



Long-Term Care Ombudsman Program FLORIDA

MEETING MINUTES
NORTH CENTRAL COUNCIL
NORTH CENTRAL DISTRICT
11/20/2025
1:00 PM EDT
HELD VIRTUALLY

COUNCIL MEMBERS			
Kris Gibbons	Present <input checked="" type="checkbox"/>	Kelly Kerr	Present <input checked="" type="checkbox"/>
Nicole La Roque	Present <input checked="" type="checkbox"/>	Gail Robinson	Present <input type="checkbox"/>
John Spitzberg	Present <input type="checkbox"/>		Present <input type="checkbox"/>
OTHER OMBUDSMAN PROGRAM REPRESENTATIVES			
NAME	TITLE		
Stephan Adelson	District Ombudsman Manager		Present <input checked="" type="checkbox"/>
Cindy Johnston	Quality Control Analyst		Present <input checked="" type="checkbox"/>
GUEST NAME		ORGANIZATION	
Susan Shannon-Sapp		Ombudsman-In-Training	Present <input checked="" type="checkbox"/>

OPEN SESSION

- Called to order at 1:10 p.m. Quorum Established: ☒ Yes ☐ No
- Open Session Statement Minutes Approved: ☒ Yes ☐ No 8/21/2025

UPDATES/REPORTS

- Council Chair Kris Gibbons
 - Attendance via roll call
- District Ombudsman Manager Stephan Adelson
 - GetCare update/discussion
 - Discussed potential Transfer & Discharge database
- State Council Rep Kelly Kerr
 - Nothing to report

ANNOUNCEMENTS

- None

NEW BUSINESS

- None

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 2:00 p.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 2:00 p.m.
- Closed Session Statement
- Adjourned at 2:20 p.m.