MEETING MINUTES
East Central Council
East Central District
11/9/2021
Renaissance Senior Center, 3800 S Econlockhatchee Trail, Orlando, FL 32829

OMBUDSMAN PROGRAM REPRESENTATIVES

<table>
<thead>
<tr>
<th>Name</th>
<th>Present ☒</th>
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<tbody>
<tr>
<td>Diana Coffman</td>
<td>Present ☒</td>
<td>Robert Cochrane, DOM</td>
<td>Present ☒</td>
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<tr>
<td>Maurice O’Keefe</td>
<td>Present ☒</td>
<td>Joanne Veguilla, Administrative Secretary</td>
<td>Present ☒</td>
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<td>Margo Komplin</td>
<td>Present ☒</td>
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<td>Maritza Ramos-Pratt</td>
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<td>Josef Skrzypek</td>
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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
  - Volunteers’ comments and reviews about the LTCOP Educational Conference that took place in Orlando.
  - Encourage volunteers to watch the webinars that are sent from the Ombudsman's office.
  - Communication between Ombudsman and AHCA representative during any visit or exit interview.
  - New facilities opening in Orange County.
  - New volunteers who are in the process of being certified.
  - 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.
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