

**Rose Villa Resident Forum**  
**Tuesday, March 17, 2020**

Boy, do I hate not meeting together. Wow. I LOVE physically being in community with all of you. Thank you for doing your very best to help stop the spread of this virus. It is a burden to stay apart (we're here because community is meaningful to us!), but this 'social distancing' is a burden we'll gladly bear to ensure the health and wellbeing of our community – and that means not gathering in any size group, in any room, anywhere. Outside of washing your hands, this is the most effective thing we can do.

It may be a time to....write a letter, use your technology, pick up the phone, wave and shout from your porch, be creative in how you connect. What I know for sure is that, along with the difficulty and inconvenience we will experience from this virus, there will be gifts. Talking to my aunt in Georgia on the phone like a teenager yesterday (meaning for over an hour - laughing, snorting, joking) is a gift. Talking because the wedding I was going to see her at is cancelled, but making sure that doesn't stop me from being with her anyway. The simple fact that the world has to *slow down* is amazing and powerful.

We are committed to providing you with updates from our regular Coronavirus response team to let you know changes to policies or procedures here, new information on the virus, and all relevant updates. Please read the information bulletins we send out. Jerry Corn, as head of the Resident Council Health Care Committee, is on that response team. I encourage you to contact him (on the phone or via email!) with any questions you may have about that information.

**Employee Anniversaries – Please congratulate these staff members!**

**1 Year:**

- Carmela Armenta, CNA, Madrona Grove
- Stephanie Carstens, Resident Care Manager, Madrona Grove
- Tom Hansel, Building Operations and Technical Services
- Melvin Osby III, CNA, Madrona Grove
- Allison Stewart, Server

**5 Years:**

- Rachael Disselbrett, Laundry, Environmental Services

- Frank Keller, Housekeeping, Environmental Services – five years is only the most RECENT stint for Frank at Rose Villa – his TOTAL tenure adds a couple more years!
- Linda Reed, Executive Director, Rose Villa Foundation

## **Voyager Moves – Annnnd We’re Done!**

**Bill Wisbeck** moved from cottage 302 to apartment 5302

- Move-in date: 2/19/2020
- Phone #: 503-652-3302

**Toni Baasch** moved from cottage 9 to 339

- Move-in date: 2/21/2020
- Phone #: 503-652-3009

**Glaydis Basinger** moved from cottage 1 to apartment 5304

- Move-in date: 2/24/2020
- Phone #: 503-652-3001

### **Announcements:**

The Environmental Services Department has supplied all of our community areas with spray bottles of cleaning solution and paper towels. Staff as well as residents are encouraged to wipe down surfaces before and after use as an additional precaution to support campus-wide infection control efforts. PLEASE do not remove the supplies from the rooms. Supplies have already disappeared from several places. Obviously, we cannot endlessly replace supplies, so please help us help you. Thanks!

**Woodshop:** Our regular hours are **9:30am to 11:00am on Mondays and Wednesdays**, although these may be subject to change at the current time. We are across River Road just 20 feet west of the Treasure House. It must seem like a long way as we haven't had many residents stop by to see us, even before the virus. You can bring things by that need to be fixed; all kinds of things like toasters, chairs, clocks, etc. If we can't fix it, we will let you know and give you advice on what you might be able to do with it. And of course we are excited to make things for you out of wood; tables, chairs, ornaments, bowls, and many, many more things. We do need donations to be able to buy wood and supplies. Rose Villa does not



A. We have had issues with contractors occasionally, and SOME residents, when they need to unload for short periods, but it seems quite rare. John Schallberger will alert his teams to snap and send pics to him if they see this.

Q2. I'm curious about the property RV acquired at the corner of Schroeder and Courtney. Is there a plan for it? Is RV using it for anything now?

A. For the next two and a half years, it will be used for materials staging and the construction trailer for Bremik to support Phase 3 construction.

Q3. Could you please address the procedures for emergencies that occur here during off hours, (outside of M-F, 8-5) as relevant to North or South Main? Several weeks ago, we had an early morning fire alarm go off. Although no emergency, it prompted anxiety among those who are not fully mobile in terms of using the stairs. We know that those that cannot use the stairs independently are to remain in place for trained professionals to arrive and rescue them. This just doesn't feel right – at the blurry intersect of independent living with individual resourcefulness. Can you offer some clarity?

A. In an alarm event- whether false or genuine - the elevators at North and South main will only shut down if the fire alarm system feels the area of the event makes the elevator unsafe to operate. What this means is, if the elevator works, use it. If it works, it is 100% safe to use.

In the case where an elevator is inoperable, Clackamas County fire has instructed us to direct residents to use the stairs to exit the building, and upon arrival (typically within 4-6 minutes) their team will personally evacuate any residents who cannot use the stairs. This is Plan A. However, residents who desire and are able to assist weaker residents down the stairs are free and welcome to help. We (and Clack County Fire) just didn't feel it would be a solid plan to RELY on that as Plan A.

We believe the Map-Your-Neighborhood initiative that the Readyforce resident team is promoting, encourages the kind of neighborhood engagement you are describing- by creating social opportunities where (stronger and less able) residents in a neighborhood can get to know each other better so if an emergency occurs, the stronger can indeed assist those who need their help.

We encourage residents who are concerned or would like more information to reach out to Steve Morris, our ReadyForce team lead, and try to attend the next neighborhood meeting. Steve has strong experience with Map-Your-Neighborhood and will be able to share more about the value and peace of mind it will provide.

Thank you for the question!

Q4. I have recently acquired new and updated hearing aids with the ability to channel into the T-coil in the floor of the Performing Arts Center. I tried to find out if the system is always turned on, because after attending two different events and sitting in various places, I don't see any improvement in my reception. Are there "hot spots" where it is better to sit? I can hear everything spoken into the mic, but was expecting a difference with and without it turned on.

A. The inductive loop system in the Performing Arts Center is always on. We recently tested it and it is working very well in all areas using the remote receivers that we have. The system is compatible with MOST hearing aids, but it is hard for us to know which work and which don't. We encourage you to make an appointment with Brian Ray, our IT Coordinator in the PAC to see if we can help address this issue. Thanks!

Q5. On our annual expenditure from the business office, there were two charges we had to have explained to us. One was a work order charge for moving a couch. Since it was a work order, it seems like there should have been a paper trail that we could refer to. Had we known what the charges would be, we might have done it differently. It seems like that is not very transparent. Is there a reason this is not done?

A. You should be informed if a work order is chargeable. Our building operations team, led by Michele Bailey, Building Operations Manager, is working on improving the Resident work order experience. Our goal is to confirm receipt of the work order, provide a timeline in which the resident can expect the work to be performed, and inform them of any potential charges. We recently started billing work orders through the POS system, which means they can be viewed on the Resident Portal, providing much better tracking. Look for additional scheduling and communication improvements in the future.

If a work order calls for a task outside of routine maintenance or repair, the time spent on the work order will be billed. Building Operations, IT and Grounds Services rates are listed in the Resident Charge List.

Q6. In the last 8 months, outside of the Rose Villa community, we have had 2 events bordering on, if not actual, elder abuse occur to us that have not been fully addressed or resolved, i.e., remain in limbo. Does RV have any capability to provide assistance in such matters? Or must we "go public", retain an elder law attorney, or use other means to resolve these problem matters?

A. I believe you are asking if Rose Villa has any resources to assist residents in addressing elder abuse they experience in the outside community. We do not have a staff person, but the number for Adult Protective Services in Clackamas County is 971-673-6655 and I encourage you to use it if you suspect elder abuse. In addition, the Rose Villa Foundation has a list of vetted elder law attorneys, which you can find on Touchtown under the RVF tag.

Q. What kind of policies do we have in place to help those staff members who may find that their children's school is shut down and they need to make alternative care situations? Is there a sort of emergency fund needed to help anyone out in this case? Has anyone indicated a problem?

A. No one has yet indicated a problem. Our feeling is that the issue is more of a lack of available services, rather than money.

Q. I suggest we move the DVDs in the library to the lobby, perhaps along the wall to the right of the clock as you face it.

A. Because we regularly make room for things like the raffle and the Christmas cookie party and other special events, there isn't as much room in the lobby as it may appear. I have not heard any complaints from the residents who manage the library, but suggest you refer this idea to Jean Coberly, the manager of that area.

Q. Friday morning I went to the laundry room near 317 at about 8:30AM to start my laundry. In addition to the door being left unlocked, there was a load of laundry in the washer that did not belong to a resident!!! It was a load of mop covers from Madrona Grove!!!! I put these into the dryer so I could load my clothing into the washer.

Here is my concern...Our water heaters in the laundry room NN are heated to only about 120 degrees and not heated to a high enough degree (212 degrees) to kill bacteria that comes from Madrona Grove and my clothes were going into a washer that held these items overnight after they have cleaned floors in Madrona Grove.

What kind of bacteria am I bringing into my home after using the washer and dryer that is there primarily for the use of residents?

My understanding is that the new laundry room was going to be operational the first Wednesday it opened. Why is Rose Villa using a Resident Laundry room?

Thank you for your concern regarding this matter!

A. There were some initial glitches transferring and installing our existing washing machines in the new Laundry room that required EVS to do some smaller loads using alternate laundry areas for a day or two that week. The mop heads that were left in the washer were not specifically from Madrona Grove, but they should not have been left in the washer for residents to have to deal with. The laundry detergent we use is specifically formulated to kill any bacteria in the course of the wash cycle even using cold water. We apologize for this inconvenience and have ceased using any alternate laundry facilities for EVS laundry.

Q. It's my understanding that RV began accepting non-RV residents into Madrona Grove to help control costs. If the new MG is going to be much smaller than the current MG, does that mean costs to live there will be a lot higher?

A. Our current Madrona Grove has more beds than we need for residents. This means we would have empty beds if we were not filling them with people who are non-residents. The expenses incurred running Madrona Grove when not full, even with variable staffing, are high. With fewer beds, we are likely to not have (or need) as many outside admissions, because we are more likely to be full. None of this has anything to do with pricing. Rose Villa residents will continue to receive a discount in Madrona Grove, regardless of the cost.

Q. For Phases 1 and 2 we were told construction workers would park off-campus and be transported to the worksite. That didn't happen. What's the plan for Phase 3?

A. Bremik Construction is finalizing a plan with the Methodist Church in Oak Grove to use their parking lot and shuttle workers to our campus.

Q. What operating cost impacts on Rose Villa do you foresee as a result of the Coronavirus pandemic?

A. Based on advice from a variety of trusted sources about how to reduce the impact of Coronavirus, Rose Villa has temporarily changed how services are provided, which might be impacting each of you in different ways. Recent changes include closing Harvest Grill and Heirloom to sit down service, closing the large common spaces as well as meeting and activity rooms, consolidating resident services at the reception area and cancelling events for large groups. Rose Villa employees are being utilized in a variety of new ways, with the goal to maintain critical services, to reduce person-to-person interactions, and to maintain business operations. Some examples are Harvest Grill servers and other team members are now delivering meals directly to cottages and apartments, a variety of staff are helping serve food in Madrona Grove directly in resident rooms instead of the main dining room, and some employees are working from home to keep the business operating.

The information about coronavirus is evolving rapidly. We are implementing the current plan based on our current understanding of the needs of Rose Villa. We believe that this does not require us to incur any significant additional costs during the next 2-3 weeks. We are using employees differently than planned, but they are already included in the budget and I have personally made a commitment to them that our goal is to preserve their jobs and wages. We may need to be creative about equipment and supplies during this time and we may need to make purchases that aren't budgeted, but we are not expecting them to be significant.

Of course, things can change as we go through this! We will keep you informed. Rose Villa has good cash flow and adequate resources to get through this together – even more important than cash flow, is the high value of partnering in this community. Those benefits are never more apparent than now. Seeing the support from resident to resident, among staff, and between all of our community members is both inspiring and critical as we shift resources and priorities to the areas that need attention.

Q. Have there been Phase 3 deposit cancellations?

A. We had one several months ago, but none due to the Corona virus. We are currently at 26 sold.

Q. Has the financial market turmoil affected prospects for Phase 3 funding?

A. Yes, definitely. It is changing every day, but right now, all debt placements have been put on hold for at least the next two weeks as the market seeks to



stabilize. When the municipal bond market stabilizes enough to place debt, the first “paper” that will get placed is for highly rated organizations, meaning those companies that are in the top two rating categories from a rating organization like S&P or Moody’s. As with most senior living providers, Rose Villa is not rated. (Indeed, we are not able to go for a rating until we are through with construction and have “normal” operating costs and revenues. Which we certainly plan to do.) Initially, we benefited from the uncertainty: bond rates kept going down as investors were looking for a safe harbor. At some point last week, that turned into more of an emotional panic and investors started to dump *all* bonds in favor of Treasuries, bringing THOSE returns to all-time lows. We are waiting to see what will happen next.

Psychology is SO interesting.

Q. What is happening about the loss of the newspaper box outside North Main?

A. About two months ago, the Oregonian distribution box stopped working properly, and stopped returning coins. RV staff were picking up papers for the lobby on Mondays, Tuesdays and Thursdays. The Oregonian and the local distributor’s supervisor were unable to reach the local distributor and the Oregonian pulled the box about two weeks ago without notification. We (and residents) are still receiving the Oregonian by delivery on Wednesdays, Fridays, Saturdays and Sundays, and Courtesy Services staff are continuing to pick up papers for the lobby on non-distribution days.

