



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

November 7, 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 November 7, 2017. The October 3, 2017 minutes were approved as distributed.

59 association members attended. Visitors included residents, Naomi McAfee and Charles Denton, members of the Board of Directors, and Aida Blanco, Director of Dining Services. The Council observed a moment of silence.

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

The mission moments for this month express my gratitude to live in a generous community:

- Residents in general stepped up to fund ongoing campaigns: for the gala, the treasure sale, and the benevolent care and staff appreciation drives. The respective committees or management will provide some details.
- Our baseball team, the "Sluggers" for the first time tied the game with Oak Crest in regular play, and barely lost in overtime. Their generosity shone when they aided an injured opposing player and let him return to the base he had reached before he fell down.

I have the following announcements:

- Elected Council member Cindy Jones has resigned, but will continue working with her favorite committees. Thank you, Cindy. Chuck Wright took her place and will now serve as Assistant Chair of the Conservation Committee. Welcome, Chuck.
- During our last work session, we drafted a budget for this year and decided to make some special donations, specifically \$700 for Benevolent Care, \$400 for staff appreciation, and \$100 for the Scholarship Fund. These donations are possible because we have lived very frugally with the membership dues and are pleased to return money to the community. Later in the proceedings we will take a formal vote on the budget.
- A good number of residents showed up at the recent Council Chats. Their comments will be followed-up by the respective committees.
- Lastly, our Council events and important dates for November include an Executive Committee meeting tomorrow, November 8, at 9:30 AM in the Council Office, and our monthly Council Work Session on Monday, November 13, at 2:00 PM in Brookside Classroom 1. We are invited to a meeting with the Board of Directors tomorrow, to a lunch the next day, and the resident directors will give us a special presentation of their ELLIC BOD 101 class on November 15.

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

One Council Communication Form was received in October. The form was submitted via our website. The October form was submitted by a daughter questioning a \$1,000 charge for repainting a 377-square foot room in Caton Woods after her mother was moved to Renaissance Gardens. The mother had lived in the unit for 8 weeks and had put up 5 pictures. The daughter thought the charge was excessive. The central issue is the policy of making the unit like new for the incoming resident. That means painting everything, not just patching the nail holes and repainting around them or repainting the repaired walls. Steve Hall, the facilities manager for Caton Woods provided the Council with information that clarified the charge. The invoice did not show the gallons of paint used or the hours worked, but it did break down the cost between labor and materials. Several conversations ensued reiterating the policy of making the unit like new. The last conversation ended with these words: “You’re phenomenal. I’m very impressed. You’ve been really, really helpful.” We assume that this meant the issue had been settled and the daughter was at peace. It was a team effort requiring openness on the part of management. If Steve Hall had not been responsive to the Council, the quick turnaround could not have happened. We consider this case closed. We expect the charge to be paid.

**SECRETARY’S REPORT: Ed Piechowiak**

At our last Council working session we had a presentation by Phil Lansing regarding the history of the council and offering suggestions for making the council more visible to the residents by promulgating the things we do. A discussion of the distribution of our donation to the Benevolent Fund, The Staff Appreciation, and Scholarship fund was made to be included in the budget that will be approved at the November meeting. Signup for helping with the distributions for Staff Appreciation on December 5, 2017 was held.

The Residents’ Council with the Board of Directors is scheduled for November 8.

**TREASURER’S REPORT: Al Davies**

During the month of October I issued two checks (\$100 and \$28.59), and made deposits of \$2.00 and \$ 138.59 (to correct a previous error).

At the end of the month of October the Council balance was \$ 4889.60, and the bank balance was \$4987.60.

The difference is \$98.00, due to one check (\$100) not cleared, less \$2.00 bank fee, = \$98.00.

**COMMITTEE REPORTS**

**BENEVOLENT CARE: Jean Eichenlaub, Chair**

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

Patti reported that the distribution of profits from the Treasure Sale has been adjusted to 75% for Benevolent Care for 2018.

The Gala netted \$86,000.

Next event is the Basket Bingo. Emily provided flyers to distribute and has signed up members to work that night but also to sell tickets before.

Brittany Owens will be taking over Linda Radford's job as editor of the Sunburst. New part-time person will be hired in January.

We discussed that before things are sold at the Treasure Sale we pay to have a bedbug sniffing dog check them in response to a comment about fears that residents have about buying the soft goods/bedding etc.

Benevolent Care Fund update. \$38,320 was received from the letter campaign.

Evelyn Chesnutt commented that during the last sales event, conversation at her table led to explanation of benevolent care for prospective residents.

Discussed the Treat of the Quarter for monthly donors. Several ideas discussed but food treats are the most popular.

How to convince residents that contributing to the Benevolent Care Fund is a good idea. Mistaken ideas that there is plenty of money. The Fund does not draw on the Foundation investment – only on the interest.

There will be no meeting in November or December.

Next meeting is January 24, 2018. 2:00 CTS 116

**COMMUNICATIONS: John Murnane, Chair**

The Communications Committee met on October 23<sup>rd</sup> with nine members present and Alex Kareem, Communications Manager.

It was determined that the "I will be back at..." clocks will be used at the front lobby desks as soon as suitable clocks are found.

It was decided that the Council spaces on the bulletin boards with the Council information in the lobbies will be revised to make them stand out and have a consistent layout.

The members of the committee agreed go ahead with the Channel 972 skits for the Council committees that are interested in having them. Those not interested in the skits will be asked if they wish to do interviews on Channel 972 instead.

It was decided that an article for the Sunburst should be prepared that will address the handling of the delivery of holiday packages. It will cover the login procedure for packages and other advice for residents to make sure they receive their packages without any problems.

Next meeting of the Communications Committee will be on November 27, 2017 at 2:00 PM in CTS Classroom #116.

The Website Subcommittee updated the Committee with regard to their activities

### **Website Subcommittee Report**

The website subcommittee met on Monday, October 23, 2017. The website continues to be tweaked to add and update information. The committee suggests that more online forms be made available like the CarePath form.

The room reservation forms are being finalized and will be added to the site when they are approved. The new City Lights Lounge will be included in the listing. The webmasters will work on a table outlining the room availability, room capacity, and location.

The analytics for the site were reviewed. Over 12,000 page views occurred in the past 30 days. The top pages are the home page, dining services, dining menus, and announcements.

In order to help new residents, we will ask that the Friendly Visitors distribute the Resident Council business card with the website location when they visit. There will be no meetings in November or December.

### **CONSERVATION: Bill Tilles, Chair**

Our Committee met on October 17. In addition to committee's members, Chris Wisby, Erickson staff and Michelle Fenn, Erickson staff also attended.

Wendel Thompson analyzed last year's Conservation Committee's annual report. He presented a report showing a relationship between when the driver or truck are out of service and dips in tonnage of residential recycling. We will use this as a baseline for future comparisons and potential recommendations.

Habitat for Humanity has been a source of disposing of cabinets and appliances coming from refurbishing of Charlestown apartments. At this time, they are only interested in useable appliances from these apartments and, occasionally, furniture from Charlestown common areas.

When Habitat doesn't take cabinets and other items from apartments being refurbished, the items are trashed. Trashing such items increases Charlestown's disposal costs. We plan on tracking this.

All trash and recycling disposal volumes are now presented by Michelle Fenn in one consolidated report for the collection period. Through September the numbers are:

Recycling: September Total = approx. 29 tons

Trash: September Total = approx. 85 tons

This is the first month for battery recycling reporting: September Total = 89 lbs. Total for March through September = approx. 450 lbs.

These numbers will be used to track our recycling progress.

We are looking into recycling residents' IT equipment.

The next meeting will be at 2:00 pm on Nov. 21.

#### **DINING SERVICES: Carolyn Thompson, Chair**

The Dining Committee met October 16, 2017 in Brookside classroom 1 at 2 pm.

In attendance were 13 members, Ken Zahn, Assistant Director of Dining Services, and one guest. My report high-lights dining concerns, positives and observations taken from the restaurants coffees committee reports that are affecting residents at all restaurants.

- Signature Dining at the Chesapeake is back. It opened November 3.
- With Signature Dining there will be weekly specials but you can always use their menu book to order anything in it daily.
- The Private dining rooms are available now with limited menus. Reserve early.
- All residents are required to **valet** their mobile devices. Managers will enforce.
- Management is recruiting for vacant positions. Several staff have been transferred to other restaurants to fill vacancies for the time being.
- Restaurants have been making concentrated effort to encourage working as a "team" because there have been several unplanned departures from serving staff.
- We are striving for service excellence in the training for the servers—better coffee service and seeing needs to pick up trash and dirty plates on unassigned tables.
- The accuracy of My Nutrition is being addressed.
- Need a knife sharpened? The wood shop will do it.
- Residents commented on the improvement in food preparation and customer service.
- If a food is Gluten free, please label it.
- When the restaurant menu focus group meets at each restaurant that is the time for residents to mention foods they want added to the menu. They meet every 3 months for each restaurant.
- More vegetarian items need to be added to the menu. Also more gluten friendly.
- Consistency of food (hot, cold) and accurate order is being worked on

- Jack and Jill ice cream has replaced Hershey's. Please post ingredients of ice creams.
- No more Friday muffins.
- Our coffee is no longer available. New coffee will be coming. It will be brewed fresh.
- Residents miss the salad bars because they do not have control over salad contents.
- There is delay in returning food sent back to the kitchen. With the "refire" ticket on the plate, the plate goes to the "head of the line" in the kitchen.
- Remember to handle food issues at the time you are served; call the manager. Go to their coffee monthly meetings.
- Be sure to attend the Dining Services Town Hall meeting in the auditorium the last Friday of the month to be updated with Charlestown Dining news.
- Check for dates and times of all these meetings in the MONTHLY EVENTS CALENDAR and at hostess stations.

Next meeting is November 20.

**FINANCE: Gil Fisher, Chair**

The Finance Committee met on October 31 with Neal Gantert, Finance Director, and Colleen Stafford, Assistant Finance Director. Twelve Committee members were present. This was Neal's final meeting with the Committee as he has been promoted to Erickson Living's Regional Finance Director.

Colleen presented the September Occupancy Rates and Financial Reports. Occupancy Rates for September were over 97% for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care slipped to 86% compared to the 92.5 % in the budget projections. Neal has consistently pointed out the national trend toward lower skilled nursing occupancy.

The September Financial Reports for operating revenue show a negative variance of \$122,000 from budget projections mostly due to Skilled Nursing (that can be explained by the lower occupancy rate and by lower reimbursement rates for Medicaid individuals).

Operating income had a fairly large negative variance from budget due to higher expenses in several categories. One, of course, is skilled nursing. In addition, the Medical Center conversion to the new IT system has required increased staff resources, an issue about which the Residents' Council has had continuing discussions with the Administration.

Under non-operating income, investment income was good, but non-operating income overall had its usual negative amounts, largely driven by depreciation expense, which is a non-cash activity.

Turning to restricted funds, 15 people received assistance in September for benevolent care. These payments were greater than past months because of four more recipients and some adjustments from recent months.

At the Committee's request, Neal provided an overview of the capital budget for 2018 without discussing specific items in the budget about to be released. We had already heard that any major improvements around Lake Charles would not occur before 2019 and that Cross Creek renovations would spill into 2019. The four major areas of capital expenditures in the future are apartment modernizations (with over 300 apartments not yet modernized), Cross Creek (mostly in 2018), infrastructure, and all other expenses (such as vehicles, equipment, and furniture).

The next Finance Committee meeting will be Tuesday November 28 at 8:30 am in Brookside Classroom 2. Visitors are welcome.

**GROUNDS: Ted Durr, Chair (presented by Joni Guhne)**

The Grounds Committee met on 24 October, 2017. Attendance (8) was down but morale was up.

Minutes of the September meeting were approved.

Copies of a letter from Robert Dunker, Jr. were distributed to members. It concerned the plans for Lake Charles. After discussion it was pointed out that some of Dunker's points were endemic to all ponds with wildlife and other points such as the concerns about people with handicaps are under advisement. Dunker will receive responses, including a letter from the Chair.

There were several reports from 'Grounds Auditors'(Joni Guhne, Martin Tewksbury, and one from Bert Clegern via email) including observations about watering, shrubs, sidewalks, and trees. These were submitted to Ryan Truitt.

Ryan Truitt, staff, reported on the scope of work scheduled for the Lake Charles study and several other matters.

It was decided in the spring to have an article in the Sunburst about watering. The meeting adjourned at 11 A M. The next meeting will be on Tuesday, 11/28/17 at 11:00 am in the General Services conference room.

**HEALTH SERVS: Louise Dempsey, Chair**

The meeting was called to order on October 10 at 11am with 7 members and 3 guests.

Old Business

A meeting was held on 9/16/17 with Pharmacist, Jeremy Finck, concerning changes in drug deliveries to residents. The delivery plan changed from leaving drugs on a residents shelves to the new plan due to three major factors: risk of theft, violation of HIPAA rules, and requirement that residents sign for drug delivery.

In the new plan each building in Charlestown has a set delivery hour from Monday to Friday. A

courier delivers the drug(s) and obtains a resident's signature. In the event the resident is not home, a note is left asking that another delivery time be set or the resident can pick up the drugs at the Pharmacy. All controlled substances must be picked up at the Pharmacy. For medical boxes, the resident signs a delivery contract and boxes are refilled each week and left on the shelf. A neighbor or relative can pick up a resident's drugs by presenting the resident name, date of birth and address at the Pharmacy. To date, the Pharmacist stated that the new plan seems to be working well. He estimated that 75% of former deliveries were for convenience, thus actual apartment deliveries have decreased. A couple of "hiccups" in the new system is 1) new couriers are slower because of not being familiar with Charlestown, and 2) residents not hearing the knock on the door.

#### Medical Center Updates:

At the time of the meeting, it was anticipated that the renovations of the Medical Center would be completed by October 20<sup>th</sup> and, in fact, they are back and fully operational in their newly renovated regular space.

To date over 60% of residents have received the flu vaccine.

#### Ongoing:

Hand washing campaign established last year continues.

#### New Business:

The Committee received a written complaint from a relatively new resident. The resident stated he delivered a hard copy of the packet of information necessary to become a regular patient to the Medical Center. At that time he said he had lived at Charlestown about six months but the receptionist could not find his name in the system. She was advised by the Practice Administrator to create a temporary file. A few days later, his wife delivered paperwork to become a Care Path patient and had a similar experience. And yet on a subsequent visit, he said no records could be found.

The HC chairperson met with the Practice Administrator, who was aware of the problem. He said after IT investigated, two problems were found; 1) was that the name was initially entered incorrectly, and 2) "searching" for a name requires more than the first letter of the name be entered. The corrections were made and both names and associated records are now in the new E-Clinical record system. The information was given to the resident bringing the complaint and he accepted the solution as satisfactory.

#### Continuing Care:

Dr. Tan, the Podiatrist, now has a cart to bring her tools and supplies on her visits to RG.

Memory Care: Pat Kasuda has been gathering information to assist our District Legislators to move forward on introducing legislation in 2018 to clarify the COMAR regulations currently outlined for Memory Care Units. She learned that the State of Oregon has implemented Standards to assure that all facilities licensed as Memory Care Units in that State provide the most appropriate and effective care. Oregon's Standards model is the National leader in Memory Care. She shared

information with Delegate Ebersole and continues to communicate with him regarding this important issue.

November is Alzheimer's' month and activities are planned to highlight the disease.

The next Health Services Committee meeting will be on November 14th at 11am in HR 142.

**HOUSEKEEPING: Diane Lyons, Chair**

The meeting was held on Friday October 20, 2017. Five members attended plus Michelle Fenn, Housekeeping Department and members of her staff.

Reports from the each building committee member indicate no outstanding problems but areas where carpet is stained were noted by the Housekeeping Department.

A complaint from a resident in Harbor View regarding carpet stains and dog odors in the elevator was thoroughly checked out. Elevator was clean and deodorizers are not permitted in that enclosed area. Resident was given a report.

The floor tech for Chapel Court and Parkview, Corey Braxton, attended the meeting and was responsive to any areas of concern in those buildings and also noted some problems that he would take care of.

Although elevator frames have been repainted recently, they are already chipped. A suggestion to have corner guards placed on these elevator entrances has been referred to the Maintenance Committee to requisition.

Vice President Wendel Thompson referred a complaint regarding mice!! We can only report that the Orkin man is here every week and at different hours.

Kudos to the Housekeeping Department who have received special recognition from Erickson. The nighttime staff responsible for carpet cleaning is now up to full strength.

Next meeting is Friday, November 17<sup>th</sup> at 2 pm in HR142.

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

The Legislative/Political Committee met on October 11, 2017.

Eight members were present. Ann Mackay was the guest speaker.

Ted Durr and David Pollitt met with Senator Mikulski and invited her to speak at Charlestown. Since this meeting followed several prior contacts with her, no further follow-ups are planned.

The committee discussed an initiative for informing new residents about registering to vote. The committee will discuss this initiative again at the next meeting.

Ann Mackay spoke about MaCCRA (MD Continuing Care Residents Association) and mentioned some legislative changes of interest at both the Federal and State levels. She also discussed the organizational meeting for a Charlestown chapter of MaCCRA which was held in September 2017.

The next meeting will be held on November 8, 2017.

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

Our Committee met on Oct. 24, 2017, and was attended by General Services members Kevin Crawford, Jesse Morgan, and Don Hoffman; nine Resident members of the M & E Committee; and two non-member residents.

General Services staff reported the following:

- Don Hoffman was introduced to the Committee as a General Services Maintenance Supervisor who will be attending our committee meetings on a regular basis.
- Report regarding on-campus traffic signs and pavement markings is being reviewed by Mike Fischer, and responses to each issue will be made.
- Brookside Elevator 2 is now in full service.
- Chesapeake kitchen Restoration: Repairs have been completed. State and County Health Dept. inspections and approvals needed before the kitchen can be used.
- Proposals for replacing damaged rain gutters at Herbert's Run being evaluated. Rental costs for an aerial man lift are also being evaluated.
- New heating equipment for the hallways in Buildings 8 & 9 has been ordered, and installation is scheduled before winter begins.
- A piping system is to be installed to control discharge from the fire protection system drain at the Building 9 side entrance.
- Broken ceiling tiles in Building 7, Level 2, are to be replaced.
- Materials for replacing missing cove base in Building 8, Level 2, have been ordered.
- Damaged electric baseboard heater next to Dental Office entrance yet to be repaired.
- Swimming pool patio lighting control has been adjusted, and will be re-set for return to Standard Time clock settings.
- Hallway lighting levels in Building 7, Level 2, have been checked during day and night operations and were found to be adequate. No additional lighting will be installed.

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

- A broken tread on the exterior concrete stairway from Building 2 to the Terrace Café patio needs repair. The damaged area should be spray painted yellow until repairs have been made. The painted white stripes at the edge of the treads need to be re-painted.
- The exterior concrete stairway from the Carriage House Offices toward the Chapel is also badly deteriorated and in need of repair. General Services reported that this facility is not their responsibility, but is under the control of Erickson Management services.

- Two tall iron light posts along the sidewalk next to the John Erickson Memorial have globes with damaged and missing glass panels that need replacement. There is also a broken light next to the fish pond.
- The paint on elevator door frames and adjacent wall panels becomes chipped, scraped, and otherwise damaged; possibly by walkers, rollators and EMVs. Corner guards and protective wall panels should be installed at these locations. General Services indicated that this would not be a viable option since much of this damage is caused by large, heavy equipment carts used by contractors, housekeepers, and movers; and that these carts would continue to damage, loosen, and displace corner guards and mar the panels. The best option is to continue to repair and repaint damaged areas on a routine basis. The committee chair suggested that maintenance try the corner guards in at least one location to determine if they would help.

Resident's Council Chat Notes:

- The exterior face of the entrance door into the Hallway between Buildings 1 and 2 is badly in need of refinishing. General Services will schedule this work.
- A request was made for a cover or canopy over the sidewalk from Building 1 Lobby entrance to the Shuttle Bus stop. Since there is a covered shelter at the bus stop, General Services indicated that a covered walkway in this area is not a viable option.
- The foot bridge between Buildings 8 and 9 and Chapel Court has two sloping ramp sections at the Building 8/9 end of the bridge. These present a fall hazard, especially for those using walkers and rollators. A brightly colored tape across the floor where the slopes begin and end would help identify the slopes. Also, carpet on the slopes with a different texture, color, and pattern would help identify the slopes. General Services will present this to Charlestown Management for approval. Also, there are no hand rails in the sloped areas.
- The Memorial (Death Notice) Plaque in the Building 1 Lobby area is mounted in an obscure location in the mail box and cubby room. It was suggested that the plaque be mounted on the wall next to the bulletin board in the Building 1 hallway in the lobby area.
- The hallway in Building 8, Level G, has not had air conditioning for the past 2 years.  
(See General Services comment above re: new equipment for Building 8 and 9 hallways.)
- The foot bridge from Edgewood to Brookside is too cold at one end, and hot air is blowing at the other end. General Services will check the air handling units in these areas.

The next meeting will be on Nov. 28, 2017 at 2:00 pm in the General Services Conference Room.

**RESIDENT LIFE: Fran Ashby, Chair**

The Resident Life Committee met on October 18, 2017 at 2pm in HR142. There were six members and one guest present.

Brief updates were given by the Birthday Angels, Pet Lovers, Harmonious Living Task Force, and Summer Fun groups. There was a brief discussion and interest in organizing an LGBT focus group and/or participating in the existing employee group.

The remainder of the meeting was spent discussing possible goals for 2017-2018 and organization of the Resident Life Committee. This will be the focus of the next meeting, which is scheduled for November 18, 2017 at 2pm in HR 142.

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

The Committee met on October 24. Present were 8 members, two Resident Council Officers, and the Assistant Manager of Security and Emergency Services.

SES has started using a portable electronic speed sign at various times and locations on campus to educate and cite speeders.

There continually are concerns expressed about speeding EMVs in our hallways and dining areas. Speeding is a safety hazard for all residents.

The main entrance at Renaissance Gardens is now at the side of the building. A communication officer is at that entrance from 7am to 11pm and a Security Officer 11 pm to 7 am.

Residents need to call Security about contractors propping doors open. Residents are asked to allow rollators and EMVs in the dining rooms to be valeted. Flyers were sent to residents about securing apartment keys and about fire prevention.

The standing Entrance Gate policy is being enforced more diligently. Residents are required to notify the gate at 601-8378 before visitors arrive, preferable the previous day. The only exception is a visitor with a Frequent Visitor pass. If the gate is not informed ahead of time, the visitor will have to wait for the gate personnel to contact the Resident. It is hoped that Residents follow this policy to order to avoid backups at the Gate. A number of comments were made regarding the new gate policy which require further clarification.\*9\*

September statistics: There were 945 Pendants, 618 Pull cords, 33 Smoke Alarms. Total Heritage calls were 1896. Security was dispatched for 275 calls; there were 96 Baltimore County 911 calls, and 2 new EMVs were registered. 44 traffic citations were issued in September.

The next meeting is planned for November 28 in Brookside Classroom 1 at 1:00 but may change. Contact the chair if you plan to attend.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** The budget for the 2017-2018 Council year was given to council members. Ed Piechowiak made a motion to accept the budget. Al Davies seconded it and the motion was unanimously passed.

**WORDS FROM MANAGEMENT:**

Aida Blanco:

- Explained that the 4 hour phone and Internet outage today was due to a Verizon problem.
- The Gate Policy that was discussed is not a new one, but is just a more diligent enforcement of our current policy. Residents should notify the Gate if we are expecting visitors.
- There is a date change for the Dining Town Hall meeting, because of Thanksgiving activities and room conflicts, to Wednesday the 15<sup>th</sup> in the Conference Center.
- Valet parking of EMVs and rollators in the dining rooms will start being enforced on November 20. This is not a new policy, simply an enforcement of the current policy and it's being done for the safety of both residents and staff while in the dining rooms. She asked us to please help in convincing fellow residents of the need to valet those devices and said that the enforcement will be mentioned in both Coffees in the various dining rooms and in the Town Hall meeting. More valet tags are being printed and training of staff is going on so that they can be more effective.

President Harders adjourned the formal meeting at 8:22 pm.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary