**Waterman Village**

**Mount Dora, Florida**

**RESIDENT MEETING**

Andrew Dujon, President and CEO, opened the resident meeting with the Pledge of Allegiance on Wednesday, February 26, 2025, at 3:00 pm.

**ALVIN SMITH-DIRECTOR OF FACILITY SERVICES**

* As you may or may not have seen, we resurfaced the shuffleboard courts.
* One of the big things resident George Rand was concerned about was the wall over his home, which is now officially completed. We are working on the foliage to make sure we get it put in.
* Unfortunately, yesterday, we had an occurrence in front of the Lodge; thank goodness it wasn't anything on Waterman. It was the actual City side of the water pipe that broke. It was supposed to be a quick repair but not as fast as we thought. But we have water back, and everything is okay in the Lodge.
* I have a few people working on the bike rack for Lakeside. We are trying to figure out who parks the golf carts in the spot where we want to put the bike rack.
* Lastly, we're waiting on the permit for the fence on Lakeside to finish that off. That is still in the permitting stage, and it's just a slow process. It is beating us up, but it will happen.
* We're focused on making everything happen across the campus as quickly and efficiently as possible. The roof on Edgewater is nearly complete. They are finishing the soffits and working on the gutters, and then that project will be completed.
* The next major project I'm focusing on is the Lodge renovation. Everything is still on track to begin in April, and I had another call about it today. We are waiting on a few more items before we can submit for permitting, and hopefully, we'll get the process started and have it completed before the beginning of fall.

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

* I will meet with Alvin and the contractor for the Outpatient project. After receiving multiple bids, we selected a contractor, and it has been approved. We're working on the timeline and determining where therapy sessions will occur amidst the ongoing construction. We will meet with the contractor to finalize these details.
* One major topic I want to discuss is the Health Fair. This is an off-campus vendor event, and we have invited multiple local vendors. I have posted the vendor list in various locations and emailed it. We have 44 off-campus vendors attending, covering everything from insurance and medical services to podiatry. Some vendors include Edward Jones, Mid-State Golf Carts, Treadwell Farms (a CBD vendor), Total Injury & Pain Management, UF Health, Advent Health, Reskin Rehab, Medical Bay, and Pharmacy. Everything you might need will have a booth at the event. When you arrive, you will receive a list of all the vendors. As you visit different zones within Lakeside, you will collect tickets at six designated booths marked with balloons. Once you have collected all six tickets, you will be entered into a raffle. Each vendor contributes a raffle basket, totaling 44 baskets—so there's a great chance to win! This is an exciting event, and I hope to see everyone there next Thursday from 2:00 to 4:00 pm. All activities scheduled for that afternoon at Lakeside have been canceled to accommodate the event. We will also provide attendees with a shuttle service from Oaks to Lakeside.

**DAVID NWOGU- VICE PRESIDENT & CHIEF OPERATING OFFICE**

* As the VP/COO, I also serve as the Edgewater Administrator, so I wanted to share a few updates about what we're working on beyond Edgewater. We are getting a brand-new roof, which has been long overdue. We're excited about the opportunity to update some of the colors, soffits, and downspouts to enhance the building's appearance. More importantly, the new roof will provide better protection from rain, especially during hurricane season.
* For residents in long-term care—those who live here permanently rather than for rehabilitation—we are focused on improving their dining experience. We aim to encourage residents to leave their rooms more often and foster a greater sense of community. To support this, we have reintroduced the **Walk-to-Dine** program, which allows residents to get dressed and enjoy a restaurant-style dining environment. Currently, the management team is actively serving meals, which gives back to employees and will enable residents to connect with us more personally.
* We also enhance our rehabilitation care model by collaborating with **Spectrum Medical Partners**. Some of you may already be familiar with **Dr. Farinas**, one of their affiliated physicians, whose office is near Donnelly. Spectrum Medical Partners has a wide range of specialists, and we are in the process of credentialing them to provide on-site care. This initiative aims to reduce the need for hospital visits or follow-up appointments outside the facility. Ideally, these specialists will visit residents in their rooms, coordinate with the on-site medical team, and ensure the highest level of care—without requiring residents to travel or wait in doctors' offices.
* We have also seen an increase in **Independent Living residents** choosing to rehab with us after hospital stays, reflecting your confidence in the quality of our services. We remain committed to making Edgewater one of the top Skilled Nursing Facilities in the market, and your continued trust and support motivate us to uphold that standard.

