



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

MEETING MINUTES

BREVARD COUNCIL

EAST CENTRAL DISTRICT

11/07/2024

10:00 AM – 12:00 PM

AGING MATTERS, 3600 W KING ST, COCOA, FL 32926

OMBUDSMAN PROGRAM REPRESENTATIVES			
Martin Bergin	Present <input type="checkbox"/>	Joanne Veguilla, Administrative Secretary	Present X
Patricia Hamilton	Present X		
Mary C Handlin	Present X		
Kelly Kowal	Present X		
Grace Palmer Allen	Present X		
Julie Seberry	Present X		
Denise Young (OMB in training)	Present <input type="checkbox"/>		

GUEST(S)	

OPEN SESSION

- Called to order at **10:00 AM**
 - Open Session Statement
- Quorum Established: X Yes ☐ No
Minutes Approved: X Yes ☐ No **(08/01/2024)**

UPDATES/REPORTS

- Quality Control Analyst, Joanne Veguilla
 - Volunteers were informed about interviews that are being conducted in the office for potential volunteers.
 - Volunteers spoke about the possibility of having more speakers at the council meetings on issues that concern the residents of the facilities.
 - Volunteers shared some issues that residents share with them and discussed with staff during visits to the facilities.
 - Joanne Veguilla, informed to the volunteers that I will attend a training with Staff Managers that will take place in Tallahassee during this month.

TRAINING

- Slide Presentation: Visitation and The Holidays (The National Consumer Voice)

ANNOUNCEMENTS

- Next Open Session Meeting will be February 6, 2024

NEW BUSINESS

- None

PUBLIC COMMENTS (limited to 5 minutes each)

- No public comments.

ADJOURNMENT

- Meeting adjourned at: 12:00 PM