

LAKE PORT SQUARE RESIDENTS' COUNCIL

800 Lake Port Blvd

Leesburg, FL 34748

**The Residents' Council at Lake Port Square is dedicated to and for the residents.
Barbara Machold, President; Ellen Saunders, 1st VP; Phil Neeter, 2nd VP;
Fred Thames, Secretary.**

January 12, 2026

MINUTES

President Barbara Machold called the meeting to order at 1:55 pm

Present in attendance were Barbara Machold, Ellen Saunders, Phil Neeter, Fred Thames, Pat Kruger, Al Snyder, Carole Carver, Charles O'Neill, Barbara Richards, Alaina Corrado, Shirley Akers, Larry Charles, Minnie Ostoyee, Diane Holland, Ginny Jones, Mary Mahoney, Ellen Sussman, and Pat Atley.

The meeting was called to order at 1:59, President Barbara Machold presiding.

The Pledge of Allegiance to the Flag was delivered.

A Quorum was affirmed.

Motion made, seconded, and carried to approve the October 13, 2025, minutes.

New Business

A motion was made, seconded, and carried by a vote of 8 to 2 to discontinue the position of Member at Large from the Residents' Council.

A meeting of the Bylaws Committee was announced for Friday, January 16, 2026. The committee is to meet biweekly until the proposed changes are ready to present to the Residents' Council for approval.

Barbara announced the establishment of a new system for Residents to report issues, questions, or comments to their Floor Leaders, so the Council can bring them to management's attention.

Old Business

There being no old business, Barbara called for reports.

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Reports

Management – Presented by Executive Director Markus Buettner

- The new gymnasium is now open. The Trainer will be available Monday through Friday from 9 am to 1 pm.
- The new dock should be finished by the end of the month.
- In response to a question from the floor, there is no plan for restrooms on the dock.
- Approval has been received, and bids are being taken to repair those parts of the walkway around the pond where roots have buckled the surface.
- The Grand Opening of the new construction is anticipated in mid-March. However, some individual openings will occur prior to that time.
- Greg Malak noted from the floor that a few days' notice of an event is not sufficient, as many of the Residents have doctors' appointments scheduled in advance that can't be changed. Markus agreed to discuss longer notice times with the appropriate managers.
- When asked about the completion of the covered walkway, Markus stated that he could probably give a definitive date this Thursday (January 15th).
- The new Town Hall is seeing limited use, but will probably be fully available by the next Residents' Council meeting.

FLiCRA – Presented by Wayne Long, President of our local Chapter

- The Annual Meeting will take place on January 20, 2025 at 10:30 am at the New Town Hall.

A few residents disagreed with the Council's decision to discontinue the Member-at-Large position. The President of the Council will address the disagreement in a letter to all Residents.

Resident Pat Hibbard presented her view that the new Dining Dollars program violates the contract between each Resident and Lake Port Square. She asserted that she had filed a formal complaint with FLOIR. No further action can be taken until a response to that complaint has been received.

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In previous minutes, the Secretary typed a synopsis of each committee report. That made sense when everything was distributed on paper, but now most of the distribution is electronic. It makes sense to scan the actual reports and include them in the minutes, eliminating a tedious, time-consuming activity and preventing interpretation errors.

MEETING ADJOURNED 4:05 pm

Respectfully Submitted:

Fred A Thames Jr, Secretary

Committee Reports Follow

Notes

11/21/25 approx 2:30pm
phone interview w/ Pauline Williams
director of Human Resources

LPS has 291 employees

at this time there are 14 openings

Health Care Center has the most openings

1 new housekeeping position has been
created

1 associate of dining, replacing John;
Kai has been hired for a while

Pauline does the pre-screening if
the person sounds like a good fit
she passes them on for the more
"in-depth" interviews and screenings

The new connection with LSSC, Vo-Tech
and other training facilities will be
a pipeline for possible employees
with education in specific areas
with LPS doing the specialized
training. This may make finding
~~new~~ employees easier.

Pauline and staff have started
special projects to allow employees

Notes

to take part in activities to connect themselves to the LPS/Leesburg ~~area~~ communities.

Home Health Presentation LPS Residents' Council January 12, 2026

Introduction as West Third Floor Leader:

Name, moved here from a Senior Living Community (CCRC) in Fort Myers, FL 5 months ago! Former occupation—shirt as clue. Naturally, my focus is Health Care! Once a nurse, always a nurse like my predecessor—Pat Kruger. Fortunately, Pat is staying on as my alternate West Third Floor Leader and Council Member. Pat is a wealth of knowledge and a great help.

