

Forum Announcements

Tuesday, June 16, 2020

Employee Anniversaries

5 Years:

- Scott Edwards- Dishwasher, Food and Beverage
- Malia Mergel- CNA, Madrona Grove

Facilities Services Update

Nick Moullet who works as Night Security is moving to an on-call position, so you won't see him around very often. He will be fulfilling some summer goals and preparing to go to school in the fall. In his place, please welcome Deanne Simmons.

IT Coordinator, Brian Ray, made the decision to pursue a different path in the IT field. We sent him off with well-wishes.

Jeff's Retirement

After many years at Rose Villa, Jeff Guldenzopf is retiring. As you know, we would normally throw a party where we could all celebrate Jeff, show him appreciation, and send him off into retirement in style. Unfortunately, due to COVID-19, we are unable to hold such a party; however, we'd still like to express our gratitude to him and give you the opportunity to do so as well. Any residents wishing to write Jeff a note of thanks are encouraged to do so and submit them to RSC for Michelle LaCroix so she can get them to Jeff.

Resident Move-Ins

Katie McEntee and her poodle mix Zeke will be moving to Classic Cottage #307 on Wednesday, June 24, 2020. You'll be able to get in touch with Katie by dialing x3307.

Louise Williams will be moving to Classic Cottage #318 on Thursday, June 25, 2020 from Portland. You'll be able to reach Louise by dialing x3318.

Announcements

One of the best things about being a not-for-profit organization with a local volunteer board and flat management structure is that we are able to gather information and input directly from staff when our service delivery is upended by something like COVID-19. We work as a team to prioritize immediate planning to

manage through a difficult situation and are able to make decisions quickly and thoughtfully to support the service goals and financial stability of our community.

Since March, department managers have been analyzing the impact that COVID-19 has had on our service delivery, staffing, and operational expenses in relation to budget goals. Expenses are up in some departments and revenues are down almost everywhere. While we cannot predict the future, previous experiences have taught us to hope for the best and prepare for the worst. As a component of ensuring our ability to reinstate essential services to residents, as our county and community open up after being in isolation for several months, and even though the pandemic is still a very real threat to our health, we must turn our attention to planning for the future.

We are also acutely aware of the effect the economy has on our community. We are fortunate to have exceptional partners in Ziegler, Washington Federal, and Moss Adams who have their finger on the pulse of the economic conditions in our country, specifically for our industry and who provide critical insight which supports our planning.

I am sharing with you some changes in departments that were borne from all of this work to date.

- In the Food & Beverage Department, this summer will be the final growing season for the kitchen garden in the format we have today. Norine and her team are working to create partnerships with local growers to provide produce and other food items in new ways.
- Starting on Monday, June 29, the meal delivery fee will be reinstated. You are encouraged to come on up and pick up meals as you need them if you would rather not pay the delivery fee. Plus, when you carry-out, you have a chance to peruse the Grab & Go case and take home some extras!
- Also beginning on June 29, store items purchased through Food & Beverage will be charged to your resident account. These items will no longer be available for purchase using your meal credit.
- June 30 is the last day for the free shift meal program for staff. We have a different program available for staff who may be experiencing food insecurity and we are still providing toilet paper at cost as well as laundry facilities.
- Courtesy Services will be adjusting hours of operations for the Resident Services Counter to 9am to 4pm starting on July 1. This is a change from

closing at 5pm. Lobby Reception Desk will retain the new hours of 7am to 7pm.

- The Foundation has made the decision to close the SEEDS Garden Center. Linda and Patti will share detailed information about the timeline for the closure very soon. SEEDS has played a vital role as a community hub and gathering place for volunteer efforts. Thank you to every single person who has contributed to running SEEDS, especially Patti. The operational subsidy Rose Villa provides for SEEDS, along with the current very uncertain retail environment, and heavy reliance on volunteers for operations has sparked the opportunity to evaluate the Foundation's goals in relation to their pillars and where volunteer time is most vital.

Education Assistance Program

Congratulations to Gabby Navarro, Bekka Korman, Amy Brafford and Juan Monje who received grants from the Foundation's Staff Education Assistance program for classes in 2020.

