



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

February 7, 2017

Residents' Council Website: [ccicharlestown.org](http://ccicharlestown.org)

President David Douds called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on February 7, 2017. The January 3, 2017 minutes were approved as amended. After the distribution of the minutes of the January 3 Residents' Council meeting a correction to the Housekeeping report was made. The minutes did not reflect the commendation that was given to the Housekeeping Department by the committee for the work they have done.

49 association members attended. Visitors included residents, members of the Board of Directors, Naomi McAfee, and Charles Denton and with Clara Parker and Jangar Richards representing Management. The Council observed a moment of silence.

### **ANNOUNCEMENTS/ PRESIDENT'S REPORT: David Douds**

My Mission Moment for February continues with my theme of "Building Community," looking at the process of renovation and redecoration, which is nearly always happening around us on both a large and small scale. I am speaking of the large scale, and specifically the nearly completed renovation of the Main Street area. Main Street in Maple Terrace (previously known as Building 2) is essentially complete, with a beautiful, brightly lit hallway and fully renovated spaces being enjoyed by all of us, and particularly the Harmonizers, smaller religious congregations, and our Arts & Craft community. Main Street in Fountain Hill (previously known as Building 1) is still a work in progress, but the Card Room is essentially complete and hosted the resumption of Happy Hour in Bill's Place this past Friday (and that is truly a Very Happy Hour). The renovations of the Front Desk area and the Gathering Space across from the Fountain Hill Convenience Store, as well as limited renovation of the Medical Center, will be completed in the near future. Through all of this, I want to especially recognize and commend the Project Manager, Rose Sutter of Erickson Living, for her excellent and effective efforts, and for her timely responsiveness to resident requests and concerns. It is through such cooperative efforts that we continue to build and improve our Charlestown community.

Our Council events for February include an Executive Committee meeting tomorrow, February 8<sup>th</sup>, at 2:00 pm (note different time) in the Council Office and our monthly Council Work Session on Monday, February 13<sup>th</sup> at 2 pm in Brookside Classroom 1. Also, there will be opportunities for Council Members to experience Signature Dining at Oakcrest for dinner on February 8<sup>th</sup> and

9<sup>th</sup> (note the names and schedules distributed via email by Carolyn). Our Work Session this month will feature discussion of these Signature Dining experiences.

Furthermore, I'm urging you all to consider members of your committees as possible candidates for this year's Residents' Council election in August, and to forward their names, as appropriate, to the Nominating and Elections Committee (Jack Murnane, Chair and Sherry Stewart, Assistant Chair). Also, I wish to propose that the Council, consistent with past practice, approve a contribution of \$100 to the Benevolent Care Fund as a response to the Winter Putterland event on February 21<sup>st</sup> through the 25<sup>th</sup>. Do I hear a motion to approve the proposal? (Leigh Ann Cooper made the motion which was seconded by Sherry Stewart and approved by all members present.)

Finally, I want to highlight an upcoming event that is not on your Special Events schedule – the visit of Senator Ben Cardin to Charlestown on Friday, February 10<sup>th</sup> (**that's this Friday**). Senator Cardin's visit will be from 2 to 3 pm in the Gallery, and he is interested in having a dialogue with our residents and hearing any concerns we may have. During this highly active time in our national political cycle, I'm sure there will be much to discuss. So please come, listen, participate, and learn.

David also reminded residents of the AARP Tax Preparation program here at Charlestown. Although all of the time slots are filled, there is a waiting list where names may be added. Programs are also being held at the Catonsville and Arbutus Senior Centers where residents could go for assistance.

#### **VICE PRESIDENT'S REPORT: Steve Harders**

No official Council Communication form was received during the month.

