

Council Listening Session - 2023-01-06

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Carol Brownlow-definition of Functional Area

I just have a clarification question you using the terminology functional areas with those of us uh not familiar with that terminology more see that more as departments so you'd have you'll have someone like food and beverage is one functional area housekeeping is one functional area is that how that term is being used?

Marilyn: exactly

Carol: okay I thought so but I just thought I'd ask okay thank you

Leanne Kerner: Council conversation and dissent

yeah thank you uh Steve touched on one of the changes in the um bylaws describing how meetings will be conducted changing a lot from report reading to um more uh generalized discussion and that's one of the things **I'm most interested in as the Council develops this idea of having conversation both among the council itself and with the attendees who may happen to be there at that meeting and that would even imply a sufficient exploration of why a dissenter on a particular issue does not agree with the dominant group position** or a given matter on a given matter at hand people need to be heard I think this conversation practice will make folks realize that they matter that they have a stake in what goes on in the council and I think finally that that may encourage a more robust resident attendance at the meetings okay thank you

Cathy Schwabe: Hybrid Meetings

I'm going to start with if we're having **hybrid meetings** which I think is fantastic I went to two hybrid meetings this last week one was the council and the other was the health listening session the health listening session was fabulous um the people on Zoom could hear um they we could hear them and the closed captioning was set up right away there was a designated person who was um calling on the people who were there so **it didn't work very well in the Resident council meeting** and um so I I think that's that's a drag so I think maybe Susan Hyne is what made the thing go well um in the listening session so that's number one.

Cathy Schwabe: Council meeting Horseshoe Layout

number two, in a hybrid meeting um the the the the Horseshoe or a u-shape for the council needs to be flipped around instead of the council having counselors having their back to the audience it needs to be flipped around so that all the counselors can see the living bodies in the room that means that some people will have their back to the screen the camera can be moved so that the camera can actually take in the faces of those people and when someone speaks on Zoom because we often have to rely on closed captioning those few counselors can just turn their heads and then look at the screen it's not like you can see this person speaking all you'll be doing is reading the screen but I think that will give the counselors a much clearer sense of what is happening in the room than if they have their backs um to the room

Cathy Schwabe: Updating Touchdown Council info

okay my next things have to do with **updating touchdown** so touchdown is completely is out of date right now for the council the bylaws need to be in the way they are not as proposed but as what's in there the list of people who are in the functional areas I mean sorry the new counselors great to have their pictures great to when they started their functional areas need to be listed and if we've got five people on the executive team those people need to be listed too so that we know who they are

Cathy Schwabe: Roberts' Rules vs Consensus

um sorry I only have a couple more um I read the bylaws this morning to prepare for the meeting and I was struck by the fact that at the very start of each meeting the governance process for the council meetings shall be determined so there will be a decision made that either you are going to use **Robert's Rules of orders or a consensus-like approach** requiring each voting council member anyway you should read it there are two options and that is how a council meeting starts either method is okay but you have to say what you're going to do you can't just use one willy-nilly method um and each one gives a different set of criteria about how the meeting proceeds now I'm going to guess the consensus driven one is going to be the more familiar one and that may be the one that people choose but if it's very clear about how many votes you need to have so um I think that um I think for those of us attending that the

counselors familiarizing themselves with the bylaws is essential and following the rules of the bylaws is important so then my sort of final thing that

Cathy Schwabe: Represent All Constituents

I have one other but I'm going to hold on that but the final other thing is that for the council to be effective I think and for the residents to feel like the council is going to be effective **the counselors all of you need to understand that you are representing your constituents** so a mechanism needs to be developed which is going to be greatly exceed one meeting a year or one two meetings a year with your constituents in order to actually gather information and bring it back to the council meeting and I think that is something that needs to be done even by people who are not representing districts **you are not speaking for yourself you are speaking for the people you are representing** it's our responsibility to go to meetings that you set up but it's your responsibility to set those meetings up so that we can tell you what we think when we come to the council meetings if those of us who are attending we are speaking for ourselves and I think this is a sea change and I think it's going to take a while to get used to um but I think that it is going to make the community feel better about um the process so that's it for now thank you hey thanks

