DISTRICT #12

BROWARD MEETING MINUTES

08/18/2026

OMBUDSMAN PROGRAM REPRESENTATIVES			
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

CLOSED SESSION

- Called to order at 1:00 pm Quorum Established: YES
- Closed Session Statement & Roll Call Minutes Approved: Yes

UPDATES/REPORTS

A welcome message was given to all attendees, and new volunteers were introduced.

Elizabeth Cole read the Closed Statement. Attendees were reminded to silence their phones and were encouraged to ask questions at the end of the meeting.

Volunteers were reminded to review all pending **routine visits** assigned in GetCare. As we near the end of the LTCOP calendar year, our goal is to ensure visits are up to date so the year can close smoothly.

The Council was informed that **assignments for the upcoming year** are currently being reviewed. Volunteers were asked to inform the office of any concerns or changes so adjustments can be made.

Volunteers were asked to inform the office of any **LTCOP Resource Page** links that do not work so that Diandra Tylor can be notified.

A reminder was given that this year's **CEUs** run from October 2025 through December 2026. CEU reports can be generated using the Ombudsman Management Screen.

The Council was informed that we have recently received more difficult and complex complaints regarding care provided by LTC facilities. In addition to resident advocacy and investigations, volunteers were asked to encourage family members and complainants to share their concerns with their **State and Federal Legislators** to raise awareness. The link to Voting Resources on the LTCOP State Council page was shown.

TRAINING

Volunteers with questions or concerns about accessing or entering information in GetCare were encouraged to join the **"Let's Wing It" training session** every Tuesday at **2:00 PM** for extra support.

A friendly reminder was given about our monthly **Advocacy Power-Up Training**, held the third Thursday of each month. Next month's training will be held on **9/24/26 at 2:00 PM via Teams**. These sessions provide updates, skill-building, and a chance to connect with fellow volunteers.

ANNOUNCEMENTS

The next **Open Council Meeting** is scheduled for **November 10, 2026**.

Volunteers were reminded to check their emails frequently and to look for the **monthly Newsletter** and read through it for important LTCOP information and updates.

Staff and volunteers were encouraged to visit our **Facebook Page** and leave a positive review or testimonial. Example: "I volunteer as an Ombudsman, and it's one of the most rewarding things I've ever done." Stephan's email with more information can be forwarded.

OPEN DISCUSSION

- The floor was opened for concerns, questions, and additional items.

ADJOURNMENT

- Closed Session adjourned at **2:00 p.m.**