

# Waterman Village Mount Dora, Florida

## RESIDENTS MEETING

Andrew Dujon President & CEO opened the resident meeting with the Pledge of Allegiance on Wednesday, February 29, 2023, at 3:00 p.m.

### THERESE KIRLEW- HOME HEALTH EXECUTIVE DIRECTOR/ADMINISTRATOR

Therese gave the following report

- Today I will be talking to you about Blue Zones. Blue Zones are geographic regions that are home to some of the world's oldest people. There are five zones in the world, Icaria: A small Greek island, Sardinia, Japan, Costa Rica and Loma Linda California. There have been interviews to see what the commonalities are and what makes them live long. I personally have an older father, who is 104 years old. He was interviewed. We found that there are 9 things that are applicable that have helped him to live as long as he has lived. The first thing is moving naturally, staying active naturally, not necessarily through exercise. They noted most people in the Blue Zone, residents did gardening, and they got the benefit of not only stretching and bending, but they also got vitamin D from being in the sun. The second thing is to know your purpose; having a reason to get up in the morning. Knowing your purpose can add seven years to your life. Take time to take it easy and manage stress. Those in Blue Zones also experience stress, but they have ways to shed the stress, with things like meditation and napping, going to happy hour. Sardinians like to go to happy hour, and they do have two drinks a day. For the fourth, eating plants. They found that beans are the cornerstone of most centurion's diets. Their diets also have small portions of meat consumed on average five times a month. In the case of my dad, he stopped eating meat at 50 years old. Next, drink in moderation. I mentioned the Sardinians, so moderate regular consumption of alcohol, one to two times per day. Number seven, belonging to a spiritual community. They say denomination does not matter, but having a group of people who share your beliefs and coming together with them makes a difference. Number eight is putting loved ones first. Investing time with your children, committing to a partner, taking care of aging parents and grandparents and your grandchildren. Lastly, something we do here is stay social. Build a social circle that supports healthy behaviors. Happiness is contagious, foster and cultivate health habits, because good health is your true wealth.

### DAVID NWOGU-VP & COO

David gave the following report

- Edgewater is doing great, census is up over 102 today, so we are excited. Edgewater is still your five-star facility. As of now, we are out of outbreak, no masks are required.
- I have been working with Rosa and Emma on a Pet Policy. Many of you received the new policy via email last week, there were some questions about it. One question was largely related to the conscientiousness of neighbors, and not necessarily about the policy. We were made aware

initially that our policy was limited in the sense that service animals did not have any guidelines in our policy. The service animal must be under your control, or you must be able to regain control of them. This is applicable to all pets. Your service animal needs to be housebroken, which also is the same for all pets. The policy's role is to prevent risk, keep people safe, and maintain property value throughout the community. Another comment I received in regard to the policy was asking if you are all grandfathered in or need to sign a new policy. The Resident Relations team and I are working on identifying all the pet owners. All pet owners will need to sign a new policy, and it will be placed in your resident file. Another comment was "why do certain people walk their dogs in a building when they do not live in that building?" Good question, and the policy was not designed to address that. This is more neighbor to neighbor. We would prefer that you walk your dogs outside, if possible. We do not want dogs in hazardous areas, such as the gym. Pets should also not be in areas where people are eating, they should not be sitting on your lap in the dining areas. A reminder, service animals are not pets; they are working animals. If a service animal is sitting on your lap, that is a pet, they are not working. I understand you may get a vest online, and we cannot ask you where you got the vest or the certification around it. However, we do ask you to use the vests honestly because there are service animals around here. For example, our Risk Manager Sandi, is training a service animal. We love him, but he has a role, and there are rules and restrictions in place that we abide by. Sandi shared with me recently that her dog is learning how to take a credit card from your hand, hand the card to a cashier, and hand it back to you. So, I ask, please be conscientious neighbors, be mindful of each other and encourage others to go outside. The weather has been great, and many dogs prefer to be outside with you. Any questions please give me a call at extension 289.

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

Ingrid gave the following report

- We are close to selling all our units at Bridgewater. A wait list will be starting there soon. Please keep us in mind for respite care, we have units available for respite.
- The cinema room is finished being remodeled; we had a ribbon cutting ceremony yesterday. It is very nice. If you ever want to stop by, feel free.
- Springwater had a couple of openings for about a week, and we are full again. We have move-ins between today and Monday, so we will be back on a waiting list. If you have a friend or family member that you are considering for memory care, please think about putting them on the waiting list. The process is very quick, with the turnover being less than a week for each unit.
- There will be an Art Festival on Saturday, March 23<sup>rd</sup> from 10:00 am-2:00pm. I want to thank you all for the contributions we have received from our Independent Living residents as well as the volunteers who have signed up to assist at the event. This will be taking place in the Lodge parking lot. There will be 50/50 raffles, and a lot of artworks and crafts available for purchase. Proceeds of the event will go to the Waterman Foundation and the Alzheimer's Association.
- Anything you need please call my extension x267.

