



NEW RISK MANAGER

Regina Sullo

Risk Management Director

As part of the Risk Management team, her role involves identifying, evaluating, and mitigating risks that could affect the safety, well-being, and satisfaction of our residents, staff, and visitors.

Regina works to ensure compliance with healthcare regulations, safety standards, and organizational policies. This includes conducting regular safety audits, overseeing incident reporting and investigation, and implementing preventative strategies to minimize hazards.

Regina also collaborates with clinical, maintenance, and administrative teams to promote a culture of safety and continuous improvement across the community.

A SUPPORTED NEXT STEP TO TRANSITIONING

At Waterman Village, we understand that every journey includes moving to a space that better support your needs.

Why does this transition happen?

As health or daily living needs evolve, some residents require support, whether it involves assistance with daily tasks, medication management, or an environment designed for memory-related care. Our Assisted Living Community and Memory Support Neighborhood are specifically designed to help.

How Does the Transition Work?

- **Step 1 - Personalized Assessment:** Our care team, consisting of either a (BW) or (SW) professional, meets with residents to initiate the assessment process.
- **Step 2 - Planning the Move:** We collaborate to determine the ideal timing for the move and coordinate all necessary arrangements.
- **Step 3 - Welcoming You into Your New Space:** The new environment is prepared with familiar comforts during the adjustment period to help residents feel at home.
- **Step 4 - Ongoing Support and Communication:** We maintain close contact with families and provide updates on how our residents engage in activities, build connections, and receive personalized care.

What Makes Our Assisted Living and Memory Care Special?

- **Our trained, compassionate staff is available 24/7.**
- **We offer engaging programs that promote cognitive and emotional support.**
- **Waterman Village is a warm and welcoming community that feels like home.**

UPCOMING INFORMATIONAL BROADCASTS

Please be advised that the Resident Relations Department sends out quarterly broadcast to the community.

This test is scheduled to ensure that our information system is functioning correctly and that everyone is able to receive important alerts in the event of an emergency or event.

*You will receive a phone call with a pre-recorded message.
The call will be identified as a test. Please add this number
as a Waterman Village Contact.*

*The number for the test is **1-800-679-0847***

TIPS FOR USING YOUR LIFELINE BUTTON IN AND AROUND OUR CAMPUS

1. **Wear it at all times:** Especially if you live alone. It's waterproof, so you can wear it in shower or bath, where slips often occur.
2. **Know when to press it:** Press the button any time you feel unsafe, fall, feel unwell, or need urgent help. Don't hesitate! It's better to be safe.
3. **How to press it:** Firmly press and hold the button for 1-2 seconds until vibrates and a red flashing light appears.
4. **Keep it accessible:** If you remove it for any reason, keep it nearby (like on a nightstand or in your pocket).
5. **Battery Change:** If button flashes yellow this means the battery is running low and needs a new one. Report to us!

HELP US HELP YOUR PET!

We want to make sure your furry friend is always in good hands. In case of an emergency or if we can't reach you, it's important that we have a backup contact.

- *Please provide the name and contact information of someone we can reach out to if your pet ever needs care and you're unavailable.*

It could be a family member, friend, or trusted neighbor - anyone who loves pets as much as you do!

Thank you for helping us keep your pet safe and happy!

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

Quote Of The Day

“ If you want to be successful,
It's just this simple.
Know what you are doing.
Love what you are doing.
And believe in what you are doing.
Will Rogers ”