MEETING MINUTES
NORTH DADE OMBUDSMAN COUNCIL MEETING
NORTH DADE (13)
FRIDAY NOVEMBER 14TH 2025
10:30 AM EASTERN TIME
CITY OF DORAL / 3RD FLOOR MULTIPURPOSE ROOM

COUNCIL MEMBERS			
CAROLINA LOMBARDI	Present ☒		Present ☐
VIVIAN SIMO	Present ☐		Present ☐
JUAN CORZO	Present ☒		Present ☐
MORDECHAI FEINSTEAIN	Present ☐		Present ☐
ELIZABETH GUILARTE	Present ☒		Present ☐
CLIVE PEARCE	Present ☒		Present ☐
ELAINE BACHEMHEIMER	Present ☐		Present ☐
LORETA LLANO	Present ☐		Present ☐

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	NAME
	MAYPU MORELL
DEBORAH LINARES	FIORELLA PARASI (DOM)

GUEST NAME	ORGANIZATION
GABRIEL MENDEZ	UNITED SENIOR CONSULTANTS

OPEN SESSION
- Open Meeting Called to order at 10:30AM
- Quorum Established: ☒ Yes   ☐ No
- Open Session Statement
- Minutes Approved: ☒ Yes   ☐ No

UPDATES/REPORTS

- Congratulations were extended to **Ombudsman Carolina Lombardi** and **Juan Corzo** for their outstanding contributions.

Long-Term Care Ombudsman Program
Department of Elder Affairs
4040 Esplanade Way, Tallahassee, FL 32399-7000

Toll-free: 1(888) 831-0404
Fax: (850) 414-2377
ombudsman.elderaffairs.org

- Carolina was recognized for completing **70 complaint cases** during the last fiscal year, an exceptional achievement that reflects her dedication and commitment to advocacy.
- We also expressed our heartfelt gratitude to Juan for his **service to our country** and for his **continued dedication** as a volunteer. His contributions are deeply appreciated.
- The **October report** was presented to the volunteers, and the **district's performance numbers** were discussed. The volunteers expressed a strong commitment to **surpassing those numbers in November**, demonstrating their dedication to continuous improvement and service.
- We discussed the idea of **bringing activity books to Nursing Homes**. Currently, we only have **ALF (Assisted Living Facility) activity books** available, but we will begin distributing them to Nursing Homes as well to support resident engagement and enrichment.

ANNOUNCEMENTS

We welcomed **Guest Speaker Gabriel Mendes** from **United Senior Consultants**, who provided an informative presentation on the **resident placement process**—starting from the initial phone call to the actual placement.

The Council engaged actively, asking several important questions, such as:

- Do you take into consideration the residents' **needs and wants**?
- If a resident needs to be placed in another facility, **how soon** can the move happen?
- What happens if the resident has **no income** or **insurance**?
- Do you have agreements with **specific ALFs**, or can a resident **choose** where they want to go?

All questions were thoroughly answered, and the presentation was greatly appreciated by the Council.

CLOSE SESSION

- Open meeting ended at 11:35 AM and a Close Meeting was called to order at 11:36AM.

TRAINING

- **Q &A forms** were shared with the volunteers, along with a clear explanation of how these forms can **support and enhance their visits**. All attendees received guidance on how to use the forms effectively to gather meaningful information and improve resident interactions.
- **Case overviews and examples** were presented to the volunteers by the **staff in attendance**. These real-life scenarios provided valuable insights and helped volunteers better understand how to approach and resolve various situations during their visits.

NEW BUSINESS

- Minutes from the last OPEN meetings were approved
- A **new election** for our **State Representative Ombudsman** was conducted. We are pleased to announce that **Clive Pearce** has been elected as the **State Representative for District 13 – North Dade. Congratulations** to Clive on this new role, and we look forward to his leadership and continued commitment to our mission.
- The time for the next Close Meeting on December 12th has been changed from 10:30AM to 12:00 PM.

ADJOURNMENT

- Close Session meeting was called to close at 1:25 PM.
- Next Open Meeting will be on February 13th, 2026.
- Next Closed Meeting December 12th, 2025, at 12:00 PM