last quarterly statement for a fiscal year is not
108	required if a provider does not have pending a regulatory action
109	level event, impairment, or a corrective action plan. If a
110	provider falls below two or more of the thresholds set forth in
111	<u>s. 651.011(26)</u> s. 651.011(25) at the end of any fiscal quarter,
112	the provider shall submit to the office, at the same time as the
113	quarterly statement, an explanation of the circumstances and a
114	description of the actions it will take to meet the
115	requirements.
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Section 6. Paragraph (a) of subsection (1) and paragraph (c) of subsection (3) of section 651.033, Florida Statutes, are amended, and paragraph (a) of subsection (3) of that section is republished, to read:

120

651.033 Escrow accounts.-

(1) When funds are required to be deposited in an escrow
account pursuant to s. 651.0215, s. 651.022, s. 651.023, s.
651.0246, s. 651.035, or s. 651.055:

124 (a) The escrow account must be established in a Florida 125 state-chartered bank, Florida-savings bank and loan association, or Florida trust company, or a federal savings or thrift 126 127 association, bank, savings bank, or trust company national bank 128 that is chartered and supervised by the Office of the 129 Comptroller of the Currency within the United States Department 130 of the Treasury and that has a branch in this state, which is 131 acceptable to the office, or such funds must be deposited with 132 the department and be kept and maintained in an account separate and apart from the provider's business accounts. 133

(3) When entrance fees are required to be deposited in an
escrow account pursuant to s. 651.0215, s. 651.022, s. 651.023,
s. 651.0246, or s. 651.055:

(a) The provider shall deliver to the resident a written
receipt. The receipt must show the payor's name and address, the
date, the price of the care contract, and the amount of money
paid. A copy of each receipt, together with the funds, must be
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141 deposited with the escrow agent or as provided in paragraph (c). 142 The escrow agent must release such funds to the provider 7 days 143 after the date of receipt of the funds by the escrow agent if 144 the provider, operating under a certificate of authority issued 145 by the office, has met the requirements of s. 651.0215(8), s. 651.023(6), or s. 651.0246. However, if the resident rescinds 146 147 the contract within the 7-day period, the escrow agent must 148 release the escrowed fees to the resident.

(c) <u>As an alternative to paragraph (a)</u> At the request of an individual resident of a facility, the provider may hold the check for the 7-day period and may not deposit it during this time period. If the resident rescinds the contract within the 7day period, the check must be immediately returned to the resident. Upon the expiration of the 7 days, the provider shall deposit the check.

Section 7. Subsection (7) of section 651.034, Florida Statutes, is renumbered as subsection (8), subsection (6) is amended, and a new subsection (7) is added to that section, to read:

160 651.034 Financial and operating requirements for 161 providers.-

(6) The office may exempt a provider from subsection (1) or subsection (2) until stabilized occupancy is reached or until the time projected to achieve stabilized occupancy as reported in the last feasibility study required by the office as part of 870299 - h1573-line 126.docx

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166 an application filing under s. 651.0215, s. 651.023, s. 651.024, 167 or s. 651.0246 has elapsed, but for no longer than 5 years 168 <u>following the end of the provider's fiscal year in which after</u> 169 the date of issuance of the certificate of occupancy was issued.

170 Section 8. Paragraph (b) of subsection (1), paragraph (a) 171 of subsection (2), subsection (5), and paragraph (a) of 172 subsection (7) of section 651.035, Florida Statutes, are amended 173 to read:

174

651.035 Minimum liquid reserve requirements.-

175 A provider shall maintain in escrow a minimum liquid (1)reserve consisting of the following reserves, as applicable: 176 177 (b) A provider that has outstanding indebtedness that requires 178 a debt service reserve to be held in escrow pursuant to a trust 179 indenture or mortgage lien on the facility and for which the 180 debt service reserve may only be used to pay principal and 181 interest payments on the debt that the debtor is obligated to 182 pay, and which may include property taxes and insurance, may include such debt service reserve in computing the minimum 183 184 liquid reserve needed to satisfy this subsection if the provider 185 furnishes to the office a copy of the agreement under which such debt service reserve is held, together with a statement of the 186 187 amount being held in escrow for the debt service reserve, 188 certified by the lender or trustee and the provider to be 189 correct. The trustee shall provide the office with any 190 information concerning the debt service reserve account upon 870299 - h1573-line 126.docx

