



THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

February 6, 2018

Residents' Council Website: ccicharlestown.org

President Steve Harders called the regular meeting of the Residents' Council [the Council] to order at 7:30 pm February 6, 2018. The January 2, 2018 minutes were approved as distributed. 62 association members attended. Visitors included residents, Naomi McAfee and Charles Denton, members of the Board of Directors, and Clara Parker, Executive Director. The Council observed a moment of silence.

ANNOUNCEMENTS/ PRESIDENT'S REPORT (Steve Harders): For mission moments, Staff was praised for its work during the recent snow/cold spell and the website subcommittee credited with attracting employees to Charlestown. The Council made a contribution of \$100 to the Benevolent Care fund in honor of Janet Shaw, a former Council president (twice) and honorary member of the Board of Directors. She passed away recently. The president conducted the annual ELLIC lecture "Residents' Council 101".

VICE PRESIDENT'S REPORT (Wendel Thompson): He expanded on his Sunburst article that any cost savings instituted by management are to the benefit of the residents, not Erickson.

SECRETARY'S REPORT (Ed Piechowiak): He reported on the last work session, in which Nathan Blumberg, associate executive director, was a guest interested in communication.

TREASURER'S REPORT (Al Davies): Bank balance is \$3,151.98; no outstanding checks.

COMMITTEE REPORTS

BENEVOLENT CARE (Jean Eichenlaub): Successes for 21017 include \$724,000 raised for Benevolent Care; \$876,000 in NEW planned gifts; Treasure Sales \$185,000 gross and \$20,000 through the Cars for Care program. Benevolent Care Month will be moved back to late August – September to give a breather before the start of the Staff Appreciation drive.

COMMUNICATIONS (John Murnane): The front desks will have clocks indicating when the receptionist will return from an absence. The committee accepted a proposal to display pictures and contact information of the Committee Chairs' on the community bulletin boards.

Website Subcommittee (Hope Tillman): The committee is working on creating more on-line forms and sees the need to produce "Help" articles on how to use the site.

CONSERVATION (Bill Tilles): The \$30/ton recycling fee as reported in the December 2017 meeting was a misunderstanding. There is no charge. Work continues to determine what is and what is not recyclable. A Master list of Conservation Projects is being developed for consideration by the committee. Disposition of old or unneeded medications needs clarification. For needles, syringes and lancets, Housekeeping will provide a bio-hazardous waste container. Residents are asked to please tie their trash bags closed before putting them out for collection.

DINING SERVICES (Carolyn Thompson): She provided an update dietician services, focus groups, private dining room reservations, and the upcoming Shortline renovation.

FINANCE (Gil Fisher): The December Occupancy rates were very strong, over 98% for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 90.7% compared to 92.5 % in the budget projections. Operating revenue, operating and non-operating income show positive variances of \$224,000, \$413,000 and \$1,650,000 respectively. 16 people received assistance for benevolent care. The committee approved a timeline for developing suggestions for management's consideration for the 2019 budget.

FOUNDATIONS (Ted Durr): He reported on sidewalk repair as soon as weather permits, the Lake Charles Engineering Study, upcoming Nature Festival, and the importance of making funds available for erosion work around the covered bridge.

HEALTH SERVICES (Louise Dempsey): MOLST forms must be kept updated, and it's not too late for flu vaccination.

HOUSEKEEPING (Diane Lyons): Because of the flu season, the housekeeping staff pays special attention to railings and "high touch" areas. They are being wiped twice daily.

LEGISLATIVE/POLITICAL (Anne Erfle): Committee members received a League of Women Voters (LWV) information sheet to inform new residents from out of state about Maryland's closed primaries.

MAINTENANCE & ENGINEERING (Ken Jarboe): Several maintenance items have been completed. Planning for complete replacement of the St. Charles elevator has started. Smoke detectors in Charlestown are hard wired and have a battery back-up in case of a power outage. They are not subject to new state regulations. The spring actuated closers for apartment entrance doors can be swapped for easier access for users of walkers, rollators, wheel chairs and EMVs.

