



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

December 5, 2017

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

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

47 association members attended. Visitors included residents, Charles Denton, member of the Board of Directors, Nathan Blumberg, Associate Executive Director and Pam Stiner, Director of Finance. The Council observed a moment of silence.

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

A Mission moment, by definition, recognizes a specific act. But what about an ongoing series of acts that are performed without fanfare or special recognition and yet are amazing and uplifting?

- I'm thinking about the many caregivers among the independently living residents: Wives caring lovingly for their disabled husbands and husbands caring for their wives. Husbands in a caregiver role, that's something most men in our generation didn't think would happen to them when they got married. But they are doing it, living out their promise "for better, for worse" quietly and with grace. I hope you would agree that the daily display of loving care is worth mentioning and acknowledging, even if it does not fit the definition of a mission *moment*.
- Here is one that fits the definition: Communal caring and concern for a fellow resident, specifically our past president, David Douds. Numerous residents and staff members asked about his well-being as he was suffering setbacks in the hospital, arranged a prayer session, encouraged individual prayers, and visited him once he was finally transferred to the Dorsey Center for rehab. All those concerns comforted him and his family greatly and sped up his recovery. At the rate he is progressing, we should have him back with us in good time.

I have the following announcements:

- Ordinarily there will be no meetings of Council committees in December, unless they decide otherwise.
- The Council as a whole will operate at the regular schedule. Therefore, the Executive Committee will meet tomorrow, December 6, at 9:30 AM in the Council Office, and our monthly Council Work Session will be held on Monday, December 11, at 2:00 PM in Brookside Classroom 1. We will also have some fun at our Holiday social on December 15 at 3:00 PM in the Gallery.

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

No Council Communication Forms were received in November.

**SECRETARY'S REPORT: Ed Piechowiak**

At our council work session Don Grove was the guest speaker. He spoke of the potential impact of the future Erickson community planned for Clarksville in Howard County. Since Charlestown primarily draws from Catonsville and Anne Arundel County, with some from Ellicott City, there is not a large impact expected. The Clarksville Erickson facility will be about 1000 units.

The revised committee roster has been emailed to Council members.

**TREASURER'S REPORT: Al Davies**

In November 3 checks were written (\$400, \$3.68, and \$83.50), and no deposits were made. Each check cleared through the bank, and no PNC fees were charged. The bank balance, minus one check not yet cleared (\$100, #1203) was \$4,400.42 which equals the Council's balance of \$4,400.42. Perfect! Al also reminded us of what good deal our Residents' Association membership fees are: while residents are the "eyes and ears" of Charlestown, the Council is the "mouth" and acts as a conduit for concerns that residents may raise.

**COMMITTEE REPORTS**

**BENEVOLENT CARE: Jean Eichenlaub, Chair**

We did not meet in November. We will not be meeting December.

**COMMUNICATIONS: John Murnane, Chair**

The Communications Committee met on November 23, 2017 at 2:00 PM in CTS classroom 116. There were five committee members and one guest present.

It was announced that Hope Tillman had assumed the Chairmanship of the Website Subcommittee since Ann MacKay, the former chair, was very much involved in the Maryland Continuing Care Residents Association (MaCCRA).

The status of the Council information on the lobby bulletin boards was presented. The four spaces allotted for the Council's use will be labeled and the content will be displayed in a more appealing and consistent format to call resident attention to the information.

Although there was no meeting in November of the Website Subcommittee, updates and enhancements to the site continue being made. The subcommittee's next meeting will be in January.

An updated list of "evergreen" topics for the Sunburst was distributed.

Next meeting will be on January 22, 2018, at 2:00 PM in CTS Classroom #116.

**CONSERVATION: Bill Tilles, Chair**

In attendance were Committee members, Council President and Vice-president, Michelle Fenn (Housekeeping Supervisor), and Jesse Morgan (Maintenance Supervisor).

Marty Tewkesbury volunteered to work with Michelle Fenn and take over a major task of communicating to residents what they can and cannot recycle. This includes the display boards that Michelle puts in the restaurant areas periodically.

Chuck Wright, Assistant Chair, will manage the Solar Energy initiative for the Conservation Committee. Solar energy is a growing source of clean, low cost energy and our committee supports its use.

Collections through October:

Recycling: approximately 31 tons, more than three tons more than September.

Trash: approximately 68 tons, 16 tons less than October.

Recycling numbers are up and trash numbers are down. That's good news

We discussed the dock area at the Terrace Café with Jesse Morgan, Maintenance Supervisor. It is used to store trash and recyclables but is open to the weather. He said he would look into the matter and report back to the committee.

