

Rose Villa Resident Forum
Tuesday, July 21, 2020

April Employee Anniversaries – Please congratulate these staff members!

ONE YEAR:

- Ginger Altman, PCA, Avencia
- Sasha Andreas, Laundry, Environmental Services
- Terri Hays, PCA, Avencia
- Benny Klosterman, Cook, Food and Beverage
- Jessie Meyer, Cook, Food and Beverage
- Andrew Puckett, Cook, Food and Beverage
- Ezekial Thees, Building Operations Technician

Promotion!

I am happy to announce Katie Morales is now the Education and Programs Director at Rose Villa. Given the expansion of her responsibilities and portfolio, it was high time to change her title and more formally indicate her position on our senior management team. Some of the larger programs under her oversight include the Meyers Briggs communication training and education, coordination of our DEIA initiatives (please read her memo from yesterday!), partnering with me in the staff Leadership Development Program, quarterbacking the staff Kaizen Team work, and many other great ideas we are working on.

Rose Villa Financial Health

I wanted to follow up on a recent Zoom meeting with many of you concerning SEEDS and other budgetary issues. (And there is more on this to come – see below.) These are unprecedented times which have required much heavy lifting by Rose Villa management and a different way of approaching how services are provided in our community (and everywhere!). Thankfully, we have a team that has historically exercised those muscles in a variety of ways and have been very disciplined in our approach to budgets, staff development, and service development. Prior to COVID-19, we have worked on contingency planning exercises, long-range cash planning and have been responsibly creating the ability to respond to our current circumstances.

COVID-19 has presented some significant operational and preventative health-related changes that has and will continue to necessitate changes in services to residents. Additionally, we have incurred extra costs and lost revenue as a result of these. Recently, you have seen us make some difficult decisions to suspend programs and lose certain staff. In all cases, these changes and losses of staff were made because the operational model had to change too. Stores and store-like functions are closed; residents can no longer attend programs off campus; food service delivery is only takeout; and the kitchen garden, given the new food production model, is not sustainable. Even including these programming changes, we projected about \$300,000 in initial impacts and understand well that there are many unknowns that we will navigate, including the potential of future COVID-19 infection on campus.

Along with a dedicated, experienced management team, Rose Villa is well positioned financially to address long-term impacts from COVID-19. Despite the financial impacts on operations and recent market volatility, we have very strong cash reserves. More than any other financial measure, cash reserves in a crisis provide us with the ability to respond to whatever may come. We have created this liquidity by accessing the governmental resources that were available to Rose Villa to combat COVID-19's financial impacts.

I hope this community can find reassurance in the fact that Rose Villa is in a good financial place *because* of the changes and proactive responses we have taken.

Announcements

Initial blanket testing results – I am proud and thrilled to let everyone know that every result we have received for about 200 staff and Madrona Grove residents has been negative for COVID-19. Responding to a state mandated rule, we tested all staff and all Madrona Grove residents last Monday and Tuesday. There are a few residents who did not give consent, and we are working to see if we can get their test by the end of the month. Similarly, there are a few staff who were unable to get to campus last week, and they are working with their own health care providers to get tested. This really speaks to each person's individual decisions in their personal lives to decrease their risk. Yes, it is only one point in time, but it sure feels great!

The deadline for the **Foundation Pacesetter's Trivia Contest** is today – Tuesday at 4:00pm. Team sign-up forms are available on the Foundation Table. The contest includes FUN, plus hot dogs or veggie dogs, chips and a cookie. You will need to provide your own beverage of choice.

FREE to all Pacesetters; \$10 for non-Pacesetters. Cost can be charged to your Resident Account.

Patti has adjusted the hours at **SEEDS** to be 9:00am to 1:00pm to beat the heat and wanted everyone to know SEEDS is having a super 50% off of everything sale this week; and on Thursday there will be a COOL socially distanced sidewalk sale.

Financial Information

We have a new **Touchtown Icon called RVI Reports**. This is where you can find Rose Villa reports, including financial audits, bond disclosures, and budget information. It's in a convenient place, right between the Rose Villa Info and 2020 Resident Handbook icons.

