



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

October 3, 2017

Residents' Council Website: cccharlestown.org

President Steve Harders called the regular meeting of the Residents' Council [the Council] to order at 7:30 p.m. on October 3, 2017. The September 5, 2017 minutes were approved as distributed.

64 association members attended. Visitors included residents, Naomi McAfee and Charles Denton, members of the Board of Directors, and Mike Fischer, Director of General Services. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: Steve Harders

We just completed our first full month of Council work in the new year. We are off to a good start, and I want to take this opportunity to thank the officers and committee chairmen for doing their best to make this a successful year.

The following mission moments deserve particular mentioning:

- The Sandtown – Winchester group collected and delivered 6 boxes of school supplies to the New Song Academy. The group also handed over a check for \$1,000. The principal and executive director of the school were overwhelmed by our residents' generosity and promised to inform the group about how the donations are put to good use. You will find this also in the Sunburst that came out today.
- The Council cooperated with management in the Fruits of Our Labor, Sales Expo, Holleran survey explanations and distribution, and Benevolent Care Month kick-off.
 - Speaking of the Holleran survey, there is happy news: In the first week of the project, 45% of our residents living independently completed their questionnaires. Last year it was only 17% at the same time. Thanks for this achievement, and "keep 'em coming!" The deadline for submissions is Friday, October 6th.
 - Speaking of Benevolent Care month, there is more time to get your contributions in for this worthy cause. For those, who might want to know more about the needs and inner workings of the fund, Patti Santoni will hold a lecture on October 12 in the auditorium.
- We were pleased when we could resolve a misunderstanding stemming from the use of the word "corporate" in connection with a resident's question at the last open forum. The issue was about who caused the change in drug deliveries from CVS. It turns out it was corporate CVS, not corporate Erickson, as many of us understood it. This was a perfect case that jumping to conclusions is not a healthy exercise.

- We are happy that the renovation of City Lights is completed and that Sherry Parrish is planning a grand opening celebration. Likewise, the Brookside elevator and Chesapeake kitchen repairs are clearly making progress. For the future, we can expect that management will be reluctant to promise completion dates, when projects are not wholly under its control. In the meantime, let's be grateful for what we got.

Our Council events and important dates for October include an Executive Committee meeting tomorrow, October 4, at 9:30 AM in the Council Office; our monthly Council Work Session on Monday, October 9, at 2:00 PM in Brookside Classroom 1; and staffing the Council Chats tables on Wednesday, October 11, from 4:00 to 5:30 PM at the entrance to the Atrium, Fireside and Refectory dining rooms.

VICE PRESIDENT'S REPORT: Wendel Thompson

Two Council Communication Forms are active this month. One which I thought was closed last month has been reopened after consulting with the claimant. The claimant wanted to be able to park in RESERVED spaces that no one had rented. When a RESERVED space is not rented, a sign that reads OPEN is placed on the pavement over the RESERVED painting. So anyone can use that space as long as the OPEN sign remains on the pavement. The claimant wanted this practice changed by restricting the space for resident use only, thereby denying the space to guests and employees and increasing the chances the space would be free for the claimant's use. Restricting the space to residents makes sense since the space was already designated for resident use only as indicated by the RESERVED painting on the pavement. We have asked management to make a sign that reads "RESIDENT" and this sign will be placed on a reserved space that is not rented. The OPEN sign will no longer be used. Charlestown management liked the idea and we are waiting for corporate approval.

The other active case involved liquid waste flowing out of a dumpster used by the Refectory kitchen staff. The dumpster was said to have a hole in it that allowed the liquid waste to seep out of the dumpster and run down into the street. The waste was foul smelling and flowed down the curb across the street and down toward Caton Woods. The dumpster has been replaced and the kitchen staff told not to put any liquid waste in the dumpster. The dumpster should be used for solid waste only. What remains to be done is to clean up the waste flow; the team has been told to power wash the dock areas weekly. I will be monitoring the cleanup.

SECRETARY'S REPORT: Ed Piechowiak

The Residents' Council work session was held on September 11 and served as an introduction to new members that outlined what was expected of council members. Topics included preparation of at least one article for the Sunburst by each committee chair, setting committee goals, having timely responses for meeting reporting deadlines, and other items.

A tentative budget based on last year was discussed with a request for each committee chair to provide updates to the budget

Council members signed up to assist in the distribution of the Holleran surveys and for two Council Chat sessions.

TREASURER'S REPORT: Al Davies

The August Report - \$162.82 Check was written; \$14.00 was deposited. The PNC Bank balance was \$5,018.19. The records of the Treasurer are currently in the hands of the auditors.

For September there were no checks written, and no deposits made. The Bank statement will not come to me until October 3 or 4, and should show a balance the same as August, that is \$ 5,018.19.

Steve mentioned that once the budget is decided on, we will be making a donation of extra monies that are in our treasury.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

The meeting was opened with Patti Santoni, Emily Fowler, Brittany Owens present from Philanthropy.

Patti Santoni gave an update from the Foundation meeting. Financial results from the following fund raisers. Tin Cup - \$33K, Treasure Sale - \$36,162 (2nd highest net amount), Corporate Car Wash - \$1400.

Benevolent Care Foundation Fund. Any transfer from the fund is taken from the interest earned from the approximately \$5M. The fund is growing still with the goal of \$10M.

Patti Santoni will conduct an ELLIC class in October to explain the Benevolent Care Fund, how it is distributed and requirements from the resident.

October is Benevolent Care month and Philanthropy will present short programs on Ch. 972 every Friday. Subjects cover Gala update, Treasure Sale behind the scenes, Cars for Care, Campaign Update.

The annual Memory Walk ceremony will take place next month. Seventeen deceased residents will be remembered. An idea being considered is Memory stones "in honor of" anybody whose family members may wish to honor. The idea of a Pet memory area was also discussed. Another suggestion was to add an area around Lake Charles whenever the walkway is completely paved.

The Gala is Friday, October 6th. 219 tickets have been sold so far. A generous donor has underwritten the cost of the dinner and Dining dept are donating their time to cook and serve.

Next week a promotion will be held at the various dining rooms to sell 50/50 tickets with a prize of \$1000. Also fancy masks for the Gala will be sold. The recent Coat Sale raised almost \$2,000 for Benevolent Care and donations from residents to the BCF drive are going well.

The next meeting will be October 25 in CTS 116.

COMMUNICATIONS: John Murnane, Chair

The Communications Committee met on September 25 and there were 12 attendees.

The committee explored a variety of methods by which we could make the Council better known and encourage more residents to attend the various Council committees as well as the monthly Council meeting.

Recommendations for committee initiatives during the Council 2017-2018 year included:

Better use of the Council space on lobby bulletin boards. Suggestions were solicited from the Committee members.

Use of the TV channel 972 to present brief skits highlighting resident issues and Council committees' activities.

Creation of a YouTube clip for placement on My Erickson.

Inclusion of the Residents' Council in the proposed new orientation for new residents for which a Task Force has been organized by Community Services.

In addition, the committee decided that the Chair would follow up on the use of a time-of-return clock by those manning the lobby desks.

Jean Eichenlaub volunteered to continue monitoring and maintaining the lobby Council binders.

Next meeting will be on October 23 at 2:00 PM in CTS Classroom #216 (room change)

Website Subcommittee Report

The committee met September 25, 2017 with eleven people present.

Resident reporters have been recruited to write articles about clubs and organizations for the blog and under the club descriptions. Security and EMS have expanded pages as well as catering. Catering menus are now online.

Google analytics were reviewed to see usage patterns. There were 28,000 page views in the past 90 days.

The committee discussed the need to differentiate between MyErickson and CCICharlestown as many residents do not know the difference.

Ann and Hope did a preview of the WordCamp presentation that they will be doing October 14. WordCamp is a weekend meeting of WordPress users, developers, and designers.

CONSERVATION: Bill Tilles, Chair

Our committee met on September 19, 2017 with staff member Michelle Fenn, Housekeeping Supervisor, in attendance.

Committee member, Chuck Wright, was duly appointed as assistant chair to fill in for the Chair in his absence.

