Long-Term Care Ombudsman Program FLORIDA

MEETING MINUTES

WITHLACOOCHEE COUNCIL
NORTH CENTRAL DISTRICT
5/19/2026
10:00 AM EDT

Location: Villages Public Library at Belvedere, 325 Belvedere Blvd, Room 120, The Villages,

COUNCIL MEMBERS			
Sheila-Faith Barry	Present ☐	Susan Bestwick	Present ☐
Jenny Colbree	Present ☒	Marcie Heese	Present ☒
Hannah Mand	Present ☒	Marilyn McCabe	Present ☐
Emmie Pearson	Present ☐	Sandy Robbins	Present ☒
Ron Schleich	Present ☐	Lamar Small	Present ☐
Jeffrey Squire	Present ☒	James Thomas	Present ☐

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES		
NAME	**TITLE**	
Terri Cantrell	State Ombudsman	Present ☒
Michelle Kincaid	District Ombudsman Manager	Present ☒
Cindy Johnston	Quality Control Analyst	Present ☒

GUEST NAME	ORGANIZATION
Bob Shappell	Prospective volunteer

OPEN SESSION

- Called to order at 10:05 a.m. — Quorum Established: ☐ Yes ☒ No
- Open Session Statement — Minutes Approved: ☐ Yes ☒ No 2/17/26 & 11/18/25

UPDATES/REPORTS

- Quality Control Analyst Cindy Johnston
  - Attendance via roll call
- State Ombudsman Terri Cantrell
  - Introduced herself
  - Thanked Ombudsmen for completing their monthly/quarterly visits
  - Discussed end of year travel guidelines
- District Ombudsman Manager Michelle Kincaid
  - Distributed & discussed training module on complaints & consents
  - Discussed new staff member Annissa Clarke
- State Council Rep
  - Vacant

ANNOUNCEMENTS

- Bob Shappell, Citrus County prospective volunteer introduced himself

NEW BUSINESS

- Council Chair will be voted on at next open meeting
- State Council Rep will be voted on at next open meeting

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 10:58 a.m.

CLOSED SESSION

This portion of the meeting is confidential and closed to the public. *See* § 400.0077(2), F.S.

- Called to order at 11:05 a.m.
- Closed Session Statement
- Adjourned at 11:40 a.m.