



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

August 1, 2017

Residents' Council Website: ccicharlestown.org

President David Douds called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on August 1, 2017. The July 10, 2017 minutes were approved as distributed.

53 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

Before discussing my Mission Moment for this month, I would like to highlight the Value from the Harmonious Living document "Residents and the Erickson Way" for the month of August. As we work together with the Erickson staff to build and maintain the harmonious living community we all want Charlestown to be, let's remember the Value for this month – RESPONSIBILITY. We practice Responsibility every day by practicing good stewardship when using the community's resources (food, water, electricity, etc.), and also by working together so that issues for both residents and employees are addressed in a timely manner and resolved with a sense of urgency.

My Mission Moment for August continues my theme of "Building Community." While reading through the daily devotional guide "Our Daily Bread" from the Pastoral Care Office, I came across the guide page for July 24th, which was coincidentally entitled "Building Community." The devotion begins with a very relevant quote from Henri Nouwen, a well-known Catholic priest and philosopher: "'Community' is the place where the person you least want to live with always lives. Often we surround ourselves with the people we most want to live with, which forms a club or a clique, not a community. Anyone can form a club; it takes grace, shared vision, and hard work to form a community." Many of us have excelled in hard work this summer, especially in building and maintaining the supportive relationship between Sandtown in inner city Baltimore and Charlestown. Another Charlestown example of our hard work together was the just completed July Treasure Sale, which realized an excellent gross total of \$36,162.56 in sales, primarily for the benefit of the Benevolent Care Foundation and Fund.

Our Council events and important dates for August include an Executive Committee meeting tomorrow, August 2nd, at 10:00 am in the Council Office; our monthly Council Work Session on Monday, August 7th at 2 pm in Brookside Classroom 1; the 2017 Council Election on August 9th (see your cubby handout for the schedule in each neighborhood); the Residents' Association

Annual Meeting on Monday, August 14th at 7:30 pm in the Erickson Conference Center; and the end of this Association and Council Year on August 31st.

Finally, I am announcing my appointment of our two Auditors for this year. They are, as in the past, Bob Socher and Joe Wixted. They will conduct the annual audit of our Council checking account between mid-August and mid-September, and the results will be reported at the October Council Meeting. The election of Council officers for the coming Council year will be conducted later in this meeting, under New Business, and the newly elected officers will take office at the beginning of the new Council year on September 1st.

VICE PRESIDENT'S REPORT: Steve Harders

Neither official Council Communication forms nor letters were received until just 5 minutes before the meeting. That Communication Form had to do with soap dispensers in the wash rooms and it will be forwarded to the Housekeeping Committee. A response will be sent to the appropriate people.

Fear not, the Council had plenty to do, with most of the committees finishing up their year. At the last work session, we finished the Council's budget proposals and submitted them to the Administration. David and I went through them with Clara and Jangar during our regular meeting with the Administration. None of the proposals was rejected outright but none was firmly promised to be funded either. This is quite normal at this stage.

While we were at it, we brought up a concern raised at the last Council session. A resident had asked why we are now being asked to pay a charge of \$10 for washing the inside of each window in our residences, when this was once a free service. Clara will look into the matter. One of the possibilities is to come up with a flat charge per apartment rather than a fee per window.

Finally, an alert to those who might apply more force to the gas pedals of their cars than is needed to getting a speed of 15 miles per hour. The new speed camera detected a Federal Express driver at 57 miles per hour on campus. The company was notified, and FedEx then terminated its employee in order to preserve the privilege to drive on campus. Please tell your guests to observe the speed limit for safety's sake. Of course, none of the residents ever goes over.

A reminder to all Council members: the August 15 meeting will be more than just lunch. There will be an orientation for new members and a refresher for those continuing members, so we hope you are all able to attend.

