



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

**MEETING MINUTES
SOUTH DADE & FLORIDA KEYS COUNCIL
DISTRICT 14 – SOUTH DADE
08/09/2024
12:00 PM
9495 SW 72ND ST, SUITE B-100, MIAMI, FL 33173**

COUNCIL MEMBERS			
Iliana Hernandez	Present <input checked="" type="checkbox"/>	Ana Santana	Present <input type="checkbox"/>
Maria Clark	Present <input checked="" type="checkbox"/>	Leonel Morron	Present <input type="checkbox"/>
Norma Ledesma	Present <input type="checkbox"/>	Jose Gregorio Jerez	Present <input checked="" type="checkbox"/>
Carlos Gallostra	Present <input type="checkbox"/>	Luis Sanchez	Present <input checked="" type="checkbox"/>
Gabriele Donzella	Present <input type="checkbox"/>	Karla Luna	Present <input type="checkbox"/>
Edny Castineira	Present <input type="checkbox"/>	Patricia Laskar	Present <input checked="" type="checkbox"/>
Charles Garavaglia	Present <input checked="" type="checkbox"/>	Yanitza Rojas	Present <input type="checkbox"/>
Alma Major Dean	Present <input type="checkbox"/>	Silvia Patricia Perdomo	Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Alicia Salinas	District Ombudsman Manager
Gloria Freyre	Regional Ombudsman Manager
Fiorella Parasi	OPS Quality Control Analyst
Mariela Hernandez	OPS Quality Control Analyst

GUEST NAME	ORGANIZATION
Kathleen Sarmiento	Alliance for Aging Inc.

OPEN SESSION

- Called to order at 12:00 PM
 - Open Session Statement
- Quorum Established: Yes No
Minutes Approved: Yes No 05/10/2024.

UPDATES/REPORTS

- **Alicia Salinas, District Manager**
 - Welcome remarks and introductions.
 - Updated Routine Access Form was distributed and discussed.

- **Gloria Freyre, South Regional Manager**
- A rollout to the volunteers for the new ombudsman database system (FL Get-Care) will start soon. The volunteer will be able to record their Routine Access Visits and assigned cases.
- **Charles Garavaglia, State Representative**
 - Provided a report of the last State Council Meeting:
 - Oxygen tanks: volunteers need to remember we are not a regulatory agency. And, if we observe something alarming it should be referred to the appropriate agency by the district manager.
 - Service animals, only certified animals are allowed and should be accommodate.
 - No photo rule was discussed, the State Ombudsman will be sending a formal letter to the District Manager.

TRAINING

- Kathleen Sarmiento, Alliance for Aging, Medicare 101
 - Mrs. Sarmiento presented and educated the attendees of what Medicare is, Medicare Part A, B, C & D, and Medicare Options.

ANNOUNCEMENTS

- None

NEW BUSINESS

- None

PUBLIC COMMENTS (limited to 5 minutes each)

- None

ADJOURNMENT

- Meeting adjourned at 2:00 PM