- Gabby has worked at Rose Villa as a CNA for one year. She will be using her grant toward a Bachelor of Science in Nursing at Warner Pacific University.
- Bekka has been a CNA with Avencia for one year and will be using her grant toward a Bachelor of Science in Nursing at Concordia University of St. Paul.
- Amy is the Manager of Harvest Grill and has been with Rose Villa for three and a half years. Amy will be using the grant to earn a certificate in Food and Beverage Management through an online program with Cornell University.
- Juan has worked for nine and a half years as a CNA at Madrona Grove and will be attending Clark College to earn an AA in Science with the goal of obtaining an RN or Administrator in the future.

All recipients are excited to apply their skills and education to better the lives of residents at Rose Villa, and were humble and appreciative that residents cared so much to invest in their future. This fabulous foursome is the second group of employees to receive this award from the Foundation and we hope to hear more about their progress in the future. The next grant award cycle starts in early spring 2021. If you would like to invest in the Rose Villa staff and support the Foundation's Education Assistance Program, donations can be made to the Foundation's Board Designated/Unrestricted Pillar throughout the year.

Sales Update: Phase 3 sales continue strong – we are now at 28 homes presold!

Join Norine for a virtual wine tasting featuring selections from Oregon wineries on **Friday, June 19, at 5:00pm**. The wine (one red bottle, one white) will be delivered to your doorstep the day before tasting, no delivery fee. Please sign up by Tuesday, June 16 (TODAY!). (Just don't drink it before the tasting!)

SEEDS Garden Center is sponsoring a **Summer Solstice Garden Walk** as a fundraiser for the Rose Villa Foundation on **Saturday, June 20, 5:00-7:00pm**. Residents and staff are invited to tour through 10 beautiful and unique gardens right here at Rose Villa. Proceeds benefit the Rose Villa Foundation. All Garden Walk participants will be entered into a drawing for an assortment of prizes. This Garden Walk is \$10 per resident. Space is limited, so sign up soon! Resident volunteers will be monitoring for masks, social distancing, and to make sure people are walking, not gathering in groups.

Brush up on your US History and Celebrate Fathers' Day with a **Founding Father's Day Trivia** game! You don't have to be a father to participate! Join Samantha via Zoom on **Sunday, June 21 at 2:30pm**. Zoom link will be available under the Helpful Live Links tab in the Flyers Icon on Touchtown.

Rover the Roving Bar Cart will be traveling around campus for **Happy Hour** on **Wednesday, June 24, 4:00-5:00pm**! Listen for Rover's tune as it makes its way around Rose Villa. When Rover is in your neighborhood, come out to pick up a drink or tasty snack! Margaritas \$6, Mocktails \$5, Chips & Salsa \$3. All goodies may be charged to your Food & Beverage account.

...Happy Hour continued on Wednesday, June 24 will feature a karaoke party with Voicebox Karaoke! We will have a private karaoke room to show off our singing skills! If you are interested in singing, you can view the available songs at vbsongs.com. Once you have browsed their selection, please email Samantha at skocher@rosevilla.org with three (3) songs you are interested in singing. She will create a program for the evening, so everyone gets a chance to sing and there are no repeat songs. Zoom link will be sent to participants the day before the event.

Q&A

Q1. We had weeks without housekeeping services. Shouldn't there be a rebate or extra hours without charge?

A. When the entire community is threatened by a virus such as COVID-19, the only way to respond is as a community. Independent living housekeeping visits were suspended for the period of time that we needed housekeepers to turn their focus to heightened infection control in highly trafficked community spaces and in Madrona Grove. We also needed a few housekeeping staff to participate in our “stay home, stay well” program so that if we did have a working team member become ill, there was a well housekeeper to take their place. In addition, we did not feel we could place them or residents at risk by having staff inside resident homes. These efforts have been a major contributor to our success at keeping the community COVID-19 free as of today.

Q2. Why can't bottles of wine be used as a part of food charge?

A. Bottles of wine may be purchased and charged to your resident account, but they are not available for purchase with your monthly meal credit. The purpose of the meal credit is to support the labor and food costs associated with producing meals for the community, not paying outside vendors for goods like bottles of wine.

Q3. Why can't a balance be carried forward to the next month for food charge?

A. The monthly meal credit, as referenced in the previous question, is a component of supporting labor and food costs of the Food & Beverage Dept. By spreading the meal credit out throughout the year through a monthly allotment program, we are able to more accurately plan for expenses and actual labor needed to support sustainable operations without the challenges that come with demand surges and the resulting overtime (which is expensive). We have less food waste and are also able to provide you with higher quality menu options when we have the ability to predict demand.

