



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

July 10, 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 July 10, 2017. The June 6, 2017 minutes were approved as distributed.

60 association members attended. Visitors included residents, members of the Board of Directors, Naomi McAfee, Charles Denton and Neal Gantert, Finance Director. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: David Douds

As we work together with the Erickson staff to build and maintain the harmonious living community we all want Charlestown to be, Dave asked us to remember the Value for this month – **INTEGRITY** – and practice that Value every day by doing the right thing – that is addressing and/or reporting unethical and inappropriate behavior; practicing truth and honesty; and refraining from generating rumors and/or passing them on.

He continued by highlighting the Diversity and Inclusion Council event on Wednesday, June 28th, which featured the LGBT (Lesbian/Gay/Bisexual/Transgender) element of diversity, including the film "Gen Silent" concerning the difficult life experiences of LGBT seniors. The film was followed by a panel discussion including Greg Mazzio, the Dining Room Manager at the Short Line, and Ray Miles, a resident. It was most encouraging that the event was well attended, which augurs well for harmonious living among all of us, especially including the LGBT residents of Charlestown, both now and in the future.

Our Council events and important dates for July include an Executive Committee meeting tomorrow, July 11th, at 9:00 am in the Council Office and our monthly Council Work Session on Monday, July 17th at 2 pm in Brookside Classroom 2 (NOTE CHANGE IN ROOM).

Finally, I have two announcements. First, I would like to ask Jackie Graham, Chair of our Officer Nominating Committee, who served on the committee with Dee Schmitt and Mary Jo Warthen, to announce the slate of nominees for Council Year 2017 – 2018. ((Announcement by Jackie)) The election of officers by the Council will occur at our next Regular Council Meeting on August 1st. Second, I would like to inform the Council that Sherry Stewart has indicated her willingness to continue to serve as Assistant Secretary, subject to appointment by our new President for Council Year 2017 – 2018. Next, I would like to ask Jack Murnane, the Chair of our Nominating

and Elections Committee, to introduce our 2017 slate of candidates for the Council Members Election on August 9th.

VICE PRESIDENT'S REPORT: Steve Harders

Although no official Council Communication forms were received during the month, we did receive some letters.

In one of them, a resident is praising one of our shuttle drivers for driving extra slow in order to minimize jostling on the road, which caused great pain, as he transported a resident back from St. Agnes. General Services was advised and will give proper recognition for this act of empathy.

Another letter points out that contractors have been using shopping carts to haul their supplies when these carts are intended for residents' use only. Proper directives have been given. In the same vein, the mice in the Chesapeake area are being pursued more aggressively.

Another resident sent sort of a score card letter, praising Security, Transportation, Maintenance and the Atrium and Fireside dining rooms, while criticizing Shortline, Chesapeake and the slow pace of fixing the Brookside elevator. All well-known areas of concern that try the residents' patience. Time will cure them. While he was at it, he also pointed out another plugged-up gutter/downspout. Maintenance has been advised and found deterioration is so profound that professional roofers/gutter repair people need to be called in. The problem will be taken care of as soon as possible.

The last letter came from a resident couple who contacted a Council member about problems with the way their apartment was readied for re-occupancy. This rather complex case has been resolved in the meantime to the residents' satisfaction.

Finally, some of you, like me, may have received a letter from Dr. Carpenter in the US mail, extolling the benefits of Erickson Advantage in general and the Champion plan in particular. You may have wondered about the apparently unnecessary expense, if you already were a member. Dean Crawford, the practice administrator, explained that Dr. Carpenter didn't have a choice. This communication, in this fashion, was mandated under Medicare regulations. Looks like another case where regulations defy common sense and ratchet up costs.

SECRETARY'S REPORT: Ed Piechowiak

At our Council working session on June 12, 2017 we heard a presentation by Hope Tillman regarding the upgrades to the CCI website. Hope was introduced to us by Ann MacKay as a professional web creator who now resides at Charlestown. The revised site offers additional pulldown menus, icons for entry into various links, council information, announcements, and of course lots of information on the dining menus.

We also had an opportunity to review the many suggestions for budget items for the coming year. The finance committee will finalize the recommendations at their June 27 meeting.

Ted Durr announced that the contract for rehab of the apartments will be changed to a single company prime contract with separate task orders for each renovation.

