



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

March 6, 2018

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 pm March 6, 2018. The February 6, 2018 minutes were approved as distributed. 62 association members attended. Visitors included residents, Charles Denton, member of the Board of Directors, and Nathan Blumberg, Associate Executive Director. The Council observed a moment of silence for those who dies in the past month.

**ANNOUNCEMENTS/ PRESIDENT'S REPORT (Steve Harders):** Mike Fischer and Emily Fowler were both recognized for Mission Moments. The new format of the minutes was explained and future meeting dates for the Council were reviewed.

**VICE PRESIDENT'S REPORT (Wendel Thompson):** No Council Communication forms were received.

**SECRETARY'S REPORT (Ed Piechowiak):** Jason Dennis updated the Council on current re-occupancy actions at our last Council Work Session. Ken Zahn was there to get the Council's opinion about color choices for the new uniforms.

**TREASURER'S REPORT (Al Davies):** Bank balance is \$2716.42 with one outstanding check for \$200.

### COMMITTEE REPORTS

**BENEVOLENT CARE (Jean Eichenlaub):** The February Treasure Sale made \$35,000 of which 75% goes to BCF. Winter Putterland made almost \$9,000. Tin Cup will be June 11; the Gala will be September 21.

**COMMUNICATIONS (John Murnane):** Bulleting Board space for the Council has been modified to include pictures of the members. Residents need keep the webmasters up to date on changes by using the Contact Form, which is under the Contact Us link on the website.

**CONSERVATION (Bill Tilles):** Recycling and trash statistics were reported. All carry-out containers (excepting the plastic bags) should be recyclable by the end of 2018. Restaurant and Catering recycling, that is currently mixed in with trash, is being separated at the processing plant by our provider.

**DINING SERVICES (Carolyn Thompson):** Menu Focus groups met to discuss spring menus. Lunch will be available at the Chesapeake while the Shortline is closed for renovations. 32 Scholar Candidates are wearing green aprons. Monthly Dining Hall Town Meetings, held on the last Friday of each month, will only meet at 11 am. No afternoon meetings will be held.

**FINANCE (Gil Fisher):** Occupancy Rates were very strong for all areas. Operating expenses were up due to higher wage expense. One of the priorities for the year will be payroll management. Higher electrical cost and usage were also noted. 14 people received assistance during January for

benevolent care at a cost of just over \$70,000. Timelines and the process for developing budget suggestions were reviewed.

**GROUND (Ted Durr):** The Grounds budget has been increased by \$100,000. A subcommittee was appointed to consider the creation of a Master Plan for grounds work. Plans to stabilize the Nature Trail are estimated at \$11,000.

**HEALTH SERVICES (Louise Dempsey):** A Dedicated Medication Collection Day will be held on March 7. Mail-in Medication Disposal Instructions were also reviewed for residents. Dr. Raymond Bahr, Cardiologist, will lecture on the early symptoms of a heart attack in July. Residents were reminded that husbands and wives will each need unique email addresses for use of the portal.

**HOUSEKEEPING (Diane Lyons):** Various areas needing attention were noted and confusing signage was pointed out.

**LEGISLATIVE/POLITICAL (Anne Erfle):** Plans are being made for a visit from the 12<sup>th</sup> District legislators to report on what happened in the 2018 General Assembly as well as candidate visits for Baltimore County and Maryland offices before the June primary.

**MAINTENANCE & ENGINEERING (Ken Jarboe):** Areas needing repair and replacement have been identified. Fiscal 2019 Budget items were suggested.

**RESIDENT LIFE (Fran Ashby):** A small planning committee has been formed to solicit input from residents to determine specific areas that can be addressed to improve the overall quality of life for residents.

**SAFETY & SECURITY (Veronica Coleman):** Installation of hall mirrors and future installation of a second handrail on the Edgewood/Brookside bridge were noted. Residents must notify Security if a tow truck is entering campus, even if it's AAA. Walkers and EMVs must not be parked in hallways and egress areas.

**NOMINATING & ELECTIONS (Janet Allan):** The Committee continues its task of identifying candidates for the next Residents' Council election.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** None

**WORDS FROM MANAGEMENT (Nathan Blumberg):** Updated us on Wilton Overlook progress, the opening of the patient portal and the on-going recruitment for the Security Manager.

President Harders adjourned the formal meeting at 8:20 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, both of which recognize extra effort by our staff:

- The first is a nomination by Bert Clegern for Mike Fischer. On a recent Sunday Bert noticed that Herbert's Run was turning very cloudy intermittently. He called Mike, who told him that Baltimore

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County was doing some maintenance work upstream that was harmless but discolored the stream. Bert was impressed that Mike not only knew but also promptly responded on a Sunday. Thanks, Mike.

- The second is a nomination by Charlie Eichenlaub for Emily Fowler in the philanthropy department. She maintained her cool and kept smiling while short-handed without an assistant. She was heavily involved with the Treasure Sale, the Putterland preparations, the kick-off for the Scholarship Fund drive on top of her normal workload in raising funds for benevolent care. Thanks, Emily.

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

- We have just approved the Minutes. Those of you who look them up in the Council binders at the front desks or on the CCI Charlestown web site, please note that the format has changed. Our parliamentarian considered our previous version not to be in compliance with Robert's Rules of Order, because they were too broad. Accordingly, we now highlight the most important parts of the reports and emphasize actions taken. Nevertheless, we continue to show the reports, as read in these sessions, in an appendix, so that the reviewer can see what the Council is doing.
- The Executive Committee will meet tomorrow, March 7th, at 9:30 AM in the Council Office, and our monthly Council Work Session will be held on Monday, March 12, at 2:00 PM in Brookside Classroom 1. We won't have a featured guest. On Wednesday, March 14, we will twice meet with the Board of Directors; first at 3:30 PM for a formal session in the Gallery, and second for an informal dinner at 6:30 PM in the Conference Center.

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

No Council Communication Forms were received during the past month. Wendel described a phone conversation he had had with a resident who had read Wendel's article in the Sunburst and wanted him to learn how things "used to be".

#### **SECRETARY'S REPORT: Ed Piechowiak**

Jason Dennis, the Re-Occupancy Manager, updated us on what is happening in his department. They had flipped 145 units last year, with people moving out and new residents coming in. He noted that the prior resident is responsible for the rent of the unit for 90 days or less if the unit is sold. Embellishments made by the former resident will remain in the apartment. There is a resale of appliances at the first floor of Edgewood. Items not sold are sent to Habitat for Humanity. Sherwood Williams is the new contractor for doing the floor treatments. He noted that is still too early to determine if the use of outside contractors is financially advantageous.

Ken Zahn, Dining Services was there to get the Council's opinion on color choices for the new uniforms. Grey won!

#### **TREASURER'S REPORT: Al Davies**

Since the last report in February four checks have been written. No deposits made, no fees charged. All but one (#1214, \$200) has cleared PNC Bank. With this accounted for the PNC balance and the Council balance are the same, \$2716.42. Al also reminded everyone that information on the dues for the Residents Association of \$2 per person will be arriving in cubbies in the next two weeks.

#### **COMMITTEE REPORTS**

##### **BENEVOLENT CARE: Jean Eichenlaub, Chair**

The meeting was opened with Patti Santoni, Emily Fowler and Lisa Zehring (new Coordinator) from Philanthropy,

The meeting opened with a discussion of 2018 goals and objectives for the committee. We will work on various new ways to explain and spread the word about BCF.

Betty Jackson is working on a book "*Inside Charlestown, Our Home for Life*" that will both benefit BCF and spread the word about acts of kindness at Charlestown. It will roll out in May to coincide with the 35<sup>th</sup> Anniversary. Please send Betty Jackson your stories of kindness.

The February Treasure Sale made \$35K, 75% goes to BCF. Winter Putterland made \$8,980.50.

We are looking at the ways that other Erickson communities get donations.

The Tin Cup will be June 11<sup>th</sup> at Rolling Road Country Club; details to follow.

The Gala will be September 21<sup>st</sup>.

Patti is working with Grace Connelly, Register of Wills for Baltimore County and William Evans, Chief Judge for Orphans Court to have them come do a presentation for residents on Estate Law/Probate, etc. Date TBD.

Next meeting will be March 28<sup>th</sup> in CTS Room 116 at 2 pm.

**COMMUNICATIONS: John Murnane, Chair**

Our committee met on February 26th with Alex Kareem, Communications Manager.

The Residents' Council bulletin board space has been modified. The pictures of the committee chairs have been added with contact information. The committee meeting schedule remains and the announcement of the next Council meeting and a monthly committee action notice will share the remaining space for two weeks of the month for each.

The "I will be back at ..." clocks for the receptionists are now displayed and being used at all front desks so residents will know whether to wait for assistance or return at a later time.

The updated list of "evergreen" topics was distributed to the committee members for their information and comments.

It was pointed out that the website subcommittee relies on the residents for changes and updates to the Council's website. The contact form, under the Contact Us link on the website, can be used to contact the webmasters.

Next meeting will be on March 26th at 2:00 PM in CTS Classroom #116.

