

WATERMAN VILLAGE

Mount Dora, Florida

RESIDENT COUNCIL MEETING

The Resident Council Meeting was held Monday, May 20, 2024, in the Osborne Center.

MEMBERS PRESENT: Robert Bosnak, Barbara Cogley, Jack Crawford, David Franco, Betty Ann Huntsman, John Kosko, Alayne Lacy, Jean Puckett, Nancy Purnell, Ed Walsh

MEMBERS ABSENT: Chuck Sundquist, Gene Bierbaum

MANAGEMENT PRESENT: Andrew Dujon President/CEO, David Larson VP/CFO, David Nwogu VP/COO, Alvin Smith Dir. Of Facilities Services, Rosa Lesperance Resident Relations Administrator, Katherine Cortez Admin. Assistant

MANAGEMENT ABSENT: None

VISITORS PRESENT: Jim Metzger, Charleene Sharp, Carol Crawford, Judie Betz, Ron Jerla, Mary Green

CALL TO ORDER

Chairperson Jim Peltzer called the meeting to order at 10:00 a.m.

APPROVAL OF AGENDA

A motion was made and seconded to approve the Agenda for Monday, May 22, 2024. Motion carried.

APPROVAL OF MINUTES

A motion was made and seconded to approve the minutes as read. Motion carried.

MANAGEMENT REPORTS

Andrew Dujon President/CEO

Andrew gave the following report:

- Architects will be coming in this Wednesday to look at the Lodge and hopefully we will get the construction document so we can send that out to bid and get the process rolling. We would like to get the whole project completed before the holidays so preferably before Thanksgiving but definitely before Christmas.
- Waterman has a lot of projects going on. Sadly, some of the things that we do as an organization are not directly visible to everyone. People tend to spread rumors when we are not moving fast enough on various projects. Well, there is a lot

going on and that all costs a lot of money. You may not see it, so that is the frustrating part. A way to stifle some of the rumors is to just tell others “why don’t you reach out to Andrew and ask”? I am happy to have a conversation with these folks to help them understand what is going on.

David Larson- VP & CFO

David gave the following report:

- We may not necessarily be where we want to be because of some unforeseen setbacks, but we are a far cry from where we were last year, and we are on the path to recovery. When we started out the year, one of our covenants is debt service coverage. When I recalculated for the first year, we were at a negative 2, but today we are at 1.32. We went from a negative to a positive. This essentially means your 1 1/3 years coverage, cash on hand and operations are covering the debt. Our measurement period is not until the year's end, so we still have months to increase that amount. When I first came in and saw the report for last year, Lakeside had a \$7-\$8 million deficit. I looked at Lakeside’s financials today, and it is a 1% margin difference from what we budgeted, so we went from a deficit to a positive operating model in a few short months.
- We have \$10 million in savings, which will help us ride this gap that we are making up for. Across the board, the census is close to meeting the budget. Edgewater is kicking it out of the park. Independent Living has been a small challenge, we are off by one. To be where we are in this minimal time frame is phenomenal.

David Nwoogu- Vice President and Chief Operating Officer

David gave the following report:

- In regards to the Lifeline (RFT pendants) we have explored other options. We have noticed that certain pendants are very overreactive in comparison to what we are used to. Most pendants are cellular in nature and require a subscription and would be cost prohibitive. We are still trying to work with a system that reports directly to the Gatehouse. We did identify a group of 25-30 pendants that were overreactive; so, another order should be coming. We are also looking into security in terms of protocol and how they respond to pendants. If they see an alert, their first step should be to contact the resident. If they cannot make contact, they would then check on the resident. Oftentimes we are responding to pendants without trying to make contact first, so we are refining the process to make it as efficient as possible.
- Brooke the Wellness Assistant has left the company to join the military, there is intent to hire for this role. Michell was doing interviews, however 3 of the 4 scheduled did not show up. We are coming up with creative strategies to maybe poach some people out of existing gyms in the community. Unfortunately, we are not seeing the longevity nor are we seeing the applicants come in in the way we expected. There will be some price changes you will see in writing soon. The idea is not to raise your costs, but it is to no longer subsidize costs throughout the entire community. For residents who utilize services periodically, those are who will be responsible for those costs, not the whole group.

- I understand there were some challenges at Savor a couple weeks ago. There were challenges pertaining to the loss of the chef, and some management being out of the office. There were some mistakes that happened. We have since engaged in additional training.
- Home Health is still open. Kendra Criss who you may know from Outpatient Therapy, has taken a new position as the Executive Director of Home and Community Based Services to help oversee Home Health. We have hired an administrator who should start June 10th . All the other office positions should be filled soon. The main priority there will be survey preparation. They are due for a federal survey and will be preparing for that. The business focus will be toward the residents on campus first, then if available to others offsite. Residents will have priority. Rosa is a point of contact, as well as Maggie for Home Health services.
- In the last three weeks, we have had a golf tournament, a Ladies Celebration and a Cinco De Mayo event. There are also a lot of goodwill activities occurring for you to enjoy. Keep in mind, if you see folks who help coordinate and participate in these events, just thank them. Thank you all for the volunteerism, we have noticed there is a group of residents volunteering to do activities on the weekend, so if you are part of that group, thank you.
- A question for the Council, we were approached by a dinner theater group who would like to do a murder mystery event at Waterman. The question posed is would this be appropriate?
 - Recorder comment: there was council discussion, including a comment stating the events are “lighthearted and not heavy”. Another comment included “some people will be okay with it, some would not. I can see the concern and why this is being asked”. This question was tabled for the next Council meeting for Council members to discuss amongst peer residents.

Alvin Smith- Director of Facilities Operations

Alvin gave the following report:

- The Bridgewater roofing project and some landscaping in that area are complete. Irrigation has started at the Oaks, and we started on the backside of Essex, Salem and Waterford, and we are working our way back through. Most of this should be working now. We did pressure washing and quarterly cleaning at Lakeside. There are a few other projects in hand, as you know the pool at Lakeside has had some ups and downs.
 - Recorder comment: a council member mentioned the brown grass at the backside of Waterford. Alvin said they will let the grass die off to reseed and regrow healthy grass.

Rosa Lesperance- Resident Relations Administrator

Rosa gave the following report:

- Census is at 96%, at the present time we have two residents in the hospital and four in Edgewater. Unfortunately, four residents have passed away this month.

Two couples are moving in to the Oaks we have four move outs. Lakeside has three couples moving in and no move outs.

- With Dwelling Live, myself, Emma, Ubi or James are able to help residents that need assistance with the system. The system has been going well since we have been adding everybody in. Today at 2:00pm we will be having a hurricane preparedness talk in the Chapel. Brady will be recording. Remember, there is an 800 number I use to send out broadcast information when there is a hurricane approaching.
- *Council Member question:* is there any idea of the turnaround for people that move out of a unit to get a new resident in the space?
Andrew's answer: the typical plan is if there is somebody ready to lease the unit, we will bring them in to view it and they will be able to reserve it. It is usually about a 60-day window. This also gives us time because the turnover is usually about eight weeks.
- *Statement from Andrew:* one other thing I want to address is we have had four deaths this month. Deaths occur here all the time, that is an unfortunate part of our business. Not everything can be disclosed when someone passes away. The rumor mill loves to fly. I have had residents contact me to some degree and ask if they can go into a unit so they can look at their belongings. It is mind boggling some thought processes, but at the end of the day this is a person's death, it really doesn't matter how it occurred. We should be mourning the loss and moving forward.

COMMITTEE REPORTS

Activities Committee – Ed Walsh

Ed gave the following report:

- There was a recap of the Poker Run; we deposited \$678 to the resident funded activity account for the committee's future events. We sold 80 tickets which profited \$125. After our expenses, we added the 50/50 raffle, which was \$418. The winner donated the money back. Also, the prize money was \$200 total, \$135 of that was donated back. I think this shows residents were enthused about this kind of event and we hope to have more.

Dining Committee – David Franco

David gave the following report:

- The new menus for Savor were issued and are in place now. The Sports Bar "Always Available Menu" and plant-based menus are still being reviewed. There were a lot of positive comments about the staff appreciation luncheon. Weekend changes to the Brew Bar and Savor seem to be well received and have picked up slowly but surely.

Home and Ground Committee- Gene Bierbaum

David Franco gave the following report on Gene's behalf:

- Blander (Waterman IT) presented a workshop focusing on the committee's use of the advocate issues tracking system. Advocates were given specific

guidelines for entering data into the system for maintenance issues. The system is to be used only for reported maintenance issues not addressed within two to three weeks. Each advocate was given an individual password that will provide access to the full committee's report.

Hospitality Committee – Jean Puckett

Jean Puckett gave the following report:

- It was suggested that when the marketing committee representative meets with a new resident, that that resident also resides on the same side. Four new residents were visited in April, all of them couples. There are about 200 In the Wings Club members. We were told the supplier for name tags was running behind. All visitation packets were updated and given to the committee members.

Library Committee – Jack Crawford

Jack gave the following report:

- Seven books were purchased and have arrived on the 14 day book shelf. We had several donated books, and 19 of them were accepted and put into circulation.

Marketing Committee – Robert Bosnak

Robert Bosnak gave the following report:

- Five are reserved at the Oaks, and three are available for the wait list. Lakeside has two reserved, and one is being vacated. There are two vacancies at Springwater now. The total number of people at the Oaks is 337 and 239 at Lakeside. We have 596 residents in total.
- A shoutout to the resident portal, if you have not been on it lately, it is so approved. Emma has taken it over, and it is organized, and she is able to add things right away. It is a great reference.

Spiritual Advisory Committee – Betty Ann Huntsman

Betty Ann Huntsman gave the following report:

- Dr. Brooks will be here June the 18th to start his World Religions Class. We are planning a tour on June 7th for the open house of Forward Paths. Christine, the current principal of Gateway Christian School will be invited to our next meeting to discuss some needs of the school. Robert said he is working on the Memorial Day event, and there are 250 chairs reserved.

Sunshine Committee – Barbara Cogley

Barbara Cogley gave the following report:

- In April we had a fairly healthy month, we sent two sympathy cards and seven get well cards. This month seems to be busier so far unfortunately.

Wellness Committee – Chuck Sundquist

Jim Peltzer gave the following report on behalf of Chuck:

- Michell mentioned she will be away the week of Memorial Day. There will not be any Strong and Steady classes. Resident volunteers will be holding Bone Builder

classes and Tai Chi classes. Yoga and Exercise with Therapy will also be held. She introduced a summer kick off at Waterman where a punch card system where residents can punch at certain activities. She encouraged participation and the cards can be turned into wellness when they are completed. There will be a drawing for a \$50 gift certificate to the Bistro.

District Reports

D1 – No report

D2 – No report

D3 – No report

D4 – The luncheon was held April 24th with 28 in attendance. The program was focused on the Home and Grounds Committee and the speaker was Ben Gray, Chairperson. The quality of the food was excellent, and they express their appreciation.

D5 – We are having our Luncheon this Wednesday; our speaker is Sally Homer with Forward Paths. The important thing I have to say, and all who live on Elmwood say the same. We live on the best street. We have a neighbor who just celebrated her 100th birthday. The street had a celebration dinner together at the Lodge, she even got to wear a crown.

D6 – No report

D7 – Our street is busy as ever, three empty houses. They guys are doing a lot of nice work with painting, and all is going well.

D8 – No report

D9 – Same issue with irrigation but Alvin has mentioned this.

D10 – No report

D11 – No report

D12 – No report

D13 – No report

OLD BUSINESS

None discussed.

NEW BUSINESS

None Discussed.

ADJOURNMENT

The meeting adjourned at 10:56 am.

The next meeting of the Resident Council will be held Monday, June 17th, at 10:00 a.m. in the Osborne Center.

Respectfully submitted,
Katherine Cortez, Recorder

