



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

April 4, 2017

Residents' Council Website: cccharlestown.org

President David Douds called the regular meeting of the Residents' Council to order at 7:30 p.m. on April 4, 2017. The March 7, 2017 minutes were approved as distributed.

55 association members attended. Visitors included residents, members of the Board of Directors, Naomi McAfee and Charles Denton; and Jangar Richards, Associate Executive Director. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: David Douds

The President reminded us of our 2017 Scholars' Fund. As members of our Charlestown Community, we have been helping our student workers make higher education possible through the annual Scholars' Program for the past 29 years. We expect that we will need to raise at least \$150,000 to support the Class of 2017. The campaign began March 20th and will run until April 30th. This is the opportunity to help our Scholar Candidates tackle that next big building block for their future. Together we can help them reach their goals. Please give generously.

He reminded us of the Residents' Association 2017 Annual Dues Campaign, which runs from April 3rd through May 2nd. The dues payment of \$2.00 per resident is entirely voluntary, and is not required for Association membership but which provides funding for such items as Council supplies, honorariums, birthday balloons and cards, and membership in the United Seniors of Maryland, as well as the cost of recruiting and electing new Council members, their orientation, and their blue Council badges. Dues packets should be returned this month to our Treasurer, Leigh Anne Cooper.

He drew special attention to the April edition of the Sunburst, which contains three articles on the final documents produced in relation to the Harmonious Living Task Force, which held its final meeting on March 13th. The first article highlights and describes the document "Residents and the Erickson Way", the first Task Force document. The second article on the front page includes a picture of the Task Force members, and briefly describes the second document "Guidelines for Religious Expression at Charlestown" a copy of which is included on Page 2. The third article describes the third document "Charlestown Religious Programming Guidelines for Community TV Channel 972." A copy is included with the article. These three documents represent a six-month Task Force effort to support and enhance harmonious living in our community.

He listed Council events for April and reminded us two major activities on our campus. First-- of beginning the process of remodeling the interior of Building 6 and demolishing the RG Terrace Building. This will make way for the construction of Phase 1 of the new Rehabilitation, Memory Care, and Skilled Nursing facility. And second-- the introduction of the new Signature Dining Program, particularly during the week of April 10th in the Chesapeake Dining Room and during the week of April 17th in the Atrium and Fireside Dining Rooms. This is a significant change in our Dining Services Program, and one that he believes will be much to our benefit and enjoyment

VICE PRESIDENT'S REPORT: Steve Harders (Report delivered by Sherry Stewart)

One official Council Communication Form was received today, concerning the comfort and security problem of exterior doors blocked open during resident moves (in or out). The issue was referred to the Director of General Services and the Chair of the Council Safety & Security Committee.

Six Council members participated in the last Council Chat for the current Council year. It was held on March 15th in front of the Chesapeake, Shortline, and Terrace Café dining venues. In general, the comments received were positive and encourage contribution from both residents and management. Here is a summary:

1. Considering that we will have 5 years of major construction and demolition ahead of us, one resident suggested better coverage of the process than with Caton Woods. Channel 972 should feature a monthly video tour and commentary by the project manager and/or a representative of Whiting Turner. As before, there should be articles with pictures in the Sunburst depicting the progress.
2. The Fireside Artists Committee now wants to be known as the Fireside Artists at Charlestown. The group was advised to publish this change through the established channels, namely TV, Sunburst, and Community Resources.
3. A resident observed that no heat was coming out of the registers on the bridge between Brookside and Edgewood, although the units were set to maximum output. My personal observation is that the register in the staircase next to the PS salon (Fountain Hill) isn't even turned on. That could cause some problem for the exposed water pipes during cold snaps.
4. A couple of newer residents expressed satisfaction with the food offerings at Charlestown. They should be even more pleased once Signature Dining becomes reality.
5. On the other hand, one resident complained that her favorite dining venue, the Chesapeake, is too often used for other events. This forces her to eat elsewhere.
6. Another resident complained about terrible chairs on the 4th floor and T-level at Brookside.
7. More positively, a resident suggested adjusting the current policy for the distance limit of free shuttle service.

I trust that some of the issues will be taken up by pertinent committees or by our President. Otherwise I will follow up on them upon returning from my trip.

