



# FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

**MEETING MINUTES  
BREVARD COUNCIL  
EAST CENTRAL DISTRICT  
08/07/2025  
10:00 AM – 12:00 PM  
AGING MATTERS, 3600 W KING ST, COCOA, FL 32926**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Patricia Hamilton	Present X	Joanne Veguilla, District Manager	Present X
Mary C Handlin	Present X	Diana Medina, Regional Manager	Present X
William Hardwick	Present <input type="checkbox"/>		
Kelly Kowal	Present <input type="checkbox"/>		
Vicki Northrup	Present X		
Grace Palmer Allen	Present <input type="checkbox"/>		

GUEST(S)

**OPEN SESSION**

- Called to order at **10:00 AM**                      Quorum Established:    X Yes     No
- Open Session Statement                              Minutes Approved:    X Yes     No (05/01/2025)

**UPDATES/REPORTS**

- **District Manager – Joanne Veguilla**
  - The volunteers were notified about the lunch and learn that it will take place in Orlando with Jaime Freschi.
  - Joanne Veguilla, DOM, informed the volunteers about discharges and transfers. It is important that they let the facilities know where to send the paperwork to the Ombudsman’s office.
  - Volunteers were reminded that if they do not have the Elder Affairs email account set up, they will not be able to access Get Care.
  - Volunteers were reminded once again that NHs should be visited monthly and ALFs and AFCHs every three months.

### **TRAINING**

- Involuntary Short Film

### **ANNOUNCEMENTS**

- Next Open Session Meeting will be Nov 6, 2025

### **NEW BUSINESS**

- None

### **PUBLIC COMMENTS** (limited to 5 minutes each)

- No public comments.

### **ADJOURNMENT**

- Meeting adjourned at: 12:00 PM