TREASURER'S REPORT: Leigh Ann Cooper

During the month of May, there was one deposit made, for \$196.00. There was also a service charge for \$ 53.50, and no checks were written. The bank balance at the end of the month was \$ 5,394.01.

The book balance at the beginning of the month was \$ 5251.51 and the balance at the end of the month was \$ 5394.01, reflecting the deposit and service charge previously noted.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

No meetings in June or July.

There were 11 people on Benevolent Care.

Next meeting is August 23, 2017.

COMMUNICATIONS: John Murnane, Chair

The committee met at 2:00 p.m. on June 22, 2017 with nine people attending; Ann MacKay served as the Acting Chair for the meeting. A new In Memoriam listing of residents who have died will be printed in the Sunburst. The website will add a new section also.

The committee reviewed the items delegated to the committee from the Finance Committee including Edgewood signage, bulletin board lighting, and lobby personal absences. The committee suggested communication to appropriate department staff would resolve the items.

The Swift Reach infomercial is ready for taping when the 972 schedule permits.

The new design of the website was unveiled.

The Ask & Answer project to be used for rumor control will investigate using the Council Communication Form with changes.

The committee agreed that better communication on the Refectory carry-out time change would have helped and it was noted that they had, in fact, changed back to the original time for carry-outs.

The next meeting will be on the 4th Monday of July.

CONSERVATION: Ed Serp, Chair

The meeting was held on June 20, 2017 in HR-142 with 3 members and 1 guest in attendance.

Data review for May, 2017 indicated a total of 108.06 tons of waste was collected for disposal, of which, 28.3 tons or 26.2% was recycles. No pieces were collected for reuse by Habitat for Humanity.

Treasure Sales are reported quarterly.

The Charlestown Residents' Council suggestions for the 2018 budget were reviewed. The following recommendations were made by the Conservation Committee:

- Additional item - Fund additional CDL certified employee to avoid placing recycles in trash when regular driver is not available. An alternative is to collect recycles in a truck and store on site until a certified driver is available. DO NOT WASTE RECYCLES!
- Under Item 5 of the Council list of budget items, a suggestion to add at end of the sentence related to the possible new pendants to consider a "..... Model with GPS updated function. "

It was suggested that trends in waste and recycle collection be reviewed for the last 3 years for the Year-end report.

The Charlestown Residents' Council is urged to encourage Erickson Living management to aggressively adopt "Recycling is a plus, saving money is a plus, and preservation is a plus." Reference article in The Baltimore Sun, Monday, June 19th related to Goucher College preservation of buildings

Subsequent to the meeting a copy of an e-mail sent to the Executive Director concerning the installation of solar electric generation was received. The Chair responded indicating previous studies with respect to recent construction were found to be not cost effective. No documentation was provided the Resident Council.

No meetings in July and August.

DINING SERVICES: Carolyn Thompson, Chair

The Dining Committee met on June 19, 2017 in Brookside Classroom 1. In attendance were 9 members, the Resident Council Vice President, two guests and the Director of Dining.

- The Dietary Focus Group will not meet in July or August. The next meeting will be the first Friday of September.
- The Atrium will have a Focus group on Thursday, June 22, to discuss the upcoming menu changes.
- The Chesapeake Coffee included a tour of the kitchen.
- The Fireside Coffee was led Denise Handy and Marcos Rodriquez. Lisa Heckman, the new manager, was also there.
- General discussions about menu items included: praise for the corned beef and Prime Rib, and some praise and some disappointment in the soft crabs.

Jim Basham

- Jim indicated that Paul Polanski, Special Projects Manager, from Corporate, will be a resource for staff until a new Director of Dining is selected. Jim feels that the dining teams are strong enough to carry-on business as usual.
- Recruitment of students has been successful the last 2 months.
- When comment cards are submitted, Dining would appreciate completion of the ratings on the back of the card.
- Menus will be updated between July 15 and July 31.
- Jim reassured the Committee that fruit cups are available as a salad, a side, or as dessert. In Spring, Summer, and Fall, the fruit should include seasonal local fruit. Winter is more difficult and may have to be our current citrus blend.
- The stores all now have fresh fruit available for sale at a very reasonable price.

The conversation about rollators continues. It was suggested if a resident must keep his/her rollator at the table, that party should possibly be seated next to a wall. This issue is one that has to include compromise by all who live in the community.

Carolyn presented Jim with a "Goodbye, Good Luck" card signed by Committee members. She also gave him a bag of mini Snickers bars, his favorite.

The next meeting will be Monday, July 24, in Brookside Classroom 2.

FINANCE: Gil Fisher, Chair

The Finance Committee met on June 27 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. Nine committee members and one guest were present. Colleen presented the May 2017 Occupancy Rates and Financial Reports. Hard copies of the key information are available at the edge of the stage.

Occupancy Rates for May were as follows:

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Independent Living was 98.2%. Assisted Living was 98.7 %. Memory Care was at 99.4%. Skilled Nursing was 84.1. The skilled nursing number is about 8 percent below budget.

For Operating Revenue, the May Financial Reports show the May actual and the budget projection to be virtually the same. The skilled nursing number had a negative variance of \$158,000, due to the lower census and the fact that Medicaid reimburses at a significantly lower level than private pay.

The Operating Income was \$828,000, again affected by skilled nursing. Non-Operating Income had a negative variance related to investment income and depreciation expense, both of which are noncash events.

The Statement of Cash Flows shows an increase in cash of about \$2 million. There were no significant changes in the Balance Sheet.

Turning to restricted funds, 11 people received assistance in May for benevolent care. These payments were about \$80,000.

In addition to going over the financial information, the Committee did further review of suggestions for the 2018 Charlestown budget process. The Council will consider the latest draft of suggestions at our July 17 work session.

Colleen also briefed the Committee on current efforts to increase the number of residents who use automatic withdrawal from checking accounts to pay monthly fees. This is a convenience for residents and makes processing payments easier for the Finance Department.

The next Finance Committee meeting will be held on July 25 at 8:30 AM in Brookside Classroom 2. Sara Cohn is a new member of the Finance Committee.

GROUND'S: Al Davies, Chair

The Grounds Committee met on 27 June 2017. In attendance were 9 members, President David Douds and Vice President Steve Harders, and 2 members of Charlestown's staff.

The Charlestown tree situation was discussed, including funds for taking down trees that are hazardous to people and cars ASAP. Implementation was referred to the Tree Working Group (TWG).

The importance of preventing erosion was discussed and the relation of that problem to certain gardens at Herbert's Run was noted. Douds and Harders said they would take that up with management at their next meeting with them.

The deteriorating condition of the fence along Erickson Way was noted and the committee was informed that Management has plans to deal with that in the coming year.

The Chair distributed an organizational chart showing relationships between the Council's Grounds Committee and other groups on campus that deal with grounds related activities.

Concerns of committee member Pat Kasuda, including design and creation of a passable trail around Lake Charles, were mentioned.

HEALTH SERVS: Louise Dempsey, Chair

The June 13 meeting was called to order with 5 members and 1 guest present.

Dr. Raymond Bahr, well known Chest Pain ER Cardiologist, has been invited to speak to the residents on the subject of "*early heart attack signs and symptoms*" in the Auditorium. The date and time will be announced when finalized.

Tick season – the educational video on *deer ticks and tick borne diseases* by Steve Schimpff and Bert Clegern is being shown on channel 972. The summer months are when folks tend to be out and about in areas where deer ticks are more likely. The video contains information about avoiding deer ticks and what to do in the event that you find a deer tick on you - with emphasis on prompt removal to prevent getting a transmitted disease.

We learned earlier about the National Antibiotic Stewardship initiative and that our Medical Center is participating in that program. The misuse and overuse of antibiotics and the detrimental consequences related to antibiotic resistant super bugs is a major health concern. Dr. Myla Carpenter discussed this important topic in a meeting in the Conference Center on June 29th at 11am.

Renovations to the Medical Center will require that they temporarily relocate to the Caton Ridge lower level after offices in that area move to the newly renovated Bldg. 6. It is expected that renovation of the Medical Center should be complete approximately 6 weeks after work is begun. Adequate notice will be given prior to that temporary move.

There is been some interest in having dietitian services in Independent Living. Dietitians are mandated in CC but not in IL. There is some thought that perhaps the CC dietitian could be utilized in some way in IL. A meeting is scheduled with Phoebe Loyer-Graham, Administrator of Continuing Care, and this item will on that agenda.

A letter by a resident was referred to the Health Services Committee concerning the elimination of our ambulance services. We have learned that Clara Parker, Executive Director, plans a Town Hall meeting to present data on ambulance services and will have appropriate Baltimore County

representatives at that meeting. The date of that meeting has been announced as being July 18 in the Conference Center.

