



DISTRICT #12

BROWARD MEETING MINUTES

11/12/2025

OMBUDSMAN PROGRAM REPRESENTATIVES			
Shazad Kashar, ombudsman	Present <input type="checkbox"/>	Gloria Freyre, Regional Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
Paul Wilson, ombudsman	Present	Trudy Bell-ombudsman	Present
Maggie Zalamea-ombudsman	Present <input checked="" type="checkbox"/>	Narayanan Sankara (Fred), ombudsman	Present <input checked="" type="checkbox"/>
Blanca Merchan, ombudsman	Present	Ann, Garfinkel, ombudsman	Present X
Ifthekar Rafiq, ombudsman	Present	Diana Gonzalez-ombudsman	Present <input checked="" type="checkbox"/>
Ronna Brown, ombudsman	Present	Michael Nora-trainee	Present
Noel Giannone, ombudsman	Present <input type="checkbox"/>	Michael Stroud, ombudsman	Present <input checked="" type="checkbox"/>
	Present <input type="checkbox"/>	D'Andra Grant, staff ombudsman	Present <input checked="" type="checkbox"/>

GUEST(S)
Melissa Villanueva, APS DCF. Deborah Golden, APS DCF. Alex Wieman (Admin Springtree Nursing & Rehab), Stephanie (Springtree Nursing and Rehab), Michael Courtney, Emeral Nursing and Rehab. Cathy Bower, founder of National Patient Advocate.

OPEN SESSION

- Called to order at 01:05 PM Quorum Established: X No
- Open Session Statement Minutes Approved: ☐ Yes ☒ No 08/12/2025.

UPDATES/REPORTS

- Gloria Freyre, Regional Ombudsman Manager, opened the meeting and welcomed the virtual attendees, including residents and staff from two Broward County nursing homes: Emerald and Springtree. Attendance was taken; introductions were made following the reading of the Open Session Statement.
- Gloria explained that due to ongoing office renovations, this meeting was moved from in-person to virtual. In-person meetings will resume in December 2025.
- The council was informed of the number of visits and I & A for October 2025.

- 57 routine visits
- 22 Information and Assistance.
- Gloria Freyre reported that the District Manager position in Broward is being advertised and will close November 12th. After that, interviews will be conducted following the closing date.
- Volunteers were reminded and encouraged to regularly check their DOEA email accounts to maintain communication with the office.

TRAINING

- Cathy Bowers, BCPA, CP, NCG, and president of National Patient Advocate, Inc., presented her organization and the services she provides as a leading patient advocate in Broward County.
- A Q & A session followed the presentation.

ANNOUNCEMENTS

- The next Open Council Meeting is scheduled for February 10th, 2026, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.
- The next Ombudsman Council Meeting is scheduled for December 10th, 2025, at 1:00PM at the Tamarac Office.

PUBLIC COMMENTS:

- Mike Courtney, a resident of Emerald NH, expressed his gratitude for the opportunity to attend the meeting.
- Ann Garfinkel congratulated Alex Wieman, administrator of Springtree Nursing and Rehabilitation for the high quality of care provided to residents at the facility.
- Gloria Freyre invited Alex to speak at the next Council meeting in February to share best practices for delivering quality long-term care in a nursing home setting.
- Gloria also encouraged attendees to communicate if they need supplies or to submit mileage.

ADJOURNMENT

- Open Session adjourned at 2:10PM