### **SUE GRATZER- ACTIVITIES**

Sue Gratzner gave the following report

- The new Activities Assistant has started today. Her name is Lisa, yes, another Lisa, I thought it would be easy to remember! Lisa was the best candidate for the job, I am happy to have both Lisas on my team.
- February recap
  - Brunch Bunch was at Twister Biscuit, Dinner Bundh went to Fish Camp Lake Eustis
  - District 12 and 13 Luncheons
  - Started up Brain Wellness classes again with Dawn Adler- “The Neuroscience of Social Connection” and “The Important Connection Between Sleep and the Brain”
  - Mimi Bader and Mike Callinan did a moving performance of the play “Love Letters”. Two characters, a man and a woman who exchange letters, but not marriage vows, in a warm and complicated friendship lasting 50 years.
  - Day trip- we went to the Valiant Air Command War Birds Museum in Titusville. For over 45 years, this group of aviation enthusiasts, veterans and pilots have collected historic airplanes from pivotal times in throughout America’s history. Some of the aircraft we saw date back to the early days of human flight. Others are from key moments in world history like World War II. We then had a delicious seafood lunch at Dixie Crossroads before heading back home.
  - Many Coffee and Java Socials with topics such as Men’s and Women’s heart health, MedSpa of Mount Dora, Are Your Teeth Making You Sick? Outpatient Therapy gave a talk about music and its importance in our lives, and Mount Dora Podiatry. All the speakers have a wealth of information to help you all continue to live your best lives.
- Upcoming in March
  - Speakers at socials include Todd Mazenko, Estate Planning Attorney, Ricky Grunden, a financial advisor talking about investing through the lens of your financial plan. Outpatient Therapy will be back for another talk, and another Doc Talk with AdventHealth’s Dr. Ryan Moncman speaking about neck and lower back pain.
  - On our day trip we have 2 Waterman Village buses going to see our own Lee Kelly perform in The Color Purple, the musical at the Dr. Philips center on Sunday March 10<sup>th</sup>.
  - March 18 and 19 the Waterman Village players will be doing their variety show. They have been practicing hard to put on a great show for you all, check your calendars for show times.
  - Royal Highlands Kitchen Band will be doing a St. Patrick's and spring concert Wednesday March 6<sup>th</sup> at 10:00am in the Lodge MPR
  - Opera Orlando is returning for another riveting performance on Wednesday March 13<sup>th</sup> in the Chapel at 7:00pm
  - The Lake Concert Band is returning March 21<sup>st</sup> at 7:00 pm.
  - Exciting news, come an hour early, at 6:00 pm, to the Opera and Lake Concert Band and you can purchase an adult beverage as our Culinary Department will be providing a bartender before these two events.
- In case you did not know, we are a voting precinct for the Oaks and Lakeside residents. In the Lodge Tuesday March 19<sup>th</sup> is the Presidential Preference Primary Voting which will take place from 7:00am to 7:00pm. Remember, when voting, you must present a valid photo and signature identification card, so please bring that with you.

- Tune in to WVCC TV channels 998 and 5, they have been working hard to create some engaging content for you all

### **BROOKE SIMMS- WELLNESS**

Brooke gave the following report

- February, we hosted a World Cancer Day fundraiser. We raised roughly \$184.00. Thank you all for coming to the event. Congratulations to our basket winner, Sharon Goodwin. All proceeds went to our local Lake County Cancer Organization
- February 21st, we wrapped up our six week flow class in the Lakeside Essence Lounge and we will continue in March. It will start back up the second week and continue every Wednesday at 10:00am. Thursdays at 3:00pm residents play ping pong together.
- Seated Flow is a seated class that uses breath and gentle yoga flow practice, look for this on the March Calendar
- Any questions please call me at extension x304 or x509
- February 4<sup>th</sup> was my one year with the company, so I wanted to thank you all for everything and it is the highlight of my day seeing you all.

### **ROBERT NICKELL-SPIRITUAL WELLNESS**

Robert Nickell gave the following report

- I get to drive tomorrow night for the Dining in the Dark event, we have 14 riding the bus to the event. It filled quite up.
- The Spiritual Advisory Committee is planning another trip to Camp Boggy Creek on March 21<sup>st</sup>, a lot of interest is being raised about the camp. Numerous residents are starting to volunteer at the camp. It is a wonderful experience.
- We are planning Easter
- I am the staff representative for the Foundation, there is some movement we are excited about
- We have worship/ Singspiration at Edgewater at 10:30am on Wednesdays, Springwater at 10:00am on Tuesdays and Bridgewater Thursdays at 11:00am. We offer counseling in different ways. Sometimes you want to just sit down and talk. Part of our training is to ask open-ended questions and help someone process and explore what is going on. Questions cause you to reflect. If you or someone you know is hurting, please let me know and I will call them.