RESIDENT LIFE (Fran Ashby): The Pet Lovers request for a place on site to provide routine exams and required vaccinations for cats has been approved. A subcommittee "Residents and the Erickson Way" is being organized which will focus entirely on that concept.

SAFETY & SECURITY (Veronica Coleman): Traffic enforcement statistics continue to rise. Regular security service experience normal levels. The Gatehouse will now allow guests to enter the property without prior notice. Residents should be aware of scams for solicitations.

NOMINATING & ELECTIONS (Janet Allan): The committee for the 2018 election held its first meeting. Members are Janet Allan, Chairman, Joni Guhne, Asst. Chairman, Pat Kasuda, Phyl Lansing, Emilie Sosnoski, Sherry Stewart, and Bill Tilles.

UNFINISHED BUSINESS: None

NEW BUSINESS: None

WORDS FROM MANAGEMENT (Clara Parker): Among other items, Clara announced that a new Associate Executive Director, Adam Dickson, has been hired and will join us in April. Because of a gastro intestinal illness, admissions to continuing care have been halted and residents are asked to curtail non-essential visits and otherwise stay home if they feel ill. The Patient Portal should be up shortly.

President Harders adjourned the formal meeting at 8:35 p.m.

Ed Piechowiak, Residents' Council Secretary

Sherry Stewart, Residents' Council Assistant Secretary

Attachment

If the reader wants to see more detail, below is the full text of the reports.

ANNOUNCEMENTS/ PRESIDENT'S REPORT: Steve Harders

I have two Mission moments today, one of which is to thank our staff, and the other is to show an unintended positive consequence of resident action:

- The bitter cold and snow of the middle of January are gone, and will hopefully not return this season. If you can remember that far back, you likely were sitting warm and cozy in your apartments, smiled at the winter scene, and enjoyed your usual meals and other services without interruption. Our staff made this possible; they braved the elements and kept us safe and comfortable. Our sincere thanks to them all.
- During recent interviews for positions at Charlestown, the interviewer was allegedly surprised about the candidates' detailed knowledge of campus operations and happenings. Asked about how this knowledge was obtained, the candidates pointed to the Council's web site "CCICCharlestown.org", said it showed a vibrant community and they wanted to be part of it. Kudos and thanks to the design team.

The Mission moments are followed by announcements. I have two of them as well:

- Janet Shaw, an honorary member of the Board of Directors, passed away recently. Before going on the Board, she was twice President of the Residents' Council, namely in 1998-99 and 2002-03. We thank her for her many years of service and honor her with a memorial of \$100 in favor of the Benevolent Care fund. By the way, you may have noticed that Janet's picture was removed from the display in the elevators and has been replaced with Dr. Lenwood Ivey's under the Board's customary procedures.
- Last Thursday, I had the honor of delivering the annual ELLIC lecture "Residents' Council 101". Fifteen people signed up but not all attended. Several Council members supported me in showing that we are a worthwhile institution for the benefit of the residents. Thank you. If we are lucky, one or two of the attendees might run for the council. Going forward, the Executive Committee will meet tomorrow, February 7th, at 9:30 AM in the Council Office, and our monthly Council Work Session will be held on Monday, February 12, at 2:00 PM in Brookside Classroom 1. Jason Dennis will be our featured guest. Ken Zahn has also requested time to address the group. That means, we will have a very full agenda and will likely have to go longer than usual. Please bring some extra time.

VICE PRESIDENT'S REPORT: Wendel Thompson

No Council Communication Forms have been submitted this last month which means you are taking care of matters yourself. You don't need my help. Congratulations.

Permit me to speak to an issue I addressed in this month's Sunburst. You are witnessing cost containment measures here at Charlestown when something you like is gone. Then we immediately think that someone must have gained something at our expense. So, we hear someone say "Erickson is just fattening their own account" or we hear about the emergence of "greed" that wasn't here when John Erickson was in charge of Charlestown and "gave folks what they asked for." If I have lost some benefit, then others must have gained from what I lost. That is the thinking. Let me be clear: the money that is saved from any cost cutting measure

or improved efficiency is OUR money and that money ensures that next year's increase is moving toward zero. Now we know it won't be zero, but we like the direction of zero.

SECRETARY'S REPORT: Ed Piechowiak

At the Council work session on January 8 a motion was passed to donate \$100 to the Benevolent Care fund in memory of Janet Shaw who was a past Council president and a non-voting member of the Charlestown Board of Directors.

Our guest for the meeting was Nathan Blumberg, Assoc. Executive Director who gave us some of his background information and his duties at Charlestown. We got a first-hand demonstration of what he does when, at the start of the meeting he offered an apology for having to leave to see to the massive water leak at the Cross Creek/Chesapeake area. Within a reasonably short time, he was back, described the problem, the shut-down of water to the buildings, said what was going on to fix it, and from what I understand water was back on in the building in about an hour. The maintenance crew which was about 15 people should get a lot of credit for a quick response to the problem. Nathan was also asked to see if he could get the president of Erickson Health Care to attend one of our work sessions.

TREASURER'S REPORT: Al Davies

January activity:

- Two checks written; both cleared PNC Bank
- No deposits made
- No fees charged
- Council balance and the PNC balance are the same, \$3151.98.

Al explained that next month he will be providing information about our annual \$2 per resident dues which are collected in April. He reminded us that the Council has 12 committees which act as the eyes and ear of our community.

COMMITTEE REPORTS

BENEVOLENT CARE: Jean Eichenlaub, Chair

The meeting on 1/24/2018 was opened with Patti Santoni, Emily Fowler from Philanthropy,

The meeting opened with a review of 2017. Successes include \$724,000 raised for Benevolent Care; \$876,000 in NEW planned gifts; Treasure Sales \$185,000 gross and 24 cars, valued at \$20,000, donated through the Cars for Care program.

Events coming up are the February Treasure Sale – 8, 9 and 10th. Putterland - 21 – 24th.

Benevolent Care Month will be moved back to late August –September so it doesn't end when Staff Appreciation starts.

Next meeting will be February 28th in CTS Room 116 at 2 pm.

COMMUNICATIONS: John Murnane, Chair

The Committee met on January 22 at 2:00 PM in CTS classroom 116 with Nathan Blumberg, Associate Executive Director, and Alex Kareem, Communications Manager.

Nathan told the Committee about his interest in communications, especially the methods of communication and the accuracy of messages communicated at Charlestown. A committee member pointed out that Council Minutes_WEB_20180206

information about changes that affect the overall community should be accompanied by the “why” and even the monetary justifications. That should eliminate a lot of dissatisfaction and distrust by getting the whole story out.

Alex Kareem answered questions about the front desk telephone coverage, availability of Chesapeake and Shortline menu supplies and notices of when a receptionist who must leave will return.

The committee accepted a proposal to display pictures and contact information of the Committee Chairs’ for the community bulletin boards in order to increase interest in the Council and willingness to participate.

Next meeting will be on February 26, 2018 at 2:00 PM in CTS Classroom #116

Website Subcommittee

The CCI Website Subcommittee met on January 22, 2018.

The committee is working on creating more on-line forms and sees the need to produce “Help” articles on how to use the site, especially with key-words for an efficient search. A special page will show the shift in parking locations during the construction period.

Next meeting will be March 26, 2018 at 1:00 PM in CTS 2016.

CONSERVATION: Bill Tilles, Chair

The committee met on January 16 with Michelle Fenn, Housekeeping Supervisor

There will not be a \$30/ton recycling fee as reported in the December 2017 meeting. That was a misunderstanding.

Work continues to determine what is and what is not recyclable. A Master list of Conservation Projects is being developed for consideration by the committee.

Disposition of old or unneeded medications was discussed but needs clarification, specifically on the use old the mailing envelopes and medicine bottles. For needles, syringes and lancets, residents should call Housekeeping for a bio-hazardous waste container to be delivered to their apartment and for then for pickup.

Residents are asked to please tie their trash bags closed before putting them out for collection. This will help reduce spillage of trash on the campus. Plastic bags can **ONLY** be recycled by taking them to a local grocery store. They cannot be used for recycling with the pickup at your apartment.

DINING SERVICES: Carolyn Thompson, Chair

The Council Dining committee met January 15th in BR-1. It was a holiday for the Director of Dining office. Coffee chairs gave the following report.

- Holiday menus were delicious but crowded. More restaurants will be opened on future holidays.
- All carry out meals are cooked to order and the packer’s name is listed on a follow-up label. The Chesapeake carryout opens February 5.
- The Menu Focus Groups will meet next on February 20 and February 22. You have to sign up at the restaurant to attend. We need your ideas.

- The Private Dining Room needs to be reserved 5 days in advance. Check with the restaurant for its capacity and table arrangements. There is a set menu. A minimum of 8 people is required to reserve a room.
- We only have one dietician now and interviewing is in progress for another.
- Shortline will be closed for complete renovation at the end of March/April. Looking at options for lunch.
- Remember to take your restaurant issues to the “coffees” with their managers. See bulletin boards in your lobby for times and locations for the coffees. If you can’t attend a coffee, fill out a comment card.
- Remember it is always best to talk with a manager when the problem occurs.
- Plan to attend the Dining town Hall meetings the last Friday of the month to get current campus dining information. They will no longer meet twice a day—only in the morning at 11:00 in the auditorium. The next one is February 23.

Our next meeting is February 19, 2018 in Brookside Classroom #1.

FINANCE: Gil Fisher, Chair

The Finance Committee met on January 30 with Colleen Stafford, Assistant Finance Director. Pam Stiner was absent due to illness.

Colleen presented the December Occupancy Rates and Financial Reports. Occupancy Rates for December were very strong, over 98% for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 90.7% compared to 92.5 % in the budget projections.

The December Financial Report for operating revenue and for operating income show positive variances of \$224,000 and \$413,000 respectively. Non-operating income also had a positive variance, so overall there was a \$1,650,000 increase in net assets. Investment income was excellent, over \$1.6 million.

Turning to restricted funds, 16 people received assistance in December for benevolent care, a larger number than the normal 10 – 12. The Finance Committee is working in conjunction with the Benevolent Care Committee to better inform residents about the fund and what it means for the stability of Charlestown.

The Finance Committee also approved a timeline for developing suggestions for management’s consideration for the 2019 budget. The timeline and process will be discussed at our work session on February 12.

The next Finance Committee meeting will be Tuesday February 27 at 8:30 am in Brookside Classroom 2.

GROUNDS: Ted Durr, Chair

The Grounds Committee met on January 24, 2018. The minutes of previous meeting approved and the following items were discussed.

1. Grounds audit: (Kevin Crawford) Charlestown sidewalks – 10 spots to be repaired. Estimated cost: \$130,000. Work to begin as soon as weather permits.
2. Lake Charles Engineering Study (Crawford and Truitt, staff) study is complete, Baltimore County approval is necessary: concerning grading issues. The existing storm water management is in good condition and the water in Lake Charles is in overall good health. The electrical system needs an update. Conclusion: the county is responsible for flood control/hydrology. Charlestown is responsible for general aesthetics, plants, etc.).

3. Nature Festival: Grounds committee will work on a display with the Conservation committee stressing Charlestown resident lifestyle, such as recycling. A new display will show exactly what is and is not allowed in our recycling system. Our participation in the Nature Festival on April 26 will be a main feature of the Grounds Committee's February meeting.
4. Old business: Nature Trail assessment – Kevin Crawford will discuss with Mike Fischer the importance of making funds available for erosion work around the covered bridge. This item will be on the agenda for next Grounds committee meeting.

HEALTH SERVS: Louise Dempsey, Chair

The Committee met on January 9, 2018 with Keith Feen, Acting Assistant Manager of Safety and Security.

MOLST forms and Vial of Life information should be updated regularly. Because of HIPAA laws, it is recommended that those forms should be put in a special packet before placing them on the outside of a refrigerator door or on the back of an entrance door. Our EMTs will look for the container in your refrigerator door. It is important to know that just having DNR engraved on a bracelet by a jeweler is not acceptable. If more than one MedicAlert bracelet is needed because of multiple medical conditions, they should all be worn on the same wrist.

Patient Portal – The Portal for accessing medical records is now being tested in Medical Center.

Flu Season Update: The CDC now estimates the flu vaccine's specific effectiveness against this year's strain to be in the low-30s percentage range. However, the vaccine has other benefits for protecting you after you get influenza.

The next Health Services Committee meeting is scheduled for February 13th at 11am in HR142.

HOUSEKEEPING: Diane Lyons, Chair

The meeting was held on Friday, January 19th with Michelle Fenn and Krystyna Kaniowski from Housekeeping.

St. Charles – A member observed a stain on the 5th floor carpet and notified Krystyna who was in the area. Krystyna had the area cleaned and re-cleaned when she was not satisfied with the results.

Several areas in Herbert's Run, Greentree Court, and Chapel Court have wall damages that are covered by Maintenance. A request was again made for corner guards on the elevator frames.

Harbor View – A special area has been created on the ground floor for bicycle storage.

The housekeeping staff pays special attention to railings and “high touch” areas. They are being wiped twice daily while the flu season is on.

The next meeting will be February 16, 2018.

LEGISLATIVE/ POLITICAL: Anne Erfle, Chair

The Legislative/Political Committee met on 1/10/18.

Committee members received a League of Women Voters (LWV) information sheet to inform new residents from out of state about Maryland's closed primaries. There will be a LWV Winter Workshop on 1/20/18. The Legislative/Political (L/P) Committee had contributed \$200 to the LWV of Baltimore County in previous election years since it supplies LWV voter guides to Charlestown. A \$200 contribution will also be made this year.

The committee discussed ways to promote interest in the Residents' Council. Since this is an election year, the L/P committee could use "Sunburst" articles, CCI blogs, etc. to get the word out to residents about election activities.

The next committee meeting will be 2/14/18 at 10am.

MAINTENANCE & ENGINEERING: Ken Jarboe, Chair

M&E Committee met with General Services on Jan. 23rd. Topics and discussions are as noted below.

- a. Liability insurance requirement for Herbert's Run rain gutter repairs is being negotiated with Contractor. No date set for start of work.
- b. Elevators:
 - Proposals for complete replacement of St. Charles elevators have been requested
 - Work to be done one elevator at a time to minimize disruptions.
 - Inspection Reports being received and will be posted
 - Protective padding for the interior of elevators will be provided for use of movers and contractors.
- c. Installation of a drainage system at the Building 9 side entrance has begun.
- d. Two new heating and cooling units installed on Edgewood/Brookside footbridge
- e. Smoke detectors in Charlestown are hard wired and have a battery back-up in case of a power outage. They are not subject to new state regulations.
- f. Resident apartment entrance doors with spring actuated closers can be adjusted to remain open to assist users of walkers, rollators, wheel chairs and EMVs using these doors
- g. Adjustments to the automatic closer for the fire door at the Edgewood parking lot entrance have been made to accommodate a new space heater in this area. A faulty door latch has also been repaired.
- h. Condition Reports for Buildings 1 and 2, for Buildings 7,8, &9, and for Parkview, were given to General Services

The next meeting will be on Feb.27, 2018.

RESIDENT LIFE: Fran Ashby, Chair

The Committee met on January 17, 2018.

Mary Evans announced that the Pet Lovers request for a place on site to provide routine exams and required vaccinations for cats has been approved.

A subcommittee "Residents and the Erickson Way" is being organized which will focus entirely on that concept.

The remainder of the meeting focused on policy issues. Several residents have expressed concern that policies are being changed without an opportunity for resident input. Two areas of immediate concern are related to pets and to transportation services.

Recommendations were made and discussed: (1) Designate a TV area where special events could be viewed by a group, e.g., sports events; (2) Encourage a special resident event for New Year's Eve. The committee agreed to follow up these ideas with Mary Evans and her staff.

The meeting was adjourned at approximately 3:30 PM. The next meeting will be February 21, 2018 at 2:00 pm.

SAFETY & SECURITY: Veronica Coleman, Chair

The Committee met on January 23 with Keith Feen, the Acting Manager of SES.

The following statistics were provided:

- For 2017, 881 traffic citations and 213 warnings were written for a total of 1094.
- In January 2018, there were 2378 Security calls, 104 County Ambulance transports, 66 traffic citations and 28 verbal warnings.
- Also note was the favorable trend in wearing pendants. Before publicity, about 3 in 10 residents wore them; now it's 7 in 10.

The Gatehouse adherence to policy has been modified to allow guests to enter the property without prior notice. The guest must know the name and apartment number of the Resident and present a valid ID such as a driver's license.

Various scams including mail solicitations, phone solicitations, etc. have been appearing lately, such as Food for the Poor and fake VFW organizations. It was suggested residents use the web site, Charity Navigator, to avoid being scammed.

NOMINATING & ELECTIONS: Janet Allan

The Nominating Committee for the 2018 Resident Council member election has been formed and held the first meeting on February 1, 2018. Council members serve for three-year terms. Seven members will retire at the end of August. This year's committee consists of the following fellow residents: Janet Allan, Chairman, Joni Guhne, Asst. Chairman, Pat Kasuda, Phyl Lansing, Emilie Sosnoski, Sherry Stewart, and Bill Tilles.

The Committee and Resident Council members will be actively recruiting candidates. All residents are encouraged to contact any Committee member with suggestions for candidates or self-nominations. The election for the Residents' Council will be in August.

The Committee meets on the first and third Thursday of every month until the election in August.

UNFINISHED BUSINESS: None

NEW BUSINESS: None

WORDS FROM MANAGEMENT:

Clara Parker announced that:

- A new AED, Adam Dickson, has been hired and will join us in April. He comes from a sister Erickson community in Colorado. He has worked with Erickson for about 10 years and is currently the Nursing Home Administrator there. His exact role has not yet been defined. An announcement about this new hire should be in our cubbies soon.

- Precautions are currently being taken in Continuing Care. No new admissions to long term care are being allowed. The illness is a gastro intestinal illness, not the flu, but Clara emphasized the need to wash our hands to prevent the spread of all of these types of illnesses. As a result, visitation is strongly discouraged in Dorsey and long-term care. Skype contacts have been set up, where possible, for Butterfly Field residents.
- She has seen an increased number of employee “call outs” due to illness. We should all stay home if we are not feeling well.
- The car port outside of the temporary entrance to RG has been completed. It may not be perfect but it does provide some shelter during inclement weather.
- This is the 35th year of Charlestown’s existence. Mary Evans is working on a logo and themes for celebrations and activities throughout the year. More to follow.
- Signage in the Short Line is encouraging residents to have input in renaming the Short Line after its renovation.
- The Patient Portal should be up and running by March 1. It is currently being tested.
- The large maple tree on the corner near the chapel will be removed on February 12. Every attempt was made to save the tree, but it must go due to the relocation of the road at that location.