NOTE: Each of us has a former occupation so we always have that as our anchor and frame of reference.

Explore What, Why, When, Where, How and Who Questions:

What is this place called? LPS Senior Living Community

Why did we come here? Promise of Life Care, Continuing Care (LPS licensed CCRC 1988)

When did we qualify to come here? Chronological Age—We all aced that!

But....other ages to consider:

As I mention other ages think to yourself— What is my:

Physical, Mental, Emotional, Social, Spiritual, Environmental, Technological Age?

Which of your ages need attention/help? **All impact Chronological Age!!**

Where is Home? Personal home today is Independent Living. Home in the future could be Assisted Living or Skilled Nursing. Remember, we came here for Continuing Care! At my previous CCRC, the CEO reminded all of us we came for continuing care but no one wanted to leave Independent Living!

How to manage your ages? **Learn, Participate:**

Learn about services provided in your Resident Handbook for Independent Living, Assisted Living and Skilled Nursing Residents.

Participate in activities provided by LPS.

Who can help manage your ages?

Health & Wellness Navigation Team: “Work together as a team to make sure you are receiving the right care at the right time. Focus is helping you thrive in every dimension of wellness.”

Resident Services Director, Jaxel Garcia (“Social Navigator”);

Wellness Nurse, Mitzi Hinds (“Medical Navigator”).

Home Health: “Innovative Home Services” Director, Renita Saucier (Fees charged after free hours of services for new residents.) Contact Jaxel, Mitzi, Renita as needed.

Consider-- A Floor Leader may be your initial source of guidance. Home health issues/positive experiences, **confidentially**, can be presented at the Residents' Council for discussion/appropriate action.

A couple of closing thoughts:

There is no such thing as a grouchy person. The truth is once you get old, you stop being polite and start being HONEST!!

From Walt Machold: Life is like a roll of toilet paper. The closer it gets to the end, the faster it goes!

Minnie Osteyee, West Third Floor Leader, LPS Residents' Council Member, Home Health

(over)



Our Health & Wellness Navigation Team

Guiding you through every step at Lake Port Square

Resident Services Director (Health & Wellness Navigator)

Your main contact for:

- Getting settled into community life
- Planning for future care needs
- Connecting you with services and resources
- Supporting you through health changes
- Leading care team meetings when needed.
- Helping with emergency preparedness
- Lifestyle/Enrichment Directors, I oversee all activities, wellness, enrichment, and community life.
 - Oversee all activities, wellness, enrichment, and community life programming
 - Direct activities, wellness initiatives, enrichment programs, and community life operations



Think of me as: Your personal partner for navigating life at Lake Port Square. ("SOCIAL NAVIGATOR")

Name: Jaxel J. Garcia
 Location: West Building – First Floor
 Cell: 917-592-0384
 Email: garciajaxel@lakeportseniorliving.com

Wellness Nurse

Your main contact for: Mitzi Hinds

- Health screenings and wellness checks
- Support with chronic conditions.
- Fall prevention and safety tips.
- Emotional and mental health support
- On-site response to medical needs during business hours
- Wellness talks, education, and programs

Think of me as: Your on-site health partner, here to help you stay well and independent. ("MEDICAL NAVIGATOR")

Name: Nurse Navigator
 Extension: 1232

How We Work Together

We meet regularly as a team to make sure you are receiving the right care at the right time. Our focus is helping you thrive in every dimension of wellness emotional, environmental, health services, intellectual, physical, social, spiritual, and vocational.

January 2026 Grounds Report – Carol Carver

On 1/6/26, RC grounds liaison met with Doug Golden, LCS Plant Operations Manager to discuss the framework for RC relationship for '26. It was decided that communication will be accomplished primarily using e-mail with some opportunity for in-person discussion and reporting as needed.

Currently, landscape and design throughout LPS grounds is contracted, planned and implemented by "Landscape Workshop". Discussed was a proposed idea of obtaining the services of a professional, licensed landscape architect to produce a short and long term plan for LPS grounds which could be implemented over time commensurate with the goals, objectives and ability to fund such projects.

Also discussed were plans for the improvement of the entrance and adjacent grounds of the East Bldg. Doug assures that work will soon begin with the power washing and painting outside the Lobby entrance. There is further need for repairs to activate the irrigation systems serving both sides of the entrance. I will follow up to learn more.

