

Waterman Village Mount Dora, Florida

RESIDENTS MEETING

Andrew Dujon President & CEO opened the resident meeting with the Pledge of Allegiance on Wednesday, March 27, 2023, at 3:00 p.m.

JEFF BASSETT- DIRECTOR OF MARKETING

Jeff gave the following report

- Everything at Lakeside is either occupied or reserved. There is a wait list for several different floor plans. For the Oaks, everything is occupied except there are three Key West Garden Villas on Waterford Ave. Thank you for all your referrals. There has been an uptick in referrals coming to the marketing office, and we greatly appreciate them. If you have friends that are seriously considering moving to Waterman, you can stop by the information center, and we will be happy to give you a meal voucher. There are many reasons people move to Waterman Village, many have pointed out our culinary department and the activity calendars exceeded anywhere else in their searches. All departments are vital, maintenance, housekeeping etc.
- Next month I am doing a couple of presentations at the Plantation.
- Our waiting list is staying steady with 229 folks
- I have worked in several not-for-profit retirement communities, and I would say a lot of their success was greatly facilitated by having a good foundation. I want to thank you in advance for your time, talent and community contributions to the Waterman Community Foundation. A foundation is an integral part of a community like Waterman, and I have seen over the years how it really plays a large impact in the community's success.

THERESE KIRLEW- HOME HEALTH EXECUTIVE DIRECTOR/ADMINISTRATOR

Therese gave the following report

- February 2nd I officially announced my retirement, so I am working through that transition. I want to tell you that after 10 and a half years at Waterman Village it is bittersweet because I am going to miss all of you, and I am so grateful for the opportunity to have served and worked with all of you. The sweet part of it is I get to smell roses and be closer to my 104 year old father and 92 year old mother, and I will get to feel what it feels like to do what you all do every day.
- I want to leave you with three special health nuggets to continue to give you a healthy and abundant life. To get started, which is better for you, potatoes or beans? I have

some good news for those of you who like meat and potatoes. Potatoes seem to get a bad rap because of their high glycemic index, but it turns out they have little fat and low energy density. When potatoes are cooked and cooled, you get slowly digested starch, some starches are not good for you because they push your blood sugar up. In potatoes' case, they can produce beneficial compounds that promote gut health and lead to lower blood glucose levels. You can have a cup or two of potatoes and not feel guilty, and they have the same glycemic index and simple good benefits as beans. Almonds have been found to be a nutritional powerhouse. Two handfuls of almonds will give you 96% of your daily value of vitamin E, 36% of your magnesium and 1.4 grams of amino acids. If you are walking or doing anything strenuous, they had a set of people who had no almonds before and a set who had almonds, and they found those who ate almonds were less sore and had less inflammation. Lastly, drinking water. Water is 60% of your body's makeup, they found that drinking water is a key to aging gracefully. We know hydration is a big deal and yes you have heard that 8 glasses of water a day is the minimum. As much as you hydrate the better your system will function. If you are running to the bathroom a lot, your kidneys will adjust in two or three weeks. I am planning on aging gracefully and doing everything you can to remember that good health is good wealth, and I hope and wish for all of you abundance and a full life.

DAVID LARSON- VP AND CFO

- An update on February financials, the good thing is we have met bond covenants, which is the number one thing we look at every month. Cash in the bank we have around 17.5 million. Our census is up in all areas. Revenues are up 5% more than we expected, but our expenses are up 10% more than we expected. Even with that disparity, we missed budget by a little bit. About \$4,200 for the month, so we did well.

INGRID PIEDRAHITA-SPRINGWATER AND BRIDGEWATER ADMINISTRATOR

Ingrid gave the following report

- We continue to have 100% occupancy at Springwater with a waiting list. With Bridgewater, we are at 91%. We continue to have respite care available at Bridgewater if you are going out of town, and your loved one cannot be alone. We can have them in the building, and they will get proper care. In the month of April, we are adding mobile eye care to both buildings, in addition to Podiatry.
- I wanted to take this opportunity to thank you all who attended our art festival over this past weekend. It was a huge success. We had a lot of volunteers from residents, staff and friends who all attended. We are finalizing the numbers that should be out next week. It was great to see everyone having a good time and interacting together in a community for such a great cause. The proceeds are going to the Waterman Communities Foundation and the Alzheimer's Association. As always, if you want a tour

of either building or have questions on respite or permanent residence, my extension is 276.

- **Recorder comment:** The Art Festival brought in \$2,321.74.

ROSA LESPERANCE- RESIDENT RELATIONS ADMINISTRATOR

Rosa gave the following report

- We have really grown in the last two years. We have 256 units at the Oaks and 159 units at Lakeside, for a total of 415 homes and apartments. There are 243 residents at Lakeside, at the Oaks there is 356. This gives us 599 residents. We still have residents waiting to move in.
- A lot of residents did not come to pick up their fall detection pendants. We are also working with the vendor right now because there are glitches with the buttons causing sensitivity issues. I am working with them with Brady and David Nwogu. We are trying to make this process easier for all of you. So, thank you all for your patience. For those of you having problems with your buttons, please come and let us know as I have a list. Those who have not gotten their buttons yet, please call me, Ubi or Jim at extensions 294 or 387 and we will be sure to get it to you.
- There is a glitch with Dwelling Live. I know this has been a struggle for a few of you. Emma has set up a link that she will be sending out in the portal on the Waterman Village website, and it will explain step by step with a video on how to use it and enter permanent visits or people you want to be temporary. This is a new system we are going to have for people visiting residents, or contractors who need to come to campus, this is a security feature as we are trying to keep everyone safe. Myself Ubi or James can assist you as well.
- Coming up in April, there is going to be a Coffee Social at Lakeside and the Oaks where I will be speaking. It will be a question-and-answer format. Send me an email with your questions, and at the social I will answer them. I want to address questions that you might have, and make sure you get the help you need. I will be sending an email blast the week before as a reminder to everyone.

SUE GRATZER- DIRECTOR OF ACTIVITIES

Sue gave the following report

March Recap – We kept you busy this month

- Brunch Bunch at Oakwood Smokehouse, Dinner Bunch at Vincent’s Italian Rest.
 - District 1 & 2 Luncheons
 - Brain Wellness Classes with Dawn Adler – have been inviting in the wings members, too!
- Finishing up the Curiosity Classes and April classes will be:
- “Writing and the Brain” - Writing can help improve memory by creating deeper connections,
 - “Hearing and the Brain”, There is a Link Between Hearing, Attention, and Memory: All are key players in our brain’s ability to focus and execute daily activities.
- The Waterman Village Players did their variety shows with 3 well-attended performances. A few highlights: The Line Dancers demonstrated how one could participate using a walker, the Tai Chi group did a very relaxing and mesmerizing

demonstration. There were several vocal performances, and even a comedic scene from Neil Simon's, "A Prisoner of Second Avenue".

- Day Trip - Our Day Trip We took 2 Waterman Village Busses going to see our own Lee Kelly perform in The Color Purple, The Musical at the Dr. Phillips Center on Sunday, March 10th. Lee did such a great job, and after the show, the 50 plus residents greeted him with hugs and praises, just like proud grandparents!
- The Virtual Adventure Series featuring the BBC's The Planet Earth series which features stunning film of our creation and this month's theme was about "Caves". .
- Many Coffee and Java Socials with topics such Estate Planning, Financial Planning, and Speech Therapy. If you missed the Speech therapy, Kelly Kalus will be back to speak at the April 16th Coffee Social. All the speakers have a wealth of information to help you all continue on living your best lives.
- Royal Highlands Kitchen Band will be doing their St. Patrick's & Spring Concert –in the Lodge MPR – They are always a fun and lively group to watch.
- Opera Orlando is coming back for another riveting performance in the Chapel. Thank you to all who supported that performance.
- The Lake Concert Band came back for a performance to a full house in the MPR. The 50-piece band really blew our minds with some great arrangements of well-loved songs. Their vocalists beautifully belted out songs from The Phantom of the Opera, America the Beautiful.
 - Culinary provided a bartender an hour early at 6 pm to the Opera and the Lake Concert Band so residents could purchase an adult beverage while waiting for the concerts to start. Please let us know your feedback on how you liked that opportunity.
 - Art / Crafts Fundraiser Alzheimer's Assoc. and the WV Foundation. – We assisted Bridgewater staff in helping set up and facilitate the sale of the vast array of generously donated artwork. Many Waterman Village residents from all areas of the village, and staff either donated, created or helped procure the artwork and crafts. The Variety shop opened for the event and also did a robust day of business, from which the proceeds will also benefit the Staff Appreciation Fund. Thank you to all who donated, volunteered, and purchased items benefitting these worthy causes.
 - We are a Voting Precinct for the Oak side and the Lakeside residents. In the Lodge MPR - was the Presidential Preference Primary Voting.

Coming up in April

- Tune into WVCC TV channel 998 and 5, they have been working hard to create some engaging content for you all – Check out the 5 hour cycle of programming for your information and entertainment. Have you seen the Good morning Waterman Village with our own Lisa Clay and Ray Knecht (even an impromptu visit from Lisa's quirky California sister, Lulu)? Watch your emails for the programming schedules - Wellness workouts, some Java & Coffee Social Talks, Concerts, movies, interviews with Waterman

Village Residents and Staff. You are missing out I you are not watching! The channel is always looking for volunteers for a variety of ways to help, so join the group and have some fun, too.