Four Council Members covered an information table at Sales Event of March 17. We advanced the idea that our role was to make a great community even better. Most visitors appreciated that they would have a voice living here.

SECRETARY'S REPORT: Ed Piechowiak

The guest at the Council working session on March 13 was Phoebe Graham, the administrator of Continuing Care. She presented the current occupancy statistics which included 116 in Assisted Living, 174 in Long Term Care, and 35 in Memory Care. There are plans to increase the capacity in Memory Care. Ms. Graham also noted the Caton Woods open house coming up on March 24 and the Intermissions program to assist those transitioning from Independent Living to Assisted Living.

TREASURER'S REPORT: Leigh Ann Cooper

During the month of February, 2017, two checks were written: one for \$ 156.00 for the Legislative and Political Committee and one for \$ 43.20 for Resident Life supplies.

The bank balance at the end of the month was \$ 2,979.59 and the book balance was \$ 2,780.59. The difference of \$ 199.20 was for the two checks, \$ 156.00 and \$43.20, which were not cashed.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

Jean Eichenlaub, chairman, opened the March 22 meeting with Patti Santoni, Emily Fowler and Brittany Owens.

1. **Review of minutes from February 22nd meeting**
 - There are currently 10 residents utilizing BC; \$77K spent on BC in February
 - Neal Gantert will add a footnote to the bottom of the Financial Report noting that CCI pays \$120K in charitable giving for Benevolent Care in January and February each year.
2. **Discussed possibility of Murder Mystery dinner instead of Gala**
3. **Legacy Tree**
 - Bob suggested that we dedicate one month to raise awareness of the Legacy Tree, with a campaign to receive donations.
 - Naomi asked the difference between the gold and silver leaves. The silver leaves were used for any donations made during the 25th Anniversary year (2013) of Charlestown.

4. Upcoming Events

- Money Matters Financial Seminar on April 6th. This will be recorded and played on Ch. 972 for those who cannot attend.
- 25th Anniversary Tin Cup Golf Tournament on June 12th at Rolling Road Golf Club.
- Emily passed around a brochure for the committee to view

If you know of anyone new that has interest in joining The Benevolent Care Committee please let Jean know or invite them to a future meeting.

Next meeting is April 26, 2pm, CTS 116

COMMUNICATIONS: John Murnane, Chair

The Communications Committee met at 2:00 p.m. on March 20, 2017 in CTS Classroom 116. Along with the members of the committee were Michael Fischer, Senior Services Manager, Alex Kareem, Communications Manager, and Cindy Ripple, General Services Office and Customer Service Administrator.

- Jean Eichenlaub reported that the Council lobby binders in all lobbies were up to date. The binder in Lobby 1, that was not available during the renovations, has been returned and is now available.
- The submission of articles for the Sunburst by the Council's committees has been regular and timely.
- The committee expressed a grave concern to Mike about emergency lighting failures and especially the non-functioning emergency elevator in Edgewood to Michael Fischer. The cause or causes of the problems were being investigated, and it was promised that the elevator would be repaired and tested.

Another issue discussed was that of residents who need special attention during such the emergencies. The efforts taken during the outage were inadequate. Especially important now is to make sure the list of those who have special needs during an emergency is up to date. Swift Reach and the Alert Line were the main means on communication available during the power outage. It was recommended that the Alert Line number should be repeatedly communicated to residents. It was recommended that a refrigerator magnet with the Alert Line number be looked into. Michael pointed out that the Swift Reach calls during a power outage can only be received by telephones that do not rely on electrical power. It was determined that an article for the Sunburst, clarifying the issue, will be prepared with pictures and an explanation given. Also a skit on Channel 972 was suggested.

The issue of what number Swift Reach will call was also discussed. It is the residents' responsibility to make sure that their preferred number is listed in the Resident Directory. Changes to telephone numbers can be made using the Directory Change form obtained at any Lobby Desks.

Michael agreed that the issues mentioned during the meeting could have been better handled and indicated that efforts to improve are being made so we are well prepared for any future emergencies.

The Website Subcommittee continues its content comparison between the Council's website and MyErickson and presented suggestions about the content and the organization of MyErickson to Mary Evans and her team. New website design possibilities were also presented.

Alex Kareem brought up the issue of releasing packages at the front desks. She plans to prepare an article for publication in the Sunburst about the processing procedure. Alex also mentioned that the updated electronic versions of the Resident Telephone and E-mail Directory can be requested by sending one's email address to her.

Next meeting on April 17th 2:00 PM in CTS Classroom 116.

Ed Piechowiak questioned Jack about the binders at the main desks reporting that some of the people who staff those desks are unaware of the binders and could not find them when asked to do so by a resident.

Website Subcommittee: Ann MacKay Report

The website subcommittee met March 20, 2017 at 1:00 p.m. Seven members attended. Mary Evans and her team attended to discuss the sources of the information for MyErickson. Erin Morris provided a listing of the databases that are used. We discussed content that may be useful on MyErickson compared to the public website.

The committee reviewed an initial draft of the Council's website redesign and offered suggestions. Members were asked to send ideas for menu organization and image ideas for the home page.

CONSERVATION: Ed Serp, Chair (Report delivered by Ed Piechowiak)

The meeting was held in HR-142 at 2:00 PM, Tuesday March 21, 2017 with 4 members in attendance.

Data review for February, 2017 indicated a total of 122.21 Tons of waste was collected for disposal with only 24.37 Tons or 19.9 % recycles. 0 pieces were collected for reuse by Habitat for Humanity for the 4th straight month. Treasure Sales are reported quarterly.

New Business

- * Recycled wood chips are being used by staff to stabilize the trails.
- * Need to find issues with support of Habitat for Humanity.

Next meeting Tuesday April 18, 2017 in HR-142 @ 2:00 PM.

DINING SERVICES: Carolyn Thompson, Chair

The Dining Committee met on March 20 at 2pm in Brookside Classroom 1. 11 members and the Director of Dining Services were present.

- Each dining room chair and the moderator of the Dietary Focus Group answered questions about their reports for February and March and provided additional information.
- There are continuing problems with people taking more than their share.
- More cookouts are planned during the nice weather months at the Terrace.
- There are 6 large tables remaining at the Chesapeake. Large groups are given the option of separating into 2 groups or waiting until a large table is available. Larger tables disrupt the timing and flow of dining service in the kitchen and for the other staff.
- Plain fish and plain chicken are available at all venues. They should be ordered from the server at the same time the drink order is taken. This is needed because these items are not cooked in advance. Cooking time for these items is shortened by use of a Turbo Chef.
- The Dietary video that was produced about dietary issues has gone international. Tom Moore received a call from Japan asking about the video. Kudos to Louise Dempsey, Roberta Poulton, Carolyn Thompson, Dr. Steve Schimpff, Chef Marcos Rodriguez and Channel 972.
- Signature Dining is on schedule. Atrium readiness will be tested by March 29. Signature Dining should be up and running by the end of April. It is anticipated that June will see all systems working.

At the end of the meeting, a member offered kudos to the Chesapeake Chef who personally checked the flow of dinners and made it possible to speed up the seating of residents on a very busy Sunday night.

Please note a change of the next meeting of the Dining Committee; it is Thursday, April 27, in Brookside Classroom 2 at 2:00 pm.

FINANCE: FINANCE: Gil Fisher, Chair

The Finance Committee met on March 28 with Colleen Stafford, Assistant Finance Director.

Neal Gantert had a conflict and could not attend. 10 Committee members were present.

Colleen presented the February 2017 Occupancy Rates and Financial Reports. Hard copies of the key information have been given to Council Members and a few extra copies are available at the edge of the stage.

Occupancy Rates for February were as follows:

Independent Living was 98.1%. Assisted Living was 95.2%. Memory Care was 98.6%. Skilled

Nursing was 92.9%. All of these occupancy rates are near or better than the FY 2017 YTD budget.

The February Financial Reports show a small negative variance to budget for Operating Revenue and Operating Income. This was in part due to slightly lower occupancy rates in assisted living and skilled nursing, but also due to lower average fees for assisted living and the mix of Medicaid fees for skilled nursing. For Non-Operating Income, there again was a very favorable variance, due primarily to good investment experience.

Turning to restricted funds, 11 people received assistance in February for Benevolent Care. The expenditures for January and February in total were met from the \$120,000 payment from Charlestown at the beginning of 2017.