Dr. Pelczar presented the following data on the mosquito transmitted Zika virus. 199 cases were identified in Maryland since the end of 2015. All were travel related. The CDC has determined that travel precautions to Florida no longer exist. Reminder that with rising temperatures comes the threat of *mosquitoes* and we should all be diligent about removing standing water where mosquitoes can breed.

The next Health Services Committee is scheduled for July 11th at 11am in HR142.

HOUSEKEEPING: Diane Lyons, Chair

The meeting was held on Friday, June 17th. Five members attended along with Krystyna Kaniowski who introduced 3 members of the Housekeeping Team: Carol Mercer, leader of Housekeepers and Reoccs; Kim with the housecleaning team and Samuel, floor tech for Brookside. There are currently 5 vacancies to be filled.

Pillows in the Cross Creek card room, used by residents because the old chairs are so uncomfortable have disappeared. Not removed by Housekeeping but no one knows why they have been taken away.

Fran Wode, MT (Bldg 2) questioned again why the framing around the 4th floor skylight has not been repaired. There is also no A/C on the 4th floor. It was referred to the Maintenance Committee and it has already been acted on.

In the Art Room excess old chairs that are stacked near the sink and the window need to be removed as that space is required by residents using the room. Since the renovation, an old window removed to make way for a vent, is still lying outside and should be removed. In Parkview, at the entrance opposite the pool the carpet is dirty, stained, and has grass tracked in.

The laundry room in Harbor View is constantly missing the white board markers. Recommend Chris in General Services be contacted.

Exterior window washing will begin in a week. Any resident wanting an interior window washed can schedule a separate time, or have housecleaner do it within their allotted time.

Regarding the Terrace Cafe, several people commented that when the evening shift swabs the tile floor, the sticky residue is hazardous. Recommended using a "thinner" solution.

The Harbor View/Caton Ridge elevator which opens into the catering area for food transport is odorous. Suggested putting deodorizers in the elevators.

In Bldg 8 stairwell, an old upholstered chair is marked for Treasure Sale. It is in poor condition and Krystyna will have it removed.

The next meeting will be July 21 in HR 142. There will be no August meeting.

LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair

The Legislative/Political committee met on Wednesday, June 14, 2017, in Brookside Classroom 1 at 10 a.m. Ten members were present. Also present were David Douds and Steve Harders.

In regard to future visits by our elected officials, Wendel Thompson submitted a paper entitled "Guidelines for Guests". The committee agreed to accept said guidelines for future use.

The committee then discussed a request made by State Senator Jim Brochin to visit Charlestown to discuss the past legislative session. It was agreed the Chair would notify him we have already heard from our District 12 legislators, and do not feel the need for another session at this time.

Phyl Lansing thanked Joy Gould, who as a member of the Sandtown Group, has kept us informed of related events.

It was agreed that unless a member of the committee has a concern of note needing the committee's attention in July, there will be no meeting that month. There will be no meeting in August due to Residents' Council's change of officers.

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on June 27, 2017, and was attended by General Services members Kevin Crawford, Jesse Morgan, and Chuck Kesner; 3 Residents' Council Executive Members; 6 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 has distributed a copy of a previous article re: proper disposal of waste products to prevent sink and toilet overflow problems to all cubbies in Brookside, Herbert's Run, and The St. Charles.
- Chesapeake kitchen fire: Settlement with the Insurance Co. has been made. Bids are being requested for the repair work.
- The latching mechanism for the entrance door from the courtyard to the Terrace Café has been replaced.
- Campus roadways will be checked for pot hole filling and other repairs.
- 2 broken air handling units on the Edgewood/Brookside foot bridge are to be replaced.