**CONSERVATION: Bill Tilles, Chair**

Our committee met on Feb. 20, 2018. In addition to Committee members and resident guests were Earl Shaw, Manager of Housekeeping, Kevin Crawford, Maintenance Manager, Jesse Morgan, Maintenance Supervisor and Don Hoffman, Engineering Supervisor.

In our review of a cover for the Dock at Building 7, it was found that full coverage of the dock would not be possible and still have the space to allow the Trash Company to lift the compactor out of the area. Untidiness of dock area will be addressed by the Dining Manager.

Monthly statistics: Recycling for January: 27.8 tons; avg for Sept – Dec. 27.7  
Trash for January: 75.5 tons; avg for Sept – Dec. 75.7

Earl Shaw reported that Erickson has a corporate-wide goal that all restaurant carry-out containers (with the exception of plastic bags) be acceptable for recycling by the end of 2018. Plastic bags should continue to be taken to local grocery stores for recycling.

Waste Management, Inc. our provider for restaurant trash collection has the recyclables removed from the trash at the processing plant. Therefore, all of our recyclables on the campus are getting recycled in accordance with proper environmental practice.

It is our plan to have the list for what is and what is not recyclable ready for residents by the Earth Day exhibit on April 26.

The Health Committee will clarify how to dispose of medicine in their report. Regarding needles, General Services will provide a red-colored box into which sharps should be put. When filled General Services will collect them and provide a new one.

The third article on Bert Clegern's four R's, "Recycle", is planned to be published in the April Sunburst.

The next meeting of the Conservation Committee will be on March 20, 2018 in Room HR 142 at 2:00 pm.

In answer to a question from Sherry Stewart, Bill said that catering's recycling is being handled in the same manner as that of the restaurants.

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

The Council Dining Committee met February 19<sup>th</sup> with Ken Zahn, the Assistant Dining Director present.

- Dr. Stephen Schimpff spoke on "Chronic Diseases and Diet" at our Dietary Focus group meeting. As we age, we tend not to eat as many fruits, vegetables and whole grains, but more sugars; these sugars play a role in Alzheimer's.
- Menu Focus Group meetings in February will provide the basis for the spring menus coming in April.
- Carryout has now started at the Chesapeake Restaurant with details at the host station.
- The addition of another weekly special to the Signature dining menus at the Atrium, Chesapeake, and Fireside has given more variety to the menu.
- When the Shortline Café is closed for renovations, lunch will be available at the Chesapeake. A voting poll was set up at the Shortline, so residents could vote for their choice of a name for the renovated Shortline.
- There are 32 Scholar Candidates wearing the green aprons.

- Restaurant managers and staff are focusing on “service excellence,” “direct feedback,” “quality, consistency and cross training.”
- The monthly Dining Hall Town Meeting will only meet at 11:00am on the last Friday of the month in the auditorium. There will be no afternoon meeting.
- New professional “front of the house” uniforms are coming at the end of March.
- Staff are being shifted among the restaurants to increase ability to meet demand when needed.

Our next meeting will be held March 19 at 2:00 pm in Brookside classroom 1.

**FINANCE: Gil Fisher, Chair**

The Finance Committee met on March 2 with Pam Stiner, Finance Director, and Colleen Stafford, Assistant Finance Director. The meeting had been scheduled for February 27, but had to be rescheduled.

Colleen presented the January Occupancy Rates and Financial Reports. Occupancy Rates for January were very strong (over 98%) for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 92.6%, the highest it has been for many months.

The January Financial Report for operating revenue and operating income were good. However, operating expenses were up a bit due in part to higher wage expense. Pam indicated that one of her priorities will be payroll management. Utilities expense was also higher than budgeted, attributable to higher electrical cost and usage. Under non-operating income, investment income was excellent, over \$2 million (always good news).

The Committee had no comments on the statement of cash flows or the balance sheet.

Turning to restricted funds, 14 residents received assistance in January for benevolent care. The expenditures were just over \$70,000.

The Committee briefly reviewed the timeline and process for developing suggestions for management’s consideration for the 2019 budget. There was a March Sunburst article that explained how the suggestion process will work this year and that encouraged suggestions.

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

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

The Grounds Committee met on Tuesday, February 27, 2018 at 10 a.m. in the General Services meeting room with Charlestown Grounds reps Kevin Crawford and Ryan Truitt.

The annual budget for Charlestown grounds has been increased by \$100,000.

A subcommittee was appointed to consider the creation of a Master Plan for grounds work at Charlestown.

We learned that the plan to stabilize the Nature Trail using riprap is estimated to cost \$11,000. Steve added that this riprap is specially designed for areas such as around our covered bridge.

It was concluded that patios and balconies are not storage areas.

For The Nature Festival, the committee is composing a questionnaire to discover the general population’s attitudes regarding Lake Charles and its usage.

Our next meeting will be Tuesday, March 27, 2018 at 10 a.m. in the General Services meeting room.

**HEALTH SERVICES: Louise Dempsey, Chair**

The meeting was called to order on February 13<sup>th</sup> with 6 members and two guests present.

Flu update: It was reported that nationally in over 600,000 lab tests, the H3N2 virus was dominate. Statistics on flu related deaths change daily.

Dr. Raymond Bahr, Cardiologist, will lecture on the early symptoms of a heart attack in July.

Patient Portal: Operational again on March 1, 2018. It was actually operational on March 5.

Renaissance Gardens: Precautions have been lifted in RG.

A new video addressing various viruses, infection control, and hand washing is currently being aired on 972.

Dedicated Medication Collection Day: The Health Committee, Security and Emergency Services, and the Baltimore County Police Department are sponsoring a Dedicated Medication Collection Day on Wednesday March 7<sup>th</sup> (tomorrow) from 1 to 3pm. Residents and Staff can turn in medications (prescriptions and over the counter medicines and supplements) at the Terrace, Fireside, and the Cross Creek lobbies. Participants will be eligible for a drawing for a locked medication box.

Mail-in Medication Disposal Instructions: It's been just over a year since the Health Committee negotiated with the CVS Pharmacy to develop a convenient mail-in medication disposal program at no cost to the residents or to Charlestown. Since the program began, instructions have changed from "taking medications out of their containers before placing them in special addressed and stamped envelopes". The new written instructions provided with the envelope instruct users that "medications should be left in their original containers when placed in the mail-in envelope". The new instructions also permit liquid medications which should be in a sealed plastic bag before placing in the envelope. It is important to remove labels and personal information from containers before placing in envelope.

Spring Nature Festival: will be held in the Conference Center, and in the Cross Creek and Chesapeake Lobbies on Thursday April 26, 2018 from 11-2. The Health Committee will be participating.

The next meeting is scheduled for March 13<sup>th</sup> at 11am in HR142.

Ed Piechowiak noted that a husband and wife would each need separate email addressed to utilize the portal because of HIPAA requirements.

**HOUSEKEEPING: Diane Lyons, Chair**

The meeting was held on Friday, February 16<sup>th</sup>. Six members attended, and Krystyna Kaniowski from Housekeeping.

In response to several complaints; the dryers in the Fountain Hill Laundry room have been repaired. A request for a new ironing board in the Bldg 7 laundry room has been completed.

Several inquiries about repainting and placing a corner guard on the Chapel Court Level 1 elevator have not had any response to date.

Several floors have incorrect and confusing signage. A request has been made to replace with correct directions.

The creation of a bike storage area reduced the sitting area in the Harbor View laundry room. Our comment is to wait until the spring and see if bikes are being stored there. If not, it would be time to request that the Council Minutes\_WEB\_20180306

sitting area be restored.

Areas in HV, PV and Edgewood, needing routine attention, were noted by Krystyna.

At Courtyard Crossing, Bldg 7, residents persist in placing household trash in the outdoor container on weekends. Possibly a reminder notice on Channel 972 that trash must be held in apartments until regular pick up day.

A lively discussion about the plants on the bridges ensued with the conclusion that things were in pretty good shape.

Next meeting is Friday, March 16<sup>th</sup>, 2 pm in HR 142.

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

The committee met on February 14 and discussed plans for the Charlestown visit of the 12th District legislators to report on what happened in the 2018 General Assembly. The chair will make arrangements for this visit which will occur after the legislative session ends on 4/9/18. The committee also discussed plans for candidate visits for Baltimore County and Maryland offices before the 6/25/18 primaries.

Our next meeting will be on 3/14/18 at 10am in BR1.

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

Our Committee met on Feb. 27, 2018 with General Services' staff Kevin Crawford, Jesse Morgan, and Don Hoffman. Issues discussed:

- "Traffic Signs and Pavement Markings Report" under review by Management.
- Contract for Herbert's Run rain gutter repairs to be signed by CCI Management.
- RGN elevator has been repaired.
- Elevator door frames to be inspected and repaired on a regular schedule. Corner guards will be installed only where frequent damage occurs.
- Repairs to St. Charles cart storage area not yet scheduled. Burned out bulbs in men's rooms.
- Convex mirrors being installed at hallway intersections and blind corners.
- Building 2: Hallway heater to be replaced. Automatic door to men's room is out of order.
- Elevator in Building 2 does not stop flush with floor at Level 2.
- Brookside elevator has bent and damaged air grill.
- Exterior lighting at Terrace Café Patio sometimes ON during bright daylight.
- Guard rail needed along a section of Loop Road where there is a steep down slope.
- Condition Report for Buildings 1 & 2 submitted to General Services.
- Items suggested for FY 2019 Fiscal Budget:
  - a. New exterior entrance doors with automatic openers.
  - b. Handrails on both sides of hallways and foot bridges.
  - c. Traffic signs, pavement markings, and guard rails for Loop Road.
  - d. Roadway pavement and sidewalk repairs.
  - e. Sidewalk handicap access ramp improvements and repairs.
  - f. Energy-efficient window replacement program.

The next meeting will be on March 27, 2018 at 2:00 PM in General Services Conf. Room.

**RESIDENT LIFE: Fran Ashby, Chair (Ed Piechowiak reporting)**

The Resident Life Committee had an informal open discussion in order to clarify the responsibility of the committee. As a result of the discussion, the Chair decided to recruit a small planning committee in order to obtain direct input from residents. The committee will plan and implement 'Let's Talk' opportunities in each of the dining areas during the month of March. The goal of this activity will be to determine if there are specific areas that can be addressed that will improve the overall quality of life for residents.

The next committee meeting is March 21st at 2PM in BR142.

**SAFETY & SECURITY: Veronica Coleman, Chair (Ed Hastry reporting)**

The Committee met on February 27. Chuck Meade from Security attended.

The new Heritage Pendants will be available soon. Residents may opt for a smaller pendant at a cost to be determined. Only Charlestown's alert system is recognized by Security. No outside alerts systems are compatible.

Hall mirrors have been installed to help prevent pedestrian collisions.

A second handrail is slated to be installed on the Edgewood/Brookside bridge.

Members were asked to submit items for the 2018-19 Charlestown budget at the March meeting.

Walkers and EMVs must not be parked in hallways and egress areas. EMVs may not be parked in Resident parking spots. So far this month four new EMVs were registered.

The 15-minute parking at Cross Creek may not be used for long-term parking. These spots are for deliveries and pick-ups only.

Security will not allow a tow-truck on campus unless a resident has notified Security.

Handicap Parking Spots are for Visitors. Residents should not use these spaces.

137 tickets were written in the last 6 weeks for traffic violations. 4 EMVs were registered this past month.

Residents who need MOLST or DNR forms should contact the Medical Center. These forms must be completed and signed by medical staff and are needed to obtain DNR Medical Bracelets.

It is important that shopping carts and wheel chairs be returned to the proper areas. Leaving them in hallways is not acceptable. Be mindful since others may need these items.

The next meeting is March 27 at 1:00 in Brookside classroom 2.

**NOMINATING & ELECTIONS: Janet Allan**

The Nominating and Election Committee met on February 1 with 7 members present, on February 15 with 6 members present and on March 1 with 7 members present.

The committee members reported on the results of conversations with a group of individuals considering being a candidate and reviewed a list of new residents selecting individuals to contact. In addition, residents who were frequent attendees at Residents' Council meetings will be solicited to be candidates.

We continue to urge residents to consider serving as a candidate and/or recommending a resident for the Committee to contact.

The next meeting will be at 3 p.m., Thursday, March 15 in the Charlestown Square Creative Arts Studio and will be reported on next month.

**UNFINISHED BUSINESS:** None

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**NEW BUSINESS:** None

**WORDS FROM MANAGEMENT:**

Nathan Blumberg reported:

- A Conversation with the Executive Team was held today
- 3 trees fell during the storm, 2 of which closed the Edgewood part of the loop road. Staff came in with chain saws on Friday night to clear the road. The third incident was a large branch that fell from a tree on adjacent property and came through the rear window of an employee's vehicle. There was no loss of power and all residents were safe and sound.
- Wilton Overlook is on schedule for a targeted opening in April/May of 2019. Residents of RG South will move into that Phase 1 completion. Phase 2 will then be started and RG North residents will move there when it is completed. The final step will be parking.
- The opening of the patient portal was a bit bumpy yesterday and residents are urged to report problems that occur.
- RG precautions have been lifted. No new admissions were allowed for the majority of January and part of February. Residents were thanked for limiting their visits in an effort to stop the spread of the virus.
- The elevator in RGN is now working!
- Management is actively recruiting for a Security Manager. Mike Fischer is acting in that capacity in the meantime. There are currently two good candidates for the position.
- Adam Dickson has been hired as the second AED. He will start in early April and will bring his energy and enthusiasm here to Charlestown. He has worked here in the past as well as in both Riderwood and Oak Crest, so he is familiar with us.