The next Finance Committee meeting will be held on April 25 at 8:30 AM in Brookside Classroom 2.

GROUNDS: Al Davies, Chair

The Grounds Committee met on March 28 with 11 attending. The Committee heard brief reports about the TWIG ("Tree Working Group") people, the environment paper, and the Skywalk Tree ID projects. It also heard a presentation from the Grounds Department which itemized the Capital list of projects (15 of them, 5 listed as priority 1), and responded to Committee questions.

Our next meeting will be Tuesday, April 25.

HEALTH SERVS: Louise Dempsey, Chair

The March 14 meeting was called to order with 5 members and one guest present. One committee member resigned for family health reasons.

Medication disposal envelopes are being used by residents per Jeremy Finck, CVS Pharmacist, and he has reordered a new supply of envelopes.

As of the March meeting date, flu cases were still being reported. A local 16 year old student reportedly died as a result of the flu.

As a result of the hand washing campaign, appropriate signs are now posted in IL restrooms to remind residents, staff, and visitors of the importance of proper and frequent hand washing. A new video on this subject is planned featuring two of our resident doctors and will be aired on Channel 972.

Independent Living Council and Continuing Care Council Liaison report:
Continuing Care

- An Assistant Administrator has been hired.

- A new program involving a nationwide initiative called the Antibiotic Stewardship Program is now in place. Statistics show that 70% of residents in continuing care require antibiotics within the first year of their admission. Further statistics show that 45% should not have required them. This program will focus on seven areas: leadership, accountability, drug expertise, tracking, reporting, outcomes, and education. All levels of medical staff will be involved. (The Charlestown Medical Center is participating in this program.)

Caton Woods

- There was some discussion regarding having only one nurse on duty for the entire building. It was pointed out that the State does not require nurses in Assisted Living facilities. However, Erickson has a standard of one nurse on duty.
- Staff members from the Fitness Center are now providing exercise programs three times a week in Caton Woods and some IL residents are also participating.
- Spanish classes are offered once a week. Residents of Independent Living may also participate.

The Health Services Chairperson is one of nine Residents' Council members who will be attending the MidAtlantic RAC Meeting at Ashby Ponds on April 12th. One of the sessions during that meeting will address "The Transition from Independent Living to Continuing Care". We will participate by answering questions related to that topic as it applies to Charlestown residents.

Our next Health Services Committee meeting is scheduled for April 11th at 11am in HR142.

HOUSEKEEPING: Diane Lyons, Chair

The Housekeeping Committee did not meet in March. The next meeting will be at 2:00 pm on April 21, 2017 in HR 142.

LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair

The Legislative/Political committee met on Wednesday, March 8, 2017, in Brookside Classroom 1 at 10 a.m. Fifteen members and Council officers David Douds and Steve Harders were present.

We had a discussion on Senator Ben Cardin's successful recent visit to Charlestown. Sen. Barbara Mikulski is presently teaching at Johns Hopkins University but we are hoping for a visit from her in the fall.

The Chair reported that she had contacted our District 12 legislators to visit us after the close of the Legislature. When a date is set, we will advertise the same.

Dee noted that the End of Life bill has been removed from consideration in the Legislature. Don Sillars stated that the January forum held in Annapolis was financially successful, helped by a subsidy from the AARP.

Wendel raised the question of the new regulations here at Charlestown about recycling Styrofoam. He will find out the position of our local delegates on the production and sale of this material.

Our next meeting will be held on Wednesday, April 12, 2017, at 10 a.m. in Brookside Classroom I.

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on March 28, 2017, and was attended by General Services' members Kevin Crawford and Jesse Morgan; Residents' Council Executive Members (1); Resident members of the M & E Committee (5); and non-member Residents (2).

General Services' staff reported the following:

- 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. A suggestion from a Committee member was discussed and considered to be unfeasible.
- Repairs to, and replacement of, leaking pipes for the new Building 8 cooling tower circulating system are in progress.
- Emergency power generators are being inspected and tested for proper operation during outages of the main power supply.
- 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. This article will also be in a coming issue of the Sunburst.
- The exterior service door for the Terrace Café has been replaced in its entirety since repair and replacement of missing hardware was not feasible.
- Repairs to Building 9 Side Entrance damaged ceiling and walls being completed.
- Loose handrail in Building 1 staircase has been repaired.

New issues:

- Edgewood Emergency Elevator: This elevator has an automatic control that only lets it descend to the lowest floor in an emergency. No other operation is possible. This feature has been disconnected. A problem with varying voltages that interfere with emergency operations is also being corrected.
- This past weekend, an apartment in Herbert's Run had a problem with leakage from the clothes washer, and dirty water backing up in the kitchen sink. Security was called, and it was several hours before a maintenance technician arrived to make repairs. General

Services explained that a service person is on-site only until 4:30 PM on weekends. After that, the technician is called from home. General Services will check and try to prevent a recurrence of this response time problem.

- Roadway Names: The main perimeter road has not been named. The roadway serving Herbert's Run, Cross Creek, and Brookside has been named Erickson Way. There is only one street sign on campus with this name.
- There are no plans to relocate shrubbery and plantings around the former Assisted Living building before it is demolished. It was suggested to General Services that some of these plants could be used in outdoor areas around the campus such as around the Aquatics Center patio.
- Buildings 1 and 2: A Condition Report for these Buildings, dated March 27, 2017, was presented to General Services for their action.

Next meeting will be on April 25, 2017 at 2:00 pm in General Services Conference Room.

RESIDENT LIFE: Jackie Graham, Chair

The Resident Life Committee met on March 15th in HR 142. Seven members were present. The Pet Lovers/SPCA fundraiser is underway. Members will be collecting towels, toys and other pet needs. Cash donations are also welcome. Collections will be in the main restaurants on Wednesday, April 5th from 3 to 5pm and in the Shortline and Terrace Café from 11:00am to 5:00pm. There will also be a showing of the movie "Marley and Me" starring Owen Wilson and Jennifer Aniston, in the auditorium on Thursday, April 6th at 1pm. Thank you, in advance, for your support.

We discussed the success of the Harmonious Living Task Force. We now have a revised residents' version of "The Erickson Way". The group was also instrumental in management's new policy on Religious Programming Guidelines. The Task Force was awarded the "Erickson Living Values Cup".

Our next meeting will held on April 19th at 2pm in HR142

SAFETY & SECURITY: Bob Hutchins, Chair

The Safety and Security Committee met on March 28, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services. Six committee members were present.

February Security Statistics

Security Officers responded to a total of 2157 calls related to safety, security, and traffic, including: 289 responses to emergency pendants, pull cords and smoke detectors, 60 Charlestown Emergency Medical hospital transports, and 76 Baltimore County 911 hospital transports.

Vehicle Citations: Parking Violations – 42, Vehicles with no visitor identification – 30

Electric Mobility Vehicles: New registered EMV's -3

Enhanced speed enforcement on campus will continue in April. Recent speed violations have averaged about 30 miles per hour.

Security and Emergency Services has been working with Dining Services to conduct fire drills in all of the dining rooms. Drills have been completed in Chesapeake, Short Line and Terrace.

Drills in Atrium, Fireside and Refectory will be conducted soon.

The staff from Security & Emergency Services and Communications will continue to work with EMV users. The next meeting is scheduled for June when a service provider who can make repairs will be here.

If you have not received your visitor passes, they should be here soon. The requests were significantly higher this year and more had to be ordered.

The next meeting will be on April 25th at 1 PM in Brookside Classroom 1.

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

The committee met twice during the last month on March 15 and March 29.

The committee is pleased with the slate of candidates who have agreed to run for election but we still have room for a few more good candidates. 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, April 19, 2017 at 4:00 PM in HR142.

UNFINISHED BUSINESS: None

NEW BUSINESS: None

WORDS FROM MANAGEMENT: Jangar Richards, Associate Executive Director

- Thanked the community for its support of the Spring Home Expo where there were 277 visitors, with 15 new Priority List members and 2 homes reserved
- Reported that of 1459 apartments in Independent Living, only 2 were currently available
- Thanked residents who attended the Caton Woods Open House where there were over 300 guests
- Informed us that the Easter Egg Hunt will be held this Saturday for residents, employees and families
- Reminded us of the upcoming Treasure Sale May 4-6, the Scholarship Reception on May 17 and the Tin Cup Golf Tournament on June 12

President Douds adjourned the formal meeting at 8:12 pm.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary