



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

September 5, 2017

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

President Steve Harders called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on September 5, 2017. The August 1, 2017 minutes were approved as distributed.

61 association members attended. Visitors included residents, members of the Board of Directors, (Naomi McAfee and Charles Denton), and Patti Santoni, Philanthropy Director, as the Management Representative. The Council observed a moment of silence.

### **ANNOUNCEMENTS/ PRESIDENT'S REPORT: Steve Harders**

Welcome all to our first Council session of the Council Year 2017 – 2018. I hope that the continuing chairmen, who did not have committee meetings, enjoyed their month off and that the incoming chairmen are looking forward to get started with their committees. We will continue with the same meeting calendar that we had last year. The chairmen should ascertain that the membership in their committees is suitable for getting the jobs done. If you should need more members, but do not know from where to get them, please see me. Some goodhearted residents are eager to help with recruiting efforts.

The following mission moments buttress the theme for my term, namely gratitude.

- We have experienced another smooth transition; this time from the 2016-2017 group to the 2017-2018 team.
- We saw cooperation in action between Council and Management during the introduction of the new Council members into the workings of the Council. Not only did management representatives from the various disciplines show up and get to know the corresponding council chairmen, the Administration paid for a pleasant lunch.
- We rejoiced when the signs in front of the shuttered elevator in Brookside changed from "to be determined" to "approximately September 10" and we actually could see technicians working on restoring the elevator to service. It's been a long wait, which was quietly endured, and now the end is in sight.
- Likewise, based on the posted signs, work on restoring the Chesapeake kitchen to its former glory has finally started.
- So, thanks to all participants for their efforts and thanks to those staff members who had to work extra hard during the summer to cover for vacationing co-workers.

Our Council events and important dates for September include an Executive Committee meeting tomorrow, September 6, at 9:30 AM in the Council Office; our monthly Council Work Session on Council Minutes\_OFFICIAL\_20170905

Monday, September 11, at 2:00 PM in Brookside Classroom 1; manning the Fruits of Our Labor table on Tuesday, September 12, from 11:00 AM to 1:00 PM in the Cross-Creek Lobby; and meeting with the Board of Directors on Wednesday 13, at 3:30 PM in the Gallery.

**VICE PRESIDENT’S REPORT: Wendel Thompson**

We had three forms submitted this past month. Two are completed and one is still being worked on.

On 8-6-17: A resident of Brookside complained about the reduction of resident parking spaces when 5 of the new 10 spaces were marked off along the Loop road by Brookside; the resident had to park near Herbert Run. The resident corresponded with Michael Fischer and with Clara Parker about reducing the number of reserved parking spaces, but to no avail. There is nothing that can be done to increase parking spaces for Brookside and Herbert’s Run residents. Reserved parking is one way to assure yourself of a space; but the reserved space offered to you may not be satisfactory. So, management keeps two lists for each building—one list for those who want to move closer to their apartment and another for those who want to be assured of a space. As of August 18, there are 5 reserved spaces for Brookside residents that no one currently wants to rent. Those spaces along Loop Road are apparently not viewed as desirable. There are 18 Brookside residents wanting a reserved space and 8 more on the list who have a reserved space but want to move closer to their apartment. Management places an “open” sign on reserved spaces that are not rented. You can park in those spaces whenever you see the open sign. This case is considered closed.

On 7-31-17: A resident complained that the only soap dispenser in the Terrace Café ladies’ room was empty. Diane Lyons contacted Housekeeping and was told that housekeepers are asked to regularly check the dispensers. Diane has checked the ladies’ room and found the dispenser filled. Housekeepers are instructed to take 2-3 soap packages as they begin their day’s work and to open each soap dispenser to see if the package is empty. This case is considered closed.

**SECRETARY’S REPORT: Ed Piechowiak**

The annual meeting of the Residents’ Association took place on August 14, 2017 at the Erickson Conference Center. First there were words from Clara Parker, Executive Director, who spoke of the positive working relationship with the outgoing council and the expectation of continuing it with the incoming council members. David Douds highlighted a number of accomplishments this past year especially the efforts in building community with the hosting of the Harmonious Living Task Force, Staff Appreciation month, the Benevolent Care Fund, Scholars Fund, and other activities. Recognition of the outgoing council members and introductions of the newly elected members was done and the officers were installed. The new council president, Steve Harders, spoke of his intentions to follow in the footsteps of our past presidents and make the good life at Charlestown even better.

You will note that many of the committees did not meet in August so their reports are a bit shorter than usual. Formatting of the reports and minutes will be a subject for the next Council working session.

**TREASURER'S REPORT: Al Davies**

During the month of July, there were no deposits to the bank balance of \$5,171.01. There was a service charge of \$2.00, which brought the bank balance to \$5,169.01 for the month.

The book balance at the beginning of the month was \$5,171.01, and the balance at the end of the month was \$5,169.01 reflecting the service charge of \$2.00.

Al also reminded the various committee chairs that we are putting together a budget in September and that he needs budget input from each chair.

**COMMITTEE REPORTS**

**BENEVOLENT CARE: Jean Eichenlaub, Chair**

The August 23 meeting was called to order with Patti Santoni and Emily Fowler in attendance.

We discussed the Midnight at the Masquerade Gala coming up in October. Currently 138 of 250 available seats taken. There will be a class September 15<sup>th</sup> to make masks.

Corporate is doing a car wash to benefit BCF. There will be a Coat Sale to support BCF on 9/29.

There will be a Bingo night in November to benefit BCF. There will be prize baskets (donated) instead of money. Asking local vendors for donations.

We discussed spreading the word about BCF to new residents. There will be a table at Fruits of our Labor.

During BCF Month there will be '*Philanthropy Friday*' shows on 972. There will be other shows/commercials recorded to support BCF and encourage donations to the campaign.

Patti is doing an ELLIC presentation on BCF on October 12<sup>th</sup>.

An appeal letter from Steve Harders will be cubby-stuffed in mid-September.

A donor reception will be held on October 2<sup>nd</sup> from 3-5pm in the Fireside Lounge/Gallery.

There are currently 11 people on BCF.

Our next meeting is September 27<sup>th</sup>, 2:00 at CTS 116.

Steve asked if Jean knew the dollar amount raised by the Car Wash. She didn't, but Patti Santoni said that it raised \$1400 for Benevolent Care.

**COMMUNICATIONS: John Murnane, Chair**

The Communications Committee did not meet during the month of August.

There was no ccicharleston.org website subcommittee meeting scheduled for the month of August.

The Residents' Council information for the lobby bulletin boards has been updated to reflect the changes to the committee Chairs based on this year's election and appointments.

Next committee meeting will be on September 25, 2017 at 2:00 PM in CTS Classroom #116.

**Website Subcommittee Report**

The next subcommittee meeting will be on September 25 at 1:00 pm in CTS Classroom #116.

**CONSERVATION: Bill Tilles, Chair**

Our committee met on August 24, 2017 in HR 142. The members of our committee are Bert Clegern, Alvin Cohn, Michelle Fenn, Phyllis Lansing, Bob Mitzel, Bernie Nebel, Bill Tilles, Carol Tilles, Chuck Wright, and Marty Tewksbery.

This unofficial meeting was intended to accomplish several things:

1. To meet and greet the new members of the committee and those staff members responsible for conservation.
2. Review the assigned mission of the Committee.
3. To hear from Michelle Fenn, Housekeeping Supervisor with responsibility for conservation, about the relationship between her responsibilities and those of the committee.

Note: The Committee Chair will report on trash and re-cycle numbers at the October meeting.

Michelle explained the trash and recycle schedules and locations for community wide truck pick-ups. She also advised us that we can take a tour with the drivers that pick up and drop off recycled and trash materials. We will start doing the tours to fully understand the process.

It was emphasized that plastic bags are absolutely unacceptable in recycling containers under the penalty of fines for disregarding this regulation. We have not been fined to date so we must be doing a good job.

Planned future activities:

- Publish information on a regular basis for what is and what is not acceptable for recycling.
- Advertise guidelines for trash: for example, residents should not dispose of collectable trash in any trash containers by the elevators, in lobbies or other locations where trash containers are placed. They should be taken to the dumpsters at the trash docks.
- Set and accomplish goals for enhancing Committee's impact at Charlestown.

Note: Bert Clegern will be giving a book review on his work, Eco-Charlestown. It will be at 7 PM on Tuesday, September 19 in the Auditorium.

Diane Lyons asked what could be done to discourage residents from disposing of trash in those outside containers. Bill replied that they know it's a problem and they will try to tackle it this year.

Steve Harders noted that Chuck Wright, who is an alternate for the Council has joined the Conservation Committee to keep involved in Council activities.

**DINING SERVICES: Carolyn Thompson, Chair**

The Dining Committee and the Dining Focus Group did not meet in August. However, the Coffees with the Managers were held in each dining room. Aida Blanco, Director of Dining, was introduced at some of the Coffees. The yearly transition of student servers is in process, with students leaving for colleges and new servers coming on board.

These are some of the highlights of the Coffees in August.

The Terrace Café reported that:

Tony Monroe is now a line cook.

There will be a Labor Day Cookout (which was attended by 420 people) and an Annual Crab Feast which is scheduled for September 16. Residents must sign up for the Crab Feast at the Terrace.

The Refectory reported that:

There will be some updating to winter menus in the Fall.

The Chesapeake/Shortline reported that:

There is no definite date for the kitchen [repair completion, but work has begun](#).

Action stations and the dessert bar are a welcome part of the buffet.

Alphonza Jones joined the Shortline as lead cook.

The Atrium reported that:

The loading dock area is being refreshed.

Residents would like some breakfast items returned to the menu.

The Fireside reported that:

There is concern about the plating of food. The Chef and Lead Cook indicated that corrections will be made.

At the Dining Hall Town Hall Meeting it was announced that Creighton Spencer is now the General Manager at the Fireside and that Ken Zahn is the Acting GM at the Atrium. Carolyn urged residents to attend the various Coffees to give their input and express their concerns.

**FINANCE: Gil Fisher, Chair**

The Finance Committee did not meet in August and will next meet on September 26 at 8:30 am in Brookside classroom 2. The Finance Department did provide the Occupancy Rates and Financial Reports for July. I shall briefly summarize some of the key information.

Occupancy Rates for July were:

Independent Living was 98.3%. Assisted Living was 98.2 %. Memory Care was at 100%. Skilled Nursing was 92.3%. The skilled nursing number increased by 7 billing units from June, and the number is now right on the budget target.

Turning to restricted funds, 11 people received assistance in July for benevolent care. These payments were about \$68,000. The amount of benevolent care payments has fluctuated in recent months, but the July figure is moving in the direction of average monthly expenditures. To end on a positive note, the Benevolent Care Fund received a transfer of about \$26,000 from the [Tin Cup](#) golfing event.

**GROUNDNS: Ted Durr, Chair**

There was no meeting in August. Ted introduced Joni Guhne, who is the new Asst. Chair of the committee. He reported that he had visited about 15 retirement communities in the Baltimore/Washington area and that none have grounds as beautiful as Charlestown does and reminded us that it takes a lot of work to maintain those grounds. He thanked Al Davies for his work as Chair during the past year and thanked all of the volunteers who, while not necessarily on the committee, work and even encourage outside groups to come in to help with the work they are doing.

The next meeting will be on Tuesday, September 26, at 10:00am in the General Services conference room.

**HEALTH SERVS: Louise Dempsey, Chair**

The Health Services Committee did not meet in August. Louise introduced Janet Allan who is the Asst. Chair for the year.

Our next meeting is scheduled for Tuesday, September 12<sup>th</sup> at 11am in HR142.

**HOUSEKEEPING: Diane Lyons, Chair**

No meeting was held in August. However, the Housekeeping Department was contacted regarding areas that have not been repaired, or carpeting badly stained.

Michelle Fenn responded promptly and checked these areas. Currently, they have limited night time floor techs who normally clean carpet areas, so that slows the work down.

She also explained that holding hands a bit below the soap dispensers is the correct way to have them dispense the soap; if hands are too close to the opening, they don't work properly.

The next meeting is Wednesday, September 13<sup>th</sup> at 2 pm in HR142. This is a [one-time](#) change from our normal meeting day of 3<sup>rd</sup> Friday.

**LEGISLATIVE/ POLITICAL: Anne Erfle, Chair**

The Legislative/Political Committee did not meet in August. The next meeting is scheduled for Sept. 13 at 10:00 am in Brookside Classroom 1.

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

The Maintenance & Engineering Committee did not have a meeting in August 2017. The next meeting of this Committee will be on Sept. 26, 2017 at 2:00 pm in the General Services Conference Room.

**RESIDENT LIFE: Fran Ashby, Chair**

The Resident Life Committee did not meet in the month of August. Fran thanked Jackie Graham for her help in the transition of the committee from last year to this year. She also said that the committee will be working with Mary Evans and the Friendly Visitors to enhance the experience of new residents. The next scheduled meeting is Wednesday, September 19th at 2pm in HR142.

**SAFETY & SECURITY: Veronica Coleman, Chair**

The Safety and Security Committee did not meet in August.

The July Security Statistics are:

Security Officers received (2243) calls related to safety, security and traffic.

(269) responses to emergency pendants, pull cords and smoke detectors,

(104) Baltimore County 911 hospital transports.

Vehicle Citations were: Speeding (23), Parking Violations (42), Vehicles with no visitor identification (23)

Electric Mobility Vehicles: New registered EMVs (8)

For increased safety, it is noted that curbs around campus have been painted white on either side of crossings to highlight the areas level with the street.

Veronica thanked Bob Hutchins, the previous committee chair, for giving her the statistics for this report.

The next committee meeting will be September 26 at 1 PM in Brookside Classroom 1.

**UNFINISHED BUSINESS:** None.

**NEW BUSINESS:** Ed Piechowiak made a motion to change the signature authority for the Council bank account from the 2016-2017 President, David Douds to the current President, Steve Harders and from 2016-2017 Treasurer, Leigh Anne Cooper, to the current Treasurer, Al Davies. Motion was seconded by Wendel Thompson and passed unanimously.

Steve also announced that there will be two Council Chats scheduled for this year; one will be on October 11 and the second on April 18. At least six Council members will be needed for each of those dates.

**WORDS FROM MANAGEMENT:** Patti Santoni, Director of Philanthropy.

- Administration is asking residents for questions to be asked of the Board of Directors; their responses will appear in a future Sunburst. Susan Gibbons will be collecting those questions.
- There will be two Flu Shot Clinics—one September 16 in Cross Creek Card room and one on September 30 in the CTS Card room.
- Nathan Blumberg is the new Associate Executive Director. He started officially today and is busy meeting people.
- There will be a Town Hall Meeting this Thursday, Sept. 8, at 10 am and 1 pm in the Conference Center.
- Updated figures for the sales of Gala tickets—190 seats are sold as of today.
- The annual Resident Satisfaction Survey will kick off on September 18. Input from residents is encouraged.

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

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