# MEETING MINUTES

**NORTH DADE OMBUDSMAN COUNCIL MEETING**
**NORTH DADE (13)**
**FRIDAY May 8th, 2026**
**10:30 AM EASTERN TIME**
**CITY OF DORAL / 3RD FLOOR MULTIPURPOSE ROOM**

| COUNCIL MEMBERS | | | |
|---|---|---|---|
| CAROLINA LOMBARDI | Present ☒ | | Present ☐ |
| VIVIAN SIMO | Present ☐ | | Present ☐ |
| JUAN CORZO | Present ☒ | | Present ☐ |
| MONICA TAVERNISE | Present ☒ | | Present ☐ |
| ELIZABETH GUILARTE | Present ☐ | | Present ☐ |
| CLIVE PEARCE | Present ☒ | | Present ☐ |
| FRANCOUIS DOUYON | Present ☒ | | Present ☐ |
| | Present ☐ | | Present ☐ |

| OTHER OMBUDSMAN PROGRAM REPRESENTATIVES | |
|---|---|
| **NAME** | **NAME** |
| | MAYPU MORELL |
| DEBORAH LINARES | FIORELLA PARASI (DOM) |

| GUEST NAME | ORGANIZATION |
|---|---|
| RICHARD SULLIVAN | Social Work Supervisor, Geriatric Care Extended Care from the U.S Department of Veteran Affairs |
| ANA BRAVO | Miami VA Geriatric and Extended Care Section Chief. |

## OPEN SESSION REPORT

**Open Meeting Called to Order:** 10:30 AM
**Quorum Established:** ☒ Yes ☐ No
**Open Session Statement:** Provided
**Minutes Approved:** ☒ Yes ☐ No

**UPDATES / REPORTS**

• **Welcome:** DOM Fiorella Parasi welcomed all volunteers to the Open Council Meeting. She also welcomed the South Dade District volunteers and staff who joined the North District for this meeting.

• **April Report:** Presented to volunteers. District performance numbers were reviewed, and volunteers expressed strong commitment to surpassing those numbers in May, demonstrating dedication to continuous improvement.

• **Annual Volunteer Conference – October 12–15, 2026 (Orlando, Florida):** A recap and update were provided. Volunteers were informed about the new conference dates and that the event has been permanently moved from April to October due to budget considerations and better pricing. The name of the hotel will be announced in the coming months.

• **Program News:** Due to recent changes to the DOEA website, the Volunteer Portal is no longer easily accessible through page navigation or direct link, and over time it will no longer function. Volunteers are encouraged to begin using the *State Council Website – Volunteer Resources* as the new Volunteer Portal so all resources can be accessed in one location.

• **Closed Facilities:** Volunteers were reminded to continue checking the licenses of the facilities they visit. Some facilities are listed as "Closed" despite still having residents. Volunteers are encouraged to verify the licensing status during their visits.

• **State Council Meeting**: State Council Representative from the North District, Clive Pearce, gave us an update on the last State Council Meeting in April. He spoke about the new LTCOP State Council Website and the resources it has for volunteers and staff. He provided paper copies of the volunteer's helpful sheets for a successful Routine visit to be found on the website.

**NEW BUSINESS**

• **Invited Speakers:**
Richard Sullivan, Social Work Supervisor, Geriatric/Extended Care (U.S. Department of Veterans Affairs), and Ana Bravo, Miami VA Geriatric and Extended Care Section Chief, spoke about the Community Nursing Home Program in the Miami VA Healthcare System.
Topics included:
– Veteran eligibility criteria.
– Community Nursing Home list (one in the South District and three in the North District under

contract).
– Qualifications required for nursing homes to enter into a VA contract.
– Encouragement for veterans and families to contact the Ombudsman Program if they believe their rights are being violated.

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**CLOSED SESSION**

• **Open Meeting Ended:** 12:30 PM
• **Closed Meeting Called to Order:** 12:31 PM (North Dade District only)
• **Minutes:** February 2026 minutes were approved.

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**NEW BUSINESS – CLOSED SESSION**

• Volunteers were encouraged to participate in webinars and continuing education Teams meetings to earn the necessary CEU hours for maintaining participation.
• Women volunteers and staff were congratulated in recognition of Mother's Day, and each received a rose.

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**ADJOURNMENT**

• **Closed Session Ended:** 1:30 PM
• **Next Open Meeting:** August 14, 2026
• **Next Closed Meeting:** June 12, 2026