



**FLORIDA  
OMBUDSMAN PROGRAM**  
ADVOCATING FOR QUALITY LONG-TERM CARE

**DISTRICT #12  
BROWARD MEETING MINUTES  
8/12/2025**

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

GUEST(S)
Melissa Villanueva, APS DCF. Mary Buchanan, Arbor Trace Administrator. Musi Gall, Arbor Trace Sales Director

**OPEN SESSION**

- Called to order at 01:05 PM                      Quorum Established:    ☒ Yes    ☐ No
- Open Session Statement                      Minutes Approved:        ☐ Yes    ☒ No **05/13/2025. There were no minutes for the May meeting since there was no meeting.**

**UPDATES/REPORTS**

- Attendance was taken and presentations were made around the table after the Open Session Statement was read.
- Gloria Freyre, regional ombudsman manager, welcomed all attendees to the meeting.
- Gloria F. informed the council that Stephan Adelson has been assigned to other tasks in the state helping the Ocala and Jacksonville offices. He is still the official ombudsman manager for Broward; however, all requests from the office must be directed to Gloria Freyre and/or D'Andra Grant since Stephan is not actively working in the Broward office.
- The council was informed of the number of visits and cases during the month of July 2025. A total of 50 routine visits and 53 I&A. There was a discussion amount the attendees on how to increase the number of monthly visits.
- Gloria also informed the attendees that a new email account will soon be created for the volunteers to enter questions or report technical issues they encounter while working on GetCare.
- Volunteers were reminded to add official signature to their signature block in their new DOEA email accounts, and to check their DOEA emails frequently during the week.
- Volunteers were also encouraged to write their email addresses to their business cards.

### **TRAINING**

- Gloria Freyre introduced Mary Buchanan, Executive Director of Arbor Terrace Cooper City, who provided an overview of her duties including challenges and rewards she encounters on her day to day as an ALF administrator.
- A Q & A session followed the presentation.

### **ANNOUNCEMENTS**

- Next Open Council meeting is scheduled for November 11<sup>th</sup>, 2025, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.

### **PUBLIC COMMENTS:**

- No comments.

### **ADJOURNMENT**

- Open Session adjourned at 2:15 PM

### **CLOSED SESSION:**

- Closed Session called to order at 2:20 PM
- The Routine Visits Reminder list was reviewed to schedule visits to facilities that are due.
- Materials (posters, brochures, forms, and business cards) were distributed.
- Closed Session adjourned at 2:45 PM