



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

**NORTH DADE DISTRICT  
NORTH DADE COUNCIL MEETING MINUTES  
8/13/2020**

| OMBUDSMAN PROGRAM REPRESENTATIVES |                                             |                                           |                                             |
|-----------------------------------|---------------------------------------------|-------------------------------------------|---------------------------------------------|
| Diane Aybar                       | Present <input checked="" type="checkbox"/> | Edythe Cobb                               | Present <input checked="" type="checkbox"/> |
| Gustavo Franco                    | Present <input checked="" type="checkbox"/> | Galia Galindo, District Ombudsman Manager | Present <input checked="" type="checkbox"/> |
| Lucila Huerta                     | Present <input checked="" type="checkbox"/> |                                           |                                             |

| GUEST(S)                                       |
|------------------------------------------------|
| Jo Ann Quiles, East Regional Ombudsman Manager |
| Michael Phillips, State Ombudsman              |

**OPEN SESSION**

- Called to order at 10:00 a.m. Quorum Established: ☒ Yes ☐ No
- Open Session Statement Minutes Approved: ☒ Yes ☐ No

**TRAINING**

- Part IV Webinar Materials - COVID-19 and Ombudsman Programs: Understanding How Trauma Impacts You, Residents, and Your Advocacy

**RECOGNITION**

- Ombudsmen were reminded to write down consultations and email Galia with their updated completed trainings (Jo Ann)

**ANNOUNCEMENT**

- Open discussion related to upcoming changes in the program.
- Mr. Phillips provided program updates followed by a Q&A session.

**ADJOURNMENT**

- Open meeting was adjourned at 10:30 a.m.

**CLOSED SESSION**

- Due to Tele conference there was no closed session.