



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

May 2, 2017

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

President David Douds called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on May 2, 2017. The April 4, 2017 minutes were approved as distributed.

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

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

My Mission Moment for May continues with my theme of "Building Community," looking at how we support each other and our wonderful staff, and come together on special occasions. A special moment, especially for this season of the year, occurred during the rainy weekend of April 22<sup>nd</sup> and 23<sup>rd</sup>, when Bert Clegern and his Invasive Plants Team spent considerable time outdoors, in very wet weather, removing invasive plants. Their volunteer efforts do a great deal to keep our outdoors beautiful, and they definitely deserve a round of applause.

Now let's go on to our other mission moments for May. First of all and most important, we celebrate the successful achievement of our financial goal of \$150,000 for this year's Scholars' Fund – in fact, as of today we have raised a total of \$152,301, and I would like another round of applause for that achievement. However, we must also acknowledge that we have fallen short of our very ambitious participation goal of 100% – in fact, as of today our participation is 48%. As it turns out, any further contributions within the next week or so will count for this year's Scholars' Fund, and I challenge us to reach a reduced participation goal of 60%. If you had planned to contribute and just hadn't gotten around to it, **NOW IS THE TIME!** If you've thought about it but haven't decided yet, **NOW IS THE TIME!** Remember, "We Share Our Gifts to Create a Community that Celebrates Life," and **NOW IS ONE OF THE TIMES TO ACT ON THAT PROMISE!** Also, mark your calendars for the Scholars' Award Ceremony in the Erickson Conference Center at 7:00 pm on Wednesday, May 17<sup>th</sup>. This is one of the most enjoyable events on our annual calendar – **DON'T MISS IT!**

As a second opportunity for sharing, we have the Residents' Association 2017 Annual Dues Campaign, which concludes today. Our Treasurer, Leigh Anne Cooper, will announce the results in a few moments as part of her report for this month. Thank you for your support of our Charlestown community life through the Annual Dues Campaign.

Third, we have the 5<sup>th</sup> Annual Field of Honor, presented by Hubbard Funeral Home and hosted by Charlestown on our front lawn over the Memorial Day Weekend, May 26<sup>th</sup> through May 30<sup>th</sup>. We encourage your financial support and participation in this wonderful community event. Contact Kathleen Hart, our Volunteer Program Coordinator, if you wish to participate, and see the cubby mailing distributed during April if you wish to contribute or purchase a flag.

Our Council events and important dates for May include an Executive Committee meeting tomorrow, May 3<sup>rd</sup>, at 10:00 am in the Council Office; our monthly Council Work Session on Monday, April 8<sup>th</sup> at 2 pm in Brookside Classroom 1; and, on May 15<sup>th</sup>, the deadline for recruitment of candidates for the Residents' Council Election on August 9<sup>th</sup>. Normally, we would have our quarterly meeting with the Board of Directors on May 10<sup>th</sup>, but their schedule is unusually busy this month and so, at their request, I have agreed to cancel our meeting for May.

Finally, I want to take special note of two major activities on our campus. First, we are well into the nearly four-year project to complete the rebuilding of our Continuing Care facility, continuing the process of remodeling the interior of Building 6 and having completed the demolishing of the RG Terrace Building. This will make way for the construction of Phase 1 of the new Rehabilitation, Memory Care, and Skilled Nursing facility. The Council expects there will be disruptions to parking and traffic flow, but we're convinced that the final result of the rebuilding effort will justify our patience and understanding.

The second major activity, during the latter part of April, is the successful introduction of the new Signature Dining Program in the Chesapeake, Atrium and Fireside Dining Rooms. Unfortunately, the fire incident over the Easter weekend temporarily halted the program in the Chesapeake Dining Room, but the full program will resume when the further renovation of the Chesapeake kitchen has been completed. In concluding my report, I want to recognize the individual primarily responsible for Charlestown's successful launch of Signature Dining, and that would be our Director of Dining Services, Jim Basham, who will be leaving us at the end of June. Although there will be a recognition event for Jim in June, I would like to give him something now – a round of Residents' Council applause for all that he's done for the Charlestown Community over the past several years.

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

One official Council Communication form was received during the month. A resident complained about having been awakened by a Swift call on Easter Sunday around 6 AM. She wants these kinds of calls stopped. I explained to her that this was the only viable means of quick communication and was needed to provide accurate, reassuring information and stop rumors and confusion from getting started and spread.

Another resident was upset that the car wash station relocated to the garden plot area had been given over to reserved parking spots. It turned out that this was only a temporary condition in

connection with the water main replacement between Chapel Court and Arbor Side. The car wash station is back in operation.

In connection with the major construction that will be with us for the next few years, it was suggested to deploy a drone so that the residents could follow the progress more readily. This proposal will not be acted upon due to legal and security reasons.

Kudos to a Christian resident who noticed that a recent calendar of events listed the Easter holiday but did not mention Passover, which happened around the same time. That's harmonious living thinking at its best. The particular manager regrets the unintentional oversight and will not let it happen again.

Finally, you may recall that a car with a broken window was parked for months near the entrance to the campus. Although it was an eyesore, nothing could be done about it, because the car was properly licensed. Efforts by our philanthropy staff to have the owner's family remove or donate the car were in vain. Well, somehow something changed minds. The car is gone because the family has donated it to a non-Charlestown charity in the meantime.

**SECRETARY'S REPORT: Ed Piechowiak**

The Residents' Council working session was held on April 10 with Dean Crawford, the Administrator for the Medical Center, as the guest speaker. He spoke about the new electronic records system (eClinical) which is being put in place. One challenge is the merging of the old records into the new system. The system is expected to be on line in about 2 months. Dean also described the Antibiotic Stewardship Program which is intended to address the nationwide problem of physicians over-prescribing antibiotics.

The preparations being made for the RAC conference at Ashley Ponds on April 12 were also discussed. Next year the conference will be held at Greenspring.

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

During the month of March, there were no deposits made. The beginning bank balance was \$ 2,979.59. There were two checks cashed, one for \$156.00 for the Legislative and Political Committee, and one for \$43.20 for the Residents' Life Committee. The bank balance, at the end of the month was \$2,780.39.

The book balance at the beginning of the month was \$2,979.59, and the balance at the end of the month was \$2,780.39, the difference of \$ 199.20 for the two checks previously mentioned.

The annual Residents' Council Dues campaign ended today. The total amount received for 2017 is \$2,999, with 77% of the residents responding. Thank you Charlestown residents!!

## **COMMITTEE REPORTS**

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

Jean Eichenlaub, chairman, opened the meeting with Patti Santoni and Emily Fowler of the Philanthropy Department.

The 25th Tin Cup Golf Outing is already sold out for underwriter's and looking good for sponsorship's. Out of 28 foursomes we have already sold 24; we may increase to 32. There will be silent auction at the Tin Cup.

The Gala this year is "Midnight at the Masquerade," a murder mystery dinner which will include a cocktail reception. There will also be a silent auction.

We discussed having ribbons or buttons to acknowledge people who contribute to BCF.

We will be working on a commercial for 972 to promote BCF supporting "A Home for Life" promise.

We brainstormed other ideas for fund-raising.

Our next meeting is May 24, 2017 in CTS116

### **COMMUNICATIONS: John Murnane, Chair**

The committee met on April 17, 2017 at 2:00 PM in CTS Classroom 116. The meeting was attended by committee members, the Council's President and Alex Kareem, Communications Manager.

Alex Kareem confirmed that the lobby personnel were made aware of the Council binders as part of their training. This includes the substitutes.

It was determined that the communication efforts with regard to the fire in the Chesapeake area on Sunday morning April 16th was much better than previous communications in other emergencies. Swift Reach Network calls to residents were received by most residents.

