



Michael Phillips
State Ombudsman

MEETING MINUTES

East Central Council

East Central District

11/9/2021

Renaissance Senior Center, 3800 S Econlockhatchee Trail, Orlando, FL 32829

OMBUDSMAN PROGRAM REPRESENTATIVES			
Diana Coffman	Present <input checked="" type="checkbox"/>	Robert Cochrane, DOM	Present <input checked="" type="checkbox"/>
Maurice O'Keefe	Present <input checked="" type="checkbox"/>	Joanne Veguilla, Administrative Secretary	Present <input checked="" type="checkbox"/>
Margo Komplin	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Maritza Ramos-Pratt	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Josef Skrzypek	Present <input checked="" type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>

GUEST(S)
None

OPEN SESSION

- Called to order at 12:10 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(8/10/2021)**

UPDATES/REPORTS

- District Ombudsman Manager - Robert Cochrane
 - o Volunteers' comments and reviews about the LTCOP Educational Conference that took place in Orlando.
 - o Encourage volunteers to watch the webinars that are sent from the Ombudsman's office.
 - o Communication between Ombudsman and AHCA representative during any visit or exit interview.
 - o New facilities opening in Orange County.
 - o New volunteers who are in the process of being certified.
 - o Reminder of the next council meeting.

TRAINING

- Video: Stepping into Dementia Reality: Advice from Teepa Snow

ANNOUNCEMENTS

- Next Open Session Meeting will be February 8th, 2022.
- Volunteer Maritza Ramos-Pratt released her new book.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Michael Phillips
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PUBLIC COMMENTS

- No public comments

ADJOURNMENT

- Open Session adjourned at 1:10 PM

CLOSED SESSION

This portion of the meeting is confidential and closed to the public. See § 400.0077(2), F.S.

- Called to order at 1:15 PM
- Closed Session Statement
- Adjourned at 2:00 PM