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

Trish gave the following report

- I went to a District Luncheon today with my staff to help serve while the lunch was in session, and I heard a lot of kudos about the service. There may be a line dance in our future rumor has it.
- We are preparing menus for the upcoming holiday season for St. Patrick's Day or Easter. Our chefs are looking into creating more Chef's Tables experiences, today we had a

Chef's table with Chef Jason where he prepared seafood risotto, it was fantastic. Last week we had Chef Jonathan supervising Richard while he made bananas fosters. There are many great things coming up; we are collaborating with the Activities Department to bring more exciting experiences to the table. We look forward to any feedback, we want to hear everything. You can send me an email or call my extension x257. You can also leave a comment card. If the door to my office is open, come on in. If it is closed, I am in a meeting. Your feedback puts into effect an action plan.

### **JEFF BASSETT- DIRECTOR OF MARKETING**

Jeff gave the following report

- We have four open residences at Lakeside, three have resident agreements. There is one we are still showing. All our vacant units are reserved except three at the Oaks side. We are showing three villas, and hopefully we will get those reserved shortly. Our In The Wings Club has reached 220 individually. We are inviting them more to our events on campus if there is room. If you see someone with the In The Wings name tag, take a moment and say hello, that would be wonderful.
- Most of our advertising is still being done on Google and Bing. When people search for retirement communities or assisted living, Waterman will be present in the search results so they can contact us for information.
- A few months ago, a resident asked us if we could create a business card with all the names of our service areas, we now have these cards available. They will be at the information center, please stop by if you want some.
- I was interviewed on a local radio station in Leesburg called WQBQ. I was featured on the morning segment. I told them all about how wonderful Waterman Village is and answered some questions.
- If you have any ideas, please feel free to let us or the Marketing Committee know. Judie Betz is our chairperson.
- Let us know if you have someone interested in living at Waterman Village, we will give them a lunch gift certificate when they come to visit you. Please do not abuse this privilege, we want to use this for hopeful future residents who are here to tour and get a feel for the property.
- If you ever see something worthwhile, please send it to us to feature on the Waterman Facebook page. Like a pretty sunset over the lake, or any photo you would like. We want to spread the word and get our presence on social media.

### **ALVIN SMITH- DIRECTOR OF FACILITY SERVICES**

Alvin gave the following report

- We are working on Bridgewater's roof. We are waiting for the permit to come back, and we will be good to start. As you see as you are walking around, landscaping is going everywhere, there

are a lot of changes we are working on. A question came up about Lakeside, we are working on the pool and getting a heater for it. The heaters are currently on backorder, but we are working on it. We are also working on finishing the PVC fence around the community on Lakeside.

- We have the bids back for redoing the shuffleboard court, that project will be coming up very rapidly. We spoke about continuing sidewalk around the lake, we have had the concrete contractor here, this is a work in progress.
- The major project we are working on is the additional dog park at Lakeside, which will be wrapping up soon.

### **DAVID LARSON- VP&CFO**

David gave the following report

- Last night we got the annual audit for the company presented to the board, and it was posted to the bond disclosure website “EMMA”. If you have any interest in getting the audit, you may pull it up on that website, or send me an email and I will send you the PDF.
- Last year we had an overall loss of \$10 million. That was essentially from the ramp up of Lakeside. Even though we had a net loss, we increased cash overall by \$1.5 million. Investments increased \$9 million. We paid a bit over \$12 million of our debt. We are putting in systems to build transparency in our reporting. I have a lot of ideas about implementing transparency and strategic reporting. I have noticed Waterman has the sharpest crew of anywhere I have worked. A lot of the crew is eager to jump in and learn and be teachable.

### **ANDREW DUJON- PRESIDENT AND CEO**

- There have been great strides with our landscaping. Understand we can only go to so many places at a time. Please be patient during this process.
- There is new signage and lighting set up outside of Lakeside that are running up and down Donnelly.
- We have gotten the first iteration of the Lodge remodel we are looking at; the architects are exuberant in what they have decided they would like to see us do, we will be looking more into the plan tomorrow and work on scaling back into budget. Once we have reached decisions, we will present them to the Culinary Committee to view them too.
- Home Health is moving out of the building they are in. We are expanding the Outpatient Therapy into the rest of the building. This will be occurring over the next several months.
- For individuals who act as caregivers, caregiver burnout is real. We want to make sure everyone realizes this. Through our Home Health division, we can mitigate for you. We also have Respite Care available at Bridgewater. The staff are available to help you take a break, there are team members here to help you.
- There are still many volunteers working with us on the COPs program. I see them out there working every day, we appreciate them. They seem to be engaged and excited about what they are doing, and so they bring purpose to the community, and we appreciate that.

Respectfully submitted,  
Katie Cortez