The principal issues with emergency calls from Swift Reach are which telephone number is called when a resident has more than one telephone number and what types of phones will receive a call during a power outage. It was pointed out that it is a resident's responsibility to make sure the number listed in the Resident Directory of MyErickson is the one they wish to be used by Swift Reach. It was suggested that Resident Life department be asked, if when the annual resident update of information request goes out, the current Swift Reach Network telephone

number of the resident be listed on the form. This way all residents would have the information easily available to them, and they could make a change if necessary.

The members of the committee were asked to present suggestions with regard to timely reminders for residents that could be presented on Channel 972. Two topics were presented: the Swift Reach Network and resident parking issues. These topics are being looked into.

The council's website subcommittee has upgraded web hosting and now the site is more secure. The address has changed to https (Hypertext Transfer Protocol Secure) rather than http. It means all communications between one's browser and the website are encrypted. It should also be faster. It was noted that any literature that has the website address with http will need to be updated to https, although for the time being the protocol is automatically changed.

Next meeting will be on May 15<sup>th</sup> at 2:00 PM in CTS Classroom #116

**CONSERVATION: Ed Serp, Chair**

The meeting was held on April 18, 2017 with 3 members and 2 visitors in attendance. Data for March indicated a total of 120.33 tons of waste was collected for disposal with 24.7 tons or 29.7 % recyclable material. 17 pieces were collected for reuse by Habitat for Humanity. \$45,886.42 was received by Treasure Sales for the 3rd Quarter from sale of reusable items. The demolition contractor is salvaging metals from RGT demolition, which is not reported in Charlestown data.

Housekeeping will be reporting batteries by weight which will be reported as recycles when data is available. Housekeeping is again displaying information boards in restaurant areas indicating items acceptable for recycling and specific item which are NOT acceptable.

An article was prepared for the "SUNBURST".

An article on single stream recycling appeared in the April 21, 2017 issue of "THE BALTIMORE SUN" copies of which were subsequently posted on Charlestown bulletin boards.

Ed Serp met with Mike Fisher, General Services Director, to discuss the salvage of materials from refurbished apartments. People who were there to oversee these projects are no longer with Charlestown and we need to have someone brought on board.

Next meeting Tuesday May 16, 2017 in HR-142 @ 2:00 PM. Visitors welcome.

**DINING SERVICES: Carolyn Thompson, Chair**

The dining Committee met on April 27, 2017 at 2:00 pm at Brookside classroom 2 with 10 members Jim Basham, Director of Dining Services, and Steve Harders, Vice President of the Resident Council.

Each dining room chair and the moderators of the Dietary Focus Group answered questions about their reports and provided additional information.

- Due to the transition of their staff there are limited line staff available at Refectory.
- Adjustments are being made in the “carryout” systems and these meals are “cooked to order.”
- At the Fireside, residents place carry out orders at the host area 2:30-3:30; on Sunday they will go to the buffet area 10:30-3:30pm. Food will be put in carry out container.
- Hostesses and managers now have walkie-talkies to communicate with the kitchen.
- Menus at the Atrium are given out to those waiting to be seated in the lounge so they can order quicker at their tables.
- Eating times have changed at the Fireside: lunch 11:00-2:00 and dinner at 4:00pm.
- Fireside salad bar is gone and a dessert bar is in its place. You order your dessert and it is brought to you.
- The patio at the Terrace is getting ready for “cookouts”.
- There have been many positive comments about the carving and action stations at the Refectory, Terrace, and Shortline. They are adding new menus.
- There needs to be larger salad bowls and shorter straws.
- The questions of the consistency of the soup—all broth with no veggies or no broth and all veggies and meat. Can you ask for either a cup or bowl?
- There will be more theme nights such as Asian or Mexican.
- There is still a problem with contamination—utensils and food items mixed into other foods.
- At the Dietary Focus Group resources and activities were reviewed. How will Gluten items be identified? With dietary issues, go to this class and also go to the restaurant coffees and talk with the managers/cooks.
- Signature Dining has opened at all three restaurants: Chesapeake, Atrium, and Fireside. There have been very positive comments; time will solve negative ones.
- Due to a fire, the Chesapeake is closed for Signature Dining which will resume in 6-8 weeks. A positive comment: “Please bring back Signature Dining.”
- Operation of the private dining rooms is still being worked on.
- We are taking more time to sign in, to get in, and get food. This will shorten when we adjust.