However, the Council received a letter from a resident who complained about a family member being denied transport to St. Agnes Hospital by the Baltimore County Fire Department. The ambulance gave a "code yellow" as reason as to why the patient needed to be brought to Howard County Hospital. The resident believed that would not have happened if our own Charlestown ambulance had been on duty. In the end, the patient was transported to St. Agnes via the Charlestown shuttle. I enlisted the help of Louise Dempsey, the chairman of the Health Committee, who, in turn, contacted Mike Fisher, Senior Services Manager. They summarized the rules of operation as follows:

1. Both Charlestown's ambulance and Baltimore County's must follow Maryland State law.
2. A patient must be transported to the nearest hospital unless an exception applies, particularly if a hospital temporarily cannot handle more patients or if a doctor specifically prescribed transport to another hospital.
3. "Code yellow" means that a hospital at the time cannot accept Emergency Room

patients arriving by ambulance.

4. The hospital will still accept patients who arrive as walk-ins or by private transport. Because of this explanation, the resident was satisfied that everything had been done properly. Mike will host a "Coffee with Security and Emergency Services" on Tuesday, February 14, from 10:30 to 12:00 noon in the Black Swan Lounge across from the Atrium and is prepared to talk about these issues. Mike also has promised that he will write an article for the Sunburst with more detail. Thank you, Louise and Mike.

Also, Louise came up with a novel idea to generate contributions for the Benevolent Care Fund. We determined in a meeting with Neal Gantert, Finance Director, that this idea was not feasible in its present form from a financial aspect. We will look whether this worthy goal could be achieved in a different way.

#### **SECRETARY'S REPORT: Ed Piechowiak**

All of the Council members who submit committee reports for the Residents' Council minutes, and also committee minutes that are filed, are asked to use the format for the file names that was established earlier. There are still a number of reports that do not include committee names or dates in the file names.

Council members were e-mailed an updated Council calendar changing the dates for the Council Member Election and the Residents Association meeting in August.

The Residents' Council work session meeting on January 9<sup>th</sup> had Keith Feen, the Asst. Manager of Security as a guest. Keith discussed the approaches to minimize the contractor parking around the construction site at RGT which includes bussing for some of the contractors. He also noted the formation of an EMV users group and his lifesaver program to encourage use of the pendants. He noted that at this time Charlestown is the only Erickson managed property that doesn't charge for using the pendant for non-emergencies.

A review of the minutes of the meeting at Continuing Care at RG showed that one of significant issues brought up at the meeting was that the residents and families will no longer have access to walk from Caton Woods and Independent Living via the RGT building. To accommodate going from these buildings shuttle service will be increased to every 20 minutes. If a wheelchair accessible shuttle is required, reservations must be made 24 hours in advance.

#### **TREASURER'S REPORT: Leigh Ann Cooper**

As of December 30, 2016, the reconciled PNC Bank balance was \$3,818.06.

There were two checks cashed, one for \$307.43 for Residents' Council catering and one for \$ 59.54 for the Harmonious Living Task Force, leaving a bank journal balance of \$ 3,451.09.

#### **COMMITTEE REPORTS**

##### **BENEVOLENT CARE: Jean Eichenlaub, Chair**

Jean Eichenlaub, chairman, opened the meeting with Patti Santoni, David Douds, Steve Harders in attendance.

Patti reviewed the year end summary and the average number of people receiving BCF is less than the previous year. Approximate expenditure was \$570,000 for the year (we are awaiting final numbers from Finance).

Winter Putterland planning is underway. This is the 6<sup>th</sup> year for this event and the goal is \$10,000. Patti's team is adding more sponsor categories. The plan is to recruit more outside people, in addition to the inter-community competition which kicks off on Wednesday, 22 February. They will actively advertise at the local senior centers plus encouraging the local community to join in the fun on Thursday, 23 February and the evening tournament will take place on Friday night. A commercial is airing on 97.2. Suggestion to have committee members staff tables in the weeks before the event to promote Putterland, possibly sell raffle tickets. Emily will be contacting committee members for available times to staff tables.