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191 request of the provider or the office. In addition, the trust 192 indenture, loan agreement, or escrow agreement must provide that 193 the provider, trustee, lender, escrow agent, or a person 194 designated to act in its place shall notify the office in 195 writing at least 10 days before the withdrawal of any portion of 196 the debt service reserve funds required to be held in escrow as 197 described in this paragraph. The notice must include an 198 affidavit sworn to by the provider, the trustee, or a person 199 designated to act in its place which includes the amount of the 200 scheduled debt service payment, the payment due date, the amount 201 of the withdrawal, the accounts from which the withdrawal will 202 be made, and a plan with a schedule for replenishing the 203 withdrawn funds. If the plan is revised by a consultant that is 204 retained as prescribed in the provider's financing documents, 205 the revised plan must be submitted to the office within 10 days 206 after the approval by the lender or trustee. Any such separate 207 debt service reserves are not subject to the transfer provisions 208 set forth in subsection (8).

(2) (a) In facilities where not all residents are under continuing care or continuing care at-home contracts, the reserve requirements of subsection (1) shall be computed only with respect to the proportional share of operating expenses that are applicable to residents. For purposes of this calculation, the proportional share shall be based upon the ratio of residents under continuing care or continuing care at-870299 - h1573-line 126.docx

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216 home contracts to <u>the total of all residents</u>, including those 217 residents who do not hold such contracts.

(5) A provider may satisfy the minimum liquid reserve requirements of this section by acquiring from a financial institution, as specified in paragraph (b), a clean, unconditional irrevocable letter of credit equal to the requirements of this section, less the amount of escrowed operating cash required in paragraph (d).

224 (a) The letter of credit must be issued by a financial 225 institution participating in the State of Florida Treasury 226 Certificate of Deposit Program; a Florida state-chartered bank, 227 savings bank, or trust company; or a federal savings or thrift 228 association, bank, savings bank, or trust company, and must be 229 approved by the office before issuance and before any renewal or 230 modification thereof. At a minimum, the letter of credit must 231 provide for:

Ninety days' prior written notice to both the provider
 and the office of the financial institution's determination not
 to renew or extend the term of the letter of credit.

235 2. Unless otherwise arranged by the provider to the 236 satisfaction of the office, deposit by the financial institution 237 of letter of credit funds in an account designated by the office 238 no later than 30 days before the expiration of the letter of 239 credit.

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3. Deposit by the financial institution of letter of credit funds in an account designated by the office within 4 business days following written instructions from the office that, in the sole judgment of the office, funding of the minimum liquid reserve is required.

245 The terms of the letter of credit must be approved by (b) 246 the office and the long-term debt of the financial institution 247 providing such letter of credit must be rated in one of their 248 top three long-term debt rating categories by either Moody's 249 Investors Service, Standard & Poor's Corporation, or a 250 recognized securities rating agency acceptable to the office. 251 The letter of credit must name the office as beneficiary. (C)

(d) Notwithstanding any other provision of this section, a provider using a letter of credit pursuant to this subsection shall, at all times, have and maintain in escrow an operating cash reserve equal to 2 months' operating expenses as determined pursuant to s. 651.026.

(e) If the issuing financial institution no longer participates in the State of Florida Treasury Certificate of Deposit Program, such financial institution shall deposit as collateral with the department eligible securities, as prescribed by s. 625.52, having a market value equal to or greater than 100 percent of the stated amount of the letter of credit.