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

* This Friday marks the end of my fifth month in the fiscal year. Our revenue is up 5% compared to last year, while expenses are down 1**%**. Our operating margins remain strong, and despite some downturns in the market over the past couple of months, our investments are beginning to recover. We have cash in the bank, and our financial situation remains stable and positive, with intense occupancy levels across the board.
* I also want to introduce this wonderful young lady standing next to me—Zorilyn. We recently made some structural changes within our department. Previously, we had separate accounting oversight for Lakeside and Oaks due to the bond issue. However, since consolidating under a single tax ID, we have streamlined accounting operations into one unit. As part of this transition, we promoted Zorilyn from Accountant to Controller. She has been with us for several years, holds a Master's degree, and has outstanding credentials—though she's pretty humble about them! This promotion came at the perfect time as we brought our communities together; she has already proven a tremendous asset. Many of you may already know her, but I wanted to introduce her and put a face to the name formally. We strongly believe in promoting from within, and she has consistently demonstrated her dedication and expertise. Having her as my right hand in this process is truly a pleasure.

**ROSA LESPERANCE- RESIDENT RELATIONS ADMINISTRATOR**

* I want to introduce my team if you haven't met them yet. Marianna Rodriguez is my Assistant, and Ubi Gutierrez is my Coordinator. Remember, we all have extensions: Marie's is 297, Ubi's is 387, and mine is 294.
* I'm excited to share that we've launched our first Resident Relations Department Newsletter! How many of you have had a chance to look at it? Did you like it? Great! I genuinely value your input. Please share any suggestions or topics you think would be helpful to other residents. Let me know if you'd like to see something included! This year marks my 13th year at Waterman Village, and I'm hopeful it will be my lucky 13! This newsletter is something that David Nwogu, Andrew, and I have discussed for a while, and I'm thrilled to see it come to life. We aim to provide valuable information, resources, and experiences to help residents navigate life in a senior community.
* Additionally, I recently completed a dementia training course, which has given me deeper insights into understanding and supporting individuals facing these challenges. Thank you, Ingrid and David, for including my team and me in that training. It was both challenging and incredibly informative. Although I've been here for 13 years, I am neither a doctor nor a nurse, and this training has dramatically improved my ability to support residents with dementia-related needs.
* I also want to take a moment to talk about our Security Team and the vital role they play in supporting the Resident Relations Department. Security manages multiple responsibilities, including:
  + Visitor management – monitoring who comes in and out of the community. Residenttransportation – providing rides to The Lodge, The Oaks, Lakeside, and other facilities such as Home Health, Outpatient Therapy, and Edgewater.
  + Lifeline emergency calls – which my department oversees. How many of you are wearing your Lifeline right now? Good! At least a few this time. How many of you understand the importance of a Lifeline? Hopefully, all of you. As Andrew once said, "You will when you fall."
* Whether it's transportation or an emergency response, both Security and Resident Relations prioritize your safety above all else. If your transport pickup is delayed, please be patient. It could mean they are responding to an emergency. There are times when delays occur because of a Lifeline emergency. When a Lifeline alert goes off, that immediately becomes our top priority. Security and my team work together to handle these situations. We assist Security when overwhelmed and ensure that emergencies are addressed quickly.
* Lastly, I want to remind everyone to update your emergency contact information. If your son moves, your phone number changes or any details need to be updated, please notify us immediately. Security relies on our records to contact families in emergencies, and if we don't have the correct information, it makes it difficult to reach your loved ones when it matters most. If we cannot notify your family due to outdated information, no one should be upset with Security—we are all doing our best to keep you safe. So please take a moment to update your demographic details with us. Let's support each other and *Live Our Best Lives* here at Waterman Village!