- Service time in the beginning of the month is less than at the end of the month where there is a 30% increase in customers.

Signature Dining is a major change and it will take time for all of us to adjust. **Give Change a Chance.**

Next meeting: May 15, 2:00 pm in BR-1

Diane Lyons raised a question regarding the Private Dining Rooms that have been used for parties. Carolyn's response was that the rooms would likely be used in the future but not until after Signature Dining is established and working well.

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

The Finance Committee met on April 25 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. 10 committee members and one guest were present. Colleen presented the March 2017 Occupancy Rates and Financial Reports. Hard copies of the key information has been given to you, and for our audience, copies are available at the edge of the stage.

Occupancy Rates for March were as follows:

Independent Living was 97.8%. Assisted Living was 99.9%. Memory Care was at 101.2% (due to a technical correction). Skilled Nursing was 88.2%. All of these occupancy rates are near or better than the FY 2017 YTD budget.

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

**GROUNDS: Al Davies, Chair (Report was delivered by Ted Durr)**

The Grounds Committee of the Charlestown Residents' Council met at 10 AM on 25 April, 2017 for its monthly meeting, chaired by Al Davies. .

Bert Clegern reported on the Nature Trail committee meeting of the preceding week and its Wildflower Day.

Serious erosion around the Trail's covered bridge and the hill by St. Charles was discussed. Also brought up was the presence of trees on campus that are dangerous because of age, disease or otherwise of a precarious nature. The committee expressed its will that the Grounds Department take action as soon as possible regarding these matters.

Next the proposed engineering study around Lake Charles was discussed, especially pertaining to the trail around the Lake. Funds for this study are appropriated in the current budget. The

Grounds Committee requests that it be informed at its next meeting when the study will be done.

The campus wide invasion of the garlic mustard weed was pointed out and the work of the invasive plants crew to deal with this was acknowledged with appreciation.

Finally the chair, Al Davies, presented to the committee a first draft of an organizational chart that shows relationships between Charlestown Corporate Management, the Grounds Committee, the Nature Trail Committee, the Invasive Plants Crew, and the Tree Working Group (TWG). A program is being planned by the people involved with these groups for viewing on channel 972. Any questions should be directed to Ted Durr at HV-419.

The next meeting will be on Tuesday, May 23, 2017 at 10:00 am in the General Services conference room.

**HEALTH SERVS: Louise Dempsey, Chair**

The meeting was called to order with 5 members and 2 guests present.

In March there was a recall of the EpiPen, a device used to inject epinephrine, a medication used for emergency treatment of severe allergic reactions. Since the cost of the EpiPen rose several hundred dollars last fall, more affordable devices including Adrenclik have been available. There is now another compact auto-injector with a voice activated instruction system which helps guide patients and caregivers step-by-step through the injection process. This device has a needle that automatically retracts following administration.

**Medical Center Updates:**

The conversion to the new medical records system is currently in progress. It will be some time before training is complete and all components of the system are fully in place.

The Medical Center is currently participating in the national Antibiotic Stewardship Program. The focus will be on education and communication regarding appropriate (and inappropriate) use of antibiotics.

The Medical Center will undergo extensive renovations expected to begin in the next several months. More detailed information will be made available well before the start of the renovations.