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264	(7)(a) A provider may withdraw funds held in escrow	
265	without the approval of the office if $\underline{\cdot}$	
266	1. The amount held in escrow exceeds the requirements of	
267	this section and if the withdrawal will not affect compliance	
268	with this section <u>; or</u>	
269	2. The withdrawal is from a debt service reserve required	
270	to be held in escrow pursuant to a trust indenture or mortgage	
271	lien on the facility as described in paragraph (1)(b) and will	
272	be used to pay principal or interest payments, which may include	
273	property taxes and insurance, the debtor is obligated to pay	
274	when sufficient funds are not available on the next principal or	
275	interest payment due date.	
276		
277	The notice specified in section 651.035(1)(b) must be sent to	
278	the office 10 days before debt service reserve funds may be	
279	279 <u>withdrawn without prior approval</u> .	
280		
281	Section 9. Subsection (2) of section 651.055, Florida	
282	Statutes, is amended to read:	
283	651.055 Continuing care contracts; right to rescind	
284	(2) A resident has the right to rescind a continuing care	
285	contract and receive a full refund of any funds paid, without	
286	penalty or forfeiture, within 7 days after executing the	
287	contract. However, if an individual signs a reservation contract	
288	pursuant to s. 651.023(4) and fails to cancel such contract	
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289 within 30 days after executing the contract and subsequently 290 signs a residency contract pursuant to this section and rescinds 291 the contract within 7 days, the forfeiture penalty authorized 292 under s. 651.023(4) may be deducted from the refund unless there 293 is evidence of extenuating circumstances such as, but not 294 limited to, the death, illness, or diagnosis of a chronic or 295 terminal illness of the individual or the individual's spouse or 296 partner or a change in financial or asset position which 297 warrants cancellation of the contract. A resident may not be 298 required to move into the facility designated in the contract 299 before the expiration of the 7-day period. During the 7-day 300 period, the resident's funds must be held in an escrow account, 301 or the provider may hold the check until the 7-day period expires unless otherwise requested by the resident pursuant to 302 303 s. 651.033(3)(c). 304 Section 10. Paragraphs (a) and (d) of subsection (2) of 305 section 651.081, Florida Statutes, are amended to read: 306 651.081 Residents' council.-307 (2) (a) Each facility shall establish a residents' council 308 created for the purpose of representing residents on matters set forth in s. 651.085. A residents' council has the authority to 309 310 establish and maintain its own governance documents such as bylaws, operating agreements, policies, and operating 311 procedures, which may include establishment of committees. 312 Residents, as defined in s. 651.011, have the right to 313 870299 - h1573-line 126.docx Published On: 4/14/2023 11:01:16 PM

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314 participate in resident council matters, including elections. 315 The residents' council shall be established through an election 316 in which the residents, as defined in s. 651.011, vote by 317 ballot, physically or by proxy. If the election is to be held 318 during a meeting, a notice of the organizational meeting must be 319 provided to all residents of the community at least 10 business 320 days before the meeting. Notice may be given through internal 321 mailboxes, communitywide newsletters, bulletin boards, in-house television stations, and other similar means of communication. 322 323 An election creating a residents' council is valid if at least 324 40 percent of the total resident population participates in the 325 election and a majority of the participants vote affirmatively 326 for the council. The initial residents' council created under 327 this section is valid for at least 12 months. A residents' 328 organization formalized by bylaws and elected officials must be 329 recognized as the residents' council under this section and s. 330 651.085. Within 30 days after the election of a newly elected 331 president or chair of the residents' council, the provider shall 332 give the president or chair a copy of this chapter and rules 333 adopted thereunder, or direct him or her to the appropriate public website to obtain this information. Only one residents' 334 335 council may represent residents before the governing body of the 336 provider as described in s. 651.085(2).

(d) A residents' <u>council's</u> council shall adopt its own bylaws and governance documents subject to the vote and approval 870299 - h1573-line 126.docx

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339 of the residents. The residents' council shall provide for open meetings when appropriate. The governing documents shall define 340 341 the manner in which residents may submit an issue to the council 342 and define a reasonable timeframe in which the residents' 343 council shall respond to a resident submission or inquiry. The A 344 residents' council may include term limits in its governing 345 documents to ensure consistent integration of new leaders. If a 346 licensed facility files for bankruptcy under chapter 11 of the 347 United States Bankruptcy Code, 11 U.S.C. chapter 11, the 348 facility, in its required filing of the 20 largest unsecured 349 creditors with the United States Trustee, shall include the name 350 and contact information of a designated resident selected by the 351 residents' council, and a statement explaining that the 352 designated resident was chosen by the residents' council to 353 serve as a representative of the residents' interest on the 354 creditors' committee, if appropriate.