- April 10th, we have the Mad Hatter Golf Tournament at the CC of Mt. Dora. Wear a crazy or unique hat to add to the fun. The bus leaves at 8:15 am or if you are driving muster at 8:30 am to get your team assignments. We'll have lunch and raffle prizes afterwards. Please give Andrew a big thank you for working with the Country Club to keep this tournament happening!
- Lunch Bunch – Rose Plantation in Fruitland Park on Wed, April 17
- Dinner Bunch – Momiji Sushi Bar & Grill, Sorrento on Wed. April 24th
- Day Trip Harry P. Leu Gardens in Orlando – Monday, April 29th – keeping the garden theme – Lunch at Olive Garden afterwards.
- Men's Luncheon on Tuesday, April 30th.
- Friday April 26th is the Staff Appreciation Party in the Lodge from 11 am – 3 pm. Keep an eye out for the flyers coming out in a couple of weeks.
- Saturday, April 27th – Activities Committee is hard at work planning a Poker Run for you. This is open to staff and residents. The event starts at 1:15 pm, \$5 entry fee with a 50/50 raffle. There will be an after party in the lodge for paid participants with a DJ, a bartender. Look for flyers and sign-up sheets to pre-register for it, come out in a week or two.

MICHELL CAROLL- DIRECTOR OF WELLNESS

Michell gave the following report

- I want to thank everyone who donated blood at the last blood drive on March 28th. There were 19 completed donations, which will affect 27 families. Our next scheduled one is May 15th.
- We will be adding a new seated yoga class to our calendar at Lakeside's Essence Lounge at 1:15pm on Mondays. We are holding the class from April 9th to May 7th. The class will be taught by our resident yoga instructor Kathy Benton. There is one that takes place now at the Oaks on Thursdays at 9:15am. This will be a trial basis to ensure we have good attendance before we add it to the calendar.
- April 11th is World Parkinson's Day. Waterman Village has partnered with the Michael J, Fox Foundation for "Pump it Up for Parkinson's". There is an offer for us to win a new NuStep machine. As a community we have set a target for 30,000 steps that we will complete. You can sign up for a 15 minute interval on our machine. There will be emails sent out with links to donate. This program launched on Friday, and we have already collected \$2,075. Brooke and I are at extensions 304 or 509 for any questions you may have.

PATRICIA WASHUTA- DIRECTOR OF CULINARY

Patricia gave the following report

- For the spring we are partnering with the Activities Department for some festivities I do not want to spoil quite yet. For St. Patrick's Day Kathy, our yoga instructor, came and played Irish music. We had her booked for lunch and she played all through the Sunday Brunch. Residents really loved it and we even had green beer available. We are planning on doing more pop-up events.
- The new menu will be rolling out in April, the chefs are working on them now. This is something to look forward to, we will do a five week cycle on Lakeside and the Oaks. We also make sure the dietician signs off on the menus as well. We expect these menus by April 15th.

ALVIN SMITH- DIRECTOR OF FACILITIES SERVICES

Alvin gave the following report

- The Bridgewater roof project is in process.
- Dwelling Live is affecting Security, so please go into the app and settings and get that all set up for the team. The system is going live very soon. Security will be going by Dwelling Live to keep track of who is coming and going.
- We have many projects running with maintenance throughout the property. We are continuing preventative maintenance next month, which you saw at the beginning of January and February. They start back up in April to do basic preventative services to homes as scheduled.
- Regarding the resident question about our vendor payments, a lot of things are changing with our vendors. Unfortunately, not every vendor is in our 30 days yet. We are switching some vendors and a lot of them do want payment upfront, so we are in good standing before they move on with the project. Most of them do ask for 30 days, but when they are smaller companies a lot of them want payment upfront.
- A lot of work orders continue to come in, we prioritize life safety, those orders will happen first. If there is anything that comes up just know we are working on it, it just may take us some time.

ANDREW DUJON- PRESIDENT AND CEO

- David Nwogu is currently meeting with VITAS Hospice in hopes we can put together another inpatient unit in the Edgewater to allow those services to happen here.
- Last week's memo raised some eyebrows about how we have had to lay out a significant amount of cash recently for Bridgewater and some legal matters that came to fruition. I cannot expand further there. We receive anywhere from five to 10 lawsuits per year, for any care area. With the way the insurance environment works we are just settling cases to avoid them going to court. We are working now on building up our rainy day fund again.
- Over the next three months, Alvin and his team will analyze every roof, HVAC and hot water heater on campus. We are going to develop a three year plan for a capital

replacement plan for those projects. This will help create an accurate budget for us to set aside money for. We are trying to build an internal capital replacement plan to solidify our abilities to meet those needs as they come up in the future. Frankly, we were not able to do this in the past, but we are now, and we feel good about that.

- Also, in regard to the resident question about vendor payments, from my perspective, reasonable payment terms with our vendors would be anywhere from 30 to 45 days. On average we are paying in less than 20 days. I believe we actually pay too well as we pay timely.
- Many questions have been raised about Dwelling Live. If you have guests coming to our campus, they need to present their identification at the gate. If it is a carload of individuals, they all need to have identification. We understand some minors will not have identification, but all others will be expected. The Dwelling Live system is going to allow us to process folks through faster. This is very beneficial from a security standpoint to get people in and out of the community. If you need help, Rosa and her team will be happy to help the best they can.
- A reminder, wipes are not flushable.
- A separate email will be coming out to golfers for an update on what we have received from the Country Club of Mount Dora.

Respectfully submitted,

Katie Cortez