



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

June 6, 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 June 6, 2017. The May 2, 2017 minutes were approved as distributed.

62 association members attended. Visitors included residents, members of the Board of Directors, Naomi McAfee, Charles Denton and Clara Parker, Executive Director. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: David Douds

Dave began by highlighting the Erickson Living Values for the month of June, which are Friendliness & Enthusiasm and encouraged us to practice those values every day.

He described one of his Mission Moment for June as our 5th Annual Field of Honor flag display on Charlestown's Great Lawn and emphasized the community effort involved. He also mentioned the wrap-up of the Scholars' Fund for 2017. The final total raised was \$175,732, well above the goal of \$150,000, with contributions from 52% of our residents. At the outstanding Scholars' Award Ceremony on May 17th he reminded us that we honored 23 new scholars, who took their place along with the 138 continuing scholars already receiving scholarships of \$2,000 per year.

Our Council events and important dates for May include an Executive Committee meeting, June 7th, at 10:00 am in the Council Office and our monthly Council Work Session on Monday, June 12th at 2 pm in Brookside Classroom 1.

He ended with three announcements. The appointment of the following Council Members as the Nominating Committee for our new Council Officers for the coming year – Jackie Graham, Dee Schmitt and Mary Jo Warthen, with Jackie designated as the Chair of the committee. The committee will report the slate of nominees at our Council Meeting on July 10th, and the election of Council Officers will be held at our meeting on August 1st. At the request of Ann MacKay, our Past President and Webmaster, he appointed Ann, Sara Nixon and Hope Tillman as Co-Webmasters for our CCI Website. Ann will continue as Chair of the Website Subcommittee. He then asked Jack Murnane, the Chair of our Nominating and Elections Committee, to introduce the 2017 slate of candidates for the Council Members Election on August 9th.

VICE PRESIDENT'S REPORT: Steve Harders

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Two official Council Communication forms were received during the month. In the first, a resident is asking that a plugged-up gutter/downspout in one of the buildings be rodded in order to prevent overflow whenever it's raining. The issue was deferred to the Maintenance Committee. At its meeting, the staff representative promised to clear the obstruction. I will follow up at the next meeting that this has been accomplished in the meantime.

The second Council Communication form dealt with an old and recurring issue, namely mice in the buildings. In this case, four mice had been observed roaming in the Chesapeake Dining Room. The incident was deferred to the Housekeeping Committee. At its meeting, the staff representative promised to step up trapping with the pest control contractor. That has happened in the meantime. The case is considered closed for the time being because management is doing what it can to keep these critters under control.

SECRETARY'S REPORT: Ed Piechowiak

The working session of the Residents' Council, held on May 8, 2017, had Cathy Pelletier, Rehabilitation Manager, as a presenter. She reports to the Continuing Care manager and is responsible for all of the rehabilitation except for Home Care. She noted that the Halloran survey results have been going down. One reason may be that there is no selection for not applicable on the survey. If people don't use rehab services and select "neutral" it is interpreted as not satisfactory. She noted that Caton Woods rehab and Butterfly Fields are considered "outpatient."

Robin Keeler, of the Oak Crest Home Care Agency, accepts Medicare and Erickson Advantage for nursing, therapy, etc. in your apartment. She made the distinction between Home Health Care which is for nurses and assistant nurses which are covered and Home Support which is an out of pocket expense.

A request was made for suggestions that would be recommended for inclusion in next year's budget. The suggestions will be reviewed at the Council's next working session.

TREASURER'S REPORT: Leigh Ann Cooper

During the month of April, there were three deposits made, totaling \$ 2,782. There were two checks cashed, one for \$269.10 (Wills Printing) and one for \$41.78 (Hope Tillman). The bank balance at the end of the month was \$ 5,251.51.

The book balance at the beginning of the month was \$2,780.39, and the balance at the end of the month was \$ 5,251.51, reflecting deposits of \$ 2,782 and checks cashed totaling \$310.88.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

Jean Eichenlaub, chairman, opened the meeting with Patti Santoni, Emily Fowler.

Kathy Crouse's CD sales have raised \$500 for Benevolent Care. Suggest selling in the stores or also have available when selling 50/50 Tin Cup tickets. May make a DVR video.

The Tin Cup Golf Tournament is sold out of sponsors. Tee sponsorships are still available. Also discussed ways to increase sales of the 50/50 raffle.

Cars for Care: Good news – more cars donated. Bad news – old vehicles in disrepair, sold for parts. Income is \$2500 this year vs \$24K last year.