.**JEFF BASSET- DIRECTOR OF MARKETING**

* We have 420 Independent Living residences, including the Oaks and Lakeside. All of the available Lakeside units are reserved, which is excellent. In the Oaks, we have three available units. Two are being refurbished and cannot be occupied due to safety concerns. The third unit is actively being shown. We expect around nine new move-ins in March and about six in April for 15 new residents in the next few months. You'll be seeing a lot of new neighbors. As always, please continue to make them feel welcome, as you always do. Rosa will be organizing a new resident orientation.
* Our waitlist currently has 250 people. After reviewing the list this week, we estimate that about 25% of those individuals would accept a residence if offered, which is promising.
* We are planning an update to the Waterman Village website to make the design more modern and appealing to potential residents. However, our biggest challenge in marketing is home sales. As some of you may have heard, home sales are down. As one person mentioned this morning, it is currently a buyer's market, which remains our biggest hurdle—the real estate market.
* If you need a new name tag, stop by our Information Center, and we'll get you a replacement.
* Last month alone, we added eight new people to our "In the Wings" club waitlist—a great month! I believe six of those were Colleen Connolly's clients. I asked Colleen about these new members, and several of them had toured many places across the state before choosing Waterman Village.

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

* I have some good news to share from my department. Back in December, we had our biannual state survey for Springwater, and it went excellently. We had zero deficiencies, so our license was renewed without any issues. Then, just last week, we had a Bridgewater survey, and once again, we received zero deficiencies. I'm happy and appreciative of my team's support in making this possible. We couldn't have done it without their teamwork.
* On another note, Springwater remains at 100% occupancy with a waiting list. We have an average turnover of about five days from when someone is discharged, whether due to moving to a different level of care, passing away, or other reasons. If you are interested in memory care, I recommend taking a tour and putting your family member on the waiting list, even if you're not ready. The turnover is rapid, so being on the list helps.
* Bridgewater has 92% occupancy, but all our units have reservations with scheduled move-in dates. We should be at 100% by mid-March. I may have one unit open up later in the month, but we also have respite care available. If you're interested in respite care, please let us know so we can ensure accommodations. Additionally, our Alzheimer's support group, held on the third Wednesday of every month, is growing. It's currently in the art room, but we may need to find a larger space. This group is through the Alzheimer's Association. If anyone is interested, feel free to reach out to me.
* Last week, 10 members of the community staff became dementia-certified. This increases the number of certified staff at Springwater, and our goal is to have all staff members certified by next year. I want to thank the Waterman Village Foundation for sponsoring part of the education costs for our staff.
* We are also planning a fundraiser for the Alzheimer's walk in October.
* We'll hold a wreath auction in August, so be on the lookout for flyers with the event details, times, and dates. The auction will be in the Springwater lobby area, and the wreaths will be for all seasons. If you're interested in donating or assisting, please let me know. So far, we have 17 wreaths ready. If you have any questions, my main office is in Bridgewater, extension 276.

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

* We now accept over 15 major insurance plans in addition to traditional Medicare for skilled nursing and therapy services. As I always say, please reach out if you think you could benefit from home care services, such as nursing or therapy, delivered directly to your home. You don't need to go to the hospital to receive home health care. A change in condition, a change in medication, a fall, or anything of that nature can be addressed through home health services. We can bring therapy and nursing to you.
* Additionally, suppose you are considering private-duty services, such as a CNA companion. In that case, I like to remind people that they may have long-term care insurance from years ago that could cover some of these services. Often, these insurance plans will reimburse you for services rendered. If you have one of those plans, we're always happy to help by providing whatever information your insurance company needs to facilitate reimbursement.
* I also wanted to mention that Home Health is promoting the diabetes support group, which you've probably seen an email about. It's held on the fourth Tuesday of every month in the Multi-purpose room at Lakeside at 11:00 am. The meetings typically last 30 to 45 minutes, sometimes a little longer. If you or anyone you know has diabetes, whether it's a new diagnosis or something you've been managing for a long time, this is an excellent opportunity to connect with others facing similar challenges. I encourage you to stop by and join us. If you have any questions about home health services, call us at extension 231 or reach me directly at extension 271.