Q4. Please address the current policy regarding when residents need to wear masks and if residents are able to have visitors. There seems to be confusion.

A. Masks are to be worn when you are in community buildings; when you are outside and within 6 to 12 feet of other people; or when a person who is not a member of your household is in your home (they should also wear a mask). You do not have to wear a mask if you are in your own home or on your patio, with only members of your household present. As shared in the weekly COVID update, last Wednesday, our campus is still closed to visitors. This decision will be

continually reevaluated by the Coronavirus Response Team as we see the numbers of new cases change.

Q5. The Governor plans to require virus tests for all residents and staff of "senior care homes" in Oregon. The specifics are due to be released "early next week." From their posts it seems RV management is skeptical of testing in general and specifically at RV. Please comment.

A. We are not skeptical of testing. We are regularly requiring staff and residents to be tested when any concerning symptoms present themselves. On average, 1-3 residents and staff are being tested each week for that reason. So far, all have come back negative.

We have been awaiting direction from the State of Oregon on requirements and rationale for blanket testing of all residents and staff. That guidance was issued last night, June 15. Starting later this month, we will be required to test all nursing facility staff and consenting residents on a monthly basis. In the guidance from the state, they acknowledge that there is not currently capacity in terms of swabs and lab processing to implement this statewide right away. They will be phasing it in between now and September 30 based on county and facility specific risk. We anticipate Madrona Grove to be priority 1 because we are in Clackamas County which has one of the higher case counts in the state. This means that by the end of this month, we will need to be in motion to test all Madrona Grove staff and residents on a monthly basis – 25% each week. Unfortunately, the state is not providing the swabs or lab support to make this happen, nor any financial support. We are being told to work through each person's health insurance, and we are also told that health insurance may not pay for testing of asymptomatic people. Any cost that is not picked up by health insurance will need to be paid for by Rose Villa. There are some funds at the state level that we can apply for, but they are quite limited. The State is estimating the cost to be approximately \$100 per test.

Please note that these new rules do not apply to independent living residents nor independent living staff. Given the limited availability of testing supplies, lab capacity, and funding, we do not yet have a plan for testing IL residents and staff. We will be discussing this at the Coronavirus Response Team meeting tomorrow and also as a management team.

While we are not "skeptical" of blanket testing of all staff and residents, we are realistic about the benefits that such blanket testing may have as well as its limitations and potential downsides. The primary and significant benefit of regular

testing of all staff and residents is that we may identify people who are carrying the virus but are asymptomatic and thus may prevent the spread of the virus on our campus. That is obviously a HUGE upside! The limitations are that there is still a high false negative rate (meaning that some people who are carrying the virus will still test negative), it is only a one point in time test (meaning that a person who tests negative today could be positive tomorrow or even later that day), and as I stated earlier, Oregon does not currently have the testing supplies or the lab capacity to run this many tests. Rapid tests are in even shorter supply (meaning we currently have to wait 48 hours or more for a test result). The potential down sides of regular testing of all staff and residents are that it could provide a false sense of security (meaning people may take risks they might not otherwise take) and the expense could be enormous – depending on what we find out about whether or not health insurance plans will cover this kind of testing.

I want to be clear that the benefits, limitations, and downsides of blanket testing are not simply the opinion of Rose Villa management. They are facts about the current state of testing and its efficacy. We are working in close partnership with the Oregon Health Authority, Clackamas County Public Health, and the Department of Human Services to ensure that we have the most current information to inform our path forward.

Q6. Would you identify what the duties are of the Madrona Grove Medical Director, currently Dr. Leslie Bryden?

A. As the Medical Director for Madrona Grove, Dr. Bryden offers her guidance and expertise on policy creation and implementation, as well as on specific situations as we call upon her to do so. Dr. Bryden attends quarterly interdisciplinary Quality Assurance and Performance Improvement meetings. At these meetings, we review a wide range of topics including our pharmacy report, skin integrity, infection control, antibiotic stewardship, policy updates, food service, activities, and any other resident care or quality of life topic that is currently pertinent to our residents or staff. Bev Shields, Director of Nursing, and Erin Cornell, Director of Health Services, hold formal quarterly meetings with Dr. Bryden which serve as a forum for information sharing about best practices, emerging information, or problem-solving. Sometimes we experience challenges with residents' personal physicians who do not always understand our regulatory environment, and in those situations, Dr. Bryden can reach out physician-to-physician to discuss. We have had a couple of situations in which a Madrona Grove resident's physician refused to continue seeing them once they were admitted to Madrona Grove. In those instances, Dr. Bryden has stepped in until such time as a new physician can be assigned - usually a matter of days.

Dr. Bryden has served as strong partner in developing our COVID response and preparation, and we continue to consult with her regularly as information evolves.

Q7. All of the websites that I have checked with, including Healthgrades, consistently identify that Dr. Bryden does not accept any Medicare other than Providence's HMOs. Since many residents of the RV community do not have a 'Providence HMO', is Dr. Bryden willing/planning to accept residents' insurance if they have 'regular' Medicare and a supplemental insurance?

A. Northwest Primary Care, where Dr. Bryden practices, only accepts Medicare Advantage plans (Providence is one, but there are others). They do not accept supplemental plans or straight Medicare. We do not believe they have any plans to do so. Some residents have chosen to change their health insurance so that they are able to see Dr. Bryden. This is a good path for some but may not be a good path for others depending on your specific circumstances and needs. You may contact Willamette Valley Benefits at 503-659-5566 for help navigating your specific situation.

Q8. Since the number of residents in Madrona Grove is down, why isn't it possible to admit new residents under the following parameters:

1) Any potential new resident must have a negative COVID-19 test just prior to admission and be totally asymptomatic and not have been in contact with anyone who has/had COVID-19.

2) New admissions must be isolated in a private room for the two weeks after admissionand have another negative test at the end of the isolation period..... before being further transitioned into the general Madrona Grove community.

3) Only one new admission at a time would be allowed, requiring that the prior new admission would have completed the required isolation period successfully before the next new admission be allowed to transition in.

The admission process, described above, would only be utilizing one private room for these admissions, rotating each new admission through the same room over a two-week period. It would mean that Madrona Grove would only be able to accept one new admission every two weeks, but that's better than not having ANY admissions for the length of the pandemic!

A. As of today, Madrona Grove is home to 36 residents with a maximum capacity for 40. We have admitted 2 people this week so far and may have a third admission later this week bringing us to a census of 37, which is our budgeted census level. Our goal right now is to be at a census of 36, so a census of 37 is higher than we would like to be. A census of 36 allows us to maintain 2 open rooms as our quarantine space in case COVID comes into our building. As soon as

a resident becomes symptomatic, we relocate the resident to one of those rooms. Likewise, if a resident goes to the hospital and has potential exposure, we are isolating them upon their return as room availability allows. We have had moments where both of our quarantine rooms were occupied for these purposes. Also, we anticipate that when the state begins allowing visitors into nursing homes again, they will require that we have quarantine space set aside because allowing visitors means a greater risk of an outbreak. That means that if we want residents in Madrona Grove to be able to have contact with their families (and we do!), we must have space set aside for this purpose.

We do require a COVID test for any admission. We are only accepting admissions from our independent living community, and we are making a decision on a case by case basis about whether or not to isolate the person for 14 days. Factors include level of potential exposure and room availability.

We wanted our process to be to only accept one admission at a time. However, the reality is that when we have independent living residents in need of 24-hour care, they can't wait until somebody else's 14 day isolation period is done. They need it now. And, we do not feel okay about sending residents off site to another nursing facility for a couple of weeks to bridge the gap. That significantly increases risk in Madrona Grove and also is just too much turmoil for the individual resident.

I am sure it appears from the outside that Madrona Grove is just in a steady state. The reality is that we regularly have residents who need to go out to the hospital and return. We regularly have residents who develop a symptom that could be COVID-19 such as a fever and systems for isolating, testing and treatment kick into gear. And, we are accepting admissions from our Rose Villa community. We are managing all of this in a way that is as safe as possible for Madrona Grove residents and staff under the guidance of our medical director, Clackamas County Public Health, and Oregon Health Authority.

Q9. Is a 'Job Description' of the varied roles of RV staff available someplace on campus where a resident could go to view the document?

A. Job descriptions are not available for review, however, if you have a question about a specific role, please contact Michelle LaCroix, Director of Human Resources.

Q10. What staff person at Rose Villa is responsible for driving the diversity/inclusion agenda?

A. Human Resources Director, Michelle LaCroix Leads our Diversity Equity Inclusion Accessibility (DEIA) Team and is the main point of contact for Andrea Cano, our DEIA Facilitator.

Next Resident Forum: Tuesday, July 21, 2:30-3:30 pm., YouTube