



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

April 3, 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, April 3, 2018. The February 6, 2018 minutes were approved as distributed.

73 association members attended. Visitors included residents, Naomi McAfee and Charles Denton, members of the Board of Directors. The Council observed a moment of silence for those who died in the past month.

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

Steve described three Mission Moments involving Maria Lopez-Penha, Nina Griffith and Judy Plymyer. He also recognized the untimely death of Bert Clegern and said that the Council had made a contribution to Benevolent Care in his honor. He ended by describing the recent dinner the Council had with the Board of Directors where Dr. Lenwood Ivey was the guest of honor.

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

Wendel described our Emergency Contact system and the need to be certain that Swift Reach has a correct phone number for you to be contacted in case of an emergency.

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

At our recent work session, Betty Jackson explained the Acts of Kindness that she is collecting for the "Inside Charlestown..." Booklet that she is working on and asked for our help. Council Chats were discussed, as were the new format of Medicare cards.

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

Letters and envelopes have been delivered to all resident cubbies for collection of Council dues; many residents have already responded with deposits totaling \$1,338.

### **COMMITTEE REPORTS**

#### **BENEVOLENT CARE (Jean Eichenlaub):**

There was no meeting in March. Next meeting will be April 25<sup>th</sup> in CTS Room 116 at 2 pm.

#### **COMMUNICATIONS (John Murnane):**

Alex Kareem is going to update the yellow Charlestown Frequently Called Numbers sheet which is distributed to all new residents. A list of what is available at the front desks will also be prepared. Steve Harders volunteered to prepare a sample of an invitation that could be distributed to new residents to encourage their attendance at a Council meeting.

#### **Website Subcommittee (Hope Tillman):**

The Subcommittee strongly recommended the use of the original files like Word rather than pdf files when residents and staff submit information for the website or the TV station. A PowerPoint presentation is being prepared to illustrate the search magnifying glass and the pdf icons on the website.

**CONSERVATION (Bill Tilles):**

Compared to the previous five months, recycling tonnage was down this month while trash was up; these significant changes are being watched to see if it is a trend. Marty Tewksbury has taken on the responsibility of educating Charlestown residents on our recycling program.

**DINING SERVICES (Carolyn Thompson):**

Carolyn mentioned the following: new April menus are a result of Focus Group meetings and will consist of lighter meals with fruits and vegetables; ingredients used in recipes throughout the campus are identical; Shortline will be renovated late April/May and will take 4 months to accomplish; its name will remain the same after renovation; a focus group will be formed to help determine which of the most popular items from the Whistle Stop will be available in the Shortline; the Refectory is trying to balance favorite menu items over several days rather than all being available on the same day; and that walkers should only be kept in dining rooms for medical reasons.

**FINANCE (Gil Fisher):**

Occupancy rates were presented and were all in the good range. Financial Reports for February were also discussed and their results were better than budget projections. Of continuing interest is the allocation of beds between skilled nursing and assisted living and memory care. Suggestions for the 2019 budget were reviewed.

**GROUNDS (Ted Durr):**

Maintenance activities for April through June were discussed as was the removal of diseased trees and planned sidewalk work. The 5-year Grounds sub-committee report with an emphasis on major road work, perimeter fencing and guard rails was also discussed as was the difference between capital and operational expenses.

**HEALTH SERVICES (Louise Dempsey):**

The recent Medical Collection Day was a great success. If residents experience problems with the new Patient Portal, they should contact the Medical Center.

**HOUSEKEEPING (Diane Lyons):**

Routine items for repair or cleaning throughout the buildings were noted by Michelle Fenn for action. Information about cleaning heating ducts is available to residents.

**LEGISLATIVE/POLITICAL (Anne Erfle):**

Three visits are being planned: 1) a report on the 2018 legislative session of the General Assembly by District 12 legislators, 2) a Forum for District 12 candidates for the Senate and House of Delegates and 3) a Forum for candidates for Baltimore County Executive and District 1 Councilman. All will be held before the June primaries.

**MAINTENANCE & ENGINEERING (Ken Jarboe):**

On-going discussion and reports about various conditions/problems/repairs around the campus. Some high lights include: The Traffic Signs and Pavement Markings Report is under review by management. Rain gutter repairs for Herbert's Run will start on April 1. Estimates are being made for installation of hand rails in areas where they are missing. St Charles elevator parts are being ordered. Terrace Café patio lighting was found to be operating correctly.

