

# Waterman Village Mount Dora, Florida

## RESIDENTS MEETING

David Nwogu, Vice President & COO, opened the resident meeting with the Pledge of Allegiance on Wednesday, August 28, at 3:00 pm.

David N. gave the following announcement preceding the meeting:

Something most of you are aware of we are dealing with is COVID-19. COVID-19 is rampant throughout the community and through the greater Mount Dora area. Be safe, protect yourself, social distance and wear a mask when in the presence of other people. These have been shown to work successfully. Healthcare providers may offer you some solutions through medication or isolation and you should seek their advice once you know you are positive. We are not about to provide you with testing here. This version of COVID-19 is highly contagious and is affecting a huge variety of people. There is typically a three to five-day incubation period, where you may not have symptoms but you can be spreading the virus. Symptoms are typically chills, headache, fever, congestion in your head and chest, fatigue so be aware of these symptoms. If you are impacted, we can deliver meals to you free of charge. We prefer you receive meals at your home, to lessen the impact on other people in common dining environments. We have not suspended activities in Independent Living. Please be mindful and cautious of this virus going around. 10 things you can do to manage your symptoms from the CDC will be available on the portal. There are 16 positive cases in the Edgewater right now, so if you have friends or family in the Edgewater please make the conscious decision if now is a good time to visit them. Visitation is always available. We have tablets for Zoom meetings and phones and additional ways to communicate if necessary. In addition, if you test positive for COVID-19, please call Sandra Van Syckle, our risk manager and she will help you navigate things like meal delivery to your home. She is at extension 225.

### **SEACOAST BANK- ACH WITHDRAWAL/FRAUD PRESENTATION**

Seacoast Bank staff gave the following report:

- ACH is electronic money. It is money in and money out in the simplest form. A big part of why we are here is to talk about our partnership and share what we do and help residents with electronic payments. Many folks still use checks in all sorts of industries, but I would like to share, 98% of fraud happening in banks comes from checks. One client that sends three checks a month, has had fraud four times in the last six months from their use. Checks make clients most susceptible as they have your account number, routing number, address, and more personal information. ACH withdrawal with your Waterman rent comes out of your account once a month in a secure manner. It is also easier for you.

- Next week we will be here on Tuesday and Wednesday for one-on-ones to talk to residents about switching to our bank or if you have questions about fraud or anything else. This partnership is important to us. We will be giving another fraud prevention presentation in October.
  - Question: Can Waterman see into the bank account?
    - No. Waterman cannot see into your bank account. They only have authorization to draw funds that were agreed upon once a month. It is one-time withdrawal per month that you can cancel at any time.

### **SUE GRATZER- DIRECTOR OF ACTIVITIES**

Sue gave the following report.

- Lunch Bunch at Longhorn Steakhouse and Dinner bunch at Eaton’s Beach in Weirsdale
- In September we are going to Taki’s Italian and Greek Restaurant for Lunch Bunch and Cody’s original Roadhouse in Brownwood for Dinner Bunch
- Brain Wellness classes with Dawn Adler- “How Inactivity Changes the Brain”
  - What are the effects of inactivity? According to the WHO (World Health Organization) physical inactivity is one of the leading risk factors for no communicable diseases and death worldwide. Alternately, regular physical activity reduces the risk of many types of cancer by 8-28%; heart disease and stroke by 19%; diabetes by 17%, depression and dementia by 28-32%. That is just with physical activity, can you imagine what the improvements are when you add mental activity as well? Next month’s topic will be “15 basic ways to improve memory and word finding strategies.
- We had two really fun soap-making classes which were a big hit. It was a learning experience for all of us, and we may explore other soap classes in the future.
- St. James Episcopal Church from Leesburg- Ukulele Ministry Concert will have 20 ukuleles playing some favorite tunes like Sweet Caroline, Amazing Grace, and a fun Hawaiian song called Le Manu. By the end of the concert they were asked to do an encore and it was a really fun time. If you missed it, we are working on bringing them back in December.
- Thank you for all the generosity with our food drive. In cooperation with Becker’s Best Shoes in downtown Mount Dora and Funds2Orgs and the activities committee, we sponsored a gently used show drive, and residents and staff really put your foot into helping us collect 470 pairs of shoes. These shoes will now be sent to Funds2Orgs, weighed by the pound and then Beckers will receive the money to give to First Baptist Church of Mount Dora to purchase new school shoes for local Lake County children for back to school. The benefits do not stop there. Funds2Orgs will send the shoes overseas to micro-entrepreneurs to refurbish and sell to earn a living wage. You are helping clear your closets, helping local children, and helping people gain independence by being able to earn an honest living wage in countries where it may be difficult to do so. Also, there will be a fashion show on Thursday September 12<sup>th</sup> here in the Chapel at 2:00pm with Becker’s Best Shoes. We may even have some male models showing off their runway skills.
- The Lodge saw over 150 people vote in the Primary Election on the 20<sup>th</sup>.
- We took a group to the Sanborn Center in Deland to hear the Deland Swing Band. The group had a great time listening and dancing to the music.