355 Section 11. Paragraph (f) of subsection (1) of section 356 651.083, Florida Statutes, is amended to read:

357 651.083

651.083 Residents' rights.-

(1) No resident of any facility shall be deprived of any civil or legal rights, benefits, or privileges guaranteed by law, by the State Constitution, or by the United States Constitution solely by reason of status as a resident of a facility. Each resident of a facility has the right to:

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363 (f) Present grievances and recommend changes in policies, 364 procedures, and services to the staff of the facility, governing 365 officials, or any other person without restraint, interference, 366 coercion, discrimination, or reprisal. This right includes 367 access to ombudsman volunteers and staff and advocates and the 368 right to be a member of, and active in, and to associate with, 369 advocacy or special interest groups or associations. 370 Section 12. Subsections (2), (3), and (5) of section 371 651.085, Florida Statutes, are amended to read: 372 651.085 Quarterly meetings between residents and the 373 governing body of the provider; resident representation before 374 the governing body of the provider.-375 (2) A residents' council formed pursuant to s. 651.081, members 376 of which are elected by the residents, shall nominate and elect 377 designate a designated resident representative to represent them 378 before the governing body of the provider on matters specified 379 in subsection (3). The initial designated resident representative elected under this section shall be elected to 380 381 serve at least 12 months. The designated resident representative 382 does not have to be a current member of the residents' council; however, such individual must be a resident, as defined in s. 383 384 651.011. 385 (3) The designated resident representative shall be 386 notified by a representative of the provider at least 14 days in advance of any meeting of the full governing body at which the 387 870299 - h1573-line 126.docx Published On: 4/14/2023 11:01:16 PM

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388 annual budget and proposed changes or increases in resident fees 389 or services are on the agenda or will be discussed. The 390 designated resident representative shall be invited to attend 391 and participate in that portion of the meeting designated for 392 the discussion of such changes. Designated resident 393 representatives shall perform their duties in good faith. For 394 providers that own or operate more than one facility in the 395 state, each facility must have its own designated resident 396 representative.

397 (5) The board of directors or governing board of a 398 licensed provider may at its sole discretion allow a resident of 399 the facility to be a voting member of the board or governing 400 body of the facility. The board of directors or governing board 401 of a licensed provider may establish specific criteria for the 402 nomination, selection, and term of a resident as a member of the 403 board or governing body. If the board or governing body of a 404 licensed provider operates more than one licensed facility, regardless of whether the facility is in-state or out-of-state, 405 406 the board or governing body may select at its sole discretion 407 one resident from among its facilities to serve on the board of 408 directors or governing body on a rotating basis. A resident who 409 serves as a member of the board or governing body of the 410 facility shall perform his or her duties in a fiduciary manner, 411 including the duty of confidentiality, duty of care, duty of

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412 loyalty, and duty of obedience, as required of any individual 413 serving on the board or governing body of the facility. 414 Section 13. Paragraphs (e) through (k) and paragraph (1) 415 of subsection (2) of section 651.091, Florida Statutes, are 416 redesignated as paragraphs (f) through (l) and paragraph (n), 417 respectively, paragraph (d) of subsection (3) is amended, and 418 new paragraphs (e) and (m) are added to subsection (2) and 419 paragraph (m) is added to subsection (3) of that section, to 420 read: 421 651.091 Availability, distribution, and posting of reports and records; requirement of full disclosure.-422 423 Every continuing care facility shall: (2)424 (e) Provide a copy of the final examination report and 425 corrective action plan, if one is required by the office, to the 426 executive officer of the provider's board or governing body and 427 to the president or chair of the residents' council within 60 428 days after issuance of the report. 429 (m) Provide to the president or chair of the residents' 430 council a written notice of any change in management within 10 431 business days. Before entering into a contract to furnish continuing 432 (3) 433 care or continuing care at-home, the provider undertaking to 434 furnish the care, or the agent of the provider, shall make full 435 disclosure, obtain written acknowledgment of receipt, and provide copies of the disclosure documents to the prospective 436 870299 - h1573-line 126.docx

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437 resident or his or her legal representative, of the following 438 information:

439 (d) In keeping with the intent of this subsection relating 440 to disclosure, the provider shall make available for review 441 master plans approved by the provider's board or governing body 442 board and any plans for expansion or phased development, to the 443 extent that the availability of such plans does not put at risk 444 real estate, financing, acquisition, negotiations, or other 445 implementation of operational plans and thus jeopardize the success of negotiations, operations, and development. 446

(m) Disclosure of whether the provider has one or more residents serving on its board or governing body and whether that resident has a vote or is serving in a nonvoting, ex officio capacity.