Currently 10 residents are receiving benevolent care benefits. No meetings in June or July. Next meeting is August 23, 2017.

COMMUNICATIONS: John Murnane, Chair

The committee met at 2:00 p.m. on May 22, 2017 in CTS Classroom 116. Six committee members were present.

The members of the Committee presented ten suggestions for items to be included in the 2018 budget. They were forwarded to the Finance Committee.

Jean Eichenlaub assumed responsibility, with Charlie, for development of an informational video on Channel 972 to make the community aware of how the Swift Reach emergency service operates.

The possibility of developing an "Ask and Answer" service for residents was discussed. The idea would be similar to the "Dear Abby" column. It would be a Resident Question and Answer forum. It was decided that a pilot project will be launched to determine the viability.

Ann MacKay updated the Committee citing improvements to the cccharlestown.org website. The blog and website content are now integrated and the redesign of the website is proceeding nicely. The Subcommittee hopes to launch the newly designed website this July.

Betsy Blades brought up a previous issue that was discussed before and had not been acted upon. The issue is related to the communication of information about deceased residents for a more extended time. The Committee is looking into the appropriate venue for an "In Memoriam" list to make the information available for residents for a longer period.

Next meeting will be on June 26, 2017, at 2:00 PM in CTS Classroom #116

CONSERVATION: Ed Serp, Chair

The meeting was held on May 16, 2017 with 4 members and 1 guest in attendance.

Data for April, 2017 indicated a total of 107.86 tons of waste was collected for disposal of which 29.15 tons or 27.0 % was recycled. 0 pieces were collected for reuse by Habitat for Humanity. Treasure Sales are reported quarterly.

The lack of materials reported for reuse was discussed. The Chair was directed to update Mike Fischer based on our last month's meeting.

Discussed an e-mail concerning recycling in Caton Woods. Michelle Fenn indicated that recycle containers for Caton Woods were provided prior to "move-in." Michelle will check with Caton Woods staff about distribution and pick-up. The energy saving idea "Flip the Switch" will be incorporated in a future "SUNBURST" article. The independent living liaison with Caton Woods was updated as to the Committee's efforts.

The counts for January and February reuse materials for Habitat were revised from 0 to 20 and 24 pieces, respectively, giving us a YTD total of 179 pieces for Habitat.

Next meeting Tuesday June 20, 2017 in HR-142 @ 2:00 PM.

DINING SERVICES: Carolyn Thompson, Chair

The Dining Committee met on May 15, 2017, in Brookside Classroom 1. The meeting was attended by 11 members, the Director of Dining and the Vice President of the Resident Council. The meeting commenced at 2:05 pm.

Discussions included:

- The use of Dining Room Comment Cards which now have a rating system on the back of the card for statistical information.
- Repairs to the Chesapeake which is moving forward and may be completed before August.
- Dining Room Coffee Report Highlights:
 - Table set up at Refectory and Chesapeake to be reviewed for more convenient maneuvering around tables
 - Green leaf on dessert plates indicate "Smart Sweet" desserts
 - Carving stations popular at Refectory
 - New tents and benches ordered for Terrace patio.
 - There will be a cookout at the Terrace on Memorial Day.
 - Atrium has seen a large increase in the number of diners. Hopefully, when the Chesapeake is in full service, this will even out the numbers.
 - Specials will soon be available at the Atrium and Fireside.

- Residents with Dietary issues are encouraged to join the Dietary Focus Group in order to take advantage of the advice given and to learn more about food choices and selections. This group meets on the first Friday of the month in Brookside Classroom 2 at 10:00 am.
- Food Delivery Service
 - The Refectory and the Shortline deliver dinners to apartments for those who cannot make it to dining rooms because of illness or other problems.
 - The Refectory service area includes: Arborside, Caton Ridge, Chapel Court, Courtyard Crossing, Edgewood, Fountain Hill, Greentree Court, Harborview, Maple Terrace, New Carroll, and Parkview.
 - The Shortline serves: Herbert's Run, St Charles, and Brookside.
 - Please call between 3:30 and 4:30 to place an order and be aware there is a \$3.00 fee for this service per apartment. Delivery is usually between 4:30 and 5:30.

The meeting was adjourned at 3:30 pm. The next meeting of the Dining Committee is June 19 at 2:00 pm in Brookside Classroom 1.

FINANCE: FINANCE: Gil Fisher, Chair

The Finance Committee met on May 30 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. 11 committee members were present. Colleen presented the April 2017 Occupancy Rates and Financial Reports. Hard copies of the key information are available at the edge of the stage.

