MEETING MINUTES

EAST CENTRAL COUNCIL
DISTRICT 9
2/11/2026
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	PRESENT	OLGA PARGAS, QUALITY CONTROL ANALYST	NOT PRESENT
FATINA CARROLL	NOT PRESENT	LAUREN FARAGO, QUALITY CONTROL ANALYST	PRESENT
NADINE CASTRO	NOT PRESENT		
ROBERT COCHRANE	PRESENT		
MICHELE EARNEY	PRESENT		
OWEN GLICK	PRESENT		
MARIA GOLDER	NOT PRESENT		
CYNTHIA KIRKWOOD	PRESENT		
LEE LUCIA (OMB IN TRAINING)	NOT PRESENT		
MICHELLE ROUSSEAU	PRESENT		
JUDY RIVERA MELENDEZ	NOT PRESENT		

GUESTS	
NAME	**AGENCY**

OPEN SESSION

- Called to order at 12:00 PM — Quorum Established: Yes X No
- Open Session Statement — Minutes Approved: Yes X No (11/12/2025)

District Ombudsman Manager, Joanne Veguilla

- Opening statement read to all in attendance
- Quorum was established; 11/12/2026 minutes approved.
- The District Manager announced that Diandra Taylor sent a survey by email to volunteers to share ideas for the next conference that will take place in April.

- The volunteers were also informed about mandatory training that will take place in Tallahassee during the last week of February for the District Managers and Regional Managers.
- The District Manager reminded the volunteers that nursing homes must be visited monthly. She also let them know that she would send the list of assigned facilities by email and ask them to let her know if everything is in order.
- The District Manager encouraged volunteers to join Teams on Tuesday afternoons to clarify any doubts or questions they have about Get Care.

TRAINING

- Went through the council meeting training PowerPoint and finished with a role play about a real case scenario.

ANNOUNCEMENTS

- Every Tuesday at 2:00 pm Let's Wing it, Get Care Technical Assistance through Teams takes place.
- The District Manager informed the volunteers that he would be out of the country for a week; if they had any questions, they could contact Lauren Farago or Olga Pargs.

ADJOURNMENT

- Meeting adjourned at 2:00 PM