Jan Wainscott: Discuss before Voting

well that's a hard act to follow but I I was coming at this totally in a different way um what we saw at our first resident council meeting was um the **surprise of all of us that that something was put forward for a vote and it was like wait wait no one has had a chance to discuss the various points** and it brought up exactly what we need in with our counselors and within with a new Council that the council meeting could really be where we form questions that we ask of our community uh as opposed to we've decided and now we're going to vote just the council members the other thing that happened that I think can can be a model is uh those of us who participated in the in the health care um questions and answers that that were were done it was fantastic and that's where uh we can build a relationship which we're talking about our counselors are dealing in more functional areas that's how it can happen but then and at that meeting we had someone who works on health uh service issues and that was Jude Watson and so she got tied into as they move forward with recommendations and on how we change things that

she will be working with Administration in health services and that's how that was that's exactly how I think we want our system to work that's all I have okay thank you uh

Bill Kunitz: Administration reaction and Willingness to Change

I want to pick up on what Jan was talking about because I've been privileged over the years to sit on both sides of the table and I know that the the critical success of these bylaw changes and the assumptions that we're making about the role that residents will play in community decision making um really depend on the uh attitude and the willingness of the administration to accept a changing role uh for the residents in those matters um **I'm going to be watching very closely to see how this Administration um welcomes and works with the residents under these new circumstances of governance um I have not heard anything about their reaction to or their willingness to change** uh and hope that that will be forthcoming in some way shape or form because that will be key I think to the success of these bylaw changes and the role that's been envisioned for the resident Council so thank you yeah thanks very much

Jo Noble: Form to Close the Circle of Communication

there were a couple things because I also was working on the bylaw committee with some fabulous people um what we were looking at very seriously is what is the circle of communication within the resident Council in other words there's a **circle of communication** that starts with the resident and a concern how do they get it to the council what does the council do with it how does it get back to the council and to the resident and to the residents at large so that big circle and and what we were looking at as one of them not only contacting your counselor and having a more intimate relationship with them because they're representing your District but also **what kind of form is there to fill out if you have a specific concern where does it go how is it acted on and how has it gotten back** because I think there has been in the past and maybe I'm making this up um an attitude or thinking that **things go to the council and then they kind of disappear** and that there's really no feedback as to what has happened to that concern so um how is that going to be handled because I know it may have been mentioned in the bylaws but that's a procedural manual thing okay I think

Cathy Schwabe: Standardized Resident Input to Council Meetings

Vita wanted to speak but couldn't uh get a hand up are you out there foreign it's Kathy again um no she uh she's she's actually uh had to leave and can't attend she wanted to the but the issue she was most concerned about is the **issue of representation** and so um we've been talking about that quite a bit about how that would actually happen and um wondered I mean I think it's something for the council to look at

but I think that the what what we've we've felt in our conversations is that it **has to be something that standardized across the campus so for so one idea is that a week or two before the council meeting the districts meet and the districts and it's a meeting on zoom and it's a made perhaps a Time limited meeting with an agenda and um that that either the the one or two topics which are going to be discussed in the council meeting are the the conversation topics** and or uh concerns that um people in the district have brought to their counselors but that there's this opportunity before the meeting for there to be a um you know fear of this for there to be an exchange so that when the counselors come to the meeting they already have a sense of what their constituents actually feel about a particular issue and there may be a range of opinions and then they're going to have to speak to those um and uh and if

I know this is a lot more me these are many more meetings than what people might have thought they were signing up for when they um ran for the position but it we could not think of a different way to be able to make sure that the counselors really had their had a sense of what their constituents were were feeling and so that's what she wanted to speak to Okay thank you

Kate Dins: Council as a Positive, Uplifting Group

a couple of things I guess I'm looking at this too from an interpersonal standpoint among us as residents as well as among residents to staff and I think when I look at questions that came out in the flyer about what do you expect from your Council I think **one of the things I expect is the group to be a positive and uplifting group that sort of brings us together** to help us deal with I think what most people want living here at

Rose Villa is a quality of life that is both interesting exciting Dynamic but also peaceful and harmonious obviously we haven't had that very much lately and I think I'm looking for the council to really start to tackle and give us some ideas about how do we help increase Trust how do we increase effective communication among ourselves and I think most importantly how do we deal with conflict you know we're not all the same we do not see things the same way um and I think we need to spend some time as a group really talking about how we do better ourselves in working with each other

Kate Dins: Conflict and Posting on RVchat

I've talked to people who said that you know even if they're **if they're on RV chat they're afraid to post something at this point** you know they're afraid to disagree with someone and I think that our community is hurting because of that I think we've gotten so much into the North Star stuff and and Vassar and all that that we've sort of set up silos among ourselves as a community and I think the resident Council can help us in really addressing some of that in some sort of effective way I hope um

Kate Dins: Council vs. Resident Association

I think the other thing on a more practical level I'm not sure that that there's a **clear understanding between what the role is between the resident Council and the resident Association** we're all members of the association and yet we really don't talk much about the resident Association and what that really means and what and in in fact **what are our responsibilities** you know another question you asked is what would make you want to show up at meetings and I think having um having clear agendas having things that engage people in some dialogue rather than just I know other people have talked about the reports and reading the reports but more things that would involve people in actual decision making

and actually moving forward um I probably along with everybody else still pretty passionate about wanting to **get our community back to a place where we really feel like we can trust each other** be open with each other and uh and move forward together without a lot of fear and a lot of uh a lot of resistance and I think that starts by really listening for me it starts with listening from our hearts and I would hope that we can listen

talk less listen more and uh and move forward anyway enough enough of me thank you

Jo Noble: Confidentiality

there was another issue that ties right into what Kate was saying you know in some boards or something we're watching this in the the government right now you're sworn in right you're sworn in and these are your responsibilities one of the ones that uh I don't know if it's restated in the current bylaws but that there should be a stated sworn in um agreement that **everyone on the council uh abides by confidentiality** and that I know it may seem obvious but you the counselors and the council could be the worst mongers of Gossip ever and there needs to be if we want more trust to know that we can take our concerns to our Council and to our counselors and that it isn't going to be talked about so I just think it seems obvious that I think we need to look at that as sacred that we hold each other's confidences and don't use it as a means of gossip okay thank you

Molly Holsapple: Council Agendas in Advance

I have a couple of observations of course I'm a newbie so I don't have the history so answering the questions about how things should be different are challenging for me and I don't want to waste people's time so I have a couple of observations and if you're going to structure this later so you're raising each of these questions separately I can save some of it but um just a couple of thoughts and if I look down and you only see the top of my head it's because Vision wise I made some notes for myself so pretend that you're seeing my face please um

what would an effect effective Council look like? well there would be **open communication with the residents** as people have already said and methods um about Communications going in both directions

I think also that looking at the number of issues that the council has has to deal with that **laying out an agenda for and it may be even an entire year where you say the focus for this quarter or the focus for these two meetings is going to be this part of our of of our um Community** um we have in in the board that I'm working on now we have a mission moment in every monthly meeting where we focus on one portion of the agency and become more informed about that as

opposed to trying to do everything every single month so something like that might be helpful um

Molly Holsapple: Lack of Rose Villa Mission

I have spent much of today **trying to determine what the mission where are the stated mission of Rose Villa** is now we have the nice value statements about attitude in working together but **every non-profit agency should have a mission** and if I was to try to State the mission for uh Rose Villa at this point it would be something around **assuring health safety engagement and maximize independence of every individual and the voice of every individual who lives here** but I can't find that anywhere and I think that the relationship between both the individual members of the association and this Council and the administration and the board is built on agreeing on that common Mission

so I'd be real interested in **having the council um try to find or articulate a mission** and not have it focus on what is presently in the strategic planning documents which Focus only on additional development and not the uh quality um and continuity of supports in this community so I think that that's kind of where most of my thoughts are going from and um I think that you can expect more from us as residents if we have a structure to operate within and a knowledge about what's coming each month or what we can focus on I think that would be helpful um I have some other thoughts about functions of the council but maybe I'll hold those for later okay thanks

Perry: Questions about Confidentiality

thank you um I'm new as well and I got a little lost in the person who spoke before this last person um I'm still trying to connect all these names of uh boards and councils and associations and so forth but the comment about gossip and the connection with trust and the confidentiality statement I'm in a fog about exactly where those comments are specifically being applied or thought of I I didn't get that connection so could that person please um come back and describe that for me more explicitly.