**RESIDENT LIFE (Fran Ashby):**

Summer Fun Days and the Harmonious Living Committees will remain a part of the Resident Life Committee. Recent Let's Talk Sessions were successful with issues and ideas generated.

**SAFETY & SECURITY (Veronica Coleman):**

Pendant call procedures were discussed. Frequent Visitor pass stickers, which will be used for updating existing passes, have been distributed. If residents missed those distribution dates, they will need to contact Security. More passes are being printed for residents who did not have them for their visitors. Parking remains a problem, especially when large events are held.

**NOMINATING & ELECTIONS (Janet Allan):**

A strong group of candidates has been recruited but the committee continues to look for candidates. Planning for the May Candidate Orientation has begun as well as for the election itself.

**UNFINISHED BUSINESS:** None

**NEW BUSINESS:** None

**WORDS FROM MANAGEMENT:** None

President Harders adjourned the formal meeting at 8:25 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 three Mission moments today, all of which praise residents for outstanding neighborliness:

- The first recognizes Maria Lopez Penha for “always looking out to care for the needs of others”, including times when she herself was suffering from ailments.
- The second recognizes Nina Griffith, who “never is too busy to lend a hand” in addition to her many volunteer activities, including walking and boarding a sick neighbor's dog.
- The third recognizes Judy Plymyer, who “has added joy and beauty to the second-floor landing of the St. Charles through her decorating skills, especially in quilting”.

All these names were provided by the group promoting harmonious living, spearheaded by Pat Kasuda.

Thanks to all nominees for their good work on behalf of the community.

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

- We are all saddened by the untimely death of Bert Clegern. In recognition of his outstanding work at Charlestown, the Council as a whole has voted on and made a contribution to the Benevolent Care Fund in honor of Bert. The Grounds committee will do more to preserve his memory.
- The Council participated in a dinner with the Board of Directors and Management on March 14. The food was delicious and the atmosphere convivial. Dr. Lenwood Ivey, a Board member for 21 years and distinguished member of numerous civic organizations, was the guest of honor. During his address to the assembly on the occasion of his retiring to honorary status, he pointed out how lucky Charlestown was to have a dedicated Board of this quality to serve untold hours without pay for the long-term viability of the community. He was rightfully proud that under his chairmanship the

Benevolent Care Fund grew from humble beginnings to the largest within the Erickson communities. Thanks again, Dr. Ivey in particular and the Board in general.

- The Executive Committee will meet tomorrow, April 4th, at 9:30 AM in the Council Office, and our monthly Council Work Session will be held on Monday, April 9, at 2:00 PM in Brookside Classroom 1. Our featured guest will be Casey Jaekle, the Home Support manager. On Thursday, April 18, we will conduct Council chats in three venues, namely at the Chesapeake, Short Line, and Terrace Café dining rooms. Finally, 8 members of the Council will travel on the same day to our sister community in Greenspring, Virginia, to participate in the annual regional meeting of Erickson communities.

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

We received a letter from the daughter of a resident who was concerned about an emergency that occurred in February when the heat went out at St. Charles during the night when it was 29 degrees outside. Charlestown maintenance staff was notified at 4:00 am and fixed the problem by 7:00 am returning power to St. Charles by 9:00 am. Charlestown staff did not consider this event an emergency since heat was restored by morning. Therefore, the emergency contact system we have in place called Swift Reach was not utilized. What is considered an emergency by residents may not be considered an emergency by administration. Be assured that Charlestown is prepared to reach each person in event of an emergency. For those of you who are not listed in the Resident Directory, Swift Reach may miss you. To make sure you are not missed in an emergency, you need to get a Change Form from your lobby desk and specify "for Swift Reach only". Charlie Eichenlaub wrote about this in the January issue of the Sunburst.

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

At the Council work session Betty Jackson met with the Council to announce the status of the "Inside Charlestown..." Booklet which would include not only Acts of Kindness but also items of Charlestown history that are not already well known. Poor response to council chats was noted. A Sunburst article announcing the chats and describing to new people what topics could be addressed may help to make them more effective. New Medicare cards are being issued that have unique 11 digit numbers rather than using your Social Security number. When you receive your new card be sure to give the number to your medical care providers.

