MEETING MINUTES
BROWARD DISTRICT 12
May 12, 2026
01:00 PM
Conference Room, City of Tamarac, 8333 W. McNab Rd, Tamarac, Florida 33321

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

OTHER REPRESENTATIVES	
Robert Bruce	Avon Manor ALF Manager
Savannah Marshall	Guest, Senator Polsky's Office

OPEN SESSION

- Called to order at 01:00 PM
- Open Session Statement

Quorum Established: YES (Vote for state Rep)
Minutes Approved: YES (2/14/2026)

UPDATES/REPORTS

• Elizabeth, Quality Control Analyst read the opening Statement to all in attendance and welcomed all attendees.
• Quorum was established; 02/14/2026 minutes were approved.

• Millie Hargis, District Ombudsman Manager- Announced official vote to nominate Maggie as State Representative.
• Concerns About Getcare. Volunteers encouraged to Join us Every Tuesday at 2pm. Our 'Let's Wing It'
• Reminded volunteer Ombudsman about routine visits. Monthly for NF and quarterly for ALF and b AFCH. Updates provided on total visits made in April (106 visits)
• Broward 12 Office is still looking for volunteers to help with ALF visits in May 2026.
• Encouraged use of Ombudsman Routine Visit Checklist and link to the State Council Website. The Old Volunteer portal website is no longer available- the link to the State Council Website was migrated to LTCOP State Council.
• Accounting Department – Volunteers to report mileage using appropriate mileage forms. Mileage must be posted by facility visit on the expense report. Individual miles for each facility.

TRAINING

• DOM Introduced Diana Gonzalez, Certified Volunteer, who trained on Trauma-Informed Care: Nursing Facility Requirements and Ombudsman Program Advocacy on Guidance for the LTC Ombudsman Program Response When a Resident Talks About Self-Harm.

• Process for documenting activities and how to use various functions in GetCare was discussed and demonstrated on the large screen.

ANNOUNCEMENTS

•The next Open Council Meeting is scheduled for June 09, 2026, at 1:00 PM at the Tamarac office, located at 8333 W McNab Rd, Tamarac, FL 33321.
• A reminder was given to the council to join 'Let's Wing It' held every Tuesday at 2pm via teams.
trainings on Teams for CEU
• The TCOP Conference is scheduled for October 12–15, 2026, in Orlando. Please share with volunteers and staff and ask them to save the date.

PUBLIC COMMENTS:

- There were no public comments.

ADJOURNMENT

- Open Session adjourned at 2:30pm.

Long-Term Care Ombudsman Program
Department of Elder Affairs
4040 Esplanade Way, Tallahassee, FL 32399-7000

Toll-free: 1(888) 831-0404
Fax: (850) 414-2377
ombudsman.elderaffairs.org