We looked into the question of whether the Capital Asset Co. in Hyattsville might be interested in recycling our used IT equipment. They were not interested. No further action is being considered.

The next Committee meeting will be on December 19, 2017.

**DINING SERVICES: Carolyn Thompson, Chair**

The Dining Committee met November 20, 2017 in Brookside classroom 1 at 2 pm.

In attendance were 15 members, the Director and Assistant Director and the Executive Chef of Dining Services. The President and Vice President of the Council were guests.

- Thanks to all the cooks, servers, and staff across the campus for their support of help to the Chesapeake during the re-opening of their Signature dining.
- Recruitment of a new cohort of servers have passed through initial training.
- Wait time between serving salads, entrees, dessert and coffee is still an issue.
- Prebussing needs 10 minutes to prep before seating.
- Food temperature and consistency is still an issue.

- Up-dating recipe books is in process.
- Action stations doing well.
- Transition to Jack and Jill ice cream was discussed.
- Meals often come out with something missing. Check the order before delivery.
- Some servers still asking “who gets what?” Training needs reinforcement.
- New gluten free foods are being added and labeled.
- More variety of vegetables are needed. Can some be added to salads?
- All potatoes are being rotated, not all served at the same time.
- Seating of the large tables creates longer wait times for others waiting for dinner.
- Could there be a buffet in the private dining rooms?
- At buffets, items with sauces need a solid spoon, so the sauce can be put on food.
- Contamination is a problem. Concern about more proper training on handling glasses, products, utensils, and surfaces.
- Our dietician was welcomed to the Dietary Focus Group. This is a major achievement of our efforts to get access to dieticians.
- We want to thank Dr. Steve Schimpff for his interest in nutrition for special needs residents. We look forward to his presentations in the new year.
- For the safety of residents and dining staff, rollators and EMV’s can no longer be parked by your table. They will be returned to you at end of your meal. If you can’t leave your EMV or rollator to sit in a chair, you will get a table near the wall.
- In order to improve your dining experience when eating, call the manager at the time an issue occurs.
- Go to the restaurant coffees with issues about the restaurant you use. Check the monthly special events calendar for date and time.
- Go to the Menu Focus Group at your restaurant to say what foods you’d like to have on the menu. You have to sign up at the resident hostess counter.
- Go to the Dining Services Town Hall meeting, the last Friday of the month, to hear the latest from our director of Dining.

Next meeting is January 22, 2018 in BR Classroom #1. There is no meeting in December.

**FINANCE: Gil Fisher, Chair**

The Finance Committee met on November 28 with Colleen Stafford, Assistant Finance Director. Ralph Strong, Assistant Committee Chair, chaired the meeting, and 12 Committee members were present.

Colleen presented the October Occupancy Rates and Financial Reports. Occupancy Rates for October were over 97% for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 88.6% compared to the 92.5 % in the budget projections.

The October Financial Report for operating revenue shows a small positive variance, almost right on budget projections. Skilled Nursing revenue had a negative variance of \$112,000, which can be explained by the lower occupancy rate and by lower reimbursement rates for Medicaid individuals.

Operating income had a negative variance from budget projections due primarily to higher expenses in skilled nursing. Some good news is that the Medical Center income has returned to a level close to budget projections.

Under non-operating income, investment income was good, a positive variance of \$217,000. Non-operating income overall had its usual negative amounts, but this is largely driven by how accounting rules treat depreciation expense.

Looking at the balance sheet, the numbers look fine. We should note that the first settlement under the 90% refund contract occurred in the month. The 10% portion is used for refurbishing with any remainder available for general expenses.

Turning to restricted funds, 14 people received assistance in October for benevolent care. These payments are still high and have not come down as expected. The Gala contributed \$80,000 to the fund. We understand that the Foundation will supply funds to get through the last two months of this year. This points out the importance of better informing residents about the fund and what it means for the stability of Charlestown.

Colleen briefed the Committee on Management's response to the recommendations that the Resident Council made for consideration of the 2018 Budget. The Management responses were generally in the right direction although the Council will be considering further the matter of the new Transportation Program. You have a handout summarizing the Management responses. This handout is also available at the edge of the stage.

The next Finance Committee meeting will be Tuesday January 30 at 8:30 am in Brookside Classroom 2.

**GROUND'S: Ted Durr, Chair (Joni Guhne presenting)**

Twelve members were in attendance along with Kevin Crawford and Ryan Truitt. The meeting was opened at 10 AM and the October minutes were approved. The Chair reviewed the "Consensus, Concern, Motion" approach to doing business with the committee.

There were several grounds auditor reports, including two written beforehand by Bert Clegern and Pat Kasuda. A summation of all reports follows.

- The Nature Trail is in good shape but water diversion is needed around the Covered Bridge to prevent further erosion. The erosion that has occurred also needs correction. Ryan Truitt is aware and plans prompt work on the problem. Bert also pointed out that the Trail, now covered

with leaves, requires extra caution when being walked on because some objects, like crossbeams, can cause falls. The Ball Field and Memory Walk are in fall mode. Two small dogwoods along the Memory Walk are dead and we have replacements in the Wildflower Garden. Their transplanting to replace the expired trees awaits approval of the Philanthropy department.

- The new Caton Woods and the nearby RGS facilities require work to expand the outdoor patio at RGS for use by residents and families. The Caton Woods area needs attention regarding the property's perimeter as well as a garden plot for spring gardening. The dead shrubs on the patio level also need to be replaced. Also, facing Caton Woods, one of the two water containment/drainage swells has the wrong plastic-stone-like material and as a result the drainage is not proper. The contractor will be contacted to fix this.

The Grounds Committee will participate in the Nature Festival on 26 April.

Further Grounds Committee concerns are: replacing of fencing along Erickson way; development of the Lake Charles facilities and path; repair of Charlestown's sidewalks.

The next meeting will be on 23 January, 2018.

#### **HEALTH SERVS: Louise Dempsey, Chair**

The meeting was called to order on November 14th at 11am with 6 members and 2 guests present.

#### **Updates:**

-**Flu vaccine:** To date 1550 residents have received the flu vaccine at Charlestown. Dr. Mickey Pelczar stated that although nationally the current number of cases remain small, the number is slowly rising. Very few cases have been reported in Maryland at this time.

-**Opioid Crisis:** Pat Kasuda is assembling a diverse panel of experts on the opioid crisis. The plan is to include a physician from Corporate, a representative from the Maryland Department of Health, the police department, physician in charge of the state's medical emergency services, the Drug Czar for Md., and a family member who has had to deal directly with the consequences of Opioid usage in their family. The panel discussion is scheduled for January 9, 2018 at 7 pm in the Auditorium.

#### **New Business:**

-**New Shingles Vaccine:** Janet Allan informed the Committee of a new vaccine for shingles (Shingrix) recommended by the Advisory Committee on Vaccine Practices and approved by the FDA. That Committee recommended that adults ages 50-59 receive the vaccine. Research showed that Shingrix is vastly more effective than the current vaccine, Zostavax. In adults 50-70, it is 97% effective while Zostavax is only 70% effective. For adults 70-90, Shingrix is 91% effective while Zostavax is 51% effective. Protection remains high for 4 years with Shingrix but only one year for Zostavax. Shingrix requires 2 dosages at a total cost of \$280. Zostavax is \$230 for one dose. Since Shingrix is genetically engineered and has an immune boosting adjuvant, it can be used in immune

compromised individuals.

Dr. Mickey Pelczar stated that all adults 65 and older should have a yearly flu vaccine, the pneumonia vaccine once, shingles vaccine (TBA), Pertussis vaccine once but Tetanus every 10 years. He also advised there is a new pneumonia vaccine (PPSV23).

**-MOLST/Advance Directives/Medic Alert:** As a result of a resident's resuscitation while outside of his apartment and witnessed by many, concerns and questions have arisen about how residents can communicate their wishes about medical intervention. To provide more information to residents, Lisa Roeder, Social Work Manager, wrote an article at our request for the November Sunburst explaining Cardiac Arrest/Do Not Resuscitate orders and what happens when you are not in your apartment. Information was also provided on MOLST forms and how to obtain a medical alert bracelet. We also asked Mike Fischer to write an article on the EMT process regarding resuscitation and advance directives and to discuss the topic at his town hall meeting. Residents are urged to put their MOLST form in the Vial of Life in the refrigerator and on the back of their front door.

**-Observation vs. Admission Status:** Louise Dempsey submitted an article for the Sunburst describing the difference between observation and admission status during hospital treatment. This is important information as Medicare may not pay hospital costs and/or skilled nursing costs when treated in hospital "under observation".

**-Dietitian Services:** There are two community dietitians. Residents in Independent Living now have access to these services. A doctor's order is required and there is a fee for the service. Phoebe Loyer- Graham, CC Administrator, will disseminate more information regarding dietitian services via the Sunburst and Channel 972.