SECRETARY'S REPORT: Ed Piechowiak

As we approach the end of the current Residents' Council year there are a number of items that need to be addressed. The inputs from the committee chairs for the end of year final report should have been submitted already. In addition all committee members whose terms will end this month should turn in your white binders that contain the By-laws, Policies and Procedures, and other Council information to the Secretary. The books will be updated and distributed to the newly elected members. At that time revision pages will be distributed to the ongoing Council members.

TREASURER'S REPORT: Leigh Ann Cooper

During the month of June, there was one deposit, \$144.00 posted. There were three checks cashed, one for \$83.50, one for \$23.00, and one for \$258.50 bringing the total to **\$365.00**. There was also a service charge of \$2.00, which brought the bank balance to \$ 5,171.01 for the month.

The book balance at the beginning of the month was \$5,394.01, and the balance at the end was \$5,171.01 reflecting the deposit of \$144.00 and the checks totaling \$365.00 and the service charge of \$2.00.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

There was no meeting in July.

Currently 12 residents are receiving benevolent care benefits.

Next meeting is August 23, 2017, CTS 116 2:00pm.

COMMUNICATIONS: John Murnane, Chair

The Communication Committee met on July 24th at 2:00 PM in CTS classroom 116. Present were the committee members and Alex Kareem, Communications Manager.

During the last Committee meeting in June, the floor signage In Edgewood was discussed. Although the elevator signs are correct, the floor signage does not have the L1 and L2 the indications. L1 takes you to the corridor for the auditorium and bridge to Brookside while L2 takes you to the Terrace Café. Mike Fischer said that the signs will eventually be changed.

The Question and Answer project to respond to community rumors was discussed extensively. Many ideas and suggestions were presented and discussed. It was determined that the rumor issue is a part of the general communication concern within the community which is and will be an ongoing topic of discussion.

It was stated that purely Connect issues are free. Problems that are primarily related to devices to be connected or are connected to the network are not.

It was requested that the space for Council information on the bulletin boards be reviewed to make sure all the information is in one location rather than scattered around.

Alex said she would look into the signs used by the employees at the lobby desks when they are away from the desks. "Back in 30 minutes" does not provide sufficient information for residents to know if they should wait or what time to come back later. She will work on the use of a clock that will show the exact time of the employee's return.

The issue of the cost of cubby stuffing was brought up because of a complaint from a resident because the recent road closing related to the construction. The discussion of the feasibility of the distribution of different types of information through the cubbies needs further attention by management and the Council.

The complaint included the issue of maintenance appointments that are not kept. It was stated that a call to the department after a reasonable wait time could resolve the issue.

There will not be meeting of the Communications Committee in August. The next meeting will be on September 25th, in CTS Classroom 116 at 2:00p m.

Website Subcommittee Report

An update was given by the website committee. This information was provided by Ann MacKay Chair of the Subcommittee.

The website subcommittee met on July 24. The purpose of the blog was reviewed and initiatives are in place to get more content from clubs and organizations.

The <http://www.cccharlestown.org/> website has a definite advantage over MyErickson because of the flexibility and the speed with which the site can be added to, changed and updated.

The Mission Moments explanation and form is now under Resident Life. A listing of monthly Mission Masters would be nice to include.

Catering will be asked to provide the catering information for the website which will be located under the Dining Services menu.

The General Services category will be expanded following the organizational structure of the Customer Service Department. With the reorganization of the EMS program, a menu for EMS will be added.

The new In Memoriam menu item will keep three-month of listing. Google Analytics has to be reset for the new secured site. [Note that all the items have been addressed through emails to appropriate departments.]

The next meetings of the Website Subcommittee will be September 25 at 1 PM and October 23, at 1:00 pm. There will be no meetings in November and December.

CONSERVATION: Ed Serp, Chair

There was no meeting in July.

Data review for June, 2017 indicated a total of 104.32 tons of waste was collected for disposal, of which 27.17 tons or 26.0% was recycles. 20 pieces were collected for reuse by Habitat for Humanity. \$40,546.17 was returned to our community through the Treasure Sales.

In addition to the reported recycles the following items are also recycled but not documented:

- Light Bulbs
- Batteries
- Staff generated tree and brush trimmings

The July, 2016 thru June, 2017 summary documents:

- 991.57 tons / 75.3 % trash
- 325.36 tons / 24.7 % recycles
- 199 pieces reused thru Habitat for Humanity
- \$ 173,290.20 returned to the community from Treasure Sales

There will be no committee meeting in August.

DINING SERVICES: Carolyn Thompson, Chair

The meeting opened at 2:00 pm in Brookside Classroom 2. Ten members, the Executive Chef, Victor Cirrincione, and one guest, Ann Erfle were in attendance.

There is no August meeting for the Dining Committee but Coffee with the Managers will be held during August.

The members reviewed some items from the various dining rooms: in one dining room the chicken is tough 9 out of 10 times, even chicken salad. However, Chicken Chesapeake in the

Fireside has been very tender and the Rockfish is excellent. Action Stations in the Chesapeake are popular. Three more large tables have been added to the Chesapeake dining room.

Discussion about the dress code centered on who is responsible for enforcing the dress code. Examples of inappropriate dress included short-shorts seen in a couple of dining rooms.

The high room temperature in the Refectory is being handled by maintenance. Coffee is still not being served promptly. New Servers seem to be better trained.

Coordination between the wait staff, the kitchen, and the runners still seems to be an issue. There is no change in the opening of the Chesapeake; plan is Sept 1-15.

Chef Victor stated that the new Signature Dining menus are based on what Residents indicated that they wanted and dining room statistics as to the number of times items are ordered or not ordered. Menus are not based on Dining Administration's designation. The menus will remain on a 3-month basis.

The next Dining Committee meeting is September 18, 2017 in Brookside Classroom 1.

FINANCE: Gil Fisher, Chair

The Finance Committee met on July 25 with Colleen Stafford, Assistant Finance Director. Twelve committee members were present. Colleen presented the June 2017 Occupancy Rates and Financial Reports. Hard copies of the key information are available at the edge of the stage.

Occupancy Rates for June were as follows:

Independent Living was 98.3%. Assisted Living was 95.9 %. Memory Care was at 97.5%. Skilled Nursing was 88.5%. The skilled nursing number increased by 8 billing units from May, and the Finance Department still has confidence in its budget projections.

Turning to restricted funds, 12 people received assistance in June for Benevolent Care. These payments were about \$102,000. The Committee is giving close attention to Benevolent Care payments.

Colleen also reported on current efforts to increase the number of residents who use automatic withdrawal from checking accounts to pay monthly fees. Colleen will have information on results by our next meeting.

The Finance Committee will not meet in August. Our next meeting will be on September 26 at 8:30 AM in Brookside Classroom 2.

GROUNDNS: Al Davies, Chair

The Grounds Committee, with 13 in attendance, met on July 25. Among a variety of issues it heard a report from Management that a beautiful flower garden could remain as it is unless developing erosion is observed. It was noted that a faithful member of our Committee and D-Day participant, Harper Griswold, had died. He was a good man! Next meeting will be September 26.

HEALTH SERVS: Louise Dempsey, Chair

The meeting was called to order on July 11th at 11am with 5 members and 2 guests present.

Dr. Pelczar informed us of a case of another tick transmitted bacterial disease (Ehrlichiosis) which affects the brain. In the case cited, the patient was known to him. The disease in that case was diagnosed by spinal fluid and the patient was treated successfully. A reminder that there are diseases other than the familiar Lyme, Rocky Mountain Spotted Fever, and Powassan that can be transmitted by deer ticks.

The Antibiotic Stewardship Initiative was discussed by Dr. Carpenter in a town hall meeting in July and is ongoing. The overuse of broad spectrum antibiotics by prescribing antibiotics inappropriately, and the use of antibiotics in animals, are some of the reasons making the drugs currently available resistant to and/or ineffective against the super-bugs that have developed as a result.

The Hand Washing Campaign continues in an effort to avoid various diseases. New posters are shown regularly on 972 and posted on the bulletin boards to maintain awareness of the importance of frequent and proper hand washing.

The Medical Center renovations and the need for that area to be ADA compliant was discussed at length. Some exam rooms and the patient bathroom were particularly noted as a problem for patients requiring wheelchairs and EMV's. The question arose and discussion followed regarding the long term plan for adequate and ADA compliant Medical Center space. Renovations are being started in early August and are expected to take 2 months. The renovations to the Medial Center will require a temporary move to the basement level of Harbor View on August 4. On this day, the Center will be open from 8:00 am to 12:00 noon in order to facilitate the move. The Center will reopen at 10:00 am on Monday, August 7 at the Harbor View location.

Continuing Care

Phoebe Graham, Administrator of Continuing Care, published CC's first Electronic Newsletter (Continuing Care Crier) in July. The publication includes an abundance of information including names of leadership team, social worker team, activities for the month, and much more. E-mail address is: CCI.CCnewsletter@erickson.com.

RG Council Meeting -

The RG Council has a new president, Barbara Kirichok.

Social Work - Residents were reminded that neither physical nor medicinal restraints are to be used. They were also reminded that phones are not automatically provided. Family members of residents can make arrangements with outside contractors for phone service.

Nursing – Resident complaints voiced included the length of time it takes for staff to respond to call lights and poor attitudes of staff toward some residents.

CW Council Meeting -

Administration – A construction update was given to the residents.

The value of the month is Integrity. Current staff changes were explained to the residents.

Programming – Happy hour is available daily with entertainment on Friday and Saturday.

Residents' requests included: more trips to the Dollar Store, more up to date movies, and a schedule of the Chapel Concert Series.

Card games have been established in CW.

CW residents are now included in the monthly Birthday Listings and the Phone Directory.

The Health Services Committee will not meet in August. The next meeting is scheduled for September 12th in HR 142.

HOUSEKEEPING: Diane Lyons, Chair

The meeting was held on Friday, July 21st. Six members attended along with Michelle Fenn and Krystyna Kaniowski.

Maple Terrace (Bldg 2). Skylight issues and lack of A/C on the 4th floor have been examined by the Maintenance Committee and reported but no action yet.

St. Charles. Several areas of carpeting need attention on 3rd floor. Carpet on upper floors have been shampooed. Water leak near Guest Room repaired.

Harbor View. Due to heavy resident and catering use, elevator entrances on 1st and 4th floor are banged up and wallpaper is torn.

Terrace Café Area: recommend repainting or replacing kitchen door, it is unsightly. Window sills need cleaning, stains from food, etc.

Edgewood. Areas that need cleaning are first floor stairwell, ground floor carpet and the stairs to auditorium which is a heavy traffic area.

Chapel Court. A continuing issue with the 4th floor hall deodorizer beeping. Needs replacement.

Parkview, CTS Square. Carpet at outside entrance by pool is badly stained with black spots. And the same in the first floor stairwell area. Good news- the loose baseboard in laundry room has been repaired. But on 2nd floor by elevator the carpet “baseboard” has come unglued. It has been reported by Housekeeping to Facilities. Special glue has to be ordered.

No meeting in August. Next meeting will be Sept 15th in HR142.