**SUE GRATZER- DIRECTOR OF ACTIVITIES**

* As a reminder, you can reach my assistants, Lisa Anders and Lisa Clay, at extension 354; mine is 223 if you ever need to contact us.
* In February, we kept our bus drivers busy with several outings. We went to Opera Orlando at the Dr. Phillips Center to see Sunderland, to the Ice House Theater in Mount Dora for Cash on Delivery, and to the Mount Dora Community Center for what I heard was an outstanding performance of music with Andrew Lloyd Webber at the Hawthorne Concert Series in Leesburg.
* We also took a day trip to the UF Extension Gardens in Tavares, where we had fantastic tours from our knowledgeable master gardeners, followed by lunch at Twisted Biscuit. Additionally, we had Lunch Bunch at Fish Camp and Dinner Bunch at Whiskey Kitchen in Mount Dora.
* A new singles dining group was also started. We went to Lake Eustis Waterfront Grill for lunch. This group is open to unattached singles, providing an opportunity to dine out with others in a similar life stage.
* We plan to visit the Bistro for some Waterman Village dining in March. For March Lunch Bunch, we'll head to Barn Wood Barbecue in Mount Dora on the 18th, and Dinner Bunch will be going to McCracken's in Leesburg for some Irish food on March 24 (not on St. Patrick's Day, as it's too busy). We also hosted a pop-up Valentine's Bingo event with wine and snacks while we played bingo and had a great time.
* For some reason, the Sports Bar seems to have an abundance of wine corks. We held a craft class where we enjoyed wine while making crafts from corks. We made trivets, boxes to hold corks, bulletin boards, and many other items. Regarding crafts, please mark your calendars for an alcohol ink craft class, which our resident, Priscilla Pope, will teach. She will teach us this technique so that space will be limited—sign up!
* We've also invited several speakers to campus to keep us informed. UF Master Gardeners and Advent Health Doc Talks came. Moffitt Cancer Center visited yesterday for a Cancer 101 talk at the coffee social, and tomorrow, Edward Jones will speak at the Java social. Several Waterman Village staff members have also given talks.
* Additionally, as mentioned, on March 10, we'll host the Yale University Baker's Dozen A Cappella Choir for a performance in the chapel at 7 pm. They'll travel through Florida and stop here for a special show. The choir comprises 14 young men who will perform for us.
* We're also supporting the veterans group for the Military Ball, which is being planned for March 11. Seating is limited, so the deadline is Monday if you haven't signed up. Over 70 people have already signed up, which will be a significant experience.
* On March 12, we're going on a day trip for a scenic boat tour of Winter Park, with lunch at Olive Garden afterward. It's currently on a waitlist, but I wanted to remind those who have already signed up that we will need to walk about two miles from the bus drop-off to the start of the tour. Please keep that in mind if you've signed up, as the bus cannot get any closer.

**MICHELL CARROL- DIRECTOR OF WELLNESS**

* As a reminder, if you need to contact us, our extension is 304 in the Oaks and 509 at Lakeside. You can also email us at wellness@watermanvillage.com. February is Heart Health Month, a busy month for the Wellness Department as we focus on health observances. Heart health is significant as it is the leading cause of cardiovascular disease and a leading cause of death among both men and women in the U.S. Every 33 seconds, someone experiences a cardiovascular incident in the U.S., which affects us all. Physical activity is a small but important aspect of heart health. The American Heart Association recommends 150 minutes of weekly physical activity, including two exercise sessions. We are here to assist with these efforts, whether you need an assessment to determine your baseline, guidance on how to get started, or help orient you to the equipment. We are trained professionals who can assist anyone participating in fitness classes. Most of our classes offer the option to remain seated, such as seated yoga, combo yoga (with a seated option), seated flow, and Tai Chi (where you can either remain seated or stand, based on your ability). These classes are adaptable because we understand that every individual has unique needs.
* We also offer ping-pong on campus. I want to applaud our residents, Roy and Ginny Hardin, who teach our Tai Chi and ping-pong classes. We appreciate you both very much. I recently heard from a neuroscientist that rapid sports, like ping-pong, are among the most beneficial for reducing the risks of Alzheimer's due to the hand-eye coordination required and the physical activity. Studies show that the brain volume of ping-pong players is among the highest of any sport, which I found very interesting. Our ping-pong sessions are growing, and we hold them on Thursday afternoons at Lakeside. We also have several other resident-run programs, such as water volleyball and touch tennis, led by Karen Reynolds. We encourage you to participate in as many activities as possible or reach out if you have questions about what might be a good fit for you.
* We also focus on mental wellness, not just physical fitness. Recently, someone asked about our meditation group, another resident-run program led by Paula and Stephen Toth. This group meets every Friday at 2 pm in this room, where you'll receive tools for meditation, either in a group setting or via email if you prefer to meditate at home. The importance of meditation for brain and heart health has been extensively researched. Meditation has been shown to reduce anxiety, lower heart rates, and can even help those experiencing atrial fibrillation to manage their condition. The cognitive benefits of meditation are substantial and incredibly important.
* In February, we also offered some special activities for those with family up north where the cold weather makes outdoor exercise difficult. Every Friday, we've hosted a walk at our Lakeside community, with different weekly themes. We did a bird scavenger hunt (although the gardening work meant we didn't see as many Central Florida native birds), a Valentine's walk focused on love and gratitude, and last week, we did a physical activity walk with exercises along the way. We also discussed "rocking," a training technique used by the military and fire departments, adapted for seniors. This involves using a simple backpack with a few soup cans to perform functional movements. Stay safe and consult your doctor before starting any exercise program; rocking can help increase bone mass and strength.
* We have one more scavenger hunt walk this month, which will be a fun way to engage both the body and the mind. Getting outside with friends is always lovely, especially when the weather is beautiful. This week has been gorgeous after a chilly start yesterday.
* Speaking of the beautiful weather, our Water Fitness class (Water in Motion) returns every Friday at 10 am at the Lakeside community. For those unfamiliar, we hold this class when the air temperature is above 65 degrees, even though our pools are heated. We won't hold the class if the temperature is below 65 degrees, as it's too cold for comfort.

**ANDREW DUJON- PRESIDENT & CHIEF EXECUTIVE OFFICER**

* After listening to Michelle and Sue with everything they have going on, I must say that you all have no excuse not to stay busy. They are doing so much to keep you engaged and on your toes. If you can't find something, that's surprising, but I'm sure there's something out there we can help you get involved with to make you feel good and keep you active.
* I also want to take a moment to congratulate Ingrid and her team for achieving zero deficiency surveys and for increasing occupancy. They have done a fantastic job maintaining nearly 100% occupancy at Springwater and are now approaching 100% at Bridgewater. We were hovering around 86-87% occupancy for the longest time, which was still better than the industry average. Now, we're performing even better. So, a big shout out to Ingrid and her team for everything they do to keep residents engaged. They recently took Springwater residents to Holler Box Willow Tree Café for an early dinner, where they offered dementia-friendly dining. The partnership between them and us is incredible, providing outings for residents to enjoy themselves. So, never think that life stops when you transition to a different stage in life. We will continue pushing to keep you as engaged as possible all the way through.
* There are a few things I want to touch on. Some of our employees have been concerned regarding the ongoing immigration challenges. We have several employees under temporary protective services related to their employment, and this morning, we discussed options like asylum. For those considering this route, it may prevent them from returning to their country of origin. Our goal is to find ways to allow these employees to continue working here, keep their visas active, and continue providing the fantastic services they do. Our HR team is actively managing this process and excellently helping our staff navigate these challenges. The employees must stay proactive and bring any issues, like expiring visas, to HR's attention so we can support them in maintaining their work status.
* There have been rumors about licensed staff in our Outpatient Department and other areas. I assure you that all our therapists and nurses are licensed clinicians throughout Florida. We help them maintain their licenses; none of our clinical staff works without one. I'm unsure where these rumors started, but I can guarantee that all our clinicians are fully licensed.
* Lastly, I want to mention that the new housekeeping schedule will begin next week. Our facility services team contacts everyone to inform them of their latest schedule. If you haven't received a call yet, watch for an email. That's all I have for today. I hope you all have a wonderful afternoon and enjoy this beautiful weather.

Respectfully submitted,

Ashley Morris