



**DISTRICT #12**

**BROWARD MEETING MINUTES**

**02/10/2026**

<b>OMBUDSMAN PROGRAM REPRESENTATIVES</b>			
Paul Wilson, ombudsman	Present	Gloria Freyre, Regional Ombudsman Mgr.	Present
Maggie Zalamea-ombudsman	Present	Tonya Dillard	Present
Blanca Merchan, ombudsman	Present	Ann, Garfinkel, ombudsman	Present
Noel Giannone, ombudsman	Present	Diana Gonzalez-ombudsman	Present
Ronna Brown, ombudsman	Present	Michael Nora	Present
Elizabeth Cole, staff ombudsman	Present	Millicent Hargis, DOM	Present

**OPEN SESSION**

- Called to order at 01:02 PM                      Quorum Established:    YES
- Open Session Statement                              Minutes Approved: Yes **11/12/2025 & 08/12/2025.**

**UPDATES/REPORTS**

- **Paul Wilson**, State Council Representative, opened the meeting by reading the Statement and welcoming all attendees.
- **Gloria Freyre** introduced the newly hired Ombudsman Manager, **Millicent Hargis**, to the Council. Millicent followed the introduction with a presentation of her professional career.
- The Council was informed about the total visits made and cases opened during January 2026. Gloria Freyre presented the Routine Visit Reminder page on the GetCare page and requested volunteers' assistance in bringing Nursing Home visits up to date. A printed list was distributed.
- Maggie **Zalamea** and **Paul Wilson** provided a verbal report on their experience at the **Day on the Hill** in January 2026, where they met with approximately 10 representatives and their staff. Maggie informed the Council that they promoted awareness of our Program during the visit and it is working to schedule some facility visits during the summer with legislator's staff.

## **TRAINING**

- Council **Meeting Training Overview** slides were presented, and a case scenario was acted out while the case was recorded in GetCare.
- A **Q&A session** followed the presentation, highlighting topics such as consent, confidentiality, effective interview techniques, documentation, and recording in GetCare.
- The process for documenting multiple activities within a Routine Visit in GetCare was discussed and demonstrated on the large screen.

## **ANNOUNCEMENTS**

- The next **Open Council Meeting** is scheduled for **May 12, 2026, at 1:00 PM** at the Tamarac office, located at **8333 W McNab Rd, Tamarac, FL 33321**.
- A reminder was given to register for the upcoming webinar, **“Tips for Responding to Challenging Situations.”**
- The Council was also reminded about the **“Let’s Wing It” sessions**, held every Tuesday at **2:00 PM via Teams**.

## **PUBLIC COMMENTS:**

- There were no public comments.

## **ADJOURNMENT**

- Open Session adjourned at **2:50PM**