LEGISLATIVE/ POLITICAL: Dolores Schmitt, Chair

The Legislative/Political Committee did not meet in July and will not meet in August,

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on July 25, 2017, and was attended by General Services member Jesse Morgan; two Residents’ Council Executive Members; six Resident members of the M & E Committee; and two 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.
- The fabrication of new parts and equipment for Brookside Elevator 2 has begun.
- Chesapeake kitchen fire: Bids have been requested for the repair work.
- Two air handling units on the Edgewood/Brookside foot bridge are back in service.
- Broken ceiling tiles in Building 7, Level 1, have been replaced.
- Broken windows of the shed along the Lake Charles pathway are scheduled for repair.
- Loose handrail on CTS Lobby Stairway has been repaired.
- Repairs to damaged wall panel at doorway to lower level storage area in Edgewood have been completed.
- Exterior doors in Building 2 that do not lock are to be replaced along with new locks and weather stripping.
- Defective translucent ceiling panels at skylight in Building 2, Level 4, are being replaced.
- Engineering designs are in progress for providing a new air-conditioning system for the Level 4 hallway in Building 2.
- A protective system is to be installed to control rainwater run-off and discharge from the fire protection system drain at the Building 9 side entrance.
- The clogged and overflowing rain gutter at Herbert’s Run is badly damaged and needs to be replaced. This will require extensive scaffolding to make the repairs. A Work Order is being prepared for this project.

The following conditions were reported to General Services for their action:

- Exterior lighting at the Terrace Café patio is often “ON” during the daytime.
- The diagonal exterior truss members of the Edgewood/Brookside footbridge are coated with mold and mildew, are very dirty, have loose and scaling paint, and the lower ends of

these members are filled with decaying leaves and debris. The exteriors of the windows also need cleaning.

- The hallways and elevators in Edgewood are overly hot when compared to other spaces in the building and need to have an operating air-conditioning system.
- A Condition Report for Buildings 1 and 2, and an Inspection Report for Edgewood, were presented to General Services.

The Maintenance and Engineering Committee will not have an August meeting.

RESIDENT LIFE: Jackie Graham, Chair

The Resident Life Committee did not meet this month. The next scheduled meeting should be September 21, 2017.

SAFETY & SECURITY: Bob Hutchins, Chair

The Safety and Security Committee did not meet in July.

June Security Statistics:

Security Officers responded to a total of 2054 calls related to safety, security, and traffic, including: 235 responses to emergency pendants, pull cords and smoke detectors and 71 Baltimore County 911 hospital transports

Vehicle Citations: Parking Violations – 32, Running stop signs – 2, Vehicles with no visitor identification – 9

Electric Mobility Vehicles: New registered EMV's -9, Citations- 1

Security has been using a demo radar speed sign for education about speeding on campus. The rate of speed is visible to drivers and, in general, people have slowed down.

Security will continue to monitor the RG, Caton Woods, and Maple Terrace areas for parking offenders due to construction. Additional resident parking spaces have been added on Loop Road near Brookside.

Crosswalk painting was added near Building 1 for pedestrian safety due to relocation of the fenced construction area. Directional signage is in progress.

There will be no meeting in August.

UNFINISHED BUSINESS: None

NEW BUSINESS: Dave called on Jackie Graham to present the slate of officer for the next Council year beginning in September. They are: Steve Harders for President, Wendel Thompson for Vice-President, Ed Piechowiak for Secretary, and Al Davies for Treasurer. Dave opened the floor for any additional nominations. Hearing none, he called for a vote on the slate of officers. It was a unanimous vote in favor of the listed individuals.

WORDS FROM MANAGEMENT: Clara Parker, Executive Director

- Offered a point of clarification about the Thursday Conversation with Clara. Its location will be in the Chesapeake lounge area near the fireplace, **not** in the Fireside Lounge as had been previously publicized.
- Mentioned that Aida Blanco, the new Dining Services Director, started work on Monday. She will attend the Thursday meeting but there will be a more formal opportunity to meet and greet her once she has had an opportunity to get to know Charlestown.
- A Town Hall Meeting is scheduled for September 7 at 10:00 am and at 1:00 pm where Clara will discuss the new and improved Halloran Satisfaction Survey. It will be distributed on September 18 for our input.
- The Board of Directors will be on campus on September 13 and 14 for their Quarterly meeting.

President Douds adjourned the formal meeting at 8:10 p.m.

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