



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

March 7, 2017

Residents' Council Website: cccharlestown.org

President David Douds called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on March 7, 2017. The February 7, 2017 minutes were approved as distributed.

44 association members attended. Visitors included residents, a member of the Board of Directors, Naomi McAfee, and Sherrie Parrish, Director of Resident Life. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: David Douds

The President highlighted and commended the outstanding support of our Erickson Living staff, and particularly the Dining Services staff, during our roughly six-hour campus-wide power outage this past Saturday. Dinner was served successfully as if it was any normal day, with only slight changes to normal procedures. In addition, the Resident Life staff did their best to provide a portion of the 3 pm performance of the Irish Dance Company, despite the darkened stage.

He emphasized how we support each other with the Benevolent Care Fund, which assures continuing care within Charlestown. Most recently, we have supported the Benevolent Care Fund by participating in the 6th Annual 2017 Winter Putterland event during the week of February 20th raising just under \$8,900 for the Benevolent Care Fund. He thanked the extensive efforts of Pat Kasuda and her team in selling tickets and chances; setting up and operating the Putterland miniature golf course in the Erickson Center; overseeing the wonderful 3rd Annual Inter-Community Tournament (with four Erickson communities participating), as well as overseeing foursome play and individual play; and finally, taking down and storing away the course equipment for use again next year.

He highlighted the completion of the Main Street Renovation project at the end of February which includes a beautiful new area in which to experience our community life together, a new Fountain Hill entrance area and front desk. He looks forward to efforts of similar quality later this year in the Cross Creek, Chesapeake and Shortline areas and urges patience as we begin the three-year project to complete the rebuilding of the Renaissance Gardens Continuing Care facility.

Council events for March include an Executive Committee meeting on March 8th, at 9:00 am (note different time) in the Council Office; the monthly Council Work Session on Monday, March 13th at 2 pm in Brookside Classroom 1; Council Chats in the Terrace, Shortline and Chesapeake on March

15th; and on that same day, the quarterly meeting with the Charlestown Board of Directors in the Gallery at 3:30 pm. Our Work Session this month will feature a presentation by and discussion with Phoebe Graham, Administrator of Continuing Care. In addition, we have been invited to participate in the Spring Sales Expo on Friday, March 17th from 10:30 am to 2:00 pm in the Chesapeake Dining Room. Our annual Scholars' Fund will kick off on 3/20/2017.

VICE PRESIDENT'S REPORT: Steve Harders

No official Council Communication form was received during the month.

However, that does not mean lack of improvement. The greatest benefit of attending as many Council Committees as possible is to see that many issues are interconnected. In light of the current strain of flu appearing in 43 states and increasing, the Health, Housekeeping, Resident Life, and Safety Committees all concurred that the best means for defense is frequent handwashing. The Health Committee was ready to supply posters and other material to make residents aware of the threat. Upon discussing the issue with the Administration, it was found that Erickson had designed a standard poster to encourage handwashing. At Charlestown these posters were displayed in all public and employee restrooms, except in Independent Living. The signs were considered too institutional and not in keeping with the private home atmosphere the company is trying to create for the residents in Independent Living. Upon Dave's and my presentation of the Council's sentiments in our monthly meeting with the executive team, management changed its mind and let precaution win over image. The signs are now displayed in Independent Living as well. We are all encouraged to heed the recommendation: wash your hands! We'll stay healthier that way.

SECRETARY'S REPORT: Ed Piechowiak

Patrick Plumadore, the corporate VP for Signature Dining at Erickson, met with the Residents' Council at our work session. He spent most of his time answering questions that were brought up from the council. His experience at the other Erickson managed sites indicated that the results are going to be quite positive for us although there are going to be some growing pains a first.

The Council's meeting with the Board of Directors was announced as being on March 15 at 3:30pm.

TREASURER'S REPORT: Leigh Ann Cooper

During the month of January, 2017, two checks were written, one for \$ 83.50 for Birthday balloons, and one for \$ 288.00 for Legislative and Political travel.

The bank balance at the end of the month was \$ 3,367. 59. The book balance was \$ 3,079.59. The difference of \$ 288. 00 was for the Legislative and Political Committee, which was not cashed.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

Council Minutes_WEB_20170307

Jean Eichenlaub, chairman, opened the meeting with Patti Santoni and members of the committee.

