



# Meeting Minutes

January 3, 2023

**Call To Order:** Cindy Brown opened the meeting at 1:30 p.m.

**Roll call:** 9 Councilors present. Lois Weathers absent.

**Consent agenda:** Minutes from December 2022 were voted on and approved. John Chapman made the motion to approve and Gretchen Holden seconded.

## Update Reports

### **Rose Villa Management Report** (Tina Moullet)

**Winter Weather** Leading up to a predicted storm, staff assemble and review existing responsible plan documents to get prepared. Staff are assigned to roles and given responsibilities for if/when it is time to act. Actions are dictated by the attributes and severity of the storm.

**December 24, 2022** Fire sprinkler pipe burst in North Pocket home. Two households had to vacate due to water damage. Two other households were affected to a lesser degree and can remain occupied. We are grateful to Clackamas Fire for responding to the fire alarm that was triggered (approx. 3:30 am). We are focused on remediation and repair of the affected homes and this work has begun. The pipe should not have failed; more to be learned about why it failed. Rose Villa is scheduling assessments for North Pocket and Garden Grove homes to better understand if conditions exist that could cause similar incidents to happen.

**Communication issue** Even though a phone tree was established and was provided to the overnight security guard for the night of Dec 23 into the morning of Dec 24, the plan broke down. RV staff were not successfully reached for response. Jim Willeford and Kofi Dah have reviewed the entire incident and are revising the communication plan to prevent a future breakdown. Tina and/or Vassar are supposed to be notified of all incidents 24/7/365 and this also did not happen during this incident. Measures have been taken to ensure they will be notified in the future.

The communication and response plan failures are being used as a learning opportunity so that this does not happen again. Additionally, we are now contracted with a different overnight security provider and are still hiring for Rose Villa overnight Security staff,

which will improve overnight service and response.

**Resiliency Action Plan (RAP)** Residents from the Green Team, Ready Force, Resident Council, and a handful of others participated in a RAP deep-dive presentation hosted by Green Hammer. The presentation deck and video will be posted to Touchtown. Green Hammer will provide a higher-level overview for all residents at the January Forum. After the January Forum, we will be forming a workgroup of residents and staff who will work to move the plan and associated actions forward. There is project discussion and prioritization to do.

What is resiliency planning? Identify potential hazards and threats to our community  
Community risk and occupancy focused (buildings and property). Not a people  
focused plan; see the Emergency Response Plan in the red binder for that  
information. Naturally occurring events or disasters or human caused, including  
environmental. Establish adaptation and mitigation plans. Establish a Recovery  
plan. Rapid assessment, reporting, and continuity of operations. Example: Do we  
have water & power? Are the buildings safe and habitable? How do we manage  
human waste?

### **Staff and Department Updates**

Facilities Services: Hiring: Groundskeeper (1) Building Operations Tech (2)  
Overnight Security (2) IL Housekeeper (1) MG Housekeeper (1)  
Staff who have left us: Ken Carpenter and River Englert

Courtesy Services: Hiring: Receptionist. Staff who have left us: Kim Manuel

Health Services: Hiring: Madrona Grove CNAs, LPNs, RN Community Life Specialist  
(part-time), Avencia PCAs, CNAs, LPN

Management: Hiring: CFO

Recruitment & Retention Overview: Current obstacles for hiring: wage pressure,  
reduction of healthcare workforce, fewer people who are looking for entry-level work

Recent obstacles for retaining employees: Type of work, wages, commute, family situation

RV HR action: Wage study and scale adjustments, outreach & education, referral bonus,  
training

## **Work Orders**

Residents have asked about work order volume, communication, and timeline. Volume shifts dramatically- it could be 400 one day and then 75 less than a week later. The focus is on communication with residents, reducing time to work order completion, and improving service level outcomes. Dwain Nelson has been assigned to focus on resident communication. The Facilities team and other staff are receiving a comprehensive work order software training Jan 25 & 26. Software will also be utilized for preventative and recurring maintenance scheduling.

**Bi-weekly Sessions with Tina Moullet, Executive Director** During the summer and into late fall, I invited residents to drop in and talk with me every other Friday at noon in Harvest Grill. I appreciate everyone that joined me! We had to take a short hiatus, but we will begin again in January 2023. Beginning Friday, January 6, I'll be in Harvest Grill from noon-1pm for conversation with residents. No set agenda so bring your questions and I will be happy to discuss! Note: We will start back up in Harvest Grill, but I am putting together a plan for meeting in other locations and will publish that as soon as we have it complete. I know not everyone wants to meet and talk in Harvest Grill.

## **RVI Board meeting (Cindy Brown)**

Cindy reported that the RVI Board received a briefing from Angela Hansen about the financial status of Rose Villa. Vassar discussed the Green Hammer project. The Board is looking for new members. Steve Morris will be on the Board's Finance committee. Cindy Brown and Bill Rector will be on the Board's Governance committee

**Employee Holiday Gift Fund (Paul Wathen)** Paul went through the criteria for determining the amount of money that each employee receives from the Gift fund. It is important that these checks be referred to as "Gifts" and not "tips" or other compensation as the employee would then have to pay taxes on the money. The criteria are based on a formula that assigns points on how long an employee has worked here. The calculated units are the points times the straight time hours worked that year. The value for each unit is multiplied for each employee to get the check amount. If the employee has been here 10 years or longer, an additional \$300 is added to their check; if 20 years or longer, an extra \$500 is added. This past year, checks ranged from \$100 to \$2235.

After some discussion, a small working group was formed to work with Paul on developing different criteria for the Fund. John Chapman, Louise Williams, and Felicia Kongable will be on that work group. This group will solicit input from residents on if or how

to revise the current criteria.

## **New Business**

**Committee and Groups:** Cindy then introduced the topic of Resident Council funding for groups or committees at Rose Villa. After some discussion Alice moved that RC approve the new “Sunday Suppers” group. Linda Stern seconded the motion. The group had also requested funding of \$500 to pay for equipment needed to operate. That request has to go to the Executive Committee for approval. After some discussion and clarification, the motion will not go forward.

Paul Wathen reviewed the criteria for funding. The Resident Council does not normally provide funds for committees and groups. However, we do have two funds that we own and could use if needed. Our budget is a line item for Council expenses. But we have a Community Activity Fund which is composed of monies left over from several old accounts. This is how we paid for the Holleran Satisfaction Survey last year.

Two groups have asked the Resident Council for money. The Sewing and Quilting group wants to have their machines cleaned and repaired. Paul has suggested a plan so that they could donate money to the Foundation (as they had promised) and still be able to pay for their sewing machine cleaning. They have agreed. The Sunday Suppers group will ask RVI for the money they need as Tina Moullet indicated during the discussion that money was available.

**Request the RV Board allow all three Resident Council officers (Chair, Vice Chair, and Past Chair) voting privileges.** This topic generated quite a lot of discussion from the Council and the residents attending the meeting. Linda Stern made a motion to ask the Board to allow the Resident Council to have three votes instead of the current single vote that we have. John Chapman seconded the motion. The motion was approved.

**North Star:** Louise Williams proposed that we move the item on requesting a one year moratorium for North Star funding to the February meeting. This motion was seconded by Linda Stern.

**Satisfaction Survey:** Cindy announced that the Resident Council will hold a “listening session” for residents this Friday, January 6 at 3:00 p.m. A flier with the Zoom link has been sent out. There was only one question on the Holleran survey about the Council, so we hope that this session will help us identify where we have problems or issues that need change. We had a rather lengthy discussion about this issue.

**Treasurer’s report** (Paul Wathen) The Treasurer's report will be distributed at a later date.

**Announcements:** None

**Suggestion Box:** None

**Upcoming Meetings:**

Resident Forum: Tuesday, January 17, 2023 at 2:30 pm

Executive Committee: Friday, January 20, 2023, 1:00 pm

Resident Council: Tuesday, February 7, 2023 at 1:30 pm

The meeting was adjourned at 3:20 pm.