Suggestions of using the Sunburst to address some of the resident comments; submit monthly comments outlining the distinction between the Benevolent Care Foundation and Benevolent Care Committee; tape a seminar on the "spend down" process. This could be shown annually to keep new residents informed.

Use the Sunburst monthly with a small "DID YOU KNOW" factoid. Stress that this is a community-sponsored organization, not an Erickson Living program. The next meeting will be on Wednesday, February 22 at 2 p.m. in CTS 116.

**COMMUNICATIONS: John Murnane, Chair**

The Communications Committee met on January 16<sup>th</sup>. Five members of the committee and two guests attended.

The updated schedule of committee Sunburst articles was distributed,

It was decided that the Council's lobby binders with the minutes of Resident Council meetings will be maintained due to the fact that many residents do not use technology. However, the need to publicize their existence was pointed out.

Recommendations for informing of changes to information already posted were made. Now the guidelines can be further clarified, and a document created for distribution.

Members of the Harmonious Living Task Force present briefly described the thinking method presented in *Six Thinking Hats* by Edward de Bono. The Task Force is in the process of applying this method of thinking to the topics being studied by the group, namely, religious differences, race and culture and communication. The Task Force is publishing monthly articles in the Sunburst.

It was pointed out that "Evergreen Topics" (topics that cover reoccurring problems in the community like sink disposals) should be made available on a regular basis.

The website subcommittee presented a comparison grid between the Council's website and MyErickson website.

It was pointed out that the Resident Directory on MyErickson lists the cell phone number of residents who have them. However, the phone number cannot be changed to the resident's land line until a corporate program change is made.

Next meeting will be on February 20th at 2:00 PM in CTS Classroom #116

### **Website Subcommittee Report**

The committee compared content between MyErickson and CCICharlestown.org. The Council website has been in place since 2010. MyErickson is an Erickson Living project that has been under development two years. It has been available to all residents since November 2016. The committee identified gaps and duplications in MyErickson. The Council website continues to have timely announcements not available on My Erickson. A list of recommendations will be given to Mary Evans.

Google Analytics, the statistics for the Council website, were reviewed. Detail was provided in the minutes. In brief, there were 12,316 page views, 2,210 sessions, and 655 users in the past month. 1,747 came to the home page. The next highest number of 189 went to Dining Services directly. The other pages were in the teens.

### **CONSERVATION: Ed Serp, Chair** (Committee minutes read by Ed Piechowiak)

The meeting was held in HR-142 at 2:00 PM, Tuesday January 17, 2017 with 2 members and 2 visitors in attendance.

Subsequent updated data for December, 2016 indicated a total of 105.51 Tons of waste collected for disposal with 25.04 Tons or 23.7 % recycles. 0 pieces were collected for Habitat for Humanity. The Treasure Sale activities produced \$41,021.93 for the quarter ending December 31, 2016.

Prepared an article for the "SUNBRUST".

Received a copy of an e-mail indicating that "Styrofoam" is no longer acceptable for recycling.

### **DINING SERVICES: Carolyn Thompson, Chair**

The meeting of the Dining Committee was called to order at 2:00 pm on January 16. There were 13 members and the Director of Dining, Jim Basham, in attendance.

Each of the dining subcommittees presented its report.

Among the items discussed was concern about the elimination of crab cakes from the daily Fireside menu. Crab cakes will now be served at all dining rooms as specials on the menus.

It was again mentioned that bringing bags to the dining rooms to take food home impacts all residents.

A video about dietary issues was prepared for use with the dining staff and was well received. The Dietary Focus Group saw the movie at its meeting. A video on salad bar etiquette has also been made. It is planned to broadcast both of them on 972.

Eleven members of the Dining Committee and President David Douds dined recently at Oakcrest to experience Signature Dining. Reactions to the food and service were all positive.