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

Since the last report in March, 4 checks have been written and cleared the bank. Letters and envelopes for resident dues have been delivered to all cubbies, and many residents have already responded. Five deposits have been made already for dues amounting to \$1,338. Check printing costs of \$48.93 are being contested as they were printed a second time to correct an address error that appears to be a bank problem.

#### **COMMITTEE REPORTS**

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

There was no meeting this month. We canceled due to Scholarship fund drive and not much to do this far ahead of BCF Month. The next meeting will be April 25 in CTS 116 at 2 p.m.

##### **COMMUNICATIONS: John Murnane, Chair**

Our committee met on March 26th with Nathan Blumberg, Associate Executive Director and Alex Kareem, Communications Manager.

It was determined that the Residents' Council minutes provided the Secretary will be used for insertion in the lobby binders.

The Website Subcommittee strongly recommended the use of the original files like Word rather than pdf files when residents and staff submit information for the website and TV station

The Subcommittee is preparing a PowerPoint presentation for the digital boards and planning to prepare an educational session (ELLIC) to be presented in the auditorium to cover the search magnifying glass and the pdf icons on the website.

Alex Kareem will update the yellow sheet Charlestown Frequently Called Numbers which is distributed to incoming residents. A list of what information is available at the front desks will also be prepared.

Steve Harders volunteered to prepare a sample of an invitation that could be sent to new residents encouraging them to attend the monthly Residents' Council meetings.

Nathan Blumberg will continue his efforts to improve the communication of cancelations and rescheduling of meetings to make sure that interested residents are aware of them.

Next meeting will be on April 23rd at 2:00 PM in CTS Classroom #116.

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

In addition to Committee members and members of the executive committee, Michelle Fenn from the Charlestown staff attended the March 20 meeting.

The Committee took a moment to honor Bert Clegern, a member of our group and major contributor. He is irreplaceable.

We disposed of 25.90 tons of recycling from Independent living, less than our average of 27.68 tons for the prior five months. Trash was up, 81.06 tons compared to an average of 75.65 tons for the prior five months. These are significant changes and we will watch to see if this is a trend.

Marty Tewksbury has taken on the responsibility of educating Charlestown residents on our recycling program. Watch for notices in your cubbies, announcements on My Erickson, Channel 972, and in the Sunburst. Marty's first communication with residents focused on the importance of not putting recycling materials into any type of plastic bag.

The Conservation Committee will have a table at the Charlestown Earth Day celebration on April 26.

The next meeting will be on April 17 in HR142 at 2:00 pm.

Diane Lyons asked about the plastic bags that she uses when she shreds paper. Marty answered by saying that the plastic bags that can be purchased for use in shredders are fine to use; do not use the grocery store plastic bags to dispose of the shredded paper.

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

The Council Dining Committee met March 19 with 21 present.

The following summarizes the reports from the Restaurant Coffees and the Dietary Focus Group meeting.

- Congratulations to the staff that were promoted and welcome to new staff. Staff are being cross trained to assist at busy times and when there are staff shortages.
- Congratulate our staff scholars (in green aprons) in each restaurant.
- All new items coming out on the April menus have come from the Menu Focus Group meetings with resident ideas.
- Seasonal changes will be reflected in lighter meals with fruits and vegetables.
- The ingredients used in the same menu recipes across campus are the same.
- There are resources available for persons with dietary issues. There is additional training for staff to understand the basics of preparation of gluten friendly items. Management is continuing to recruit for another dietician.

- The Dietary Focus Group will have a table at the Wellness Expo April 9.
- There were special St. Patrick Day and Easter menus at the dining venues.
- Children's menus are available at the Atrium in the private and public dining rooms.
- The Shortline Café will be renovated April/May and it will take four months. Lunch will be provided by the Chesapeake to accommodate residents and staff.
- Voting for naming the renovated Shortline has ended with the name remaining "Shortline Café."
- A focus group will be formed to discuss the closing of the "Whistle Stop Shop." Some of the most popular items sold may be available in the new renovated Shortline Café.
- The Terrace Café is working on a new menu cycle for lunch and dinner. The plan is to change the hot meal options and to freshen them with seasonal items. Outdoor dining has begun.
- The Refectory's new menu idea is to balance out favorites over several days rather than several on the same day. Stain removal on coffee cups has been successful.
- Direct feedback from the Restaurant Managers helps the process to address concerns at the restaurant, so attend these coffees.
- In order for restaurants to improve when you have an issue while dining, you must ask for the manager immediately, so the problem can be fixed.
- Walkers can only be in dining rooms if needed at the table for medical reasons.
- The Dining town Hall meeting will only be at 11:00 am on the last Friday of the month. Plan to attend for a campus update.

The next meeting will be April 16 in BR 1.

**FINANCE: Gil Fisher, Chair**

The Finance Committee met on March 27 with Pam Stiner, Finance Director, and Colleen Stafford, Assistant Finance Director.

Colleen presented the February Occupancy Rates and Financial Reports. Occupancy Rates for February were very strong (over 97%) for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 89.1%, slightly under budget projections.

The February Financial Reports for operating revenue, operating income, and operating expenses were better than budget projections. Utilities expense was less favorable than budget, due in part to higher natural gas cost and cold weather. Under non-operating income, investment income was negative after several months of good performance. Pam indicated that she is pleased with the overall budget results in January and February.

One area of continuing interest to the Committee is the allocation of beds/spaces between skilled nursing and assisted living and memory care. The State licenses a given number of spaces in skilled nursing where medical assistance may pay for care. There are restrictions on transferring spaces from skilled nursing to assisted living and memory care. This issue must be addressed as the new Wilton Overlook comes on line in the next few years.

Turning to restricted funds, 12 residents received assistance in February for benevolent care. The expenditures were just under \$70,000.

The Committee briefly reviewed the suggestions received for the 2019 budget. Suggestions from the Residents' Council Committees are due by the April 9 work session.

The next Committee meeting will be Tuesday April 24 at 8:30 am in Brookside Classroom 2.

Steve reminded us of the recent stock market fluctuations that have affected our personal finances as well as Charlestown's non-operating income.

**GROUNDS: Ted Durr, Chair**

The grounds committee met on March 27, 2018. In attendance were Kevin Crawford and Ryan Truitt of the Charlestown maintenance staff.

Kevin and Ryan reported on projected maintenance activities for the months of April, May and June. Their report included removal of diseased Ash trees and work on campus sidewalks. Baltimore County has designated \$80,000 for the improvement of storm drains in Lake Charles.

The 5-year grounds sub-committee reported points of discussion being major road work, perimeter fencing and guard rails on campus. Also discussed was the importance of distinguishing between capital and operational expenses.

The Grounds Committee's participation in the April 26 Nature Festival was discussed. The committee will have a table that will feature a video of Lake Charles and a questionnaire for use by the committee titled "Using Lake Charles."

The next meeting will be April 24 at 10 a.m.

**HEALTH SERVICES: Louise Dempsey, Chair**

Our committee met on March 13<sup>th</sup> at 11am.

**Flu Update:** As of 3/11/18 reports showed moderate and widespread flu in Maryland and lab testing showed 50% Influenza A and 50% Influenza B.

**Medication Collection Day:** On March 7th, the Health Services committee, Safety and Security, and Baltimore County Police sponsored a special collection of old/unused prescription medications and over the counter drugs. The effort was very successful.

**Patient Portal:** The new Patient Portal was launched on March 5th. If you experience problems with the new portal or if you wish to use it for the first time, contact the Medical Center.

**Nature Festival:** The Health Services Committee will participate in the Nature Festival on April 26th.

**CC/CW:** Staff and volunteers will help residents develop gardens in the patio area. Caton Woods is now recycling.

**New Medicare Cards:** The law requires the Centers for Medicare and Medicaid Services to omit Social Security numbers from Medicare cards by April 1, 2019. New cards will be mailed beginning April 1, 2018.

***There is nothing that the recipient needs to do to receive the new card.*** Look for more information in the April Sunburst.

**RAC Regional Meeting:** The annual regional Erickson Communities' Resident Councils will meet April 18, 2018 at the Greenspring Community. Health Committee representatives will be among eight members of the Charlestown Residents' Council attending.

Our next meeting will be April 10th at 11am in HR 142.

**HOUSEKEEPING: Diane Lyons, Chair**

The meeting was held on Friday, March 16<sup>th</sup> with Michelle Fenn and Krystyna Kaniowski from the Housekeeping Department.

In response to a complaint, two unsightly plants (with no owner names) were removed from the Parkview area. Routine items for repair or cleaning throughout the buildings were noted by Michelle Fenn for action. Information was provided to residents who want their heating ducts cleaned. A commercial vendor is available through General Services. Damages to walls, baseboards, lighting were referred to the Maintenance Committee.

Next meeting is Friday, April 20, 2 pm in HR142.

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

The Committee met on March 14, 2018. It agreed to sponsor three visits to Charlestown: #1. District 12 legislators to report what happened in the 2018 legislative session of the General Assembly; #2. Forum for District 12 candidates for the Senate and the House of Delegates; and #3. Forum for candidates for Baltimore County Executive and District 1 Councilman. The visits will take place before the June 26, 2018 primaries. Our next meeting will be April 11 at 10am in BR 1.

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

Our Committee met on March 27, 2018 with General Services' staff Kevin Crawford, Jesse Morgan, and Don Hoffman. Issues discussed: Traffic Signs and Pavement Markings Report is under review by Management. Herbert's Run rain gutter repairs to start week of April 1st. RGN elevator repair completed. Repairs to St. Charles cart storage area are awaiting approval to start. Additional convex mirrors are needed at critical locations in Harborview and St. Charles. Estimates are being made for installing new handrails in areas where they are missing. Estimates are being made for Building 2 hallway heater replacement. Funding for new guard rail along a section of loop Road is to be included in 2019 FY Budget. Parts are being ordered for the renovation of St. Charles elevators. Proposals for the renovation of Cross Creek and the Chesapeake have been received. Terrace Cafe patio lighting was checked and found to be operating correctly. Items requiring repair or attention in various buildings include wall finishes, carpeting, burned out light bulbs, door closers, skylight interior panels, cleanout cover plate, elevator door frame damage and control panel malfunctions, and HVAC filter malfunctions. The next meeting will be on April 24, 2018, 2:00 PM in General Services Conference Room.

**RESIDENT LIFE: Fran Ashby, Chair**

The Resident Life Committee met on March 21, 2018. There were nine members present and one guest. The Summer Fun Days and The Harmonious Living Committees will remain a part of the Resident Life Committee.

Plans for the Let's Talk Sessions were reviewed. The discussions are planned for March 26, 2018 thru March 30, 2018; one each day in one of the dining areas.

The next meeting is scheduled for April 18, 2018 at 2:00 pm in HR 142.

In response to a question from Veronica, Fran explained the purpose of the Let's Talk Sessions (to find out what resident interests are) and said that they had received many suggestions, several of which were referred to other committees for their review.

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

In attendance were 8 members, 2 Council Executives, and Security Officer Chuck. The committee discussed what happens when a Pendant call comes in. A security person is sent to the apartment and to the area that the call came from, if not the apartment. If the resident is not found, then security personnel are dispersed in an organized system to cover all common areas. Frequent Visitor stickers are being distributed to residents who already have passes; residents will need to contact Security if they did not get them for their existing passes. More Frequent Visitor passes are being printed for the use of residents who need them. Rollators and EMVs are still a problem in Fireside, Chesapeake and Shortline. People who insist on keeping rollators and EMVs should be seated by the wall with their equipment along the wall. There were 526 calls during March 18 to 24, 28 trips to hospital, and 53 traffic tickets written. The Marketing Expo had close to 300 people on campus and was disruptive to parking. There were many complaints. There are few solutions to parking problems because of space, but it was suggested that events not be so large. There will eventually be more parking behind

Wilton Overlook. Please be reminded that marketing events are not for current residents and residents should not partake of the refreshments. An on-campus solicitation by a resident for an individual's education has been occurring on campus. It has been reported to Mike Fischer. Solicitation is not allowed on campus. In February there were 1440 Security Calls and 78 Ambulance Transports. In March there were 2005 Security Calls and 84 Ambulance Transports. The next meeting is April 24 at 1:00 in Brookside classroom 1.

Janet asked if the speed cameras have made a difference in campus traffic. Veronica replied that the consensus was that it had made a difference. There are fewer tickets issued for speeding in areas after the speed cameras have been up for a while.

**NOMINATING & ELECTIONS: Janet Allan**

The Nominating and Elections Committee [met](#) on March 1 and on March 15.

To date, the Committee has recruited a strong group of candidates and continues recruitment. The Committee began to discuss plans for candidate orientation and the election and will continue at our next meeting. The Committee next meets on April 5 at 3:05 pm in Charleston Square Creative Arts Studio.