2017 Committee Goals were the first item on the agenda:

- **Goal I – Dispel misconceptions that Erickson/CCI cover the cost of BCF** - Neal Gantert and Patti will present on Benevolent Care and Spend Down in the auditorium on April 6th at 11am. Title is “**Money Matters**”. 972 will film to show repeatedly on TV for those that did not attend.
- **GOAL II** - Steve Harders requests that the Finance Department should **show the exact expenses for BCF in January & February** (right now it shows as \$0) on the monthly BCF report. This is due to Charlestown covering the first \$120,000 for BCF (usually 2 months of coverage).
- **GOAL III - “DID YOU KNOW?”** Short statements for Sunburst and elevator posters and on 972 to address the verbatim comments from the 2016 Resident Satisfaction survey. Give a clearer picture of what BCF is and what it is NOT.
- **Personal Stories** - First one was well received, privacy is utmost in this effort and the Philanthropy Dept. does not know who receives benefits but will work with Administration to try and secure future case studies, testimonials in support of Benevolent Care/why people should donate.

Next was discussion of a **replacement event for the Gala**. Difficult to produce annually – consider doing Gala every other year. Smaller events were suggested, such as a Murder Mystery Dinner, an outdoor tent evening in the summer (Love on the Lakefront). This year the Conference Room is scheduled for renovation during normal Gala timeframe. Cost of large tent rental may be prohibitive. Philanthropy will research and get back to committee at next meeting.

The February Treasure Sale netted \$37,000, the highest to date. There was a heart-warming story of a customer who was given the remaining shoes for a group going to Dominican Republic to help kids have shoes to go to school. Patti included this in her Sunburst article for March.

Tin Cup Golf Tournament – 25th Annual Tin Cup event planning has begun. Invitations to be mailed in April. Last year’s event was a sell out and netted \$29,000. This year the goal is \$35,000. Next meeting is March 22, 2pm, CTS 116

COMMUNICATIONS: John Murnane, Chair

The Communications Committee met on February 20th at 2:00 PM in CTS classroom 116. There were ten committee members present and 2 guests attended the meeting.

The committee continued to discuss the complex issue of changing previously published information to avoid inconveniences for residents. It was recommended that a Sunburst article be

published with guidelines which could be included in staff training as well. A meeting will be set up with Resident Life to discuss the issue from the management perspective.

The question of who may submit and what types of content may be submitted for publication in the Sunburst arose. All articles are submitted to Resident Life office and selected for publication. It was stated that if controversial or inappropriate material were submitted, it would be referred to the Director of Resident Life. It was noted that complaints should be discussed with the staff involved and the department manager when necessary. Unresolved issues may be taken to higher levels of management and the Residents' Council. There is a Resident Grievance Procedure in the Resident Handbook that could be used to address complaints that cannot be resolved at the Executive Director level.

It was pointed out that the resident telephone directory and e-mail directory are regularly updated; however, many departed residents that should have been removed have not been. It was also noticed that only the latest resident directory should be used by personnel at the front desks in the lobby. This will be discussed with management.

Charlie Eichenlaub volunteered to manage "evergreen" topics, that is, those topics covering proper conduct and policies, so they are periodically published as continual reminders for everyone including new residents. He asked for additional topics to be submitted to him.

The Web Site Committee did not meet in February.

It was decided that the next meeting of the committee will be at the regular time, 2:00 PM, and at the same location, CTS classroom 116, on March 20th.

CONSERVATION: Ed Serp, Chair

The meeting was held on February 21, 2017 with 4 members and 1 visitor in attendance.

Data review for January 2017 indicated a total of 119.55 tons of waste was collected for disposal of which 29.90 tons or 25.0% was recycles. 0 pieces were collected for Habitat for Humanity. Treasure Sales are reported quarterly.

Legislation was introduced in Maryland to ban Styrofoam food service and packaging materials.

Concern was raised about damage to Treasure Sales furniture during pickup.

Next Meeting Tuesday March 21, 2017 in HR-142 @ 2:00 PM.

DINING SERVICES: Carolyn Thompson, Chair

The Dining Committee met on February 20, 2017 at 2:00 in Classroom 2. Twelve members were present plus the Director of Dining Services, the Vice President of Dining Services for Erickson Living Corporation, and one guest.

The meeting was centered on Signature Dining. Mr. Plumadore reviewed the 5 pillars of resident satisfaction which are Quality, Temperature, Variety, Service and Friendliness of Staff. He noted that residents on other campuses express a much higher degree of satisfaction once the program has been fully implemented.

