

The Story of a Redesign

Ann MacKay & Hope Tillman
October 2017



Once
upon
a
time...

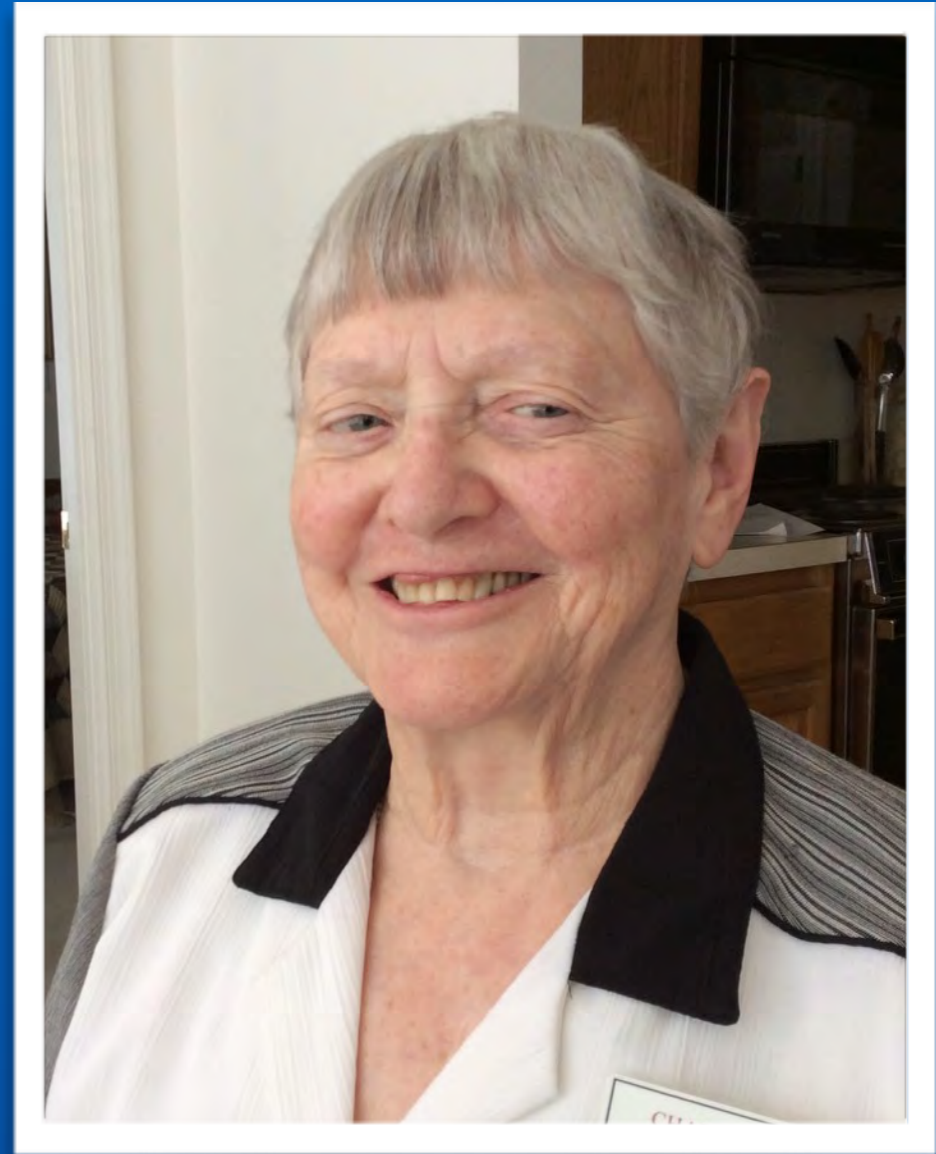


**Charlestown Retirement Community
Catonsville, MD**



2009

“I looked around and saw people using computers...yet many residents were afraid of any thing plugged into a wall.”



Naomi McAfee

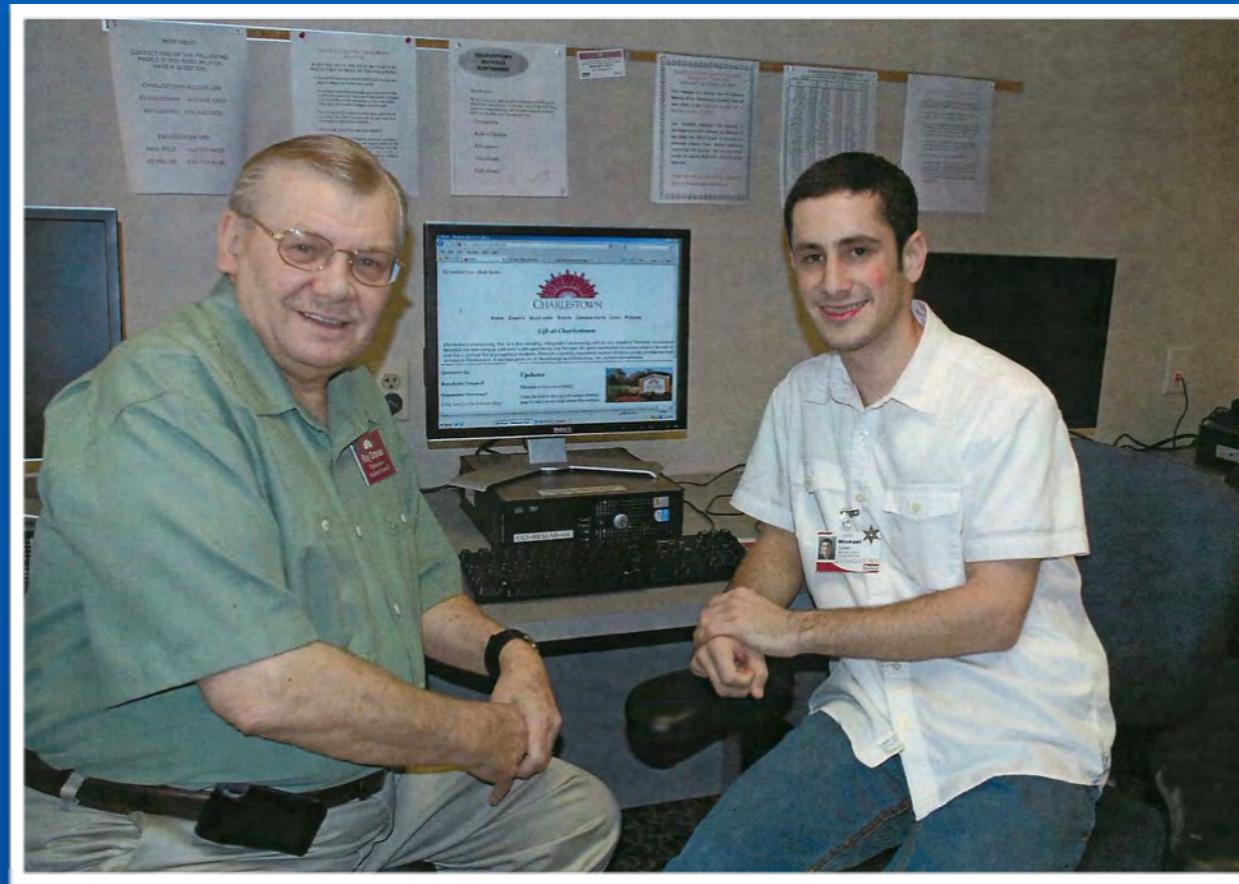
“We needed to get up to date so the outside world realized we were in the 21st century.”



“We Need A Website!”

**“We were
Rank Amateurs”**

Website Team



Ray Graves
Resident

Mike Scherr
UMBC student

What residents wanted:

- **menus & events**
- **club information**
- **not so much design principles**

Resistance!

- **Management says: nothing embarrassing**
- **Residents Council: waste of money**
- **Board of Directors: what about negative comments on blog**

2010

**Now as President of
Residents' Council**

She persisted!



[Home](#) [Council](#) [RG News](#) [Events](#) [Renovations](#) [Campus Items](#) [Links](#) [Pictures](#)

Life at Charlestown

Charlestown Community, Inc. is a free standing, independent community with its own Board of Directors. Charlestown has been given an 'A' bond rating by Fitch Ratings, Inc., a financial institution. It is located on a beautiful 110 acre campus with over 1,500 apartments and has over the years maintained occupancy rates in the mid-nineties and has a waiting list of prospective residents. Through a carefully negotiated contract Erickson Living provides management services to Charlestown.



Sponsored By:

Residents' Council

Comments? Concerns?

Click here for the Website Blog!

Campus Updates

6/5/11

[Renaissance Gardens Update for June](#)

6/3/11

[Click here for the June Events](#)

5/16/11

1. [Click here for a renovation elevator update](#)

2. [Maintenance Update on Projects](#)

12/8/10

The Residents' Council now has an

email address: cciresidentscouncil@gmail.com

Website Evolved

//ccicharlestown.org

- **Website Committee Formed**
- **Policies & Procedures for Managing Website and Blog**

Changes

- Larger font

- Two Columns



CCI Charlestown Home Page

Here you can find quick links, special announcements, and site updates.



Charlestown's Main Sign

Special Announcements

To view our special videos, visit our blog .

Residents' Council Dues Collection

View the Annual Dues flyer

Residents' Council Monthly Meeting

The Resident's Council next meeting is June 4th, 2013, at 7:30 PM in the City Lights. Limited seating. Admission is first come, first seated.

Charlestown Square Furniture Plans

View the Floor Plans

Quick Links

- [Campus Projects/Landscaping](#)
- [Dining Menus](#)
- [Google Map Directions to Charlestown](#)

Website Updates

View a full list of updates here.

Scroll inside the area below for earlier updates.

5/30/13

- [View the Intermissions Programs Newsletter - June 2013](#)
- [June & June - August Performing Arts Schedule](#)
- [View the June Value of the Month](#)

5/27/13

- [Campus project update](#)
- [Channel 972 Schedule - 5/27/13](#)
- [CTS, Terrace Room, & Edgewood Construction Update](#)

[back to top](#)

Content Providers

- Developed a List of staff content providers

LIST OF INFORMATION SUPPLIERS FOR WEBSITE			
Website Tab Item	ITEMS	SUPPLIER	WHEN Due
All COUNCIL DATA	Committee list	President	As received
RECYCLE SLIDE SHOW	Slide Show	Conservation Com.	As received
COUNCIL DUES COLLECTION	NOTICE ON DUES	Treasurer of Council	As Required
RG NEWSLETTER	RG, What's buzzin'	P. Silberman	1st of Month
RG CALENDARS	RG & RGT Calendars	P. Silberman	1st of Month
ELLIC CATALOG	Course Schedules	Ralph Strong	As received
UPCOMING EVENTS	Events Schedule	Martin Buker	1st of Month
CT PERFORMING ARTS	Events Schedule	Jennifer Tillett	As received
CHANNEL 972 EVENTS	Events Schedule	Tom Moore	1st of Month
SUNBURST NEWSPAPER	News Paper	Linda Radford	1st of Month
VOLUNTEERING INFORMATION	Volunteer Opportunities	Sarah Chrzanowski	1st of Month
CAMPUS RENOVATIONS	Up date information	GSO Rep.	As received
GSO NEWSLETTER	General Services	Chris Wisby x8560	Monthly
INTERNET SAFEGUARDS	Internet Safeguards	Charles Tucker	As received
TRASH/RECYCLE INFO	Housekeeping/Mgt.	Michelle Fenn	As received
DINNER MENUS	Dining Services	Cindy Ripple	1st of Month

Website Tab	Items	SUPPLIER	WHEN Due	Website Contact
Home Page	Special Announcements	Various	as needed	Nixon/MacKay
	Council Meeting Notice	Ann MacKay	monthly	MacKay
	Dues Notice	Council Treasurer	March - April	
	Sunburst	Linda Radford	1st of Month	Sara Nixon
Council	Council Minutes	Council Secretary	by 10th of month	Ann MacKay
	Communication Form	Vice President	as receive	Ann MacKay
	Committee Schedules	Council Secretary	as needed	
Events	ELLIC Catalog	Val Ponsini	Fall & Spring	Sara Nixon
	Monthly Events	Rose Sands	1st of Month	
	Performing Arts	Jennifer Tillett	monthly	
	972 Weekly Schedule	Tom Moore	Weekly	
	Day Trips	Dave Schuch	Monthly	
	Overnight Trips	David Schuch	As offered	
	Monthly Trips	David Schuch	1st of Month	
RG Info	RG Menus	Brian Pearsall	Weekly	Hope Tillman
	RG & RGT Calendars	Ann Brown	1st of Month	
	Spiritual Calendar	Ann Brown	1st of Month	
	Volunteer Opportunities	Kathleen Hart	1st of Month	
Fitness/Health	Fee programs	Teresa Reymann-Curr	As received	Sara Nixon
	Medical Center	Dean Crawford	Updates as needed	
	Memory Support	Lisa Roeder	Updates as needed	
	Intermissions newsletter	Kayleigh Reese	Monthly	
Campus Info	Dining Menus	LaTonya Hill	weekly	Hope Tillman
	Special Meals	LaTonya Hill	as needed	
	Holiday Dining Schedule	LaTonya Hill	2 weeks before	
	Recycle/Trash	Michelle Fenn	Updates	
	Holiday Trash Schedule	Michelle Fenn	Holiday period	
	Resident Clubs	Mary Evans	Updates	
	Cable Channels	General Services	when updated	
	CCI Org Chart	Susan Gibbons	As received	
	Campus Map	Don Grove		
	Pastoral Care	Tammy Collier	Updates	
Resident Clubs	Mary Evans	as updated		



CCI Charlestown Home Page

Here you can find quick links, special announcements, and site updates.



Beautiful Trees Within Charlestown

Special Announcements

To view our special videos, visit our blog .

Residents' Council Monthly Meeting

The Charlestown Residents' Association Council Meeting is on November 5, 2013, at 7:30 PM in the Auditorium.

Quick Links

- [Campus Projects/Landscaping](#)
- [Dining Menus](#)
- [Google Map Directions to Charlestown](#)

Website Updates

View a full list of updates here.

Scroll inside the area below for earlier updates.

11/15/13

- [Campus project update](#)
- [11-05-2013 Council Minutes](#)

11/11/13

- [Channel 972 Schedule - 11/11/13](#)

11/8/13

[back to top](#)

In 2014 we made the big change to:



WORDPRESS

Why WordPress?

- **Wanted more timely updates.**
- **Wanted control.**
- **Knew residents could be trained for posting.**

WordPress Process

- **Developer set up pages using Roots theme**
- **Existing design used so it would be familiar**
- **Added content to site over two months**
- **Recruited content editors to learn how to post.**

Home

Charlestown Residents' Council



Charlestown's Main Sign

Live December 1 2014

Holiday Dining Room Hours

December 24, December 25, December 31, January , 2015

Atrium Dining Room: 11:00am to 1:30pm (Dec 25: 9 to 12pm)

Atrium Carryout: 10:00am to 11:00am (Dec 25: 9am to 12pm)

Chesapeake Dining Room: 11:00am to 1:30pm

Shortline Café: 11:00am to 1:30pm

Shortline Café Carryout: 10:00am to 11:00am

Fireside Dining Room: 10:30am to 1:30pm

Fireside Dining Room Carryout: 10:00am to 1:30pm

Refectory Dining Room: 10:30am to 1:30pm

Refectory Dining Room Carryout: 1:30pm to 2:30pm

Terrace Café Holiday Breakfast: 9:00am to 12:00

Residents' Council Monthly Meeting

The Charlestown Residents' Association Council Meeting is on **January 6, 2015** at 7:30 PM and in the Auditorium.

Quick Links

- [Events](#)
- [Dining Menus](#)
- [Fitness/Health](#)
- [Renovations](#)
- [Google Map Directions to Charlestown](#)

Website Updates

Scroll inside the area below for earlier updates.

[December 15, 2014](#)

[Registration form for Mohonk Mountain trip, Sept. 14-18, 2015](#)

[December 10, 2014](#)

[December Sunburst](#)

[December 9, 2014](#)

[Christmas Day and New Year's Day Shuttle Service](#)

[December 8, 2014](#)

[St. Charles Renovations](#)

[December 7, 2014](#)

[Dining Room Holiday Hours](#)

[December 6, 2014](#)

[December 7 - December 13 Menus](#)

[December 1, 2014](#)

[Intermissions December Newsletter](#)

[November 30, 2014](#)

[November 30 - December 6 Menus](#)

[November 28, 2014](#)

[RG December Calendars](#)

[December Events Calendar](#)

[Overnight Trips](#)



Chugging along

- **Three of us did the posting.**
- **We needed the developer for any updates.**
- **We did not have administrator privileges.**

2015

along comes Hope...



How could I help?

- **Joined the Website Subcommittee**
- **There were a number of improvements the group wanted, and that led to the decision to do a redesign with a new theme.**

Why the redesign

- Website looked tired, too text-based, and was too hard to navigate



Why the redesign

- To add color and graphics

Campus Info > Dining Services

Weekly Menus

[June 19 to 24](#)

[June 25 to July 1](#)

[Fireside Lunch Menu](#)

[Shortline Cafe Lunch Menu](#)

[Terrace Cafe All Day Menu](#)

Signature Dining Menus

[Atrium](#)

[Fireside](#)

Chesapeake/Shortline – see Weekly Menu above

My Nutrition

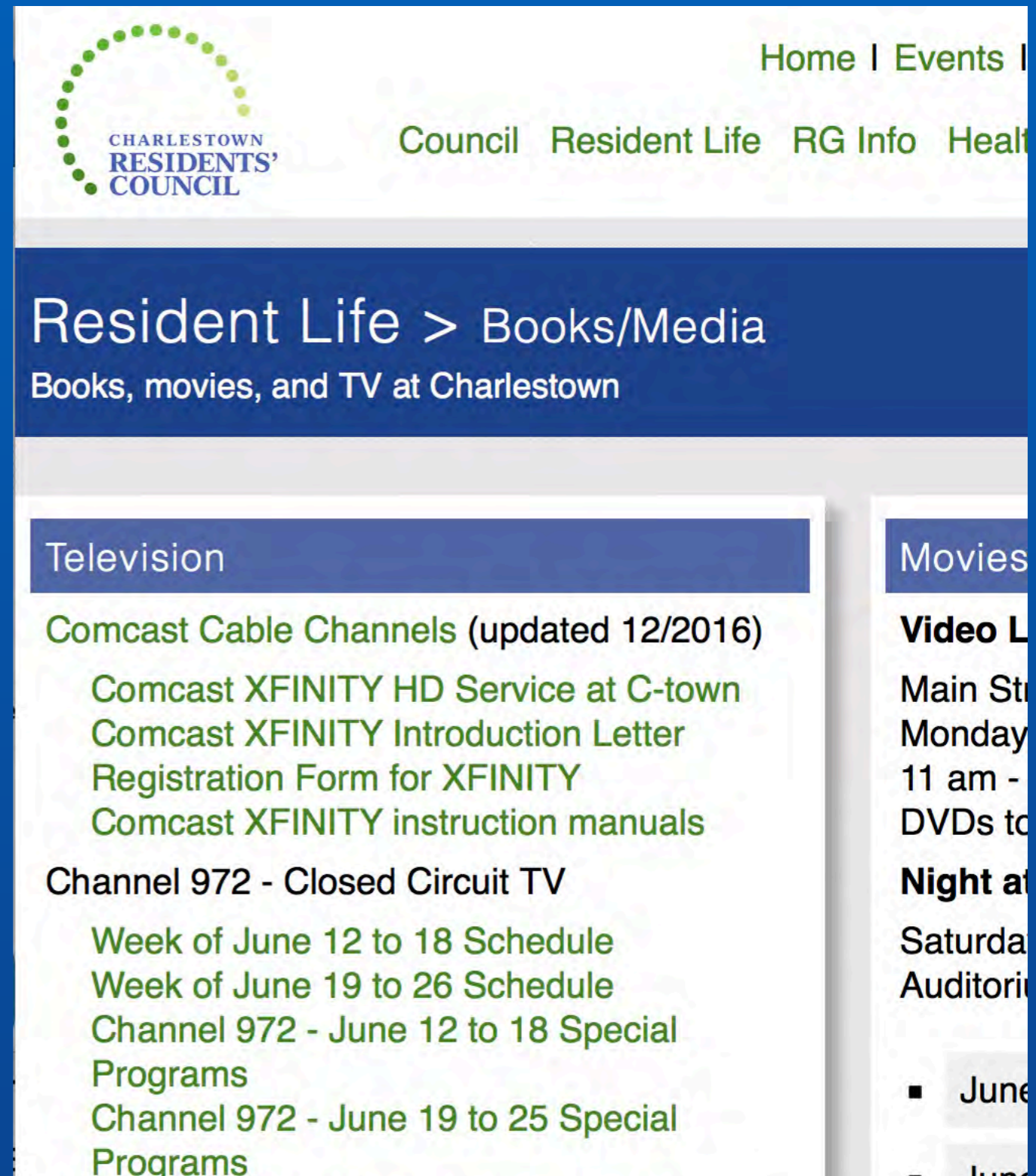
Check [My Nutrition](#) for nutritional information including recipe ingredients, calorie, cholesterol, and sugar counts for weekly dining room menus. [ChooseMyPlate.gov](#) provides practical information to help people build healthier diets with resources and tools for dietary assessment, nutrition education, and other user-friendly nutrition information

Dining Locations and Hours

Restaurant 410-737- 8838	Location	Floor	Nearest Residences	Hours Monday – Saturday	Hours Sunday	Daily Carryout	Sunday Carryout
Atrium x8752	ST	Terrace Level	CR, HV, HR, PV, ST	4:00 – 6:30 pm	9:00 am –	2:30 – 3:30 pm	9:00 am – 10:00

Why the redesign

- To make site responsive



The screenshot displays the Charlestown Residents' Council website. At the top left is the logo, which consists of a semi-circle of green dots above the text "CHARLESTOWN RESIDENTS' COUNCIL". To the right of the logo is a navigation menu with links: "Home | Events | Council | Resident Life | RG Info | Health". Below the navigation is a dark blue header with the text "Resident Life > Books/Media" and "Books, movies, and TV at Charlestown". The main content area is divided into two columns. The left column has a "Television" header and lists "Comcast Cable Channels (updated 12/2016)" with sub-links for "Comcast XFINITY HD Service at C-town", "Comcast XFINITY Introduction Letter", "Registration Form for XFINITY", and "Comcast XFINITY instruction manuals". Below this is "Channel 972 - Closed Circuit TV" with sub-links for "Week of June 12 to 18 Schedule", "Week of June 19 to 26 Schedule", "Channel 972 - June 12 to 18 Special Programs", and "Channel 972 - June 19 to 25 Special Programs". The right column has a "Movies" header and lists "Video L...", "Main Str...", "Monday...", "11 am -...", "DVDs to...", "Night at...", "Saturda...", and "Auditoric...".

Why the redesign

- To move blog posts to site for easier maintenance and searchability

Charlestown Residents' Blog

*Sharing Our Gifts to Create A
Community that Celebrates Life*



[Home](#) [CCI Charlestown Website](#)

Nature Trail Committee Update

Posted on [June 27, 2017](#) by [ccicharlestown](#)

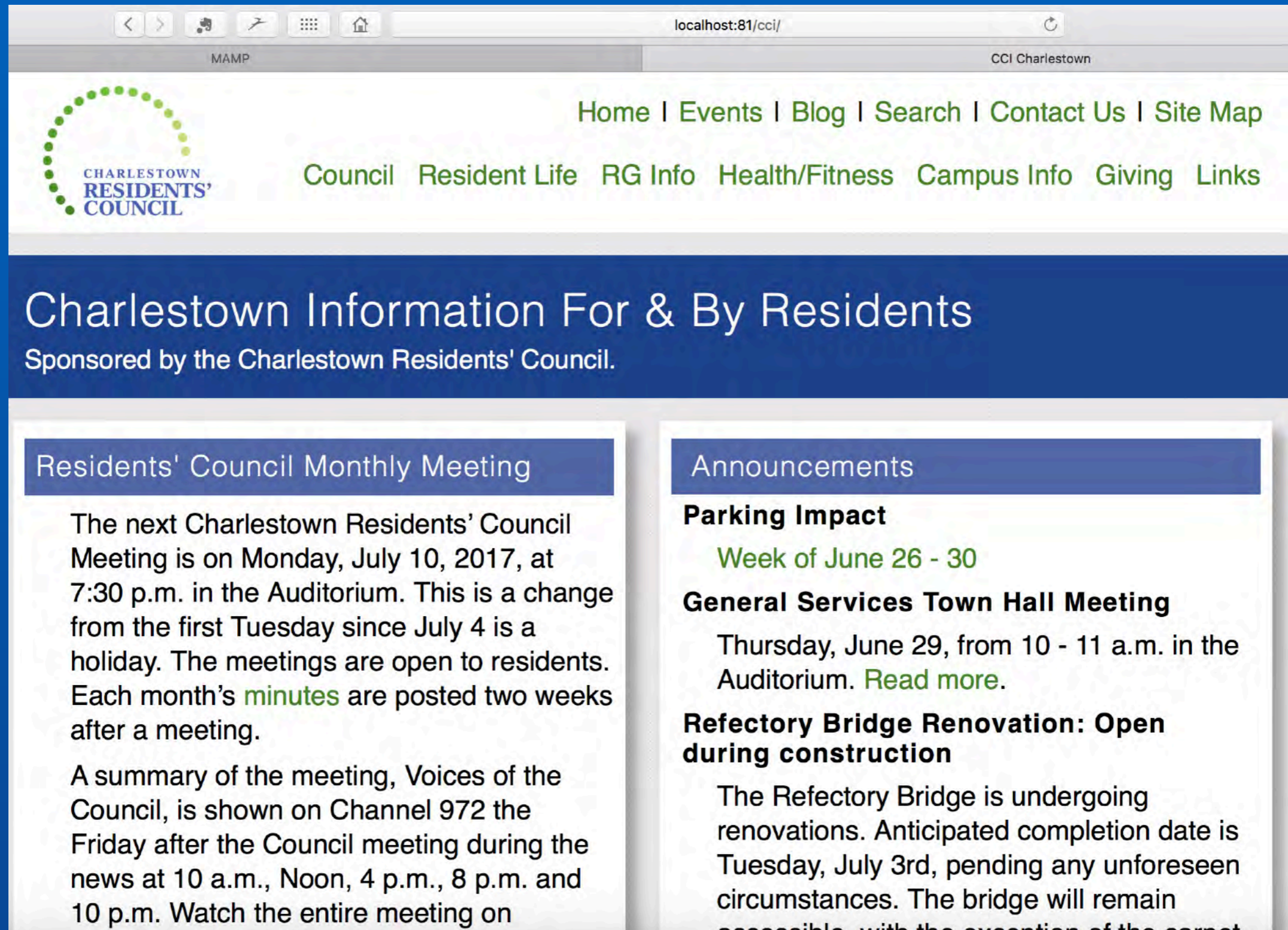
Our last Nature Trail Committee blog input was in April, just prior to our Wildflower Day celebration on April 20, which went off very nicely. Mother Nature again graced us with her ephemeral presence. Since then a lot has been happening. Our specialty gardens are all looking beautiful in June. The Butterfly Garden has many types of flowers in bloom, with coneflowers currently dominating and a rear echelon of milkweed ready to bloom. The Wildflower Garden is dominated currently by coneflowers and daisy asters (fleabane)

Recent Posts

- [Nature Trail Committee Update](#)
- [Traffic Impact Statement, June 12, 2017](#)
- [2017 Farmers Market](#)
- [Goal Accomplished!](#)
- [Fire Safety in the Kitchen](#)

Categories

Moved copy of website to local computer



localhost:81/cci/

MAMP CCI Charlestown

Home | Events | Blog | Search | Contact Us | Site Map

Council Resident Life RG Info Health/Fitness Campus Info Giving Links

Charlestown Information For & By Residents

Sponsored by the Charlestown Residents' Council.

Residents' Council Monthly Meeting

The next Charlestown Residents' Council Meeting is on Monday, July 10, 2017, at 7:30 p.m. in the Auditorium. This is a change from the first Tuesday since July 4 is a holiday. The meetings are open to residents. Each month's [minutes](#) are posted two weeks after a meeting.

A summary of the meeting, Voices of the Council, is shown on Channel 972 the Friday after the Council meeting during the news at 10 a.m., Noon, 4 p.m., 8 p.m. and 10 p.m. Watch the entire meeting on

Announcements

Parking Impact

[Week of June 26 - 30](#)

General Services Town Hall Meeting

Thursday, June 29, from 10 - 11 a.m. in the Auditorium. [Read more.](#)

Refectory Bridge Renovation: Open during construction

The Refectory Bridge is undergoing renovations. Anticipated completion date is Tuesday, July 3rd, pending any unforeseen circumstances. The bridge will remain

Divi as theme



- **Multi-purpose design**
- **Ease of use to add content**
- **Availability of Divi support community and documentation**

Development Process

- Started with existing navigation structure but completely redesigned front page adding color and graphics



Development Process

- Kept Custom Content Type for Clubs. There are over 300 clubs in the community.

Order By Name Order By Category

Alumni

Westinghouse/Northrop Grumman Fellowship	Towson University Alumnus Group	Seton High School Alumnae at Charlestown
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Arts & Crafts

Betty Boop Bead Club of Charlestown	Art Studio – Cross Creek	Art Studio – Maple Terrace
Fireside Artist Committee	Wood Shop (Charlestown)	Stitches from the Heart
Stained Glass Studio	Sew 'n Sews	Quilters
Quilling	Prayer Shawl Angels (Charlestown)	Pottery Group (Hand-Built)


Computer

Computer Club (Charlestown)	Computer Forum	Apple Charlestown User's Group (CHUG)
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Teach Tutors

Resident Clubs Listed by Name or by Category

Click on "Clubs Listed by Category" to show categories.

 If you have news about your club or organization, please email your news to the [Webmasters](#). Basic club information does not include resident names or telephone numbers, in compliance with privacy. Please consult a printed copy of the latest

Alumni

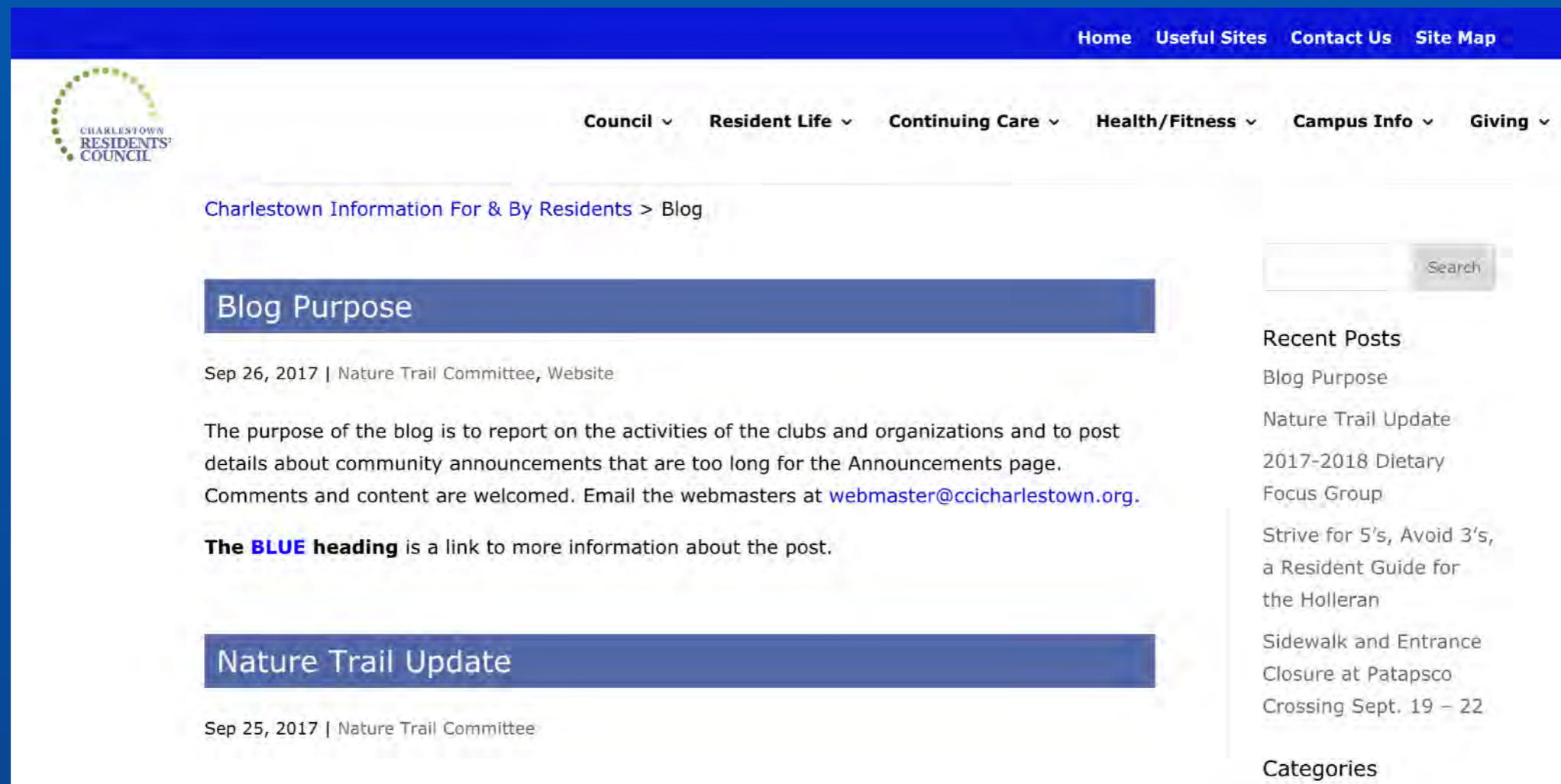
- Westinghouse/Northrop Grumman Fellowship
- Towson University Alumnus Group
- Seton High School Alumnae at Charlestown

Arts & Crafts

- Balloon Makers and Breakers
- Ceramics at Caton Woods
- Betty Boop Bead Club of Charlestown
- Art Studio – Cross Creek
- Art Studio – Maple Terrace
- Fireside Artists of Charlestown
- Wood Shop (Charlestown)
- Stitches from the Heart
- Stained Glass Studio
- Sew 'n Sews

Development Process

- Ported Blog content from WordPress.com
- Looked for how blog could be used on site



The screenshot displays the Charlestown Residents' Council website. At the top, a dark blue navigation bar contains links for Home, Useful Sites, Contact Us, and Site Map. Below this, a white header features the council's logo on the left and a menu with dropdown arrows for Council, Resident Life, Continuing Care, Health/Fitness, Campus Info, and Giving. The main content area is titled "Charlestown Information For & By Residents > Blog". A search bar is located on the right side. The first blog post is titled "Blog Purpose" and is dated "Sep 26, 2017 | Nature Trail Committee, Website". The text of the post states: "The purpose of the blog is to report on the activities of the clubs and organizations and to post details about community announcements that are too long for the Announcements page. Comments and content are welcomed. Email the webmasters at webmaster@ccicharlestown.org. The **BLUE** heading is a link to more information about the post." Below this post is another titled "Nature Trail Update" dated "Sep 25, 2017 | Nature Trail Committee". On the right side, a "Recent Posts" section lists: "Blog Purpose", "Nature Trail Update", "2017-2018 Dietary Focus Group", "Strive for 5's, Avoid 3's, a Resident Guide for the Holleran", "Sidewalk and Entrance Closure at Patapsco Crossing Sept. 19 – 22", and "Categories".

Development Process

- One of the reasons we picked Divi was its responsive design



Under the Hood

Sections

Modules

Rows

The screenshot displays the WordPress Divi Builder interface for editing a page titled "Dining Menus". The interface is divided into several key areas:

- Left Sidebar:** A navigation menu with options such as Dashboard, GoDaddy, Posts, Media, Pages (highlighted), All Pages, Add New, Comments, Projects, Charlestown Resident Clubs, Appearance, Users, Tools, Settings, BackupBuddy, CPT UI, Divi, Google Analytics, and Collapse menu.
- Page Header:** Shows the page title "Dining Menus" and the permalink: <https://cccharlestown.org/campus-info/dining/dining-menus/>. It includes buttons for "Use Default Editor" and "Use Visual Builder".
- Divi Builder Header:** A purple bar with the "The Divi Builder" logo and controls for "Save to Library", "Load From Library", and "Clear Layout".
- Main Content Area:** The page is structured into sections and rows. The first section is titled "Menus" and contains a grid of modules: "Menu for Text 9/24-30", "NetNutrition Title Text", "Menu Sept. 24-30", "Image", "Menu Text", and "Text". Below this is a section titled "Signature Dining Menus" which contains a row of three modules: "Atrium", "Chesapeake", and "Fireside", followed by three "Text" modules.
- Right Sidebar:** Contains "Divi Page Settings" (with options for Dot Navigation and Hide Nav Before Scroll), "Publish" information (Status: Published, Visibility: Public, Revisions: 116, Published on: Jun 14, 2017 @ 21:10), "Page Attributes" (Parent: Dining Services, Template: Default Template, Order: 0), "Featured Image" (Set featured image), and "Archives".

Migrated from localhost to staging

- Once basics were designed, I moved site to staging area, and presented to the Co-Webmasters
- We “**Divi-ed**” up the work

Before launch - Plug-ins

- Added plug-ins like Velvet Blues Update URLs and Redirection to assist with migration and 301 redirects



Before launch - moved to https

Moved from http to https - SSL builds trust and credibility and is needed for rankings.

Usability Testing

- **Involved Website Subcommittee for earliest feedback**
- **Asked usability questions to resident Apple Users group**

Pre-Launch Feedback

- **Engaged Resident Council that pays for the website**
- **Involved retirement community staff content providers to get their buy-in and gather fresh content**

We went live July 1, 2017



Charlestown Information for and By Residents

Sponsored by the Charlestown Residents' Council



ANNOUNCEMENTS



DINING



COUNCIL NEWS



COUNCIL INFO



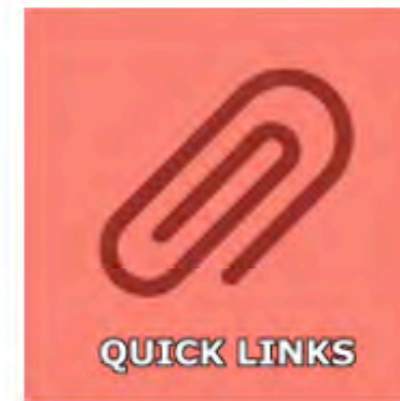
EVENTS



CLUBS



HOURS OF OPERATION



QUICK LINKS



Changes made

- Made site more colorful with lots more graphics

[Home](#) [Useful Sites](#) [Contact Us](#) [Site Map](#)



[Council](#) ▾ [Resident Life](#) ▾ [Continuing Care](#) ▾ [Health/Fitness](#) ▾ [Campus Info](#) ▾ [Giving](#) ▾ [Blog](#)

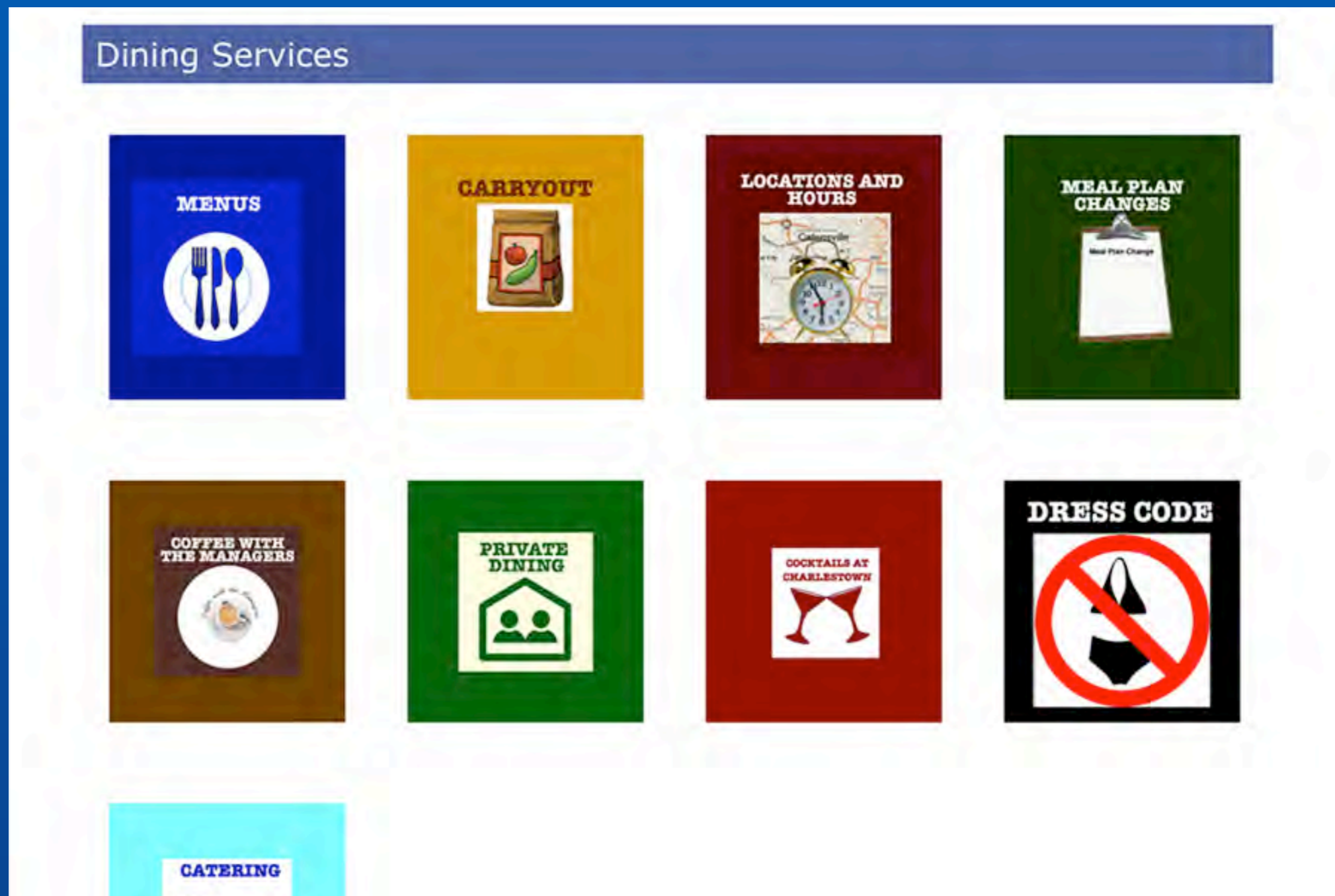
Charlestown Information for and By Residents

Sponsored by the Charlestown Residents' Council



Changes made

- Created landing pages for each top section

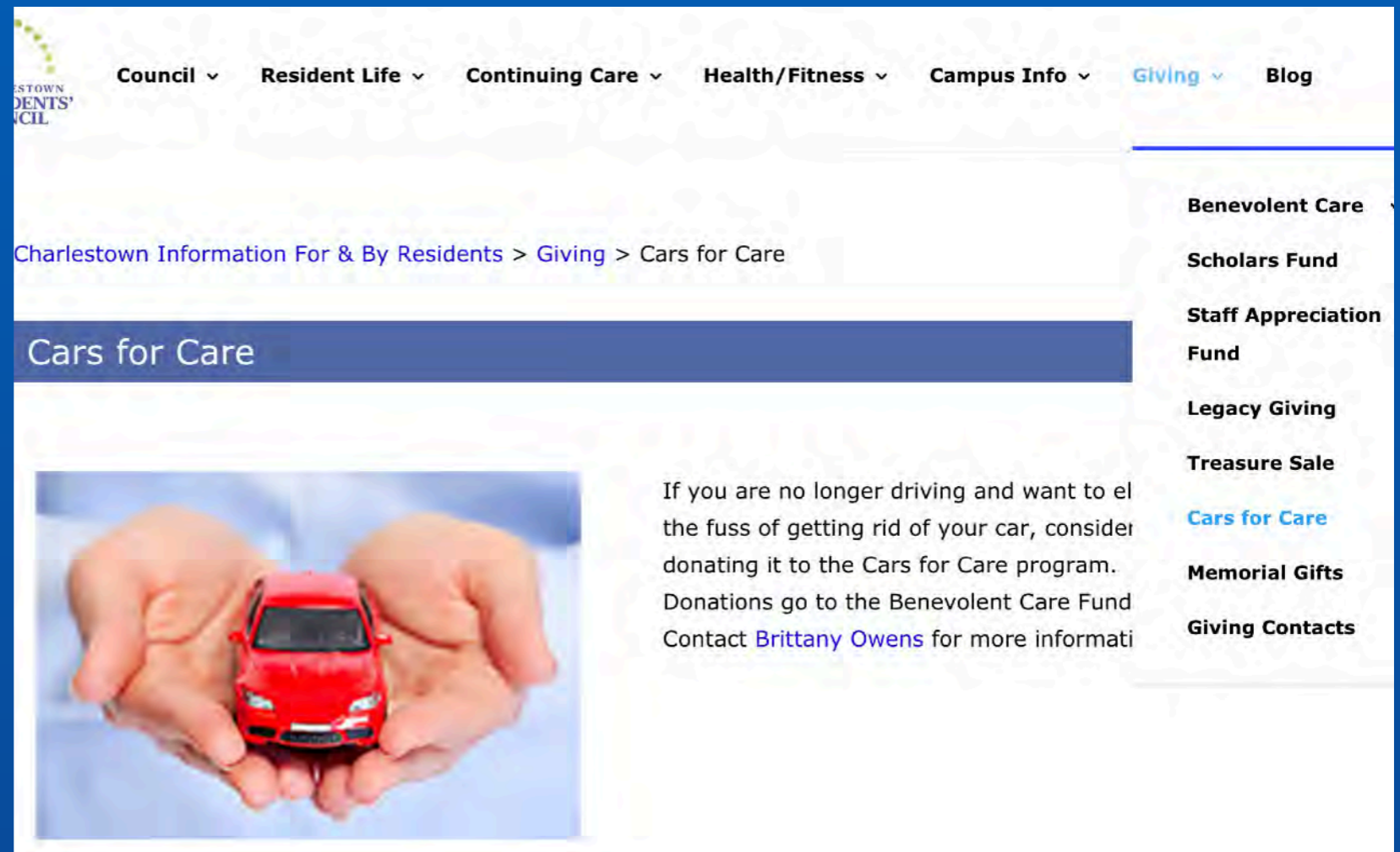


Changes made

- Changed very long pages to multiple pages



This screenshot shows the original, very long 'Giving' page. It features a navigation bar at the top with links for Home, Events, Blog, Search, Contact Us, and Site Map. Below the navigation, there is a 'Giving' section header followed by a paragraph about philanthropy. The page is divided into several sub-sections, each with a blue header: 'Benevolent Care', 'Scholar's Fund - April - May', 'Staff Appreciation Fund - October - November', 'Legacy Giving', 'Treasure Sale', 'Cars for Care', 'Memorial Gifts', and 'Contacts'. Each section contains detailed text about the respective program. The page is dense with text and has a vertical scrollbar on the right side.



This screenshot shows the new, multi-page 'Giving' page. The top navigation bar is clean and includes dropdown menus for Council, Resident Life, Continuing Care, Health/Fitness, Campus Info, Giving, and Blog. The main content area is titled 'Cars for Care' and features a large image of hands holding a red toy car. To the right of the image is a text box that reads: 'If you are no longer driving and want to el the fuss of getting rid of your car, consider donating it to the Cars for Care program. Donations go to the Benevolent Care Fund Contact [Brittany Owens](#) for more informati'. On the right side of the page, there is a vertical sidebar with a list of giving options: Benevolent Care, Scholars Fund, Staff Appreciation Fund, Legacy Giving, Treasure Sale, Cars for Care (highlighted in blue), Memorial Gifts, and Giving Contacts. The page layout is more organized and easier to navigate than the original version.

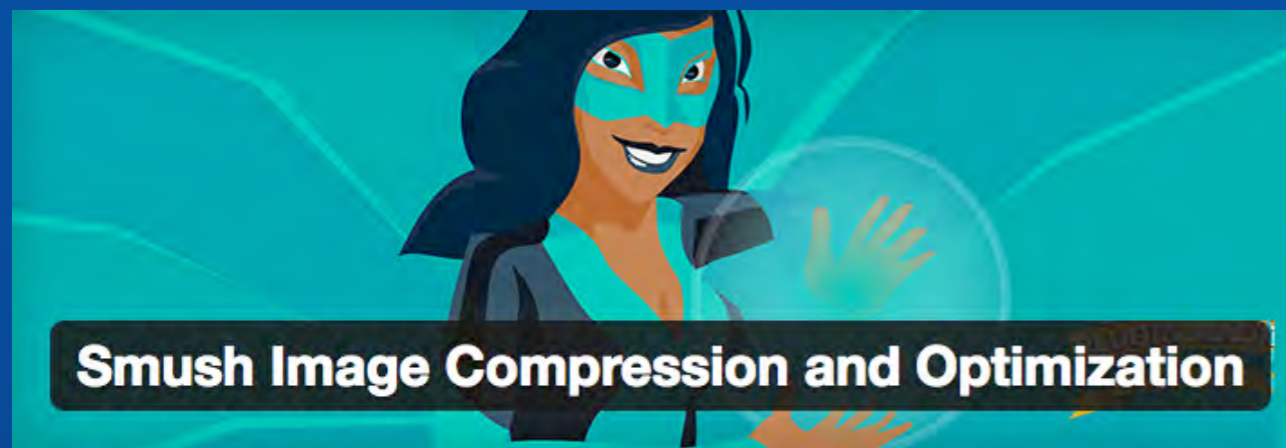
Changes made

Reviewed site for accessibility, image optimization



<https://wave.webaim.org>

<https://wordpress.org/plugins/wp-smushit/>



Dashboard

Dashboard

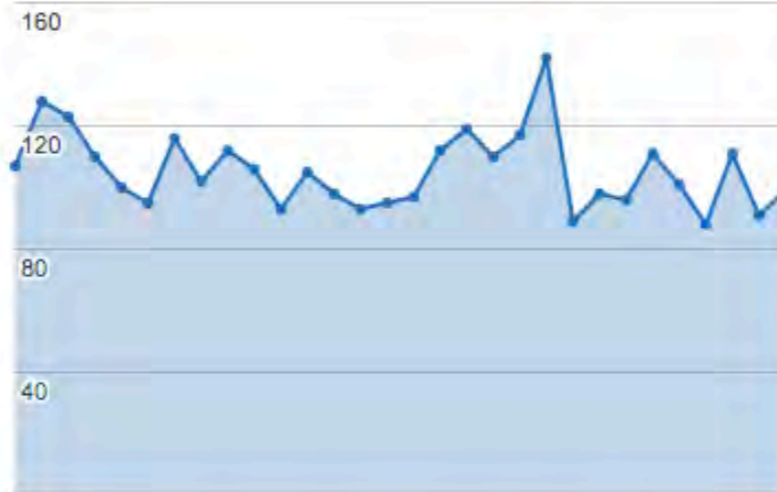
Notepad

9-24 HT added blog posts for Dietary Focus Group, Nature Trail Committee
9-22 SN added announcement about Holleran
9-21 AM added Charlie's notes on the survey
9-20 HT added Catering brochures to Catering Page
9-16 HT created Committee description page and linked to it from Council Info and Council Dates
9-16 HT removed malware identified by GoDaddy
9-14 HT replaced way-finding-map with new version
9-13 SN posted announcement and blog post

Save Notes

Google Analytics Dashboard

Last 30 Days Sessions



Sessions
3,164

Users
1,032

Page Views
13,212

Bounce Rate
23.10%

Organic Search
197

Pages/Session
4.18

Time on Page
00:01:14

Page Load Time
2.22

Session Durat...
00:03:55

report generated by GADWP

BackupBuddy v8.0.1.0

Stash Live Traditional



CURRENTLY : Up to date. Watching for changes...

BackupBuddy Stash Live requested new snapshot files:

59 mins ago

[Manage Stash Live](#)

At a Glance

117 Posts

115 Pages

6 Comments

WordPress 4.8.2 running Divi-child theme.

Quick Draft

Title

What's on your mind?

WordPress Events and News

Attend an upcoming event near you.

Activity

Recently Published

Oct 4th, 3:59 pm [Two-Way Traffic Flow Resumes through Chapel Parking Lot on Oct. 6](#)

Sep 30th, 4:08 am [Tap Dancing Class Begins at the Fitness Center October 2](#)

Most Popular



ANNOUNCEMENTS



DINING

Most Popular

- **#3 Continuing Care**



Most Popular

- # 4 Treasure Sale



Most Popular

- #5 Events



Before and After



Home | Events | Blog | Search | Contact Us | Site Map
Council Resident Life RG Info Health/Fitness Campus Info Giving Links

Charlestown Information For & By Residents

Sponsored by the Charlestown Residents' Council.

Residents' Council Monthly Meeting

The next Charlestown Residents' Council Meeting is on Monday, July 10, 2017, at 7:30 p.m. in the Auditorium. This is a change from the first Tuesday since July 4 is a holiday. The meetings are open to residents. Each month's [minutes](#) are posted two weeks after a meeting.

A summary of the meeting, Voices of the Council, is shown on Channel 972 the Friday after the Council meeting during the news at 10 a.m., Noon, 4 p.m., 8 p.m. and 10 p.m. Watch the entire meeting on Channel 972 on the weekends at 1:00 p.m. and 7:00 p.m.

Council News

The Nominating & Elections Committee presented the candidates for election in August at the June Council Meeting. Candidate information will be distributed in cubbies the first week in July.

The Harmonious Living Task Force completed their task. The Residents' version of the Erickson Way is [here](#). The Guidelines for Religious Expression are [here](#). The Task Force received the Erickson Living Values Cup for March 2017. The Value for March was the Erickson Way.

Residents are invited to attend regular [Council committee meetings](#). Please

Announcements

Parking Impact

Week of June 26 - 30

General Services Town Hall Meeting

Thursday, June 29, from 10 - 11 a.m. in the Auditorium. [Read more.](#)

Refectory Bridge Renovation: Open during construction

The Refectory Bridge is undergoing renovations. Anticipated completion date is Tuesday, July 3rd, pending any unforeseen circumstances. The bridge will remain accessible, with the exception of the carpet install, this date is currently TBD.

Farmers Market

The 2017 Charlestown Farmers Market is here! Visit them Thursday mornings in Cross Creek. [Read more.](#)

Summer Fun Days

It is time to register for the second event for Summer Fun Days. Join other residents on Thursday, July 13, for a visit to the Arbutus Ice Cream Cottage for your selected ice cream treat. Register by July 6 – by calling Cindy Jones. [Read more](#) for details.

Safety Reminders from Security & Emergency Services

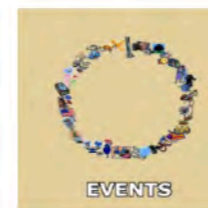
Charlestown Security & Emergency Services has issued safety reminders regarding fire safety in the kitchen, notifying



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Charlestown Information for and By Residents

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