

RESIDENT RELATIONS DEPARTMENT NEWSLETTER

Waterman Village
LIVING YOUR BEST LIFE™

NOVEMBER 20, 2025 / ISSUE 4

With over 22 years of nursing experience — including 16 of leadership — Jennifer Gibson brings exceptional clinical knowledge and compassionate leadership to her role as Home Health Administrator. She oversees the daily operations of Waterman Village Home Health, ensuring patients receive outstanding, person-center care in the comfort of their homes.

Jennifer works collaboratively with all departments to coordinate service that promotes safety, independence, overall well-being. A proud longtime resident of Lake County, she is deeply committed to serving her community and leading a team that shares her dedication to residents of Waterman Village.

To contact Jennifer Gibson, please e-mail:
hadministrator@watermanvillage.com or call 352-383-0051
EXT. 271.



JENNIFER GIBSON, BSN, RN
Home Health Administrator



FESTIVAL OF LIGHTS CELEBRATION

The Holiday season is upon us!

Let's celebrate the season of lights and joy together! Join us Monday, December 16, at 2:00 pm in the BW Dining Room for our Festival of Lights Celebration.

We're delighted to welcome Rabbi Rachel Jackson, who will be officiating this special event. Everyone is invited — come enjoy the warmth of community, beautiful traditions and the glow of the season!

AS THE HOLIDAY SEASON APPROACHES

We ask that residents who plan to be away notify our department by completing an Absence Form.

Please provide your departure and return dates, and include an emergency contact number in case we need to reach you while you are away.

Thank you for helping us ensure that everyone is safe and enjoying the holidays.



THANK YOU

Waterman Village extends heartfelt appreciation to our generous donors and community partners. Your contributions of food, services, and support help us continue our mission of caring for our residents.

With gratitude to:

- **Cornerstone** – Olive Garden
- **Spectrum / Dr. Vallejo** – Cracker Barrel
- **Van Gannaway** – Tijuana Flats
- **Darden** – Pasta Station
- **Outback** – Steak
- **Tana Wilson** – Advanced Nursing Concepts
- **Powerback Rehab**
- **Todd Mazenko**
- **Brenda** – Vitas – Olive Garden
- **Angela / Ryman** – Mobile Medical
- **Primary Care - GiGi** - Sonny's
- **Charlotte (UF) / Ashleigh** - Chipotle - Cheryl
- **Direct Supply** - Cracker Barrel - Amanda
- **PAM** - Subs & Chips - Colleen
- **Kim Costa** - First Choice Senior Living Advisors

Your generosity strengthens our community and truly makes a difference.



QUOTE OF THE DAY

“Expect trouble as an inevitable part of life, and when it comes, hold your head high. Look it squarely in the eye, and say, “I will be bigger than you. You cannot defeat me”.

Then repeat to yourself the most comforting words of all, “This too shall pass”.

Ann Launders



OUR TEAM MEMBERS



Rosa Lesperance

Resident Relations Administrator

MON-FRI / 7:30am to 4:00pm - Ext. 294



Marie Rodriguez

Resident Relations Assistant

SUN-THURS / 8:00am to 4:30pm
Ext. 297



Ubi Gutierrez

Resident Relations Coordinator

TUES-SAT / 8:30am to 5:00pm
Ext. 387



CITIZENS ON PATROL:

The Citizens on Patrol (COP) program at Waterman Village has grown into one of our community's most valued safety and service initiatives since its launch just two years ago. Every day—most often around lunchtime and late afternoon—our dedicated volunteers are on the move, providing an extra layer of care and attention across campus. They assist residents, report maintenance concerns, support traffic flow, issue golf cart stickers, and step in for Security whenever needed.

Thanks to the Waterman Foundation, our patrol team now operates two bright yellow, high-visibility golf carts—each equipped with a flashing safety light—making it easier than ever for residents to spot friendly COP support nearby.

Our team of about 14 enthusiastic volunteers is led by an outstanding group of leaders: Les Morgenstein (Major in Charge), George Rand (Captain & Training Officer), Rich Gailey (Sergeant, Scheduling), and Bill Theiner (Sergeant, Cart Maintenance).

Proudly overseen by the Mount Dora Police Department, the Waterman Village COP Program reflects our ongoing commitment to safety, service, and community spirit.