The chair described the tour he took with Jimmy and Marcos, drivers of Charlestown's trash and recycle trucks. Lessons learned: plastic bags must not be included with recyclables. It gums up the works at the Jessup processing plant. The committee will remind residents in Sunburst articles and other publicity not to mix plastic bags or plasticine, used in window envelopes and Kleenex boxes, in with recyclables.

From a business standpoint, Charlestown has to pay for trash removed from the property. Recyclables, on the other hand, are taken by our own staff to the processing plant and disposed of at no cost. Therefore, we will encourage residents not to put recyclables in with trash, and as a result, we can reduce the amount of trash and, therefore, reduce the cost of trash removal.

Michelle Fenn and Bill Tilles are working on a new format for collecting and presenting the monthly numbers for trash and recycling.

Michelle is planning to put out the display of what is recyclable and what is not in the next few weeks.

The next meeting will be on October 17, 2017.

DINING SERVICES: Carolyn Thompson, Chair

The Dining Committee met September 18, 2017 in Brookside classroom 1 at 2 pm.

In attendance were 11 members, Aida Blanco, Ken Zahn, Assistant Director Dining, Victor

Cirricione, Executive Chef and Nathan Blumberg, Assistant Executive Director (he is new and has been assigned to Dining Services) and one guest, the Vice President of the Council.

This report comes from the September coffees with their managers and available staff. There were 160 residents who attended these coffees. I want to thank you for your concerns and positives. We need both in order to enhance our dining experience of the Charlestown resident community.

Discussions included:

- Residents want baked potatoes to be “baked”.
- Sunday breakfast menus need more choices; yogurt is back.
- Fresh fruit in cups is hard; can you cut smaller pieces and have a better selection.
- When food is sent back, the wait is too long for food to come back.
- Don’t put food that is not to have sauce put on a plate with sauce.
- Servers do not return at the end of a meal to ask about coffee.
- Action stations and hot lines will see change coming.
- Added omelet bar choices and fish tacos coming.
- Consistency of food preparation is being addressed with “cheat sheets” for each station being prepared.
- Chesapeake menus written on a large blackboard with white letters and drawn colored pictures is attractive and more visible at the Refectory. Can we have these at other restaurants?
- A server has been assigned to salad bars to make sure all items are there.
- Servers “team work” needs to be emphasized.
- “Re Fried” ticket will be placed on returned food to achieve a 5-minute return.
- The soup needs to be stirred to get contents and liquid.
- Black paper plates are not good for visually impaired residents. White plates are available.
- Join the Dietary Issues class held the first Friday of the month in BR-2 to discuss your dietary issue and get food information. There is increasing evidence of food sensitivity and intolerance as we age.
- Private Dining room will have new seating to make it easier for group socialization. There will be a special menu. Signature Dining will not be available.
- Dress code for residents and guests is listed on page 17 in the 2017 Resident Handbook. Can it be regular part of the Sunburst and 792?
- Labor Day picnic was a great success with 430 attendees.
- The crab feast was well received. Food delivered to the table was appreciated. Attendance was 75.

- Chesapeake Dining will have Signature Dining back mid-October.
- Remember the most important time to express your concerns and positives is at the time you are eating. Talk to the manager and he will fix it if he can. Also fill out comment cards at the hostess counter when you leave the dining room—these are important.
- The Dining Service Team Town Hall meetings are held the last Friday of the month at 11:00 am and 2:00 pm in the Auditorium. Changes and additions to the entire campus are reported.
- Safety concerns with walkers, rollators, and electric vehicles are a problem in the dining room. Aida and staff are working out a solution.
- Put notices of all dates, times, and locations of coffees with the managers and focus groups on menu planning on 792, the monthly events calendar, and at the hostess counters.

The next meeting will be October 16, 2017.

FINANCE: Gil Fisher, Chair

The Finance Committee met on September 26 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. Twelve Committee members, Council President Steve Harders, and Council Assistant President Wendel Thompson were present. Colleen presented the August Occupancy Rates and Financial Reports.

Occupancy Rates for August were:

Independent Living was 98.2%. Assisted Living was 96.9%. Memory Care was at 99.9%. Skilled Nursing was 87.5%. Occupancy rates overall remain excellent relative to budget projections.

The August Financial Reports show a positive variance of \$101,000 for Operating Revenue. Independent Living Revenue remains strong. Skilled Nursing Revenue has a negative variance that can be explained somewhat by the lower occupancy rate and by lower reimbursement rates for Medicaid individuals.

Operating Income was very close to budget projections. There were higher expenses than normal for reasons such as a scheduled replacement of computer equipment that is done every few years. The Finance Department is also closely following costs in the Medical Center related to implementation of the new medical records system.

Non-Operating Income had its usual negative amounts, largely driven by depreciation expense, which is a non-cash activity. Investment income was lower than budget projections, but for the YTD is almost \$6 million.

Turning to restricted funds, 11 people received assistance in August for benevolent care. These payments were about \$63,000. The amount of benevolent care payments has fluctuated in recent months, but expenditures for August are below the average amounts over the last 6 months.

The next meeting will be October 31, 2017 at 8:30 in BR Classroom 2

GROUND: Ted Durr, Chair

The committee met on September 26 at 10 AM with 8 members, 2 staff, and the President and Vice President present.

The new committee structure requires that every member become a Grounds auditor regarding the condition of Charlestown's grounds for a specific area that they have been assigned to or chosen and make monthly reports at committee meetings. A check list will be prepared for this purpose.

Ryan Truitt gave a report on a number of areas of concern, including an engineering study of the Lake Trail & surrounding environment and Charlestown's sidewalks which will start being improved this Fall.

A committee consensus was arrived at to the effect that although the view will be at first unsightly, the hedge row in front of the chapel and adjacent areas should be trimmed and cut back considerably to resemble those of the more formal gardens in Italy, France, England, etc. This will result in a lower hedge and more appropriate view. Father Leo and members of the Chapel administration will be contacted about this by Charlestown staff and the cutting project will be given wide publicity throughout the community.

The meeting concluded with a report regarding Charlestown's trees, the work of the invasive plants crew, the expansion of Wildflower Day and the Nature Trail Committee.

HEALTH SERVS: Louise Dempsey, Chair

The meeting was called to order on September 12th at 11am with 5 members present. New and ongoing members were introduced.

Updates:

- The hand washing campaign continues with regular updated posters on 972 and on bulletin boards.

- Medical Center renovations are on schedule.

Flu Season:

The first of two Flu Clinics was scheduled on September 16th from 8am to noon in the Cross Creek Card Room. The second one was held on September 30th from 8am to noon in the

Charlestown Square Card Room. The 2017 vaccine that is specifically recommended for the elder population (age 60 and older) is the vaccine that our Medical Department will be administering. Therefore, residents are encouraged to get their flu shots here at Charlestown.

New Business:

-A panel discussion on the opioid crisis, featuring a wide variety of participants, is being formulated by Pat Kasuda. Details and dates will be provided as it is finalized.

-A recent article in the University of Minnesota Alumni magazine was brought to our attention. It tells about a tool developed by a social worker (who was named Gerontologist of the Year) which focuses on the strengths of a person as they age, rather than their dependencies. Because of positive results, it was forwarded to our Social Worker Manager to determine whether the same tools might be integrated into our social work program.

The Chair briefed the committee on the upcoming Holleran Survey to be distributed to residents on Monday, September 18th. She asked for volunteers to help in delivering the surveys. Those interested should contact Council Vice President, Wendel Thompson - wendelth@yahoo.com or 410-242-2161.

The next Health Services meeting will be on October 10th at 11am in HR 142.

Steve asked about turn-out at the clinics; Louise did not know exact numbers but said that there was a high response and a show of hands in the audience confirmed that.

HOUSEKEEPING: Diane Lyons, Chair (Trudy Allison reporting)

Historic Area: Remodeling has begun starting with the 4th floor. The skylight problem will be examined during that process.

Parkview: The black stains on the carpet entrance by the pool have been cleaned. A stairwell where bird feathers and other debris were tracked in, has been cleaned. The stairwell just inside the outdoor pool entrance has also been cleaned of stains.

On the 4th floor, there was a very unpleasant incident where someone entered the storage room where the big trash bins are kept and dumped garbage bags containing rotten food. This resulted in an infestation of maggots. The storage room was completely emptied and cleaned and also the floor area in front of the elevator. Pest control treated the room. Unfortunately some hatched into flies. The floor tech, Corey, has completely cleaned the area and keeps the storage room locked. Since this incident happened on the day after all trash had been picked up, we assume it must have been someone cleaning out an apartment. Contractors and family members entering apartments should be instructed to call Housekeeping Dept. to remove rotting garbage.

The frames around the elevator door have all been repainted so chip marks and banged up corners are now covered.

Our next meeting will be Friday, October 20th at 2pm in HR142.

Sherry asked if the report about the repainting of frames around elevator doors was only for Parkview or campus-wide because Herbert's Run has not been done. Trudy wasn't certain and will bring it to Diane's attention.

LEGISLATIVE/ POLITICAL: Anne Erfle, Chair

The Legislative/Political Committee met on Wednesday, September 13, 2017, at 10am.

Eight members were present. The President and Vice President of the Council also attended.

The committee decided that the Asst Chair position would remain vacant; there are experienced committee members who could take over if the Chair were absent.

We also decided to invite Ann MacKay to our next meeting to discuss MaCCRA.

The committee discussed the need for a committee mission for the year and possible new initiatives. Roughly a quarter of new residents move here from other states and may find our system, particularly primary voting rules, confusing. The committee could participate in new-resident orientation and perhaps distribute informational materials.

The next committee meeting will be held on Wednesday, October 11, 2017.

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

Our Committee met on Sept. 26, 2017, and was attended by General Services members Scott Beyer, Kevin Crawford and Jesse Morgan; nine Resident members of the M & E Committee; and four non-member residents.

General Services staff reported the following:

- Scott Beyer was introduced to the Committee as the new Assistant Director of General Services.
- Issues regarding traffic signs and pavement markings forwarded to the Charlestown Management Traffic Committee. No response received to date.
- The installation of new parts and equipment for Brookside Elevator 2 to be completed Sept. 28th. Inspection and testing to follow.
- Chesapeake kitchen fire: New panels and carpeting for the hallway have been installed. Repairs in the kitchen area proceeding, and gas line hook-ups for cooking appliances will require a temporary shutdown of the main gas line in the building. Advanced notice will be given before the work starts.
- Proposals for replacing damaged rain gutters at Herbert's Run being evaluated.

- Engineering designs are in progress for providing a new air-conditioning system for the Level 4 hallway in Building 2.
- Terrace Café patio lights are often ON during the day. The original photo sensor control has been removed, and the lighting is now hard wired.
- Edgewood hallway and elevator AC: System needs new motor for the compressor. Elevators draw conditioned air from the hallways.
- A new timer has been installed to synchronize and control hallway lighting in Edgewood.
- A piping system is to be installed to control discharge from the fire protection system drain at the Building 9 side entrance. Additional protection required to control rainwater run-off.
- An accumulation of fallen leaves has been removed from the Atrium roof, and the area is to be repainted.
- Rusted and weathered fire hydrants on campus are to be repainted.

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

- Broken and damaged ceiling tiles in Building 7, Level 1, need to be replaced.
- Damaged wall panel in Building 7, level 2, at the corner of the elevator waiting area needs repair.
- Vinyl cove base missing on the hallway wall in Building 8, Level 2, opposite Unit AS8220.
- A double leaf exterior entrance doorway in the hallway between Buildings 1 and 2 does not close and lock properly. General Services will have these doors replaced along with new weather stripping.
- An electric baseboard heater in the hallway next to the Dental Office is badly damaged.
- The handrail on the open side of the stairway to the Atrium dining room has a loose support bracket.
- Outdoor lighting for the swimming pool patio is out of sync with normal day and night light levels, and the timer control needs to be recalibrated.
- A request has been made for a bus shelter along Loop Rd. at the Parkview entrance. General Services reported that the entranceway has a fiber canopy and clear plastic side panels, and these form a sheltered area for waiting riders. Another structure in this area is not necessary.
- A non-member Resident asked if the use of solar panels at Charlestown has been considered. It was reported that a Study has been done, and it was found that the installation of panels was not financially feasible at this time based on present electric energy rates.
- A Condition Report for Buildings 1 and 2 was presented to General Services.