Mr. Plumadore answered many questions presented by the members, including dietary issues, updating of MyNutrition, personal food preferences requested of chefs, the kitchen processes that will be in place, the limited focus jobs of the wait staff, with runners, bussers, and rollator valets and how these systems will make the dining experience positive for everyone. He also indicated that some large tables will remain in the Chesapeake for groups. Groups will need to have more patience for wait times and service, at least in the beginning stages.

Mr. Basham addressed some issues of menu items not being available and the training of students. He noted that there are probationary periods of 30 and 90 days to ensure that the students are following procedures.

There was no time for discussion of Coffees with the Managers meetings or the Dietary Group meeting but the reports were sent to all members for possible future discussion, if needed.

The meeting was adjourned at 3:30 pm.

The next meeting of the Dining Committee is March 20 at 2:00 pm in BR Classroom 1. Guests are welcome to observe the Committee meeting.

FINANCE: Gil Fisher, Chair

The Finance Committee met on February 28 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. 10 Committee members and 2 guests were present. Colleen presented the January 2017 Occupancy Rates and Financial Reports. January was a good beginning for the new fiscal year. Hard copies of the key information are available at the edge of the stage.

Occupancy Rates for January were as follows:

Independent Living was 98.8%. Assisted Living was 88.6%. Memory Care was 99.3%. Skilled Nursing was 90.9%. The overall occupancy rate was 20 units higher than the 2017 YTD budget.

Turning to restricted funds, 11 people received assistance in January for benevolent care. The expenditures for the month amounted to approximately \$58,000. Under the Scholars Fund about \$49,000 was expended.

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

GROUNDS: Al Davies, Chair and Ted Durr, Asst. Chair (report given by Ted Durr)

The monthly meeting of the Grounds Committee, chaired by Al Davies, took place between 10 and 11 A M on 28 February at Herbert Run.

Highlights are:

Pest control, especially mice, was discussed. It was pointed out that vendors who deliver furniture and other large items often leave outside doors open. This gives access to animals into our buildings. It was suggested that when residents know that deliveries are coming they might assist in coordinating vendor ingress and egress and help to monitor door opening and closing.

(It was noted later that Mike Fisher is looking into providing temporary keys to vendors who are making deliveries.)

Because there is insufficient power to run both fountains in Lake Charles only one is operated. Also it was pointed out that algae control and fish stocking was again scheduled for this year. It was reported that surveying for improvements on the path around Lake Charles was scheduled for this year.

Issues regarding Charlestown's entrance landscaping, tree safety and trimming, and the Nature Trail were discussed. The Nature Trail's annual Wildflower event will be at Cross Creek Lobby on April 20 between 10 and 2.

It was pointed out that Charlestown has beautiful grounds. The committee is taking steps to invest time and interest in making sure that staff and residents will be able to assure maintenance of the grounds, enhance their beauty, and embrace opportunities to fulfill the potential that remains.

The next meeting will be on March 28 at 10:00am in the General Services conference room.

HEALTH SERVS: Louise Dempsey, Chair

The February 14, 2017 meeting was called to order with 6 members and 2 guests present. In the interim since our last meeting, a resident's concern regarding ambulance service after hours was referred to the Health Services Committee. As a result of that inquiry, and in cooperation with Mike Fischer, Senior Services Manager, the State mandated rules regarding all licensed ambulances, including Charlestown, were summarized. That information was given to the resident who was satisfied with the response. In addition, Mike included that topic in his "Coffee with the Managers" meeting in February. He also plans an educational video for presentation on Channel 972 and will write an article for the March issue of the Sunburst.

The flu season is still active. There have been widespread cases in 43 states. Another contagious virus is the Norovirus and generally presents with gastrointestinal symptoms. It is sometimes called the "stomach flu". The illness usually lasts only one to three days, but people with the virus will continue to be contagious for a few days after they start feeling better.

Our hand washing campaign continues. New hand washing signs are now displayed in all Independent Living restrooms to remind residents, staff, and visitors of the importance of frequent and proper hand washing in preventing the spread of viruses.

Our Health Services liaison with Continuing Care noted that Residents in Caton Woods have expressed a desire to start Pitch and Bridge Clubs. We contacted Kathleen Hart who will publicize the need for volunteers from Independent Living to help get those started.

The next meeting of the Health Services Committee will be on March 14th at 11am in HR142.

HOUSEKEEPING: Diane Lyons, Chair

The meeting was held on Friday, January 17th. Five members attended along with Krystyna Kaniowski.

St Charles: Window in the Terrace level very dirty. Will be washed when weather is warmer.

Harbor View/Caton Ridge: The loading dock area very busy; outer door often left open and inner door, which was recently replaced is already broken. Housekeeping noted and Maintenance has been notified. Caton Ridge laundry: several washing machines are broken. Reported but no action yet.

Floor tech, Mr. Don, again commended for his attentiveness to his job.

Edgewood: A recommendation for a convex mirror to be placed at the foot of the stairs on way to auditorium. Limited vision for people exiting the elevator and coming down the steps.

Krystyna updated the committee on the hiring. A new employee is on board for Chapel Court and Park View – his name is Corey. They are now at full complement for floor techs.

Resident issues on HR540 and GC9 Terrace level were addressed. Photos of the wall on HR5 were passed to the Maintenance Committee. The Bldg. 9 complaint was checked out and all was in order. Thanks received from the resident.

Plants on bridges. Housekeeping will clean up plant debris but will not touch any plants, dead or alive. This will be addressed in a July Sunburst article.

Handwashing posters: nothing is available at this time for placement in restrooms. Two types – one from a member of Health Committee and another prepared by administration last year.

No response from Social Workers on the smoking issue.

There will be no meeting in March. Next meeting is April 21st in HR 142.

LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair

The Legislative/Political committee met on Wednesday, February 8, 2017, in Brookside Classroom 1 at 10 a.m. Eleven members were present as well as 4 guests.

Wendel Thompson gave a report of our trip to Annapolis with United Seniors of Maryland. Discussion followed regarding the End of Life bill which will have a hearing in the next week. Also discussion of meeting with our District 12 legislators this evening at the Arbutus Library. Free shuttle [was](#) available.

Senator Ben Cardin will be visiting Charlestown on February 10th to speak to residents and learn of their concerns.

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

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on Feb. 28, 2017, and was attended by General Services' members Kevin Crawford and Jesse Morgan; Residents' Council Executive Members (3); Resident members of the M & E Committee (6); and non-member Residents (2).

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 on Thursday, March 2nd. That work was done.
- Issues regarding traffic signs and pavement markings forwarded to the Charlestown Management Traffic Committee. No response received to date.
- Providing warning signs at the ramp sections of the footbridge between Chapel Court and Building 8/9 elevator lobby is under study.
- Comcast HD connections expected to be completed the week of Feb. 26th.
- Repairs to leaking pipes for the new Building 8 cooling tower to be completed the week of Feb. 26th.
- Herbert's Run water supply to be shut down Thursday, March 2nd, for replacement of damaged or non-functioning water valves.
- General Services will arrange for a copy of previous article re: proper disposal of waste products to prevent sink and toilet overflow problems to be placed in all cubbies in Brookside, Herbert's Run, and The St. Charles.
- Elevator licenses for Year 2017 have been received and will soon be posted.

New issues:

- Exterior Service Door for Terrace Café: Missing panic bar and broken latch to be replaced. New parts are on order and expected to arrive in several weeks. Repairs to follow.
- Building 9 Side Entrance: Ceiling and wall damages due to fire protection system modifications have been scheduled for repair.
- Fire Hydrants: A large depression at the base of the hydrant at the corner of Building 9 to be repaired this Spring. Cleaning and painting of campus hydrants also to be done this Spring.
- Building 1 Lobby: Entrance doors to be fitted with openers that can be operated by Master Key as at other building entrances. Work has been scheduled to start.
- Building 1 Handrail: There is a loose handrail in the staircase between the elevator and the Hair Salon. This same railing was recently repaired, but has come loose again.
- Buildings 1 and 2: A Condition Report for these Buildings, dated Feb. 26, 2017, presented to General Services for their action.

The next meeting of the M&E Committee. will be on March 28, 2017 at 2:00 pm. in the General Services Conference Room.

RESIDENT LIFE: Jackie Graham, Chair

Our meeting was held on February 15th at 2pm in HR142. There were 9 members present and two guests.

The Pet Lovers Group is working toward their Pet Lover's/SPCA event planned for the first week of April. More information should be coming soon.

The availability of new medical alert pendants is under corporate review throughout the Erickson communities.

The AARP Income Tax appointments are completely filled. Resident are being referred to local Senior Centers.