I gave kudos and would encourage all to do same to Landscape Workshop for the beautiful planting and maintenance of the glorious colorful annuals of the common grounds leading in from #44 all the way to the West Bldg. They really added beauty and elegance to our home.

(no subject)

1 message

Elizabeth LaFrance <eal21428@gmail.com>

Sat, Jan 10, 2026 at 7:16 PM

To: Liz LaFrance <eal21428@gmail.com>

January 12, 2026

Resident Council Report for Administrative Services

(Concierge, Security and Transportation)

Judy Jordan

All the LPS vehicles are set to be down (one at a time) to go thru a normal maintenance service. This will not cause any issues, if the vehicles do not have any major problems that show up. It should be transparent to residents needing transportation.

A reminder to residents who book a personal ride, there is a cost involved. Check the ancillary cost sheet for the fee(s). Also make sure you read the form when booking your ride (cost or no cost). There are time restrictions when booking. The scheduling of all transportation on any day has to be effective so everyone can be accommodated. Lately in one week, 4 reservations were submitted after the deadline.

Updated "transportation information packets" will be distributed to all residents sometime in January.

Staffing:

Concierge – fully staffed

Security – fully staffed

Transportation (drivers) – 1 full time and 1 part needed

Respectfully submitted,

Elizabeth LaFrance

5th floor East Rep.

REPORT TO RESIDENT COUNSEL MEETING 1/12/26

Employee Gift Fund committee met on Jan 8/2026

A collection for this month netted a total of \$4,911.33.

This number included not only the donation box collections, but contributions from the medical service closet, bingo board sales but no income from any furnishings liquidation sales.

The number in our checking account at the end of December 2025 was \$21,628.12

There are still checks uncashed from the Dec distribution to be removed from that number as they show up cashed.

Submitted by;

Fred Monnius, President, Employee Gift Fund Committee
Any questions?

RESIDENTS' COUNCIL JANUARY DINING REPORT

Established a mutual benefit working relationship with Brian Calabrese, Dining Services Director.

After many resident complaints about the iceberg garden salad being served on a flat plate resulting in messes on the table when the iceberg lettuce and to be cut, we were successful in getting Dining to serve both standard salads in salads bowls.

Met Azeez Ismail, head of Home/Health Services Dining. We had a nice chat.

Dining will be returning to scooped ice cream and phasing out existing supplies of pre-made sundaes, drumsticks, cones and small Styrofoam containers of no-sugar-added ice cream. When the dining dollars goes in effect, the cost will be \$1.00 per scoop.

Met with Brian, Josh, and Marcus – all separately and was unable to get the pre-cooked egg dishes returned to the West dining room thus far.

The new Country Store will be located at the rear of the West dining room. New flooring has been installed.

February 15 is still the target date for the dining dollars to start.

RESIDENT COUNCIL January 12, 2026

SALES/MARKETING REPORT

Carol O'Brien

January move-ins 3. In Nov. & Dec. 10 contracts signed, move in dates pending

Occupancy rate - New high 68%. January of 2025 was 58%

Michelle Zientek, Dir. Sales/Marketing - Still on medical leave. Will be coming back- no date set. Brant has been filling in.

Ambassador Program – Erin Strunkey-Marketing Coordinator

Early in January Erin put a flyer in every resident's cubby inviting them to an introductory meeting for the new ambassador program on Jan. 9 in the West Event Center. Approximately 45 residents attended.

Erin presented a series of slides covering:

What is an ambassador.

Expectations of ambassadors.

Ways to be an ambassador-administrative, panel member, show your apartment, assist at open houses, dine with prospects, etc.

Do's and don'ts of being an ambassador.

Every ambassador must sign a photo release form.

Ambassador meetings to be held quarterly.

First ambassador's meeting, Jan. 26, 9AM. Breakfast meeting.

Subsequent meetings last Monday April, July and October, East auxiliary.

Upcoming marketing events will be presented at quarterly meetings.

Upcoming marketing events:

1/15 – Captain's Table – Markus Buettner

1/26 - First ambassador's meeting

1/27 - Why Now? Luncheon in Brownwood

First quarter sales focus more on Ocala and Citrus County.