### **Continuing Care:**

Pat Kasuda continues to work with our State legislation to adopt memory care standards similar to Oregon's standards. She will meet with Del. Ebersole and Stevanne Ellis, Ombudsman for the Virginia I. Jones Dementia and Alzheimer's disease Council, to continue advocacy for this legislation.

She also met with families of residents in RG and stated that in general they seemed very happy with the care. Their main concern was regarding updating/refreshing RGSouth.

Jack Rothe, resident advocate, will be leading the development of a program on harmonious living.

There are plans to install flaps on the sides of the awning at the new entrance of RG for protection from inclement weather. Plans for extending the awning is also being evaluated.

**Resident Council:** A list of suggestions was compiled by a past RC president and others, on "how to make the Resident Council more visible". At the request of the RC President, a copy was given to our committee members. They were asked to review the list and bring reactions and suggestions back to the next meeting.

The Health Services Committee will not meet in December.

The next meeting is scheduled for January 9<sup>th</sup> at 11am in HR142.  
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**HOUSEKEEPING: Diane Lyons, Chair (Trudy Allison presenting)**

The meeting was held on Friday, November 17, 2017. Six members attended, plus Krystyna Kaniowski from Housekeeping.

In St. Charles, Bldg. 9, and Edgewood the carpet areas in need of cleaning were identified. Noted by Krystyna for Housekeeping Dept.

Herbert's Run. Corner guards have been placed on the elevator frame.

Chapel Court – Reported that shelving left in the Level 5 stairwell needs to be removed., The falling carpet at the 4<sup>th</sup> floor elevator has been repaired.

Harbor View. Level 1 in disarray from move of Medical Center and prep for Finance to move over to that location.

Fountain Hill – remodel and construction still underway as offices are turned back into apartments. Regarding the skylight – plastic replacement panels are not the answer.

In response to several complaints about the plants on the bridges and wood sills in the CTS corridor, notes were written and phone calls made with polite suggestions for improving the attractiveness of the display. An article has been submitted to the Sunburst.

Krystyna Kaniowski noted that 2 new housekeepers have been hired.

There will be no meeting in December. The next meeting will be January 19, 2018.

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

The Legislative/Political Committee met on 11/8/17. Eight members were present.

With regard to the 2018 elections, a major committee activity will be deciding candidates for which offices should be invited to Charlestown. The committee will discuss this at the January meeting.

The committee will also be considering ways to raise awareness of Residents' Council activities, such as presenting a few discussions on 972 about the committee's work.

The committee has been reviewing options for informing new residents from out of state about Maryland's primary system. Phyl Lansing reported that the League of Women Voters has decided to undertake this activity.

There will be no committee meeting in December. The next meeting will be held on 1/10/18.

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

Our Committee met on Nov. 28, 2017, and was attended by General Services' members Kevin Crawford, Jesse Morgan, Don Hoffman, and Sam Suter; seven Resident members of the M & E Committee; and two non-member residents.

General Services' staff reported the following:

- Report regarding on-campus traffic signs and pavement markings is being reviewed by Erickson Management as part of an on-going study to develop standard criteria for all Erickson communities.
- Proposals for replacing damaged rain gutters at Herbert's Run being evaluated. Rental costs for an aerial man lift are also being evaluated. Starting date not yet scheduled.
- New heating equipment for the hallways in Buildings 8 & 9 has been received, and installation is scheduled before the new year 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, have been replaced.
- A missing section of cove base in Building 8, Level 2, has been replaced.
- Damaged electric baseboard heater next to Dental Office entrance has been repaired.
- An environmental study is being made for improvements to the Lake Charles foot path.
- Management response to suggestions to improve awareness of ramps on the Building 8/9 – Chapel Court footbridge is that this would increase the potential for legal liability in the event of an accident involving the ramps.
- Heating and cooling units on the Edgewood/Brookside footbridge are being repaired or replaced as needed. Two new units remain to be installed.
- The edge striping on the treads and risers of the exterior concrete stairway from Building 2 to the Terrace Café patio has been completed. Concrete repairs to be made as weather permits.
- Loose handrail support on Atrium stairway has been repaired.
- Refinishing of the exterior side of the wooden entrance doors into the Building 1/2 hallway has not been started. The door hardware also needs adjustment.
- Repair or replacement of damaged globes on two light posts along the sidewalk next to the Erickson Memorial has not yet been done.
- Relocation of the Death Notice panel in the Building 1 lobby area should be coordinated with Mary Evans.

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

- A Venetian shade has been requested for the door of the Volunteer Projects Coordinator's office. General Services does not do window or door treatments. Requests for this work should be made through the Department in charge of the space.

- The Visitor Badge Return box in the side entrance of Building 9 has been knocked off the wall. Since returnable visitor's badges are no longer being used, it is not necessary to re-mount the box. General Services will repair the wall damage, and has taken the box away.
- The walls and corners of the cart storage area in St. Charles near the dining room need repairs. It was suggested that fiberglass reinforced panels (FRPs) and corner guards be used for this work. General Services will consider this suggestion and make repairs accordingly.
- It has been reported that some residents with pet cats are disposing of used kitty litter by flushing it down their toilets. To date, General Services is not aware of any blockages caused by this procedure, but it should be discouraged.
- Vehicles often disregard the temporary one-way traffic pattern through the Fountain Hill parking lot despite the traffic control signs that have been posted. General Services indicated that more signage would be difficult due to the limited spaces available. It was suggested that orange traffic cones could be used to help direct traffic flow in this area.
- Often, there are short term water service outages in some apartments in Buildings 1 and 2. General Services explained that this is due to renovations being made in adjacent apartments.
- Elevator door frame corner guards: It was suggested that a test installation be made at a select location to see how well the guards perform under adverse conditions. General Services will consider this option and proceed accordingly.
- Topic for the M&E Committee article for the March issue of the Sunburst - Since there are still on-going problems with the use and care of kitchen disposals, General Services would like to see a reprint of last year's article be used. This would also help new Residents who have moved in since the article was last published.
- A Condition Report for Buildings 1 and 2, dated 11/26/2017, was presented to General Services for their action.

The next meeting will be on Jan. 23, 2018 at 2:00 pm in the General Services Conference Room.

**RESIDENT LIFE: Francine Ashby, Chair**

The Committee did not meet for the month of November. Our next meeting will be Wednesday, January 17, 2018 at 2pm in HR142.

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

The meeting was held on November 21. There were 9 members present, plus the Acting Manager of SES, and the President and Vice President of the Resident Council.

The discussion centered around Gate Security enforcement and Heritage Pendant concerns. There will be a General Services Town Hall meeting on December 1 at 11:00 am in the auditorium and a Coffee with Security and Emergency Services on December 4 at 10:30 am in the auditorium.

Residents will have the opportunity to hear updates and ask questions.

Residents are reminded not to block emergency exits with walkers or EMVs.

The new portable speed sign has been helpful in diminishing the number of speeders.

There is a request with IT to have an identifying ringtone specifically for emergency calls to allow personnel to separate routine calls and emergency calls.

The statistics for October are: Pendants 974, Pull-Cords 629, Smoke Alarms 267, Citations 32, Battery 27, 911 calls 158. Total calls were 2,137. Two new EMVs were registered.

The next meeting will be on Tuesday, January 23 at 1 pm in BR#1.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** None but Steve pointed out to residents that Staff Appreciation checks were handed out today and met with appreciation, smiles, and handshakes from all of the employees.

**WORDS FROM MANAGEMENT: Nathan Blumberg, Associate Executive Director**

- Thanked Steve for pointing out that Mission Moments didn't have to be just one moment and that it was great to draw attention to caregivers.
- Announced that Employee Engagement results were back and that they had improved over last year's results. Staff feel more engaged and safe to speak up. Results from the Residents survey should be available in mid-December.
- Pointed out that the Staff Appreciation fund drive raised over \$250,000 with 61% participation from residents. Thanks go to residents for their donations and to those who helped with the distribution of checks and who had many positive thanks and comments for the employees as they picked up their checks.
- Friday is Jangar Richard's last day at Charlestown. We all wish her the very best in her new position. Her replacement is being actively recruited.
- Welcomed Pam Stiner, the new Director of Finance, who just finished her first day at Charlestown.
- Wished all of us a Happy New Year from management.

President Harders adjourned the formal meeting at 8:20 p.m.

**POST-COUNCIL MEETING COMMENTS FROM RESIDENT GUESTS:**

- One request to hear from Pam, who explained that she was in the process of selling a house in the Philadelphia area and moving her family to Maryland. She had worked at an Erickson community, Anne's Choice, for 12 months and prior to that spent many years in corporate America. She enjoyed her time at Anne's Choice and looked forward to meeting and engaging with residents here.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary