

Newsletter

Resident Relations Department

February 7,
2025

1 UPCOMING EVENTS

NEW RESIDENT ORIENTATION:

This month, we'll be hosting a **New Resident Orientation on February 27, 2025** in the Multi Purpose Room at the Oaks.

If you're a new resident in our community, you'll receive an invitation.

There, you will have the opportunity to ask questions to our department heads.



At Waterman Village, our department is dedicated to ensuring that you have everything you need to live comfortably, safely, and happily. Our team works tirelessly to enhance the overall experience of all residents.

WELCOME TO OUR QUARTERLY NEWSLETTER UPDATE!

Welcome to this month's newsletter, where we share the latest updates, important news, and helpful tips to make your living experience here at Waterman Village the best it can be.

We aim to provide you with valuable information that keeps you connected with the community and well-equipped to enjoy your life here.

MEET OUR TEAM MEMBERS



Rosa Lesperance
Resident Relations
Administrator

Started at Waterman Village in 2012.
Background in Education and Data Entry.
Resident engagement and Independent Living Management.

MON-FRI
7:30am to 4:00pm



Marie Rodriguez
Resident Relations
Assistant

Started at Waterman Village in 2024.
Background in Languages, Customer Service and, Hospitality Management.

SUN-THURS
8:00am to 4:30pm



Ubi Gutierrez
Resident Relations
Coordinator

Started at Waterman Village in 2014.
Background in Customer Service and, Environmental services.

TUES-SAT
8:30am to 5:00pm

About Our Department: What We Do

- **Resident Support & Services:** Our team is here to support you with any needs, whether it's health-related, scheduling, or personal requests. We help you stay connected to our community and services.
- **Lifeline:** We organize a private meeting with you to inform you that your safety and well being is one of

our main priorities. Our goal is to foster a sense of belonging and community.

- **Informational Broadcast:** Offering constant communication of pending hurricane events while also communicating any other important information that will be helpful to ensuring your well being.

Living Here: Tips For Making The Most Of Your Community

We understand that transitioning into senior living can come with its own set of challenges. In each issue, we provide practical advice and resources to make your experience even better.

- Attend our support groups.
- Join our Resident Committees.
- Visit our other facilities: BW, EW, SW.
- Participate with our Activities department.
- Remember we have a Waterman Village Portal.

Stay In Touch!

If you ever have any questions, concerns, or suggestions, don't hesitate to reach out to our department. We're here to help!

You can contact us at: 352-383-0051

- **Rosa:** Ext. 294 / rlesperance@watermanvillage.com
 - **Marie:** Ext. 297 / rrassistant@watermanvillage.com
 - **Ubi:** Ext. 387 / residentrelations@watermanvillage.com
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- **In Person:** Visit us at GLC at the Oaks or Lakeside Administrative Office.

Final Thoughts

Your satisfaction is our priority, and we are here to make sure your time at Waterman Village is fulfilling and enriching.



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WHEN WILL YOU RECEIVE THIS NEWSLETTER?

We will be sending out our Newsletter Update every quarter via:

- Email
- Print - In both concierges desk in both sides, Oaks (Ashley) and Lakeside (Deborah).
- Resident's portal

Please feel free to provide suggestions for future issues, as we aim to ensure the content meets your needs and interests.

Quote Of The Day

“ There are many things in life that will catch your eye, But only a few will catch your heart. Pursue those. ”

Look for our upcoming events and announcements, and remember, we're just a call, email or visit away.

Thank you for being an essential part of our community, We look forward to continuing to serve you!