The 13<sup>th</sup> week of the flu season indicated that although numbers of cases nationally are down, there is still widespread activity in Maryland. This year's vaccine was 43% effective against influenza A and 73% effective against influenza B. Mortality rate was 7% lower than last year.

A new Assistant Administrator, Heather Uttenreither, has been hired for Caton Woods.

Independent Living Volunteers are needed to help start a flower/vegetable garden behind the patio at CW.

Many spring outings are planned for RG residents including a tour and picnic at the Baltimore Museum of Industry.

The next meeting will be May 9 at 11 AM in HR-142.

**HOUSEKEEPING: Diane Lyons, Chair**

The meeting was held on Friday, April 21. Three members attended along with Michelle Fenn. Michelle brought two members of her staff – Kenneth Francis, Floor Tech for Main Street, Fountain Hill, and Nancy who is responsible for re-occupancies. Michelle plans to bring different members of her department and facilities to the meetings.

Notes from the Coffee and Conversation meeting in the auditorium on April 13<sup>th</sup> were distributed.

Chapel Court reported on minor issues on the 5<sup>th</sup> floor concerning the wallpaper.

A report from Brookside as to the cleanliness of a water fountain had already been noted by Michelle. Routine comments on trash in hallway and grocery carts not being returned. The latter will be addressed in a Sunburst article.

Arborside, Bldg 8, had several items regarding A/C in hallways, half of a fire door missing and trash rooms not locked. This information has been forwarded to the Maintenance Committee.

Sondra Tucker, Parkview, asked about the wood floor in the hallway between Terrace and Train Station. It always appears to be marked or soiled. Kenneth responded that a daily effort is given to that area but with the kitchen trash from the Terrace being wheeled outside and the high traffic, it is hard to keep clean.

Sondra also brought a new floor cleaning tool that would be useful to the housekeepers. Michelle took the information but commented that Corporate provides the equipment to be used.

Our next meeting is Friday, May 19<sup>th</sup> in HR 142.

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

The Legislative/Political committee met on Wednesday, April 12, 2017, in Brookside Classroom 1 at 10 a.m. Eleven members were present.

Dee reported that the annual visit of our local legislators will be held on Monday, May 8, 2017, in the auditorium at 7 p.m. We then discussed questions we might offer to the legislators as being of interest to Charlestown residents. Among the topics mentioned were: internet privacy; the End of Life bill and its future; saving the bay; considering Alzheimer's disease as a medical condition that becomes eligible for Medicaid; and plans for what Maryland can do if the Affordable Care Act is overturned. Hopefully, we will get feedback on these concerns.

Our next meeting will be held on Wednesday, May 10, at 10 a.m. in Brookside Classroom 1.

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

Our Committee met on April 25, 2017, and was attended by General Services member Jesse Morgan; Residents' Council Executive Members (2); and Resident members of the M & E Committee (5)

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.
- Adjustments to the new Building 8 cooling tower circulating system are in progress to eliminate cavitation problems in the piping.
- New heavy duty batteries have been installed in the Edgewood emergency elevator to permit proper operation during power outages.
- 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 also appeared in the April issue of the Sunburst.
- Brookside elevator No. 2 is out of service until new parts for the hydraulic system have been received and installed. Parts delivery will take 6 to 8 weeks. Time to make repairs not yet determined.
- Repairs to Building 9 Side Entrance damaged ceiling and walls deferred due to higher priority projects. Work to resume shortly. A new ceiling light fixture has been installed.
- A fire in the Chesapeake kitchen caused extensive wall damage. Repairs on hold pending receipt of the Fire Marshal's Report, and claim settlement with the Insurance Co.
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New issues:

- Building 2 Elevator: The portrait display case has a shattered clear plastic panel in the panel door of the case. A new panel has been obtained and will soon be installed.
- Elevator Inspections: General Services does not do scheduled inspections of the elevators. The General Services personnel use the elevators daily, and promptly report any malfunctions they observe.
- Fire Emergency Doors: One leaf of the fire door in Building 7, Level 1, had to be propped open since it would not stay open automatically. Repairs have been made. One leaf of the fire door in Building 8, Level 1, had to be removed due to deterioration. A complete

new set of doors has since been installed. New hardware and seals will be installed on all fire doors as necessary to meet current Fire Codes.