- Tonight at 4:00pm the Demise at the Disco Mystery Dinner theater event will kick off with a fun happy hour before the doors open at 5:00pm. If you didn't sign up, I am sorry about your luck, you will be missing a great meal prepared by the culinary department and you will miss a great "who dunnit" performance by SomethingNewStudios, a local murder mystery acting group.
- You are never too old for a good show and tell. We did a show and tell at Tuesday's coffee social and some very interesting and unique items were shared along with the background of the item. We have another one tomorrow at the java social so be thinking about what unique thing you have to share.
- Our office will be closed on Monday in honor of Labor Day.
- We have our yoga instructor, Cathy Benton's Irish musicians performing at 2:00pm on Wednesday, September 4<sup>th</sup> here in the Chapel.
- On Monday, September 9<sup>th</sup> at 1:00 pm in the Chapel we will have the two Mount Dora mayoral candidates come in for a Q&A session. If you have questions you would like to submit, please send them to Lisa Anders through email and she will assemble them for our candidates.
- There is a wait list for the Barbara Lee Luncheon Cruise on the 19<sup>th</sup> of September.

#### **DAVID LARSON- VICE-PRESIDENT AND CHIEF FINANCIAL OFFICER**

David gave the following report and shared the following slides:

- Seacoast Bank has phenomenal customer service up and down the line and have been a phenomenal partner.
- Net loss for the year as we showed in June, the 9/30 number with an audited loss of \$10.1 million. We projected two months ago that by the end of this year we would be at a \$6.7 million loss, still a large loss. We project out what the rest of the year is going to look like or potentially look like. It looks like we will end the year at a \$5.2 million loss.
- Not only do we look at the operating aspect, we check our cash balances. Two months ago at the meeting, we showed that the prior year balances of cash was \$19.6 million. In three months, we went through roughly \$3 million, so our reserve balances have gone down. We went from \$19.6 million to \$16.7 million, and as of July, we are at \$17.5 million so we have increased and expect to go up to \$18.5 million. We have seen a sizable increase in investment monies or investment returns. Last year's budget set aside a \$270,000 investment return for this year, and we are going to get pretty close to a million and a half in investment return versus the \$270,000.
- Technically our capital budget this year will be \$4 million, which includes the \$1 million we have from Sodexo for the Lodge renovation. Our debt service is going from \$5.3 million to \$5.8 million. Debt service coverage ratio is going from 1.3 to 2.1, 1.2 is the minimum amount that we have to have for bond covenants. 1.3 means we can cover 15 months of debt. The 2.1 means about 24-25 months days cash on hand. We spend about \$125,000 a day in wages, utilities, food, operating expenses etc. The way the budget is designed today we should be at 169 days by the end of next year. Non-controllable expense and revenues are investment income, depreciation expense, and interest expense; while controllable are wages and salaries, food, insurance, and utility cost. Operating expense you will see we are going from a projected \$47.2 million to \$50.6 million. We also announced the rate increase that shows you the impact of what the

anniversary date applies to the rate increase. Those of you who moved in September or August, you won't see the rate impact until next September or August. When we did the budget, we calculated based on your anniversary.

- We anticipated budget this time last year at \$3.2 million loss and it looks like we are projecting to be at \$5.2 million but this year's budget we will break even, that is target.

**Compare to where we are today**

(in millions)				
	Last Meeting 6/26/2024		10 Mo	12 Mo
	Prior Year	Projected	Actual	Projected
	9/30/2023	9/30/2024	7/31/2024	9/30/2024
Revenue	42.2	46.7	40.6	48.7
Expense	52.3	53.4	44.9	53.9
Net Inc/(Loss)	(10.1)	(6.7)	(4.3)	(5.2)
	Better than expected			1.5

**Compare to where we are today**

(in millions)				
	Last Meeting 6/26/2024		10 Mo	12 Mo
	Prior Year	Projected	Actual	Projected
	9/30/2023	9/30/2024	7/31/2024	9/30/2024
Cash & equivalents	6.9	6.8	6.9	6.9
Investments	12.7	9.9	10.6	11.6
Subtotal	19.6	16.7	17.5	18.5
Minimum required	11.3	13.8	13.8	13.8
	Better than expected			1.8

(in millions)	2025	2024	2024
	Budget	Projected	Budget
CapX	3.0	2.5	1.2
Debt Service	5.8	5.3	5.3
Debt svc coverage ratio	2.1	1.3	
minimum	1.2	1.2	
Days cash on hand	169	141	
minimum	140	110	
Revenue	50.6	47.2	45.9
OpX	39.5	41.1	36.9
Controllable: rev & exp	11.1	6.1	9.0
Uncontrollable: rev & exp	(11.1)	(11.3)	(12.2)
Net Inc/(Loss)	0.0	(5.2)	(3.2)

**JEFF BASSETT- MARKETING**

Jeff gave the following report.

- There are 10 open units on the Oaks side and six are reserved. The other four are in a state of construction that we cannot show to prospective residents yet. At Lakeside there are three open units and all have residency agreements on reservation deposits. There were 51 new inquiries for Independent Living and 66 appointments. Our In the Wings Club has been holding steady with 252. We are still doing a bulk of our advertising on Google and Microsoft, so when people search for communities like ours we are at the top of the results. We had 1,000 clicks on our ads on Microsoft, which is the Bing engine, with 4,100 clicks on ads across all our ads.
- I came across a study from a well-known aging institute research organization that does studies on aging, they did a several-year study analyzing the happiness and well-being of individuals who live in communities like ours. The study was conclusive that individuals who live in a community like ours, are noticeably happier compared to those who stay in their private homes.

**INGRID PIEDRAHITA- ADMINISTRATOR OF SPRINGWATER AND BRIDGEWATER**

Ingrid gave the following report.

- Bridgewater census is 86% and Springwater is at 100% with a waitlist.
- I wanted to thank all who attended our wine and cheese open house last week at Bridgewater. It was a good opportunity that you can all experience and learn what Bridgewater has to offer. We had different vendors there which were Family First Vitas, Physician Group, Bay Pharmacy, and our Outpatient Therapy. We were able to highlight some of the many services that we provide at Bridgewater. You also got to see the new garden area completed last week.
- The target for us is respite with the end of the year coming up soon and holidays, so please consider us for respite.
- My staff is working on assisted living week, which is the second week of September; we have lots of fun in store for the residents and staff, and some events in Independent Living.
- The Veteran Wall was completed and the flag at the entrance of Bridgewater, so please stop by to see the wall, it turned out very nice. If you are curious about Bridgewater or have any questions please give me a call at extension 274 or Amanda at 264. We are looking at doing another open house in the spring of next year.

#### **KENDRA CRISS- EXECUTIVE DIRECTOR OF HOME AND COMMUNITY-BASED SERVICES**

- Last week I sent out an email with a new newsletter I am creating. You will get it every month. There are articles, a crossword puzzle, a word search, and some information about active aging. The title of the newsletter is Active Aging. If you need it printed, Katie or Deborah can print it for you.
- November 14<sup>th</sup> from 2:00pm-4:00pm we are going to do a big event outside of outpatient and home care. There will be booths and it is going to be a poker run, where you will go booth to booth and find out about all the different services we have on campus. There will be a basket full of fun things to win.

#### **JENNIFER GIBSON- HOME HEALTH ADMINISTRATOR AND DIRECTOR OF NURSING**

- The department is working on contracts with various Medicare Advantage plans so that we can provide skilled care. We are happy that we should be able to share at least five contracts by the end of September. We will keep everyone in the know. Waterman Village Home Care completed our accreditation survey and in July we have been reaccredited until 2027. All the services you receive have been surveyed.
- We increased from a three-star patient satisfaction to four out of five stars. This is determined by the HH CAHPS survey. If you ever have home health services, this is specifically for the skilled side. You receive a survey via the mail or a call and they will ask you about 31 questions. They use that data to determine the star rating. 94% answered yes to the question “would you recommend services to friends and family?”. Please reach out to me at extension 271 or stop in and see us anytime.

#### **MICHELL CARROL- DIRECTOR OF WELLNESS**

Michell gave the following report.