Fwd: Maintenance report

1 message

Barbara Richards <richardsblr23@gmail.com>
To: Barbara Machold <barbaramachold3@gmail.com>
Bcc: richardsblr23@gmail.com

Mon, Jan 12, 2026 at 6:09 AM

"I am a child of God, and therefore I do not inherit sickness" Myrtle Fillmore

"I and my father are one" Charles Fillmore

 US

Begin forwarded message:

From: Doug Golden <goldendoug@lakeportseniorliving.com>

Date: January 11, 2026 at 11:18:34 PM EST

To: Barbara Richards <richardsblr23@gmail.com>

Subject: Maintenance report

Hello Barbara,

Following is the maintenance report:

- The dock is nearing completion. There is lighting and carpentry work remaining, along with paver installation.
- We have a quote for the pump that transfers water from Lake Harris to the pond.
- There is a decent size alligator in the pond. A trapper has been contacted to remove it.
- The Christmas decorations will be removed this week by the vendor.
- The porte-cochère for the East and West entrances will have new paint on the driveway and ceiling by month end.
- The pool will be out of service for the next two weeks for repairs and renovations.
- Curbs will receive a fresh coat of yellow caution paint.
- The lamp posts throughout the community will be repainted and new light globes will be installed.
- The chiller roof will be replaced beginning this week.
- Irrigation and landscaping will be installed this month for the front of the East building and the front of the Town Hall.
- The new curb cut for the Town Hall sidewalk has been completed and the exiting one has been deleted and refinished.
- The last few items are being completed to bring the wood shop fully on line.
- Currently in the Memory Care Unit, HVAC ductwork is being installed. Plumbing and electrical are nearing completion. After inspections are passed, new drywall will be installed likely before the end of the month.

If you have any questions, please feel free to reach out.

Respectfully,

Doug Golden

LIFE ENRICHMENT
ACTIVITIES REPORT TO RESIDENT COUNCIL
JANUARY, 2026

There is a new process for determining what off-campus trips we will go on. The newly formed Outings Group will determine where we'll go, with suggestions from you all and Jaxel. We will submit our recommendations to Jaxel for approval. He will then give the list to Jennifer who will coordinate w Transportation and prepare the Trip Calendar. This group is full currently and headed by me but we welcome all suggestions.

Our new Activities Group will be coordinated by Joanne Phinney with me as an advisor. If you'd like to be part of that planning group please let Joanne, Jaxel or me know. Just so you know, outings and trips are defined as anything that requires us to take an LPS bus, van or car off campus. Activities are on-campus, on-going, regularly scheduled, time-slotted things. The group will be responsible for recommending one-off events, such as an entertainer, as well.

From now on if you have suggestions for new outings please submit them to me. If you have suggestions for activities, please send to Joanne.

JANUARY TRIPS – You can sign up for the MLK parade on the 17 and go to Beacon College on the 29th. Check the schedule and the trip book for the rest of the trips for the month.

FEBRUARY TRIP schedule will be available in a few days. Here are some highlights. Mt Dora Art Fest. Several horse events. Ballet in Orlando. Villages Philharmonic. Chinese restaurant for the Chinese New Year. A Country music concert. Suncoast BroadwaTheater for *Come From Away*. Sanford Zoo for animals and craft beers. Irish Dance. New Orleans-style restaurant for Mardi Gras.

FINANCE COMMITTEE 2025

	NOV			YTD		
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
ENTRANCE FEES	1,704,411	1,161,376	543,035	11,160,511	9,244,452	1,916,059
REVENUES	2,221,146	2,190,074	31,072	24,294,260	24,063,449	230,811
SALARIES/WAGES	1,141,374	1,183,120	41,746	12,710,074	12,999,272	289,198
CONT EXPENSES	676,988	659,466	-17,522	8,110,451	7,664,303	-446,148
NON-CONT EXPENSES	158,368	316,726	158,358	3,075,203	3,437,693	362,490
TOTAL EXPENSES	1,976,730	2,159,312	182,582	23,895,728	24,101,268	205,540
NET OPERATING INCOME	244,416	30,762	213,654	398,532	-37,819	436,351

Housekeeping
Report for January, 2026

The following housekeeping statistics for the number of rooms is as of May 2023, latest available.

East

3 housekeepers, 2 full-time, 40 hours, 1 part-time, 32 hours cleaning approximately 100 apartments. At one time there was a 4th housekeeper, responsible for the public areas. The person left and was never replaced.

West

4 housekeepers, full-time, 40 hours, cleaning approximately 140 apartments

Time allotted for housekeeping in each apartment is up to 45 minutes. This is based on the amount of cleaning for each, ie, number of beds, amount of bathrooms, amount of occupants and amount of cleaning necessary.

Other responsibilities include the following areas:

Elevators
Trash and laundry rooms
Lobby
Entrance
Concierge
All Restrooms
Dining rooms
Card rooms
Library
West event center
Town Hall, Gym