New Issues:

General Services will review the following conditions and make repairs as necessary:

- Replace broken ceiling tiles in the hallway of Building 7, Level 1.
- Replace broken windows of the shed along the Lake Charles pathway.
- Repair loose handrail on CTS lobby stairway to the Fireside level.
- Edgewood 4th floor hallway lighting is out of sync with normal day and night light levels.
- Wall sconce next to EW 403 does not light.
- Broken wall panel at doorway to lower level storage room in Edgewood next to the elevator area.
- Door in St. Charles stairway from 1st level to T level squeaks when being used.
- Exterior doors in Building 2 do not lock automatically when closed.
- New plantings next to Building 2 and next to the pool patio have not been watered and have since turned brown and died.
- An apartment in Building 2 has a moveable sash in one of the windows that is inoperable.
- The skylight in Building 2, Level 4, above the elevator waiting area, has 3 loose plastic panels at the ceiling level that are not properly seated on the suspended grid-work. The hallway in this area is overly warm, and the A/C equipment for this area will be replaced.
- The Caton Ridge/Harborview elevator has lingering food odors since it is used by Catering; and deodorizers should be installed to eliminate the smell.
- A Condition Report for Buildings 1 and 2 was presented to General Services.

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

RESIDENT LIFE: Jackie Graham, Chair

Our meeting was held on June 21st at 2pm in HR142. There were 7 members present and the meeting was hosted by committee member Cindy Jones.

The Summer Fun Days June outing was cancelled due to a lack of participation. Due to great participation, the July 13th outing to the Ice Cream Cottage and the August 15th outing to The Grove will take place as scheduled.

The Erickson Way Vision Group has an article in the July issue of the Sunburst. The theme for the month of July is 'Integrity'.

The last pickup for the Treasure Sale is Friday, July 14th. The Treasure Sale dates are July 27th [residents and staff only- badges needed] Friday the 28th 9-2 and Saturday the 29th 9-12noon. The Retro-Rocket performance for tomorrow at 7 pm has been changed to the Conference Center.

There will be no meeting in August. The next scheduled meeting will be Wednesday, July 19th at 2pm in HR142

SAFETY & SECURITY: Bob Hutchins, Chair

The Safety and Security Committee met on June 27, 2017, with Keith Feen, Assistant Manager, Security and Emergency Services, and Michael Fischer, General Services Director. Five committee members were present.

May Security Statistics

Security Officers responded to a total of 1673 calls related to safety, security, and traffic, including: 276 responses to emergency pendants, pull cords and smoke detectors and 92 Baltimore County 911 hospital transports

111 Vehicle Citations: Speeding – 14, Parking Violations– 73, Running stop signs – 8, Vehicles with no visitor identification - 16

Electric Mobility Vehicles: New registered EMV's -10

Nine dining room fire drills have been completed recently and will be repeated periodically. Security and Dining Services are working together to improve access in the dining rooms using valet service for walkers, rollators, and EMV's.

As a reminder, the campaign continues with contractors, vendors, and movers to prevent propping the doors open. Please call Security immediately if you see an exterior door propped open, (410) 737-8806.

The Maryland Institute for Emergency Medical Services Systems presented to Charlestown the 2017 Maryland Emergency Medical Services for Geriatrics Award. The award read, "For an outstanding Program in EMS training for geriatric safety and for the community initiatives in injury prevention for Charlestown continuing care residents."

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

The committee met for our final meeting on June 14. We discussed the remainder of the election process, making certain that all items were being covered. Ballots had already been printed, so Absentee Ballots were given to Phyl Lansing to handle.

Discussion then about a training session for Captains and Counters in late July. Once the room and date are confirmed, all Captains and Counters will be asked to attend. We are going to have a Power Point presentation to illustrate the counting of votes so that there is no confusion on Election Night, August 9.

This was our last scheduled meeting for the Committee.

RESIDENT COUNCIL OFFICERS NOMINATION COMMITTEE: Jackie Graham, Chair

Committee members: Jackie Graham, Dee Schmitt and Mary Jo Warthen

The committee has chosen the following nominees:

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Steve Harders, President
Wendel Thompson, Vice President
Ed Piechowiak, Secretary
Al Davies, Treasurer

UNFINISHED BUSINESS: None

NEW BUSINESS: None

WORDS FROM MANAGEMENT: Neal Gantert, Finance Director

- Tuesday, July 18 from 1-2 pm there will be a Resident Town Hall meeting in the Conference Center addressing the ambulance issue among other topics.
- The new Dining Services Director will be Aida Blanco who will be starting July 31. She has prior experience with both Disney and Shepherdstown University in W VA.
- Charlestown Connect will be undergoing maintenance on July 17. The changes may require re-booting of some equipment, but extra help will be available for residents who need assistance.

President Douds adjourned the formal meeting at 8:12 p.m.

Ed Piechowiak, Residents' Council Secretary
Sherry Stewart, Residents' Council Assistant Secretary