Occupancy Rates for April were as follows:

Independent Living was 97.5%. Assisted Living was 100%. Memory Care was at 100%. Skilled Nursing was 88.7%. Again, the occupancy numbers are very good.

Financial details for April were reported. In addition to going over the financial information, the Committee did preliminary work on the suggestions made by the Residents' Council committees for the 2018 Charlestown budget process. This topic will be discussed at our June 12 work session.

The next Finance Committee meeting will be held on June 27 at 8:30 AM in Brookside Classroom 2.

GROUNDS: Al Davies, Chair

Al Davies began with two announcements: TWG is analyzing all of the Charlestown trees. They have discussed the proposed removal of about 70 trees. Grounds is aware of the need for their removal and is in the process of beginning this removal. He also reminded us of D Day 73 years

ago and pointed out that Harper Griswald, a member of the Grounds Committee, was interviewed on Channel 972; the interview will be repeated this Thursday at 2 and 7 pm.

Ted Dürr reported: The Grounds Committee met on 23 May, 2017, at 2:30 in the CTS Arts & Crafts Room. It was attended by 10 members, David Douds, president of the Residents Council, and Ryan Truitt, head of the Grounds Department. The meeting was moderated by Ted Dürr, Vice Chair.

Ryan informed the committee that the engineering study for the walk around Lake Charles had been approved by management and a firm had been contracted to do it. Bert Clegern spoke about the work of the Invasive Plants Crew, assisted by a group from the Patapsco Heritage Greenway. On Saturday, 20 May they pulled approximately 600 pounds of garlic mustard weeds. But there is still more work to do on the campus. The Patapsco Group reported that Charlestown has one of the best environmental programs in the Patapsco River Valley.

It was pointed out that despite it being a Charlestown Handbook Violation, some pet owners are not cleaning up after their pets which soil sidewalks, grounds, and in one case, the pet owner's personal patio.

The Committee listed important things that Corporate Charlestown needs to do, including 2 items that were listed last year which are: Paving a walkway around Lake Charles, and erosion repair around the covered bridge on the Nature Trail. Finally, Bert Clegern distributed ECO-CHARLESTOWN, which he authored. It will be discussed at the next meeting.

HEALTH SERVICES: Louise Dempsey, Chair

The meeting was called to order on May 9, 2017 with 5 members and 2 guests present.

Updates:

- Hand washing campaign is ongoing. Dr. Steve Schimpff made a video for airing on 972 demonstrating the proper way to thoroughly wash hands to prevent diseases. New posters are on the bulletin boards and 972.
- Flu season is basically over with diminished outbreaks in 3 northeastern states.

Continuing Care Council:

- RG – Barbara Kirichok has agreed to run for president of the mandated residents' council. David Gehring informed the group that a temporary entrance would be constructed for entrance into the Dorsey Center. Special events included a celebration of Nurses Week. A fire drill was conducted and residents were reassured that in case of a real fire, personnel would place a white tag on their door to indicate to firefighters that a resident was inside and would need assistance should evacuation be indicated.
- CW-Volunteers from IL have helped to establish Bridge and Pitch card games and other IL residents have volunteered to help start a flower/vegetable garden behind the patio. Some of

the residents' current requests include: availability of the activity calendar for the month, memory board, birthday list, and phone directory specific to CW. All requests were noted and some are already in place. A reminder to everyone that there is no access to the CW building from the paved area going up the steep hill beside the building. This is a safety issue and there is a NO ACCESS DO NOT ENTER sign prominently posted at the bottom of the hill.

New Business:

- Pat Kasuda recently attended the regional council meeting of the Virginia I. Jones Alzheimer's' and Related Disorders Council at Spring Grove. That council includes members of the MD Dept. of Health and Mental Hygiene, Alzheimer's Assn, MD Dept. of Aging, US Dept. of Veterans' Affairs, members of the State legislation and other agencies. Pat was on the agenda and presented data regarding efforts to change legislation regarding the need for reimbursement and quality of care standards for memory care and assisted living facilities. Those efforts have included on-going communications with Delegates Hill and Ebersole, and State Senator Kasemeyer.
- Dr. Pelczar suggested that Dr. Raymond Bahr, the well-known St. Agnes Cardiologist who started the first ever Chest Pain ER, be invited to speak at Charlestown regarding early symptoms of heart attacks. The committee agreed and Dr. Bahr will be invited to be the "speaker of the month" - which is held the first Wednesday of the month.
- There is a lesser known virus carried by deer ticks called the Powassan virus. Although more rare than Lyme disease, it is potentially more lethal. A suggestion was made that a teaching video be made for airing on 972 describing ways to protect oneself against tick borne diseases when in areas where ticks are likely. Subsequent to the meeting, Dr. Steve Schimpff and Bert Clegern have agreed to partner in making that video.
- Committee members were requested to submit suggestions to their chair persons for inclusion in next year's budget.

Our next meeting will be held on June 13th at 11am in HR142.

HOUSEKEEPING: Diane Lyons, Chair

The meeting was held on Friday, May 19th. Three members attended along with Michelle Fenn and Krystyna Kaniowski. Michelle brought Jackie Rudisill, Utility worker.

Chapel Court: 4th floor by Stairwell 1 – the annoying beeping noise are air deodorizers which have been refilled. Stairwell on first floor of Chapel Court needs cleaning.

Brookside: Window sills on Brookside bridge have been cleaned. Tops of public trash cans also need wiping off. Tracks on elevator to Edgewood need cleaning.

Question about how to suggest to a resident to clean bottom of trash can? Suggested putting one of the "tags" in cubby with reminder.

St. Charles: Stairs to Atrium are soiled and need cleaning; Michelle agreed they often need shampooing.

A suggestion regarding the Brookside bridge was made for inclusion in the 2018 budget.

At the Council Meeting on May 2nd a resident expressed concern regarding floor conditions on the walk from Terrace to Train Station. At times the floor becomes “sticky” and is a tripping hazard. Earl Shaw explained that the kitchen staff were swabbing the floor with their detergent which is not to be used on that surface. This will be monitored. Resident notified.

A major issue is the mouse infestation in the Chesapeake dining room. General Services said that Pest Control was notified to put extra traps.

Michelle Fenn, Housekeeping Department, announced that the departure of several employees which means she is short staffed and has to begin the hiring process again.

Next meeting is Friday, June 16th, 2 pm in HR142.

LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair

The committee met on May 10 with 9 members present and guest Steve Harders. The meeting was chaired by Wendel Thompson in the absence of Dee Schmitt with 8 members present.

The meeting began with a discussion of the May 8th visit of our state legislators. It was concluded, after some talk, that the committee needs to set up protocol to handle the arrival of such visitors in future, name plates on the table where they will be sitting, and water for them to drink. Comments were made about the subjects discussed at the session, with emphasis on ecological issues, issues affecting Sandtown and policing, and health care.

Next the committee discussed general Charlestown problems which the Residents' Council might propose for inclusion in the Charlestown budget for the next year.

Our next meeting is the second Wednesday of the month, June 14 in BR-1 at 10:00 am.

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on May 23, 2017, and was attended by General Services members Kevin Crawford and Jesse Morgan; 2 Residents' Council Executive Members; 4 Resident members of the M & E Committee; and 2 non-member residents.

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
- General Services is having a copy of a previous article re: proper disposal of waste products to prevent sink and toilet overflow problems being placed in all cubbies in Brookside, Herbert's Run, and The St. Charles.
- Repairs to Building 9 Side Entrance damaged ceiling and walls have been completed.
- Fire Marshal's Report for the Chesapeake kitchen fire has been received. A Cause And Origin Report is expected shortly. Repairs on hold pending review of these Reports and claim settlement with the Insurance Co.
- Fire doors at all locations are scheduled for regular inspection. New hardware and seals will be installed as necessary to meet current Fire Code requirements.
- Charlestown buildings are to be inspected for compliance with the requirements of the Americans with Disabilities Act (ADA).

New Issues:

- Egress for the Handicapped Sign: There is an Exit Sign with a wheelchair symbol next to the exit door at the Terrace Café kitchen. There is no ramp at the end of the sidewalk where it meets the curb of the roadway. It was suggested that the sign be moved to a nearby exit where there are no obstacles. General Services will coordinate this activity.
- Electrical Warning Labels: These labels are to be placed in all breaker panels and control boxes on campus, including those in resident apartments. These labels pertain to the Arc Flash and Shock Hazard risks in each particular box.
- Lint Filters: Apartments having clothes dryers with lint filters and ductwork to vent to the outside will have the filters and ducts cleaned on a regular basis by maintenance staff personnel.
- Sidewalk Hazards: There are many places where raised and cracked sidewalk slabs have been marked with yellow paint to warn of a hazard. General Services will make repairs as funds become available. This also includes handicap ramps that should have textured surfaces in a contrasting color.
- Items for 2018 Fiscal Budget: Funds for traffic control signs and pavement markings: for sidewalk repairs; and for handicap ramp improvements.
- Condition Reports for Buildings 1, 2, 9, Parkview and Harborview; and a Council Communication Form regarding a rain gutter overflow problem at Brookside; were presented to General Services for their action.

Next meeting will be on June 27, 2017 at 2:00 pm in General Services Conference Room.

RESIDENT LIFE: Jackie Graham, Chair

The meeting was held on Wednesday, May 17th at 2pm in HR142. There were 12 members present.

The Pet Lovers Group continues to work with the Sales Dept. to acclimate new resident pet owners. Paw Prints are being placed on the outside door, of pet owners, to alert necessary personnel that there is a pet in the apartment.

The Erickson Way Vision Group has established an ELLIC class “Building Relationships for Harmonious Living” scheduled for this fall. They are also working to develop criteria for ‘Mission Moments’ for residents. There will be articles in the sunburst and information on 972. The Summer Fun Days [formerly Mini Summer Camp] outing dates are June 21st, July 13th, and August 15th. Details in Sunburst, in fliers and on 972. The committee also made some budget suggestions.

Our next meeting is Wednesday, June 21st at 2pm in HR142.

SAFETY & SECURITY: Bob Hutchins, Chair

The Safety and Security Committee met on May 23, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services. Seven committee members were present.

April Security Statistics:

- Security Officers responded to a total of 1902 calls related to safety, security, and traffic, including: 273 responses to emergency pendants, pull cords and smoke detectors, 9 Charlestown Emergency Medical hospital transports, and 82 Baltimore County 911 hospital transports
- Vehicle Citations: Speeding – 11, Parking Violations– 8, Running stop signs - 10
- Electric Mobility Vehicles: New registered EMV’s -5, Citations - 1

Microwave oven fires have been a problem. Most occur from cooking food too long or placing metal objects or products containing metal in the microwave ovens. Security is providing information on safety in the kitchen.

The campaign continues with contractors, vendors, and movers to prevent propping the external doors open. Please call Security immediately if you see an exterior door propped open.

The next “Coffee with Security & Emergency Services” has been scheduled to give residents an opportunity to hear about activities in SES and talk with the Managers about any questions or concerns. The session will be held on Friday, June 23, 2017, at 10:30 AM – Noon in the Auditorium.

The next meeting of the committee will be on June 27th at 1 PM in Brookside Classroom 1.

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

The committee met twice during the month of May. We also held two Orientation Meetings for the new Candidates for the 2017-2018 Residents' Council.

Pictures of Candidates were taken for the Election packet, which will be distributed to all residents early in July. The packet will include Bios of the Candidates as well as information about voting hours and locations for the August 9 election.

Both Absentee Ballots and Official Ballots are also ready for printing. Phyl Lansing has agreed to handle Absentee Ballots for this election.

Team Captains for Polling Locations have all been contacted and agreed to serve. We still need a few volunteers to help with counting the ballots the evening of August 9. We will have a Meeting/Training session for both Captains and Counters in July.

Our next meeting will be held on June 14, 2017 at 4:00 PM in HR142.

UNFINISHED BUSINESS: None

NEW BUSINESS: None

Dave pointed out that the next Residents' Council Meeting will be held on Monday, July 10, because of scheduling around the July 4 holiday.

WORDS FROM MANAGEMENT: Clara Parker, Executive Director
Clara had the following updates:

- She had received a lot of communication requesting more information to support the change in the ambulance service. She is working to pull that data together and will schedule another Town Hall Meeting for residents to discuss that information, which will include Baltimore County response times. She has invited MD state officials who supported the decision to attend the meeting and will inform residents of the date once it is confirmed.
- The Brookside elevator problem requires significant work to be done to solve it and an end of August date for completion is anticipated. Clara has asked for a full assessment of all elevators and will prioritize work as needed.
- She may not be able to attend the next scheduled Conversations with Clara and the Executive Team but Jangar and the rest of the team will be there.
- June 21 is the date set for the Celebration for Jim Basham from 1-3 in the Gallery. All residents are invited to attend. They have already started interviewing for his replacement.
- A search for the second Associate Executive Director is continuing. No solid candidates as of now.

- June 19 is the Employee Picnic and Celebration to thank our employees for all of their hard work.
- Erickson Living hopes to open a new community in Clarksville, MD. There was a recent press release about this. There will be a Town Hall at 6:30 at the Gathering Place in Clarksville on June 15. They are looking for people who moved here from Howard County to support the Erickson life style. There will be approximately 1200 planned apartments with some planned differences from Charlestown.

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

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary

WNEFB