The next meeting will be on Oct. 24, 2017 at 2:00 pm in the General Services Conference Room.

RESIDENT LIFE: Fran Ashby, Chair

The meeting was held on Wednesday, September 20th at 2pm in HR142. There were nine members present and one guest.

The Birthday Angels are now fully staffed. The Pet Lovers Group is working to ensure that every pet owner has the necessary magnetic “paw prints” posted on their door frame. There should be a posting for each pet in residence.

Residents interested in joining the Harmonious Living Values Team should contact Pat Kasuda. The team is working to put policies in place for “Mission Moments” by staff and residents.

The Summer Fun Days Group is also looking for residents interested in joining the group. The group is hoping to expand the outings to two each month. If interested, please contact Phyl Lansing.

The next meeting will be held on Wednesday, October 18th at 2pm in HR142.

SAFETY & SECURITY: Veronica Coleman, Chair

The Safety and Security Committee met on September 26, 2017 in Brookside Classroom 2. Present were 9 members, 3 guests and Keith Feen, Assistant Manager of Safety and Emergency Services, and Wayne Silver, the new Manager.

Members each presented security and safety items that they think should be addressed this year.

Keith Feen thanked Bob Hutchins for his work with the Committee the past two years. He introduced the new Manager of Safety and Emergency Services, Wayne Silver. Keith presented his report which included a note that 643 traffic citations have been issued since January. He explained the use of a portable speed sign that hopefully will discourage speeding. There is concern about residents not locking their apartment doors and an ongoing campaign to encourage residents to wear their pendants.

The Residents’ Council received an email from a resident with questions about the evacuation plans of Charlestown. A reply was sent on September 29, addressing his concerns. In summary, the major elements of the reply included an assurance that there is an Emergency Preparedness Plan for a major evacuation of Charlestown, if needed. In Fire emergencies, residents are advised to shelter in place whether in the dining rooms, the auditorium, or in individual apartments. There is a central computerized listing available to security and resident life of residents who need special assistance in emergencies. Emergency lights for public areas will operate when needed. There may be a short delay as the system kicks in.

151 traffic citations were issued this Quarter:

July: 23 for speed, 42 for parking, 23 for no hang-tag IDs

August: 9 for speeding, 23 for parking, and 5 for no IDs

Sept. 1 to 28 13 speeding, 13 parking, and 0 IDs

Statistics for security calls for August were 945 Pendants, 618 pull cords, 333 smoke detectors, Baltimore County 911, 96.

Council Minutes_WEB_20171003

The next meeting is October 24, 2017 in Brookside Classroom 1 at 1:00 pm.

UNFINISHED BUSINESS: Transfer of signature authority from Dave Douds and Leigh Ann Cooper to Steve Harders and Al Davies was accomplished.

NEW BUSINESS: The budget for the new year is being worked on.

WORDS FROM MANAGEMENT: Mike Fischer, General Services Director

- The BR elevator repair was completed but it failed an inspection today. A third party will be completing a short repair and another inspection will be held.
- The Medical Center renovation is progressing well. The scheduled opening of mid to late October might be delayed a bit to ensure that everything is completed and ready for resident use.
- Electric and gas work have been completed in the Chesapeake dining room. The ceiling and lights are in. everything is on schedule for a mid-October opening.
- A three year project for sidewalk repairs is beginning.
- An environmental study of Lake Charles and a potential walking path around it is due for completion.
- An increased modernization of the elevators at Charlestown will be done with work beginning at the St. Charles.
- 63% of the residents have completed the Halloran survey; it takes only a couple of minutes to complete. Mike encouraged all residents to take the survey.

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

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