- Lounge Fireplaces: A complaint was received that the fireplace at the Fireside was seldom used during the fireplace season. General Services reported that all fireplace equipment will be inspected and tested by an approved contractor. Chimneys will also be inspected for repairs and cleaning.
- A report was received that 4 reserved resident parking spaces at Parkview are seldom occupied. If these spaces are not being used regularly, they should be reassigned. General Services will forward this information to Security for their action.
- A Condition Report for Buildings 1 and 2, dated April 23, 2017, and a Report for Building 8, dated April 19, 2017 were presented to General Services for their action.

Next meeting will be on May 23, 2017 at 2:00 pm in General Services Conference Room.

**RESIDENT LIFE: Jackie Graham, Chair**

Our committee met on April 19th at 2pm in HR142. There were 10 members and 3 guests present.

The MD SPCA Fund Raiser, sponsored by the Pet Lovers Group, was a resounding success. Over \$1,000 and lots of towels and pet supplies were collected. Thanks to all who helped to make this activity a success.

There will be a pilot Summer Mini-Camp offering 3 off-campus trips June-August. The trips will accommodate 18 passengers each. There will be a Sunburst article, flyers and information on 972 as well as the CCI website.

Members were urged to encourage donations to the Scholarship Fund.

The meeting was adjourned.

Our next meeting will be held on May 17th at 2pm in HR142.

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

The Safety and Security Committee met on April 25, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services. Nine committee members were present.

March Security Statistics

Security Officers responded to a total of 1891 calls related to safety, security, and traffic, including: 204 responses to emergency pendants, pull cords and smoke detectors, 54 Charlestown Emergency Medical hospital transports, and 32 Baltimore County 911 hospital transports

Vehicle Citations: Speeding – 90, Parking Violations – 46, Running stop signs - 10

Electric Mobility Vehicles: New registered EMV's -3, Citations - 1

Enhanced speed enforcement on campus will continue.

Residents are requested to use the Alert telephone number, instead of the Security Dispatch number, to get updates on any emergency on campus. This reserves the Security lines for any new incoming emergency calls.

Contractors and movers are being contacted to stop the propping of exterior doors. If you see a door propped open, please call Security.

The Security staff has conducted fire drills in all of the dining rooms except Atrium, which will be completed soon.

The next meeting of the committee will be on May 23th at 1 PM in Brookside Classroom 1.

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

The committee met on April 19, 2017.

Bios of the current candidates were reviewed, but we are still looking for a few more candidates.

Planning began for the remainder of the Election schedule. Tasks were assigned and discussion about the various Orientation meetings ensued. The previous Nominating and Election Committee Chairs left a detailed outline of tasks, so that has been updated with current dates and the planning has begun.

We will need Captains and residents to assist at the various polling places on August 9, 2017, as well as for the counting of ballots that evening.

Our next meeting will be held on Tuesday, May 9, 2017 at 4:00 PM in HR142.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** None

**WORDS FROM MANAGEMENT: Jangar Richards, Associate Executive Director**

- The name for the new Continuing Care building will be Wilton Overlook and the name for the historic building 6 will be Patapsco Crossing.
- The fire safety engineer completed his inspection and report today so a more exact time frame for the Chesapeake work should be available soon.
- The need to expedite the elevator repairs in the Brookside and St. Charles buildings was acknowledged. Erickson Corporate has a relationship with Otis that can be helpful in expediting the repairs.
- A Town Hall meeting is planned for May 12 from 1:00 to 2:00 pm where the elevators and other subjects will be addressed.

President Douds adjourned the formal meeting at 8:25 p.m.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary

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