Jo Noble: sure do you want me to jump in sure yeah thank you please I think it's easy for us to get into and talk about things that concern us and we should and oftentimes those things say sound like well she said that somebody told her that and blah blah blah and um and and **there's**

all kinds of information that can be very juicy but very wrong too and so I think that um **making it clear counsel is above it.** It resides in **confidential quality and respect for all of us as residents** because the Council of bless its heart is in a wonderful position to hear our problems and to hear our difficulties in feeling alone and to helping resolve them so I'm just saying that um I'm not accusing anybody of anything I just think it's a good thing to keep in the front of our mind that when you serve there's a responsibility of confidentiality which increases Trust so and is that clear when you say when you say counsel these are the representatives that are on the council for our differences those are the people you're referring to everybody who's a counselor on an officer the whole resident Council who is our spokesperson so

Perry Downes: then I have a question related to that so if someone brings up a concern and to their counselor and then some other people bring it up how do you not consider connecting people or um it just seems like going in a vacuum if you're the person putting it input in you don't know if it's being considered if it'll be raised forward if you're the only one that has that thought I I'm not I'm not endorsing gossip but I am trying to get a picture of how there's communication among other people because if we're not if we're talking to you individually um how does that happen?

Jo Noble: well I think that Trinity that's better than me as an outsider it it would come from what is the concern and if an individual concern is neighborhood

Perry Downes sorry your your speech is breaking up could you please repeat what you started just a few minutes ago

Jo Noble: sure each individual issue has to be treated differently one may be very personal it's about me and an admin person and we're having problems about something it could be that I have got a water leak and nobody's come on you know who or it could be one that a whole neighborhood has so it's up to the counselors I would imagine and the company needs to address of how they're going to deal with individual complaints group complaints neighborhood complaints there are different ways to pack them part of what I was looking at before is if there is a form to fill out it fills out your concern what you've done why you're not happy why it's going to the council and then it becomes a record of fact

what the council's done what kind of resolution would investigated and if and to get back to you who made the issue to tell them what they've done in other words it's that Circle of communication that goes all the way around thank you so so there is an uh an interaction happening that

Perry Downes: thank you that's helpful to see and understand your posing thank you you're welcome

Jo Noble: okay but I'm not on the council just so you know what I'm just looking at the possibility of how I see this thing taking care of everyone in a respectful way okay um

Leanne Kerner: Zero Tolerance for Angry Outbursts

A little narrower Focus here actually a meeting practice comment I've been to two meetings lately not counting the big blowout with the board where um there have **been a couple of loud even angry outbursts it was a super turn off I think there should be zero tolerance in Council meetings for that kind of behavior** and that would be up to leadership to control

Marilyn Gottschall

okay I would just say to that that um we are all in a learning process the residents are trying to figure things out as well and uh as we get clearer um protocols from the council I think we will learn how to operate hopefully we will learn how to operate within those Norms um and our discourse will change hopefully

Cathy Schwabe: Functional Areas and Listening Sessions

So one of the things that I am really excited about with the change of the in the new bylaws um are the I think they're called the functional groups yeah it seems like a weird thing to call versus a dysfunctional group sorry a functional section so um and I would love to know um you know who is responsible for each section um

I think that I went to the health um and wellness listening session and it was fabulous to have Jude Watson there and tell us about a third of the way through that that's her area of responsibility and so what happened as a result of that was that there was immediately an ability Erin was able to interact with her and they were able to start that uh the first part of that interaction and since one of the things that's going to come out of the

health and wellness listening session will be um a group uh where residents exactly like we're hoping for for the council is that a group of residents through the council will be meeting with Erin and her team.

So I think that as the um **as the listening sessions occur** which we've been assured are going to happen by Department it'll be **really important for the counselor in charge of that to go** because this will be a really wonderful opportunity to you know interface with that person so the thing that seemed exciting to me about these functional areas besides the fact that they're um to be nicely coordinated with the way Rose Villa the operations of Roseville works is that it would be an opportunity for for residents who have expertise interest too but but also especially expertise in certain areas to volunteer to be part of that group.

And having been a part of the finance group that wasn't affiliated with the council was a Vassar and Diane Gibson appointed thing for the last couple of years and we only had a few people who had any kind of expertise in finance it would have been really helpful to have experts so towards that end I'm trying to figure out I would like to know **how the council is going to reach out to the community to solicit interest in for those for participation um in the functional groups.** There's one I'd like to participate in and I don't know how to express that and who do I express that to thanks

Marilyn: Content Issues

Since since there aren't any other hands um I'd like to shift gears a little bit we've been talking a lot about process but **there's also the content the issues** um the whole one of the things that was in the bylaws is let's discuss our mutual concerns. Mutual concerns speak to those issues that affect the whole Community and just as an example I know that everyone is eager to have the employee gift fund dealt with so that would be that would be one thing we might suggest at the council tackled um and and Molly has said let's come up with a year Year's agenda so what are the things that are on your mind what Mutual concerns do we have and we would like this new Council to look at

Perry Downes: Advertise Functional/Advisory Groups

my hand was raised before we got into this last comment but I I did want to suggest. I served on the uh patient advisory councils at Kaiser and there's a two-way process for volunteers one is for work groups or

functional groups as you're describing them that maybe even don't yet have any participation of residents to **advertise and say we're looking for someone who has an interest in these kinds of things so that there's kind of a recruitment type of thing**

Another would be to have kind of a **listing of the kinds of opportunities that might exist** so people who are interested in volunteering could self-identify and volunteer their interests and then there may be a process of selection you know based upon what is actually needed and would benefit the group but I think that it's a two-way process and then it should be very easy to kind of implement if someone were willing to coordinate it okay thank you

Jan Wainscott: Get People with Knowledge to Work on Listening Session Feedback

okay issues um we have a perfect thing to dovetail uh on and and that's the the Holleran study results. We have our own things regarding residents but most of it has to do with the administration in various areas and as Cathy pointed out um we were assured that **every group is going to be putting on similar Q&As with residents** um in their various areas and once we get that schedule I think we dovetail with that and knowing as Cathy said okay we have functional counselors what are their functions who what are they dealing with and then to work as a group **getting people who who have some knowledge in these various areas on on to those committees** working through those counselors and we can affect some change hopefully we at least we have an opportunity to have a voice and that to me that's what we need to pursue okay thank you

Judy Francis: Reach out to Residents who do Not Participate

I would like to um see if there is a way that the council can involve and maybe we do this through the counselors all the people that we never see so I've been to forums and I've been to Council meetings and zoom and in person and all the other you know major group Gatherings and **it's always the same people** so I know a lot of residents and then there are a lot of residents I have never met I've never heard from I don't see very often for Varian sundry reasons so the mere fact that this is an email and it's on Zoom means that **there are a lot of residents who one that don't know what's happening and two can't participate** and even it's

in the PAC there are some people who never know that there's a forum coming up, so I'm I'm just wondering where all the other residents are and is there a way that we can get to know them and maybe it's because we go to them or something but there **needs to be a little more face to face in hearing from people that are other than the people that we are all used to hearing from** so I think that's a an issue for both residents and for Council okay thank you

Molly Holsapple: Use Satisfaction Survey to Facilitate Collaboration

I kind of hate the thought that I'm a person you always hear from already when I'm pretty new and I don't want to feel like I'm controlling anything. I'm trying to be careful about that because I think it is important that I'm trying to listen as much as possible as well um I just put in to a note for everyone one uh the language of something that