- Kelly Wade is our new assistant for wellness. We offer orientations and assessments here at the Wellness Center. Our Wellness Center is next to the Bistro, and the Lakeside Wellness Center is down by the East Tower in the Lakeside Grand.
  - Kelly Wade gave her introduction: I come from customer service and sales and during the pandemic is when I got into the gym. I had started working with personal trainers at the time, working with the Silver Sneakers programs and I loved it. During the pandemic, that gym unfortunately shut down, and I moved to Central Florida from Boca Raton and found this opportunity and was ecstatic.
- There will be a drive for Forever Home Pet Rescue. A fantastic job was done for the shoe drive, and we have a very generous community. Forever Home Animal Rescue is a local no-kill animal shelter for small dogs. They have moved to a new location. There is a list of items we are accepting, and you will find donation boxes at the Lodge, Lakeside, and Bridgewater entrances. There is another one at the wellness center desk at Lakeside. You can always call me or Kelly at extension 304 or 509. That drive goes through September 6.
- Oneblood will be doing their drive on campus outside the Lodge next Wednesday from 11:00am-4:00pm. There is a shortage of blood donations happening. If you have questions about being able to donate, you can always hop on the bus and ask the staff there.
- No fitness classes are taking place on Labor Day, I want you all to enjoy your day and relax and take a nice break for yourself.
- We have a large variety of fitness classes, and you should be receiving your calendar at the beginning of every month. Tai Chi, Combo Yoga, Seated Yoga, Brain Body Balance, Sit and Be Fit are all classes we offer.
- Active Aging Week starts September 30<sup>th</sup> and runs through October 4<sup>th</sup> . There will be more information coming to highlight those events.

#### **PATRICIA WASHUTA- DIRECTOR OF CULINARY SERVICES**

Patricia gave the following report.

- The Café is closed on Memorial Day. We have some updates to menus coming. Homemade meatballs are being tested this week and we are looking at what we can make from scratch over buying from a distributor. The recipes we are using are approved and do not financially impact the operation. Making from scratch is usually a savings, and gives a better product. Management will be out and about on the floor to get your feedback to make sure you are enjoying the new offerings.
- Savor will be launching a new menu by October 1<sup>st</sup>. The Chef has finalized the menu. It will be given to the committee to go over and make improvements. Taste testing will be happening behind the scenes, then we will launch the new menu to test run how it is received.
- I am getting great feedback on the offerings at the Brew Bar and the Sports Bar. Any feedback is welcome at Lakeside you may let Richard or Chef Jason know. They are both out and touching tables. If you ask, we listen and we make adjustments accordingly. The reason

we are here is to serve, my door is always open as are the other managers for your feedback and we appreciate the good as well as the constructive.

- Question: The Chef's special was always on the written menu in the past. In the past two weeks it has not been on there. We were told it was they didn't know what leftovers there would be the next day.
  - Trish's answer: We do not use leftovers. Leftover in the kitchen, does not mean what is leftover from the buffet. It is what ingredients we have left in the freezer that we may not have gone through. For example, if we do not cook all of the lamb loin one night, the next day the special will utilize lamb loin. If there is going to be a chef's special set ahead of time, we do not know who is going to order it or go off the regular menu. You run the risk of overestimating and having ingredients go unused. So what we do now, is we base the special off of what we have on hand. The chef has been tasked with going through the cooler at the beginning of the week to make the specials for the week. It will not be printed in advance but we will be sending out an email at the beginning of the week going forward so you know the specials for the Lodge all week. This starts next week.

#### **ALVIN SMITH- FACILITIES SERVICES DIRECTOR**

- There are a lot of new faces walking around campus in our department. They will be going throughout. If you see a new face you do not recognize, you are welcome to call me to verify who they are.
- We will be meeting tomorrow about the Lodge renovation with some engineers. There will be a rendering very soon where you will be able to see what we will be doing where come 2025.
- Annual maintenance is starting in October covering HVAC systems, water heaters and anything of that sort. This will include water heater flushes and making sure HVAC has the right amount of gas in it. We are hoping to stay ahead of the game and not behind.
- We again ask that you do not touch the automatic mowers at Lakeside. The devices log when their path is disturbed, and we are notified, so we know if they stop and where they are. Five people have access to view these at all times. Please if you see them stopped, leave them where they are, or we may not be able to find them. Some residents have been seen flipping them over as well. Please do not do this. Please let us work out the kinks with them. Once we get past these small issues, they function very well.
- The irrigation continues to keep us busy. We are trying to find a mitigation between their system and our system. I hope that when we figure this out, we can get back to our green grass and more plants. Mulch is also still coming.

Closing comment from David Larson: Pastor Fred Boone has preached here a few times, so some of you may know him. He has accepted the position of Chaplain and Director of Spiritual Wellness. He is going through our hiring process. We will be sure to introduce him as soon as possible. I have attended the Men's Bible Study and it has been very interesting and a good time.

Respectfully submitted,  
Katie Cortez