Residents who dine mainly in the Chesapeake, Fireside, and Atrium will have an opportunity to join a Focus Group about aspects of Signature Dining. Discussions will include menu options and dietary issues. Anticipating that many people will sign up, the members will be selected by lottery. Dates and times for sign-ups and the dates of the Focus meetings will be announced at a later date. The Focus group meetings were held last week. 100 residents attended those meetings. The next Dining Town Hall Meeting by Jim Basham will be on Friday, the 24<sup>th</sup>.

The next meeting of the committee will be on February 20 in BR classroom 1.

**FINANCE: FINANCE: Gil Fisher, Chair**

The Finance Committee met on January 31 with Neal Gantert, Finance Director, and Colleen Stafford, who is Neal's new Assistant Finance Director. Eleven committee members and 2 guests were present. Neal presented the December 2016 Occupancy Rates and Financial Reports. Hard copies of the key information are available at the edge of the stage.

Neal's presentation also covered a brief overview of unaudited results from the 2016 Budget Year (ending December 31). Overall 2016 was a very successful financial year for Charlestown. The Committee commended Neal for the staff's work.

Occupancy Rates for December were as follows:

Independent Living was 98.9%. Assisted Living was 90.4%. Memory Care was 99.9%. Skilled Nursing was 93.2%. The overall occupancy rate was 15 units higher than the 2016 YTD budget.

For benevolent care, 10 people received assistance from the benevolent care fund. The expenditures for the month amounted to \$54,000.

Neal also mentioned that the scholarship payments for the current recipients were increased from \$1,750 to \$2,000. Very good news.

The next Finance Committee meeting will be held on February 28 at 8:30 AM in Brookside Classroom 2.

**GROUNDS: Al Davies, Chair**

The Grounds Committee met on January 24 with 15 people present including the Council President and Vice President. The meeting was conducted by the Asst. Chair, Ted Durr. We primarily heard progress reports on the feral cats (we have two now), bird-feeder relocations, the "Tree Working Group" (TWIGS), tree identification on the skywalks, and a lengthy

environment report by Bert Clegern which is currently in the hands of the Executive Director.

The committee meets on the fourth Tuesday of every month.

**HEALTH SERVS: Louise Dempsey, Chair**

The Health Services Committee met on January 10<sup>th</sup>. The meeting was called to order with 4 members present. Several members were unable to attend the meeting as they were attending a funeral service for a resident at that time. Steve Harders was also attending a funeral and, therefore, did not attend the meeting as planned.

The formulated policy on Unused Prescription Medications has been approved by the Residents' Council and by Administration. An article detailing the policy was submitted for publication in the February issue of the Sunburst.

The campaign emphasizing the importance of hand washing continues. Additional posters were submitted for posting on bulletin boards and channel 972 to continue to draw residents' attention to this issue.

It was brought to the Committee's attention that not all restrooms have signs posted reminding staff to wash their hands after using the restroom and before returning to work. This was discussed with the Housekeeping Committee who will follow up.

The flu vaccine campaign was very successful this year. To date, there has been 1500 residents vaccinated by our Medical Center staff.

A resident questioned how he should dispose of old x-ray films. X-ray films contain a form of silver and may not be suitable for trash disposal. This will be referred to Conservation and Housekeeping Committees for their input.

Finally – Our thanks to two Residents for their efforts related to residents' health.

- Dr. Steve Schimpff, in conjunction with Channel 972, made a video on gluten sensitivity and celiac disease. The video is being used as a teaching tool for the dining staff. It is expected that by educating the staff about gluten, they will be able to better equipped to answer diners' questions and may help to prevent illness caused by this type of food intolerance.

- Roberta Poulton compiled a list of Guidelines for Buffet Lines and Salad Bar diners which is being aired on 972. These guidelines are intended to remind residents that good dining room habits can help avoid cross contamination and prevent the spread of viruses and/or other pathogens.

Our next meeting will be held on February 14<sup>th</sup> at 11 am in HR142.

**HOUSEKEEPING: Diane Lyons, Chair**

The meeting was held on Friday, January 20<sup>th</sup>. Five members attended along with Krystyna Kaniowski. Michelle Fenn from Housekeeping and VP Steve Harders.

Routine reports were referred to Michelle Fenn –areas that needed carpet cleaning and areas previously reported not yet repaired.

Questions about why the floor techs were being rotated so frequently. Michelle explained that there is a big turnover in floor techs and housekeeping personnel and the hiring process requires background checks.

In the St. Charles, a damaged ceiling vent has been repaired and a request for a chair on the 3<sup>rd</sup> floor was denied because of non-availability.

In conjunction with the Health Committee actions, a request was made for signs in the public restrooms reminding employees to wash hands.

The construction crew working on Main Street was commended for their daily cleanups and politeness to residents traveling through.

A resident attending the meeting asked about the housecleaners, outside of our purview, but the information was useful to all.

An issue brought up by two committee members concerned smoking in apartments. Residents grandfathered in are required to have restrictions ,such as smoke eaters and sealed doors. But there are areas where a hallway or apartment suffers from secondhand smoke. This is an administration issue – not Housekeeping Department or committee. A social worker was advised of this situation and asked to contact the appropriate social worker for the building.

The next meeting is February 17<sup>th</sup>, 2 pm, HR142.

**LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair**

The Legislative/Political committee met on Wednesday, January 11, 2017, in Brookside Classroom 1 at 10 a.m. Twelve members were present. Steve Harders also attended.

The meeting was opened with a discussion of the forthcoming trip with United Seniors of Maryland to Annapolis. Shuttle will be provided. Wendel commented on the question of insurance coverage for memory care. Legislation may be introduced in Annapolis in this regard and maybe a delegation from here would attend the hearings.

Bonnie announced there would be a gathering in Bowie on January 15th at 2 p.m. to rally for health care. David announced a movement to set up a constitutional amendment to abolish Citizens United. A group called Get Money Out is sponsoring this endeavor.

Our next meeting will be held, February 8, 2017, at 10 a.m. in Brookside Classroom 1.

Dee reminded us that our District 12 legislators will be at the Arbutus Library on Wednesday, February 8, 2017 at 6:30 pm. Wendel is taking reservations for a free shuttle for residents interested in attending.

**MAINTENANCE & ENGINEERING: Ken Jarboe, Chair**

Our Committee met on Jan. 24, 2017, and was attended by General Services members Kevin Crawford and Jesse Morgan; Residents' Council Vice-President Steve Harders and Secretary Ed Piechowiak; and by Resident members of the M & E Committee.

General Services staff reported the following:

- A large tree along the left side of Erickson Way, and across from Caton Woods, is scheduled to be removed. Work not yet done.
- Issues regarding traffic signs and pavement markings forwarded to the Charlestown Management Traffic Committee. No response received to date.
- A water quality and monitoring program is in effect at Caton Woods.
- The former RGT Assisted Living building is closed, and is being readied for demolition as soon as underground utilities in the area have been relocated.
- The building referred to as the "Transportation Building", located between the closed RTG Building and Caton Woods, is being readied for use by Charlestown staff groups.
- Repair or replacement of Building 7 air conditioning equipment is being scheduled before summer cooling season starts.
- Providing warning signs at the ramp sections of the footbridge between Chapel Court and Building 8/9 elevator lobby is under study.

New issues brought up by Committee members:

- Lists of repairs needed in Brookside, Edgewood, The St. Charles, and Buildings 1, 2, and 9 were submitted to General Services.
- A re-print of an earlier article re: proper disposal of waste products to prevent sink and toilet backup and overflow problems should be issued promptly due to recent problems reported in Brookside and The St. Charles. (A copy of this article has been submitted to the Communications Cmte. for their action.)

Next meeting will be on Feb. 28, 2017 at 2:00 pm in General Services Conference Room.

**NOMINATING AND ELECTIONS: Jack Murnane, Chair & Sherry Stewart, Assistant Chair**

The committee met for the first time on January 18 and then again on February 1. The members agreed on a twice per month schedule through April 12. Dates after that will be determined based on need.

We reviewed listings of residents in independent living who have moved in during the last 15 months. We also generated a listing of attendees at general council sessions like this one, of residents who had declined to run last year but said they could be contacted this

year and of people who serve on various committees. We combined this information and personal input from committee members into a list of 190 potential candidates.

We are in the initial stage of the election process and encourage all members of the Council as well as the general audience to encourage residents to agree to run for election to carry on the Council's work next year.

Our next meeting will be held on Wednesday, February 15, 2017 at 4 PM in HR142.

**RESIDENT LIFE: Jackie Graham, Chair (Mary Jo Warthen reporting)**

Our meeting was held on Wednesday, January 18th at 2pm in HR142.

There were six members present as well as our President, David Douds and Vice President, Steve Harders.

The Pet Lovers are planning a Spring Event with the ASPCA. Information concerning the event will be addressed on 972.

Security is looking into the possibility of a better selection of the medical pendants. Pendants, other than those already in use, may require purchase.

Our next meeting will be February 15th at 2pm in HR142

**SAFETY & SECURITY: Bob Hutchins, Chair**

The Safety and Security Committee met on January 24, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services, and guest Steve Harders, Council Vice President.

Statistics for December, 2016: EMV's; New registered scooters (5), Citations (0), Total number of EMV's on campus (160). Security Responded Calls (2116), Emergency Medical Service calls (67), Balto. County 911 calls (69), Private ambulance calls (10), Heritage Pendant calls (262). Vehicle Citations: Speeding (0), Parking violations (30), Running stop signs (0), Cars with expired tags (0), Wrong way violations (0), No hang tags (20).

The road in front of Caton Woods is open for 2 way traffic now and speed will be monitored. Parking continues to be a problem around Caton Woods. Discussion has started about possible alternatives during the next phase of construction.

Security and emergency Services will have the next quarterly "Coffee With" meeting on February 14<sup>th</sup> at 10:30 – 11:30 in the Black Swan Lounge next to the Atrium Dining Room. Residents are invited to hear about security activities and to ask any questions.

The next meeting of the Committee will be held on February 28<sup>th</sup> at 1 PM in Brookside Classroom 1

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** None

**WORDS FROM MANAGEMENT:** Clara Parker, Executive Director and Jangar Richards, Associate Executive Director

**Clara :**

- Introduced Jangar and said that she would represent management in the future along with Clara and Vinson.
- Reminded us of her next “Conversation” which will be held this Friday in the newly opened Fountain Hill Lounge.
- Reminded us that Patrick Plumadore, an Erickson VP who deals with Signature Dining, will be at the February 24 Dining Town Hall meeting to present his view of Signature Dining.
- Stated that renovations for Signature Dining had already started in the kitchens with an expected roll out of the program in early April.
- Reported that she had met with the Interior Design team responsible for the work that will be done from Cross Creek to the Craft Room. She anticipates focus groups where residents can make wishes known about what and what not we want included in the renovations. She clearly heard that residents wanted more input and this will be our chance to participate.
- Speeding continues to be a problem with staff, students, residents, family members and vendors. Speeding violations are not given out currently but a more robust plan is being discussed. Radar signs will be installed so that drivers can see how fast they are driving.

**Jangar:**

- Introduced herself by saying she has been here for 2 months and is still learning the culture and the campus of Charlestown. Her background is in hospital administration, most recently at Johns Hopkins.
- Told residents that an Open House is being planned for Caton Woods in March and that more details will follow in the next week or two.

President Douds adjourned the formal meeting at 8:10 p.m.

Ed Piechowiak, Residents’ Council Secretary

Sherry Stewart, Residents’ Council Assistant Secretary