I wanted to follow up with what Jan said I think the strongest that **we want to always come to to both the administration and the board with objective information** whether it be from listening sessions or conversations or data and the **satisfaction survey is the strongest piece of information we have** and I just um I'm trying to put a note to everyone in the chat that is the you muted yourself again Molly I know I'm trying to push enter on chat and it mutes me so I don't know how to do this I **I want to send to everyone the language of what I think is a function that the council should be engaged in in terms of facilitating collaboration with the Rose Villa Administration and the board using the satisfaction survey in order to plan objectives** that will guide us in achieving the mission of the agency so um I'm I'm gonna stop talking and just try to send that to everybody when I'm already muted and see if it works okay and we will be capturing the chat so we'll get it okay and

Molly if that doesn't work you can send that text to the counselors um via email okay I can do that thank you okay

Mary Claire: Concerns about the Mobility Hampered

A major concern to me is the um **challenge for the mobility hampered to get into some of the places** most especially the interior rooms um and then even some of those that have buttons or those wave ones

where you have to get up weight close to them or wave boxes um you get up close of them to make the box work and then the door hits you if you don't get out of the way really fast which is hard for the mobility challenge to do so there are a lot of places on campus that really aren't that great to get into yes I do use the old baby buggy technique of backing things in and then the Walker around but um it isn't the way things should be and it does not help people with wheelchairs at all

Mary Claire: Remember that Councilors are Volunteers

And then my other comment is it probably belongs in the next part. First off Molly **never worry about uh giving comments** because I think everybody I know on this campus is really welcoming welcoming to new ideas. And then the other comment is I have heard from people who have served on the council in the past and even some people who are dealing with what's going on now who are saying never again, and I think **we forget that the people serving on the council are volunteers** who are trying to represent you and if you don't retreat them with the respect that they deserve for taking them this on themselves then you're in trouble thank you thank you Mary Claire

Mayo

Mary Claire I'm going to email you uh I'd like you to just email me back with your concern about the wand business uh I'll send it Forward even though the Safety Committee isn't running I'm sending things forward thank you

Wrap Up

Marilyn

it's four o'clock and uh there is a whole lot on the plate for this new Council to consider are there any other pressing issues anybody just bursting with an idea my hunch is that with the development of the new system and district meetings that a lot of a lot more things will emerge over time but you've given the council what do you think Cindy have they given you enough to work with

Cindy:

I I've been taking notes I have a whole page thank you I I heard a lot of interesting ideas I'm thinking um you know the form we need the form the uh yearly agenda that sounds like a really interesting idea and I have

different ideas about that so um yeah thank you everybody we still have some hands so okay so let's here's some more

Carol Brownlow

I just wanted to say that uh I assume you know this this gives you some ideas but we really haven't seen how this new system is working at all so I think it's really critical you know three or four months down the line when we've experienced the new Arrangements that we have another listening session saying how we're doing and uh you'll all be uh happy to hear all the praise and pats on the back yay okay

Jo Noble

I have just one last thing can we have a party I I like Pomp and Circumstance I would love to have a swearing-in of the new Council and introducing to which neighborhood is which and what their assignments are and have them get up and say a little bit I would love to have that okay so just an idea to throw out there it'd be nice to have just a a inauguration of the new board or the new Council that's all just a fleeting idea of fun

Cindy: as we don't have to elect a speaker okay

Judy Francis

I like the idea of fun um and I also wanted to just say thank you very much to the council for for requesting the use of a consultant so quickly. It's a really nice thing to see that people are willing to incorporate other people's ideas into seeing how we can change and and change for the better it's always nice to get an outside View and not everybody is always open to that so congratulations to the council and uh remind me every once in a while that the council is all residents so we're all in this on an equal basis we all live here we're all looking for the same things as we live out our lives here so thank you very much all you people who are putting in so many meetings and hard work to this I really appreciate it oh

Leanne

I just want to encourage all these residents to come to the meetings it's very interesting and uh rewarding it'll make you feel more a part of the community than ever foreign

Andrea

I want to thank everybody for unmuting themselves when they needed to thank you all for coming Marilyn do you want to say another word or so

Marilyn

Nope I I'm I'm so proud of all of us and we're all we're as people have said we all want this to be the best possible community and uh we're learning together so here's to 2023. and thank you for coming

Andrea: thanks everybody have a nice weekend