We are working with the Oregonian to get another box on campus.

Q. Rose Villa has instigated an essential worker plan. Whenever possible, employees are working from home. Madrona Grove tests employees when they come on duty. Is Rose Villa testing employees in other departments when they come on duty?

A. No. Rose Villa has a policy of disallowing people from coming to work if they have a fever. That has not changed. We are asking all staff to self-identify if they have a fever or other respiratory symptoms and to stay off our campus. We are currently only taking the temperature of staff members who are entering Madrona Grove. This may change, but right now we are doing the heaviest screening at the place on campus where the spread would be most difficult to control – Madrona Grove. It is important to note that while a fever usually

presents at some point during the course of a COVID-19 illness, it is not always the first symptom and so is an imperfect screening tool.

Q As of today, do you know if anyone in either MG or Independent Living are showing signs of this virus and/or flu?

A. In Madrona Grove, we frequently have one or two residents who have a fever or a cough for one reason or another. **This is common.** Under normal circumstances, we would give the person Tylenol and, in the case of a cough, we would wear a mask when caring for them until the cough resolved. That's it. Right now, we are treating any resident who has a fever, cough, or shortness of breath as a potential Coronavirus case. That means assigning one CNA to care for that resident and their roommate and no other residents. The CNA wears a gown, gloves, mask, eye protection, and gown. Currently in Madrona Grove, we have 2 residents we are caring for under these precautions. Unfortunately, because of a shortage of COVID-19 tests, we cannot simply test for that virus. We must first test for influenza and RSV. Once those tests come back, then we can test for COVID-19. We are in that process now. Based on the symptoms these residents are exhibiting, we fully expect the COVID-19 tests to be negative. However, we will treat all symptomatic residents and staff as if they have COVID-19 until we have confirmation otherwise. (Note: as of March 17, we are now able to test for COVID-19 without first testing for those other two conditions.)

Q. Does it look like RV may restrict Independent Residents from leaving campus, or if they do, can they return?

A. Given the nature of our campus, we do not have a practical way to restrict residents from leaving campus. However, we strongly advise residents to remain on campus and in your apartment as much as is feasible for you. We are asking all of our staff to socially distance themselves as well. Every single contact that each of us can avoid reduces the risk of bringing COVID-19 to our community – the rest of the metro region.

Q. I wonder how many RV residents have a thermometer. We don't have one. Do we need to get one? Can RV get a batch and have them available if needed?

A. Yes, every resident should have a thermometer. This would allow you to accurately report your symptoms over the phone to an advice nurse or to our Clinic nurse without us having to send staff in to do the assessment – thereby reducing contact and potential spread. Unfortunately, thermometers are now out of stock at every major retailer that we have visited – Walgreens, Rite Aid, Fred Meyers, etc. Most are sold out on Amazon as well. I encourage residents to shop for individual thermometers online and order one when they come in stock.

Q. How many Residents are now under the RV Foundation aid? Are they just MG or are there Independent residents too? What is the average cost?

A. We have 2. To protect their privacy, I don't think it is ok to tell you where they reside. Any resident who is on Foundation assistance and lives in Madrona Grove would have applied for and received Medicaid assistance as well. In Madrona Grove, the Foundation supports things that Medicaid doesn't pay for, including a companion to assist with shopping, personal training, hair care, etc.

Q. How many vacant apartments do we have? Which ones: Classic, Cottage, Main St. Bldgs, Oaks, Garden Grove, etc.

A. In our entire campus, we only have one home that is not currently reserved and that is a classic cottage that has recently been vacated.

Q. Apartment 222 began as three units. Now that it is empty, is RV planning on turning it into 1, 2, or 3 units?

A. It is being turned into 3 one-bedroom homes, all of which are reserved.

Q. Will Rose Villa have to pay more for funding Phase 3? And, where is funding coming from?

A. We do not know yet. Our funding is certainly delayed until the bond market stabilizes. Our plan is to issue tax exempt bonds.

Q. Has anyone besides me noticed that Clackamas County put an official road sign at the top of Wild Rose Drive? This should make it easier for us residents to find this road when we come home.

A. That is not a county sign. Rose Villa installed it. We are also having PGE install a pole lamp over the entrance to illuminate it better. Glad you approve.

**Next Resident Forum:** Tuesday, April 21 @ 2:30pm, Performing Arts Center