MEETING MINUTES

EAST CENTRAL COUNCIL
DISTRICT 9
8/12/2026
12:00 PM – 2:00 PM
RENAISSANCE SENIOR CENTER
3800 S ECONLOCKHATCHEE TRAIL, ORLANDO, FL 32829

COUNCIL MEMBERS			
BENJAMIN ADAMO	NOT PRESENT	JOANNE VEGUILLA, DOM	PRESENT
SUSA BIRD	NOT PRESENT	CRISTINA RAMIREZ, QUALITY CONTROL ANALYST	NOT PRESENT
NADINE CASTRO	NOT PRESENT	LAUREN FARAGO, QUALITY CONTROL ANALYST	PRESENT
ROBERT COCHRANE	PRESENT		
MICHELE EARNEY	NOT PRESENT		
OWEN GLICK	PRESENT		
MARIA GOLDER	NOT PRESENT		
CYNTHIA KIRKWOOD	NOT PRESENT		
LEE LUCIA (OMB IN TRAINING)	NOT PRESENT		
TIM O'KEEFE	PRESENT		
MICHELLE ROUSSEAU	NOT PRESENT		

GUESTS	
NAME	**AGENCY**

OPEN SESSION

- Called to order at 12:00 PM
- Open Session Statement

Quorum Established: Yes No X
Minutes Approved: Yes No X
(05/12/2026)

District Ombudsman Manager, Joanne Veguilla

- Opening statement read to all in attendance
- Quorum wasn't established; 05/13/2026 minutes weren't approved.
- The District Manager reminded the volunteers that nursing homes must be visited monthly.

- A copy of the routine visit reminder was given to all the volunteers who attended the meeting.
- The District Manager informed the volunteers about the applications we have received from potential volunteers through the new portal.
- The volunteers were reminded about the CEUs, and the District Manager suggested they keep an eye on the emails they receive so they can stay up to date on their hours. They were also informed that they have until December to complete them.
- The District Manager encouraged volunteers to join Teams on Tuesday afternoons to clarify any doubts or questions they have about Get Care.

TRAINING

- District Manager discussed the Ombudsman position description and some of its duties with the volunteers.

ANNOUNCEMENTS

- Every Tuesday at 2:00 pm Let's Wing it, Get Care Technical Assistance through Teams takes place.

ADJOURNMENT

- Meeting adjourned at 2:00 PM