



## THE RECORD OF THE CHARLESTOWN RESIDENTS' COUNCIL

July 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 July 3, 2018. The June 5, 2018 minutes were approved as distributed.

68 association members attended. Visitors included residents, Naomi McAfee, Karline Tierney and Charles Denton, members of the Board of Directors, and Clara Parker, Executive Director. The Council observed a moment of silence for those who have passed away during the last month.

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

Steve recognized Nancy Wehr for the work she does with birthday notes, urged residents to complete the recently distributed questionnaire, gave details of upcoming meetings and announced that he had started sending special invitations to new residents to attend Council meetings.

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

Two Council Communication Forms from previous months were successfully resolved.

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

Adam Dickson attended the most recent Council Work Session and described his background and work here at Charlestown. The proposed budget items that had been presented by the Finance Committee were passed.

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

Dues collections have amounted to \$3,002.50 with 71% of residents contributing.

### **COMMITTEE REPORTS**

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

The Tin Cup Tournament was postponed due to weather. Discussion about Benevolent Care Month and activities to promote its worth.

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

Lobby binders have been updated and will be standardized. Skits describing the various Council Committee will be discussed at the next Little Theatre Group meeting.

#### **CONSERVATION (Bill Tilles):**

Both recycling and trash tonnage were up for May. A bit puzzling but recycling of plastic bags by residents in the collection boxes in the various laundry areas is a success. Posters will be placed outside each restaurant in July to continue educating residents on what is able to be recycled.

#### **DINING SERVICES (Carolyn Thompson):** (Barbara Fleming reporting)

Many highlights were reported: Farmer's Market is again here on campus on Thursdays, Dietary Group will not meet over the summer, Shortline renovations are on schedule, residents are

continually encouraged to report service issues to managers immediately so that corrective teaching moments can occur.

**FINANCE (Gil Fisher):**

Numbers continue to be good. An incentive program was described whose goal is to temporarily fill skilled nursing beds with residents who are waiting for spots in Assisted Living or in Memory Care. 14 residents received assistance from Benevolent Care.

**FOUNDATIONS (Ted Durr):**

Ted described all of the work being done by the Foundations crew and reminded us that they are working in very difficult weather circumstances currently.

**HEALTH SERVICES (Louise Dempsey):**

The recent Medication collection was a big success and will continue. Caton Woods had a recent open house for families, which was successful, and Residents' Councils which operated in both Caton Woods and Renaissance Gardens are very responsive to resident concerns.

**HOUSEKEEPING (Diane Lyons):**

Some typical items needing attention include: soiled carpeting, elevators which take a heavy beating with restaurant and catering use and continued requests for installation of corner guards.

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

Ann MacKay will attend the July meeting to discuss creating a NaCCRA chapter at Charlestown. Planning is beginning for visits by candidates for Governor and US House and Senate.

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

Continuing drain problems and their resolutions were described, as were many actions being taken during July which will include dead tree removal, work on the cart storage area in St Charles and design of a new HVAC system for the hallways of Building 2.

**RESIDENT LIFE (Fran Ashby):**

No report given.

**SAFETY & SECURITY (Veronica Coleman):** (Ed Piechowiak reporting)

Concerns about EMVs, pets, feeding of feral cats and squirrels and speeding were described.

**NOMINATING & ELECTIONS (Janet Allan):** (Joni Guhne reporting)

Posters are up and 972 clips are being shown to introduce the Candidates to all residents. Election packets are in all of the resident cubbies and an orientation/update will be held in early August for the Election Captains and their teams. The Candidates were introduced.

**UNFINISHED BUSINESS:**

The Nominating Committee for selecting the slate of 2018-2019 Council officers proposed the following:

- President - Wendel Thompson
- Vice-President - Anne Erfle
- Treasurer - Jack Murnane
- Secretary - Sherry Stewart

Election of officers by the Residence Council will be conducted at the August Council meeting.

**NEW BUSINESS:**

All Councils members who are on the 2017-2018 roster are asked to turn in their resignations along with their preferences for new assignments for the 2018-2019 Council year. When the newly elected members are announced in August the new committee assignments will be determined by the newly elected officers.

**WORDS FROM MANAGEMENT (Clara Parker):**

Clara updated residents on the questionnaire which was recently distributed and its value to management as a measure of the effectiveness of its efforts to increase resident satisfaction. A focus group of 20-25 residents have been assisting her with the effort. Results will be shared in a future Town Hall meeting. The recent Employee Appreciation week activities were a success as was the Diversity and Inclusion Committee event and the recent General Services Town Hall meeting.