Our next meeting will be held on March 15th 2pm in HR142.

SAFETY & SECURITY: Bob Hutchins, Chair

The Safety and Security Committee met on February 28, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services, and Michael Fischer, Senior Services Manager.

January Security Statistics:

Security Officers responded to a total of 2103 calls related to safety, security, and traffic, including:

359 responses to emergency pendants, pull cords and smoke detectors

52 Charlestown Emergency Medical hospital transports

68 Baltimore County 911 hospital transports

Vehicle Citations: Parking (43), Cars with expired tags (1), Vehicles with no visitor identification (23)

Electric Mobility Vehicles: New registered EMV's (3)

Enhanced speed enforcement on campus will start in March.

The staff from Security & Emergency Services and Communications will continue to work with EMV users and non-users on topics such as rules, licenses, safety, awareness, and concerns.

Coffee with the Security and Emergency Services staff in the Black Swan Lounge on February 14th provided an open forum for discussion of SES activities and resident concerns. The sessions will be continued quarterly, moving to a different campus neighborhood each time. Watch for announcements on 972.

Annual Vial of Life forms were placed in the cubbies. Residents are urged to update the information and keep the completed form in the refrigerator butter compartment.

The next meeting will be Monday, March 28 at 1 pm in HR 142.

NOMINATING COMMITTEE: Jack Murnane, Chair and Sherry Stewart, Asst. Chair

The committee met twice during the last month on February 15 and March 1. During those meetings, committee members:

- Reviewed results of contacts with prospective candidates that they had agreed to follow up on
- Continued revising the Master List of potential candidates, by moving some residents to the “Contact Next Year” category and others to the “No” category
- Reviewed Bios of residents who have agreed to serve as candidates
- Continued to add new names to the assigned list for each committee member to contact before the next committee meeting

We continue to urge all residents to agree to serve as a candidate or to suggest a potential candidate to the committee.

Our next meeting will be held on Wednesday, March 15, 2017 at 4:15 PM in HR142. (Note the time change because of the Board of Directors Meeting that same afternoon.)

UNFINISHED BUSINESS: None

NEW BUSINESS: First, I propose that the Council, consistent with past practice, approve Residents’ Association dues of \$2.00 per resident for 2017, to be collected during the month of April. This payment of dues is, of course, voluntary, and is not a requirement for membership in the Residents’ Association. However, we hope that residents will provide this minimal support to our Residents’ Association, to which we all belong, and our Residents’ Council, which provides leadership to the Association. Leigh Anne Cooper made the motion that was seconded by Jean Eichenlaub. All voted in favor of the motion.

Second, I propose that the Council approve the document, "Residents and the Erickson Way," which was prepared by the Harmonious Living Task Force based on a similar Erickson Living document for staff and employees. Our Resident Life Committee reviewed the document, and an electronic copy was distributed to all Council members over the weekend. A slight change was recommended by Jack Murnane, which involved adding a third "We do our part" sentence to the "Our Vision" statement, to represent the Vision for current Charlestown residents. The document, with the added sentence, is now presented for Council consideration. If approved by the Council, it will be forwarded to the Administration for their consideration. If approved by the Administration, we would expect that they would include the document as part of the introduction to the updated Resident Handbook, to be issued to all residents later this spring. Steve Harders made the motion. Seconded by Louise Dempsey. All voted in favor of the motion.

WORDS FROM MANAGEMENT: Sherry Parrish, Associate Executive Director

Sherry reported that:

- Clara and the Executive Team have been in Baltimore the past few days meeting with Executive Directors from other communities. Kathy Crouse was featured at this meeting where she sang a song (backed up by Dean and his band) telling of how Charlestown changed her life and ended with an upbeat encore. Both songs brought a strong,, positive reaction from the attendees.
- Everyone was sad that Vinson is leaving but that his move had nothing to do with the arrival of Jangar. His new location will be near Vinson's parents and siblings. A good-bye party will be held with notice for all to attend. Recruitment for his replacement will begin soon.
- The power failure on Saturday was the result of a worker cutting a 13,000 volt main line. No one was hurt. Everyone was sorry for the inconvenience and Management is doing a Root Cause Analysis to ensure that such an event doesn't happen again. In response to questions, Sherry stated that the cut was on our campus, near RGT and the Care Center.

President Douds adjourned the formal meeting at 8:30 p.m.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary