MEETING MINUTES

EAST CENTRAL COUNCIL
DISTRICT 9
5/13/2026
12:00 NOON – 2:00 PM EST
RENAISSANCE SENIOR CENTER, 3800 S ECONLOCKHATCHEE TRAIL, ORLANDO, FL 32829

COUNCIL MEMBERS			
BENJAMIN ADAMO	NOT PRESENT	JOANNE VEGUILLA, DOM	NOT PRESENT
SUSAN BIRD	PRESENT	LAUREN FARAGO, QUALITY CONTROL ANALYST	PRESENT
NADINE CASTRO	NOT PRESENT	CRISTINA RAMIREZ, FIELD OMBUDSMAN	PRESENT
ROBERT COCHRANE	PRESENT		
MICHELLE EARNY	PRESENT		
OWEN GLICK	NOT RESENT		
MARIA GOLDER	NOT PRESENT		
CYNTHIA KIRKWOOD	NOT PRESENT		
LEE LUCIA (OMB IN TRAINING)	PRESENT		
TIM O'KEEFE	NOT PRESENT		
MICHELLE ROUSSEAU	PRESENT		
JUDY RIVERA MELENDEZ	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
(02/11/2026)

UPDATES/REPORTS

District Ombudsman Manager, Joanne Veguilla

Quality Control Analyst, Lauren Farago

- Lauren Farago handed out copies of the consent and mileage forms to the volunteers.

- Lauren Farago also reminded the volunteers about the visits to the nursing homes monthly and the ALF/AFCH every three months.
- Since DOM, Joanne Veguilla, was out of the office for the week, Lauren Farago let the volunteers know that if they had a question, they could send an email directly to her.

TRAINING

- Speaker: Lauren Tucker from First Light Home Care
- Skill for Success, Power Point Presentation

ANNOUNCEMENTS

- The new field Ombudsman, Cristina Ramirez, was introduced to the volunteers
- 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