President Harders adjourned the formal meeting at 8:30 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**

Our Mission moment for today honors Nancy Wehr. She is recognized for her friendliness and enthusiasm, which she expresses with hand-written notes to many residents on their birthdays. She continues to cover all of Brookside and Herbert's Run even after she moved to Caton Ridge. Thanks Nancy.

The Mission moments are followed by announcements. I have four subjects:

- You all have received a questionnaire, by which the Administration is trying to gauge progress in resident satisfaction before the official Holleran survey that will come out in the fall. For this effort a "Resident Experience Focus Group" was created, in which the Council participated. While this questionnaire is going to be processed through the Holleran software, it is strictly a Charlestown endeavor. Whatever the results are, they will not be compared to other Erickson communities or competitors. Basically, our management is trying to find out why there is a gap between full occupancy, which is a substitute for satisfaction, and lower than average ratings. The very word "average" may be part of the problem. Many of us may think that "average" means "OK", "not excellent" but also "not bad", "livable", whereas the statisticians consider the word to be negative, more like a "D" in school. That's why the questionnaire provides space for comments on each question, not just on the whole, so that you can express your opinions. The Council encourages all residents to participate in completing the form.
- The end for this Council year is coming nearer. Later in the proceedings, under "unfinished business," we will hear from the committee to select qualified candidates for executive positions in the next year. I thank the committee for putting a qualified slate together. We will vote on the nominees in our August session. - The Nominating & Elections committee will present the new candidates for Council for the second time. They are now actively campaigning in the gentle manner of the Council. I encourage the audience to get to know them and support them in their quest. - Under "new business" I

will ask all Council members to turn in their resignations, effective with the end of the Council year, and express their preferences for serving next year, unless they are retiring.

- The Executive Committee will not meet tomorrow, July 4th, in respect of our national holiday. Instead, we will meet the day after, on Thursday, July 5<sup>th</sup>, at 9:30 AM in the Council Office. Our monthly Council Work Session will be held on its usual day, namely Monday, July 9, at 2:00 PM in our regular meeting room, Brookside Classroom 1. Our featured guest will be Ann MacKay, a former President of the Council and current President of NaCCRA, the National Continuing Care Residents' Association.
- Finally, a couple of months ago, we announced that we would be sending special invitations to new residents to acquaint themselves with the Council and attend Council meetings. We now have the proper stationery, and I sent out 62 notices to residents having moved in since March. We will continue with this practice and hope to see good results. If anybody in the audience is here because of that invitation, "thanks and welcome" to you.

**VICE PRESIDENT'S REPORT: Wendel Thompson** (Ed Piechowiak reporting)

We achieved completion of two Council Communication Forms submitted in the past months. One had to do with drain backups in St. Charles. Maintenance snaked a cable with a big head down the drain to apartment 125 in the St. Charles, scrapping the sides of the pipe where several backups had occurred. Slight resistance was noted indicating some small narrowing of the drain pipe, but otherwise no major obstacle was found. Water drained freely from apartment 225 above indicating further that the drain was free of obstruction. Hopefully, there will be no further drain backups for the time being.

The other request involved cleaning a carpet and calibrating an oven temperature. The carpet needed cleaning from work done when water had flooded the floor from a broken washing machine pipe. The oven needed calibrating so the actual temperature in the oven would match the digital display. Maintenance replaced the board and probe. The new board allowed adjustments up to 50 degrees. Residents were happy with the outcome.

**SECRETARY'S REPORT: Ed Piechowiak**

The Council work session in June included a visit by Adam Dickson, the new Associate Executive Director at Charlestown, who provided us information on his background in Health Care Management and Nursing Home Administration. He explained the differences between the pendants used at the Independent Living and those at Caton Woods. A fix to make the two compatible will be completed in 2019. Meanwhile people who are from one area and are visiting the other will need to use a pull cord or contact a staff member who can use a radio.

The vote on the budget items proposed by the Council was put to a vote and it passed unanimously with one abstention.

The reports from the Conference of Erickson Communities in Maryland and Virginia were distributed to Council members and a compiled version was filed in the Council office. The minutes of the Residents' Council meetings are now being filed in the Charlestown Archives along with other documents relating to Council business such as updates to our By-Laws, Policy and Procedures, list of Council Members, etc.

**TREASURER'S REPORT: Al Davies**

All checks (only one) have cleared, no bank charges appeared, and our balances were the same (\$ 4,727.88). The most recent deposit of \$45 represented more dues contributions with a total of \$3,002.50 for the year. 71% of eligible residents contributed which represented 67% of all apartments.