451 Section 14. Subsection (7) of section 651.105, Florida 452 Statutes, is renumbered as subsection (6), and subsection (1) 453 and present subsection (6) of that section are amended to read: 454 651.105 Examination.-

455 The office may at any time, and shall at least once (1)456 every 3 years, examine the business of any applicant for a certificate of authority and any provider engaged in the 457 458 execution of care contracts or engaged in the performance of 459 obligations under such contracts, in the same manner as is 460 provided for the examination of insurance companies pursuant to ss. 624.316 and 624.318. For a provider as deemed accredited 461 870299 - h1573-line 126.docx

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462 under s. 651.028, such examinations must take place at least 463 once every 5 years. An examination covering the preceding 3 or 5 464 fiscal years of the provider, as applicable, must be commenced 465 within 12 months after the end of the most recent fiscal year covered by the examination. Such examination may include events 466 467 subsequent to the end of the most recent fiscal year and the 468 events of any prior period that relate to possible violations of 469 this chapter or that affect the present financial condition of 470 the provider. At least once every 3 or 5 fiscal years, as 471 applicable, the office shall conduct an interview in person, telephonically, or through electronic communication with the 472 473 current president or chair of the residents' council, or another 474 designated officer of the council if the president or chair is 475 not available, as part of the examination process. The Such 476 examinations must be made by a 477 478 479 TITLE AMENDMENT 480 Remove lines 5-56 and insert: 481 s. 651.0246, F.S.; revising a requirement for specified 482 information that must be submitted by a provider applying for expansion of a certificated continuing care facility; revising a 483 484 condition for the release of certain escrowed funds to 485 providers; revising the timeframe in which the Office of Insurance Regulation must complete its review of an application 486 870299 - h1573-line 126.docx Published On: 4/14/2023 11:01:16 PM

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487 for expansion; amending s. 651.026, F.S.; revising information required to be contained in certain providers' financial reports 488 489 in their annual reports; amending s. 651.033, F.S.; revising 490 financial institutions in which escrow accounts must be 491 established; revising a condition under which a provider may 492 hold and not deposit a resident's check for a specified period; 493 amending s. 651.034, F.S.; revising the timeframe during which 494 the office may exempt certain providers from certain regulatory 495 actions; amending s. 651.035, F.S.; providing that certain 496 documents relating to a provider's debt service reserve must 497 require certain notice to the office before the withdrawal of 498 debt service reserve funds; specifying requirements for the 499 notice and for certain plans to replenish withdrawn funds; 500 revising the calculation of minimum liquid reserve requirements 501 for certain facilities; revising requirements for letters of 502 credit which satisfy minimum liquid reserve requirements; 503 revising circumstances under which a provider may withdraw funds 504 held in escrow without the office's approval; making a technical 505 change; amending s. 651.055, F.S.; specifying that a forfeiture 506 penalty may be deducted from certain resident refunds, except 507 under certain circumstances; conforming a provision to changes made by the act; amending s. 651.081, F.S.; specifying the 508 509 authority of residents' councils and the eligibility of persons 510 to participate in residents' council matters; deleting a requirement for open meetings of residents' councils; amending 511 870299 - h1573-line 126.docx

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Bill No. CS/HB 1573 (2023)

Amendment No. 1

512 s. 651.083, F.S.; specifying that a resident has the right to 513 access ombudsman staff; amending s. 651.085, F.S.; requiring 514 residents' councils to nominate and elect a designated resident 515 representative to represent them on specified matters; providing 516 requirements for designated resident representatives; revising 517 meetings of the full governing body for which the designated 518 resident representative must be notified; requiring each 519 facility of certain providers to have its own designated 520 resident representative; providing a requirement for certain 521 designated resident representatives; amending s. 651.091, F.S.; 522 adding reporting and notice requirements for continuing care 523 facilities; adding a disclosure requirement for providers to 524 prospective residents or their legal representatives; amending 525 s. 651.105, F.S.; specifying requirements for the office's 526 examination of providers and applicants for certificates of 527 authority; deleting a requirement for a provider's 528 representative to give examination reports and corrective action 529 plans to the governing body's executive officer within a certain 530 timeframe; amending ss. 651.012 and 651.0261, F.S.; conforming cross-references; providing an effective date. 531

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