**To: ALL RESIDENTS**

**From: ANDREW DUJON, President/Chief Executive Officer**

**RE: Housekeeping Survey & More**

**Date: January 30, 2025**

Good afternoon,

It is so nice to see the warm weather coming back!

I want to stress to everyone who drives within our community: please slow down, stop at stop signs, be wary of people crossing the street, and try not to park on the sidewalks or crosswalks. Many people enjoy walking, and we want everyone to remain as safe as possible.

Residents, this is a courtesy reminder always to wear your name badges. This helps our staff and other residents identify you. Staff, you must wear your employee badge at all times. Thank you for your attention to this matter.

We will be sending out the Housekeeping survey tomorrow. Please keep an eye out for an email with a link to the survey. If you cannot access email, please contact Deborah, Ashley, or Emma for a paper copy. Your feedback will help us structure the department to best serve your needs.

If your home has a *No Entry* status, and you schedule an appointment with Plant Operations, it is your responsibility to be present at the scheduled time. If you are not home or do not answer, please call Wendy at extension 251 to reschedule. Thank you for your cooperation.

Just a reminder: when calling someone within Waterman Village, if you know your party’s extension you may dial it at any time. You do not have to listen to all the prompts. You may also dial 0 (zero) for the operator at any time.

I want to commend Sue Gratzer, Kylor Daum, and Linda Posey for their calmness and professionalism during a recent outing. The bus had a blowout during the trip, and Kylor got it safely stopped. When everyone was stranded on the side of the road, Sue went into action to get a replacement bus, which Linda came in to drive and get everyone back home safe and sound. Also, thank you to our residents on the trip for being patient while the team navigated this tricky situation.

Have a wonderful day!