**COMMITTEE REPORTS**

**BENEVOLENT CARE: Jean Eichenlaub, Chair**

The meeting was opened with Patti Santoni, Emily Fowler, & Lisa Zehring from Philanthropy.

Patti shared that the Tin Cup Golf Tournament had to be rescheduled to July 9<sup>th</sup> due to the rain. Lisa gave an update on Gala (September 21<sup>st</sup>) with the theme of Emerald City for the Charlestown 35<sup>th</sup> Anniversary. Invitations to residents and vendors will come out in mid-July.

We discussed plans for Benevolent Care Fund (BCF) Month (mid-August through September). We talked about using commercials from last year and making some new ones for 972. The goal is to have a real recipient or family member do some kind of thank you video. For our long term financial viability, we need to push for Legacy/Planned Gifts. An option for BCF month is to offer green leaves for the legacy tree in honor of the Anniversary.

The committee will man information tables throughout the community during BCF month to help residents who have questions about BCF. There will be boxes to submit questions if they prefer not to ask or the committee members don't know the answer.

The BCF Donor reception will be August 6<sup>th</sup> 3-5 pm. Invitations will be sent out soon.

**COMMUNICATIONS: John Murnane, Chair**

The meeting was held on June 25. Special invitations were printed and sent out by the Council President to 50 new residents, encouraging participation in the Residents' Association and attending the monthly Council meetings.

The lobby binders were updated with the Council's minutes and the exact content of the binders will be determined and the binders standardized. The requests to see the binders have been extremely limited.

The committee will continue to research what information the front desks have in order to create a list so residents will be aware of what information is available at the front desks.

The creation of Council committee skits for Channel 972 will be brought up in the next Little Theatre Group meeting.

In addition to a search on the MyErickson website, making information available about residents moving from Independent Living to Caton Woods, was referred to management to maybe create a list for publication.

Next meeting will be held on July 23, at 2:00 PM in Charles Town Square Classroom 116.

Ed asked for an explanation of the Council committee skits. Jack said that they wanted to make the committees better known to the community; the Little Theatre will be doing the acting for the skits.

**CONSERVATION: Bill Tilles, Chair**

Five members of the Committee were present at the June 19 meeting.

The recycling numbers are positive for May compared to the average of the prior eight months. For recycling, we recycled 28.42 tons compared to the average of 26.94 tons for the prior eight months, approximately 5% improvement. For trash, though, the May tonnage was 84.04 compared to the average of 78.81 tons for the prior eight months, approximately 6% higher.

The new on-campus plastic bag collection program is working well. Each of our eight campus laundry rooms has a plastic bag collection box supplied by the housekeeping department for residents to dispose of their plastic bags. The bags are being collected by resident volunteers and taken to the Giant for recycling.

Tri-fold posters will be placed outside each restaurant in July to show which clamshell food containers *can be* recycled, and which *cannot*. This is part of an on-going education program on recycling for all residents.

The sub groups of the committee are functioning smoothly. So, the committee agreed that the chairman will only call a meeting in July and August if he deems it necessary.

The next scheduled meeting for the Conservation Committee will be September 18, 2018 at 2:00 pm in Herbert's Run 142.

**DINING SERVICES: Carolyn Thompson, Chair** (Barbara Fleming reporting)

The Council Dining Committee met on June 18, 2018 with Aida Blanco and Ken Zahn from Administration present. We meet monthly to promote a pleasant dining experience for our residents and to reflect what we see and hear from them to the Dining Service. There are three things we hope you've seen in your dining experience recently. These are; bread being offered when you give your drink and soup order; the server remaining in his/her assigned table area at a spot where they can be signaled for coffee and dessert; and the mysterious Black Linen. The black napkin is where your server will begin to take the first order, so they or a runner can quietly deliver your drink or entree without disturbing your conversation

- Another busy month with our Fathers' Day Menu enjoyed by all. The Soft Shell crabs were a treat and we're looking forward to the 4th of July celebration.
- Aida Blanco called together all of our Dining Employees for a first ever Meeting June 26, carefully timed from 1:30 pm-2:30pm. It was helpful for bonding and the occasions when employees are shared with another restaurant when a crisis occurs.
- Farmers Market has returned to Chesapeake Lounge Thursdays from 8:00am-1:00pm.
- A warm welcome to our new but well experienced Atrium Executive Chef Kevin Jones. We're very happy to have you, but sad to hear we are losing General Manager April Williams due to a death in her family. She'll be leaving in July.
- Dietary Group will be off for the summer again and resume Sept. 7, 10:00am in BR 1. A mini-survey was done to elicit new ideas for next year.
- A resident has suggested we offer a Certificate for Servers who achieve a high standard of service and responsibility. It could be taken to their next employer. This could serve as incentive to work well even for non-scholars. This will be researched and decided by Aida Blanco & Ken Zahn.

- Shortline renovations are on schedule. Residents are "migrating" to other venues for lunch or dinner and meeting new people. Earlier dinner hours and opening of Atrium balcony and private room help. Residents are encouraged to move to the lounge to finish their conversations, to free up tables as soon as possible.
- Concerns-A resident was disappointed that Gluten Free pizza crusts were not available as expected, so she and her husband could not have dinner together as planned. Follow up is promised to prevent this. Frequent complaints re difficulty of getting coffee when desired. Fireside pleased with more residents' quick response to ask for a Manager when an issue occurs. They can assist at that time, not a week later. Thank you for asking.
- Dining Town Hall on Friday June 29 11:00 am. Crab Feast coming in September!!!
- July 9th New Menus begin with fresh ideas from Focus Groups.

Our next Dining Committee Meeting July 16, 2:00pm Brookside Classroom 1. Come join us.

**FINANCE: Gil Fisher, Chair**

The Finance Committee met on June 26 with Pam Stiner, Finance Director, and Colleen Stafford, Assistant Finance Director.

Colleen presented the May Occupancy Rates and Financial Reports. Occupancy Rates for May were very strong (over 97%) for each of Independent Living, Assisted Living, and Memory Care. Skilled Nursing Care was 88.4%.

Relative to occupancy, Colleen described an incentive program under which otherwise unfilled beds in skilled nursing care have been offered to residents on the waiting lists for assisted living or memory care. Under this program, residents would stay in skilled nursing beds at a lower rate until beds are available in assisted living or memory care.

The May Financial Reports for operating revenue and operating income were good, with operating revenue exceeding budget projection by \$95,000 and operating income exceeding projections by \$387,000. Operating expenses were lower than budget projections by \$292,000. All good news!

For non-operating income, investment income exceeded budget projections by \$129,000.

Turning to restricted funds, 14 residents received assistance in May for benevolent care. The expenditures were around \$82,000.

The next Committee meeting will change from the usual last Tuesday because of vacation conflicts. The new date has not been determined.

**GROUNDS: Ted Durr, Chair**

The Grounds Committee met on Tuesday, June 26. Present were seven members, one visitor and Ryan Truitt representing the Charlestown grounds staff.

Ryan presented an update on campus grounds activities: dead or dying tree removal, tree pruning, removal and new installation of the walkway into the medical center entrance, and assorted erosion prevention, and plant design and replacement. Three designs have been submitted for dealing with the privet hedge at the Chapel. Ted then pointed out the sod that had recently been placed over the dirt patches left when the ash trees were removed. He reminded us of the amount of manual labor involved with our Grounds crew's work outside in the heat and described the large amount of watering that was needed daily to insure the viability of the sod. He also reported that small rocks had been placed around the covered bridge to deal with erosion control.

The grounds committee will meet again in July at its regular time and place

**HEALTH SERVICES: Louise Dempsey, Chair**

The meeting was called to order on June 12, 2018 at 11am with 8 members and 4 guests present.

Falls are tracked by Security and Social Services. Data collected includes name of resident, location of fall, injury and/or hospitalization if necessary. Reports are made to Jeff Watson, Director of Operations, Erickson Living.

Pharmacies are still experiencing shortages of the Shingrix Vaccine.

Training is not provided by the Medical Center on prescribed Home Blood Pressure devices. However, they can be brought to their medical appointment to compare with blood pressure taken on a visit. Residents can also attend the bi-monthly free BP checks by Home Care and bring their device along for comparison.

Medical Assistants working in the Medical Center are required to pass a national certification exam and must be re-certified every two years.

Residents with alcohol and substance abuse issues are referred to the Mental Health Nurse Psychologist.

Mike Fischer, Director of General Services, provided an excellent overview at his Town Hall Meeting on June 7th of the rules and procedures for Electric Mobility Vehicles (EMVs). All EMVs need to be prescribed by a physician and registered with Security. Residents who observe or experience problems with the operation by an EMV user should record the license information (on the back or side of vehicle) and report them to Security. It was suggested that Mike Fischer meet with all current EMVs users.

There have been many Pet concerns across campus such as cats in the halls, dogs not being taken outside at the nearest exit, dogs in a dining area, and droppings not being picked up, etc. Residents should contact Housing or Grounds if they observe problems concerning pets.

The next Old/**Unused** Medication Collection will be held on June 27th from 1-3pm in the Terrace, Fireside, and Cross Creek areas. This is a joint effort by the Health Services Committee, Safety and Emergency Services, and the Baltimore County Police. Residents and staff are encouraged to bring old medications, over the counter products, vitamins, pet meds, needles and nebulizers to any one of those locations.

CVS will not install a secure Medication Disposal Box in the Pharmacy citing costs. In addition, they will no longer furnish the special envelopes for disposal of old/**unused** medications.

Caton Woods had a successful open house for families. There are now planters for flowers and vegetables on the patio. Dining remain the major concern in both Caton Woods and Renaissance Gardens. All Department Heads attend the Resident Council meetings in both areas and are very responsive to resident concerns by making an action plan right away and reporting the result in the next month's Council meetings. Renaissance Gardens [South](#) is working with Grounds to improve the patio area which is the only outdoor venue for those residents at this time.

Recently two residents were treated for tick bites. Residents are urged to check carefully for ticks on themselves and on their pets after being outdoors.

A New Non-addicting [pain medication](#) Drug – known as Blue 181 is currently in the development stage.

Our next meeting is scheduled for July 10<sup>th</sup> at 11am in Herbert's Run 142.

Steve explained that there is a separate Residents' Council for Renaissance Gardens (because of legal requirements) and Louise mentioned that we have a very effective liaison of our Resident's Council to work with the Renaissance Garden's Residents' Council.

**HOUSEKEEPING: Diane Lyons, Chair**

The Housekeeping Committee meeting was held on Friday, June 15.

Reports from Committee members indicate soiled carpeting as the major issue. Krystyna Kaniowski from Housekeeping Dept. noted all areas needing special treatment.

The Caton Ridge, Harbor View elevators take a beating from heavy use by residents going and leaving the Fireside Restaurant and kitchen help loading trash and taking it to the loading dock. Also Catering uses that kitchen entrance for their events.

Requests for corner guards on the elevators – especially Caton Ridge – have been forwarded to Maintenance Committee for action. Also report of the stairwell door by PV120 is old, badly scuffed and needs to be replaced.

The resident who raised the question about guest room reservations was contacted. Since this occurred several months ago, nothing can be done; but our committee received information on the procedure [for reserving guest rooms](#).

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

The committee met on [June 11, 2018](#). Chair will invite Ann Mackay to the [July 11](#) meeting to discuss creating a NaCCRA chapter at Charlestown.

Chair will begin planning for Charlestown visits by candidates for Governor and US House and Senate before the general election.

Our next meeting will be [July 11, 2018](#) at 10am in Brookside Classroom 1.

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

The Committee met on [June 26, 2018](#) with General Services staff Kevin Crawford and Jesse Morgan.

Issues discussed:

- Continuing problems with drain clogs in St. Charles due to improper use of disposals.

- Drain piping for specific apartments will be inspected and cleared and unclogged as found necessary.
- Corporate Management developing standard colors for traffic signs, pavement markings, and Resident parking spaces. Work scheduled for FY 2019.
- Repairs at St. Charles cart storage area to include wall protection and corner guards. Work to start the first week of this July.
- Renovation of St. Charles elevators scheduled to start late this July.
- All Auditorium ceiling fixture bulbs to be replaced. 2 new ballasts to be installed.
- New Heating/Ventilation/Air Conditioning (HVAC) systems for Building 2 hallways are being designed.
- Dead trees at Buildings 8 and 9 to be removed the first week of this coming July.
- Landscaping work at the swimming pool patio deferred until next season.
- Work completed includes entrance door weather stripping and hardware, patio door repair, user-friendly door lock for Resident with disabilities, new motor for hallway HVAC system, cleaning and repair of drainage system for an entrance door approach,
- Items requiring repair or attention in various buildings include elevator door frames, stairway entrance door, Refectory dining room temperatures, convex mirrors at a critical hallway intersection, outdoor lighting controls.

The next meeting will be on July 24, 2018 @ 2:00 PM in General Services Conference Room.

Gil Fisher asked for clarification on the St Charles elevator work. The plan is to have only one of the elevators taken out of operation at a time while the work is going on. From July 23 to September 19, Elevator 1 will be out of service and from September 19 to November 16, Elevator 2 will not be in service. The work to replace pistons involves much work underground. Moves during that time frame will try to be handled during evening hours.

**RESIDENT LIFE: Fran Ashby, Chair**

No report was presented due to the health of the chair.

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

The meeting was held on June 29 with 5 members, Scott Beyer, Assistant Director of General Services, and 5 guests.

Members discussed incidents of Residents not in control of their EMVs. A suggestion was made that all residents be notified by use of a cubby stuffer that they should report accidents and speeding to the Security Department. EMVs may not be parked near elevators, egress areas, or in hallways and lobbies.

Members discussed concerns about pets being walked through buildings unnecessarily, through the garden plots and various other restricted areas. Pet owners should be considerate of their neighbors who have allergies or phobias. Pet owners are responsible for picking up after their pets and disposing of the excrement properly. Someone has been throwing waste bags into the woods. This is not acceptable.

Pet owners are reminded that animals should be taken outdoors by the shortest route possible to avoid accidents. Pets are not allowed in public areas inside buildings such as meeting rooms or the auditorium. Incidences have increased that require Housekeeping to clean up after pets.

Feeding of feral cats, squirrels, foxes, deer and any other wildlife is not condoned. Encouraging animals to come near buildings and cars is not acceptable. Squirrels can become very demanding and have been known to chew car wires when the food they expect is not available.

Drivers are reminded to stop at all stop signs on campus and to maintain a 15-mph speed limit.

Pendants worn by residents from Renaissance Gardens and Caton Woods do not signal for help in the Independent Living buildings. If someone from those areas is in distress, an Independent Living Resident should use his or her heritage pendant to call for help for that person.

The next meeting is July 24, at 1:00, in Brookside classroom 1.

**NOMINATING & ELECTIONS: Janet Allan** (Joni Guhne reporting)

The committee did not meet in June. However, the Chairs and members completed several tasks in preparation of the August 8, 2018 election. The orientation of all candidates was completed. Eight posters containing photos and bios of the 11 candidates were printed and will be displayed in all dining areas, Caton Woods and Renaissance Gardens in July. Election packets were completed and will be distributed to residents in early July and available on CCI Charlestown an orientation/update for Election Captains and their teams is schedule for August 1, 2018. The Committee continues to prepare and arrange printing of forms for the polling places and counting teams.

There will be no meeting in July.

Joni then introduced the Candidates for the second time.

**UNFINISHED BUSINESS:**

The ad hoc Council committee formed for producing the proposed slate of Council Officers for the 2018-2019 Council year has completed their selection. Ed Piechowiak, committee chairman, and committee members Louise Dempsey and Veronica Coleman are pleased to announce that the slate consists of the following candidates.

- President - Wendel Thompson
- Vice-President - Anne Erfle
- Treasurer - Jack Murnane
- Secretary - Sherry Stewart

Election of officers by the Residents' Council will be conducted at the August Council meeting.

**NEW BUSINESS:**

All Councils members who are on the 2017-2018 roster are asked to turn in their resignations along with their preferences for new assignments for the 2018-2019 Council year. When the newly elected members are announced in August the new committee assignments will be determined by the newly elected officers.

**WORDS FROM MANAGEMENT:**

Clara had the following updates:

- June 18 was the week of Employee Appreciation. A picnic was held and employees seemed energized and appreciated.

- She thanked Ted for recognizing the difficult conditions that our Grounds crew works in and explained that if residents see some crew members sitting in the shade, it is because Clara has instructed all of them to take appropriate breaks in this extreme heat.
- The recent event by the Diversity and Inclusion Committee was a success and actions by our Charlestown Committee have been recognized by Erickson's corporate office.
- A shuttle will accompany walkers in the 4<sup>th</sup> of July parade in Catonsville.
- The General Services Town Hall meeting will be held Thursday, July 5 at 10 am in the Auditorium.
- The next Conversations with Clara and the Executive Team will occur on Friday, July 6 in the Fireside lobby area.
- The recently distributed Resident Questionnaire is an attempt to get a "pulse" on resident satisfaction. The Board of Trustees had requested management to come up with a plan of action to increase satisfaction and the questionnaire is an attempt to find out if resident experiences are better and if management is making progress. The "Resident Experience Focus Group" was created with 20-25 residents to help define what is satisfactory for the many residents we have at Charlestown. 733 surveys have been returned already. Results will be available by July 20 and a Town Hall will be scheduled to share the results and to have a dialog with residents.