



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

**MEETING MINUTES**

**East Central Council  
East Central District  
05/08/2024  
12:00 PM – 2:00 PM**

**RENAISSANCE SENIOR CENTER, 3800 S ECONLOCKHATCHEE TRAIL, ORLANDO, FL 32829**

<b>OMBUDSMAN PROGRAM REPRESENTATIVES</b>			
Susan Bird	Present <input type="checkbox"/>	Robert Cochrane, DOM	Present <input type="checkbox"/>
Stefani Cardone	Present <input type="checkbox"/>	Joanne Veguilla, Administrative Secretary	Present X
Michele Earney	Present X		
Maria Golder	Present <input type="checkbox"/>	Click here to enter text.	Present <input type="checkbox"/>
Maurice O’Keefe	Present X	Click here to enter text.	Present <input type="checkbox"/>
Maritza Ramos-Pratt	Present <input type="checkbox"/>		
Richard Simon	Present <input type="checkbox"/>		
Ann Velez	Present X		
Jim Walton	Present X		

<b>GUEST(S)</b>

**OPEN SESSION**

- Called to order at **12:00 PM**                      Quorum Established:  Yes    X No
- Open Session Statement                              Minutes Approved:     Yes    X No **(2/14/2024)**

**UPDATES/REPORTS**

- **Quality Control Analyst – Joanne Veguilla**
  - Certificates from the DOEA for volunteer recognition were given to the volunteers.
  - Volunteers were informed that they would receive an email with all the conference presentations and in addition to this the new program policies and procedures manual.
  - The volunteers were given an update on the new data system that the LTCOP will have.
  - Volunteers who went to the Statewide Conference spoke about their experience during those days.

## **TRAINING**

- Appropriate or Not? Determine whether the situation is or is not appropriate for an Ombudsman.

## **ANNOUNCEMENTS**

- Joanne Veguilla presented volunteer Maurice (Tim) O'Keefe with his 5-year pin.
- Next Open Session Meeting will be August 14<sup>th</sup>, 2024.

## **PUBLIC COMMENTS** (limited to 5 minutes each)

- No public comments

## **ADJOURNMENT**

- Meeting adjourned at **2:00 PM**