As we mentioned in a recent Zoom meeting on SEEDS, we are following up the information Diane provided on budgetary effects of COVID-19 with a live Zoom meeting dedicated to that topic. Please tune in on Thursday, **July 30, at 11am, Finance Zoom Call**. (Details on dialing in will be provided.)

Going forward, we are scheduling a **“Financial Facts” 3-part series** as a continuing education and question and answer opportunity regarding financial topics related to Rose Villa. Diane will host, with both myself and Tina Moullet available as well. Questions in advance are always appreciated, so if research is needed for an answer, we can have the information available. The meetings are scheduled to coincide with our bond disclosures – which will be posted in the Touchtown RVI Reports folder. These are all Thursdays at 11am: Sept. 3, Dec. 3, and Mar. 4. After March, we will ask for your assessment about how to continue.

Rose Villa Spirit Week: Monday, July 27 – Friday, July 31. Dress up in accordance with the day's unique theme and join us each day at 4:00pm for a social distanced parade around campus to show off our spirited outfits!

- Monday: Mustache Masks
- Tuesday: Formal Attire
- Wednesday: Vacation/Staycation
- Thursday: College Day
- Friday: Rose Villa Swag - Cap off the week with your favorite Rose Villa Swag! Don't have any? Stop by the Resident Services Counter to purchase a t-shirt!

In conjunction with our “Formal Wear” day, the **2020 Rose Festival Court** will be parading around campus on **Tuesday, July 28**, starting at 10:15am to help us celebrate the unveiling of our new bus! Step out on your porches or physical distance in a public area and give them a wave!

RVN August Issue

The Editorial staff of the Rose Villa News has informed us that, due to unforeseen circumstances, they will not be able to make the August edition of the RVN happen. If you intended on sending anything in for the upcoming issue, please hold off until the deadline for the September issue (August 20).

Mail & Activities Line Reminder: Tired of trekking up to the mailroom only to discover it's 5:00 pm and the mail hasn't arrived? Before you decide to get your steps in, dial ext. 3120. This is updated daily when the mail arrives. Can't find this week's Trumpet and wondering what's going on today? Dial ext. 6000 to hear the daily Activities. This line is updated every evening with the next day's activities.

Treasure House

The Treasure House income has been affected by the coronavirus and sales have been slower than normal. Volunteers have had a couple of Sneak Peeks and Attic Sales during the shutdown so, although sales have not been up to our usual stellar amounts, we have accumulated enough funds to distribute them at this time.

As we were unable to offer the April Distribution Breakfast and will not have one in August, we would like to distribute checks in the amount of \$9,000 each to Rose Villa, Inc. and to the Rose Villa Foundation. The \$9,000 donation to Rose Villa will go toward outdoor heaters and shade coverings for Harvest Grill to make it more all-weather. Appreciation goes out to staff and residents who are so willing to buy items from the Treasure House so these donations can continue. Thank You Everyone!

And just a reminder...**TREASURE HOUSE IS OPEN MONDAY-SATURDAY 1:00pm to 4:00pm**

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Q1. Is there anyway the other doors in South Main could be accessed with our fobs? It is a really long walk with groceries or other heavy items from parking on the far side of the building on Schroeder to the elevator.

A. I referred this to the Coronavirus Response Team and we all agreed that this is a reasonable request PROVIDED residents do not let non-residents into the

building through these doors. Visitors must continue to enter through the main door.

Q2. I noticed the garden on the Vista Lounge deck doesn't seem to be cared for. It was originally dedicated to the kitchen, but they do not seem to be using it. Could a resident group be able to care for it and use it like the garden spots in front of the Pavilion? There are blueberries ready to pick!

A. The doors to the Vista Lounge had been locked for a considerable time, leading to the lack of tending. Food & Beverage is still not using the space. A resident group would be welcome to take it over if you are interested. Please let Norine know when/if this is happening.

Q3. Is it true that if an employee is sick with COVID-19, they must use their PTO or take unpaid leave?

A. No, this is not true. When our Paid Furlough Program expired on June 30, 2020, we implemented a COVID-19 Sick Pay policy. This policy ensures that any staff member who experiences COVID-19 symptoms, is in the process of being tested for the virus, or who is ill with the virus, **will receive full pay and benefits while off-work**. This policy provides the employee and Rose Villa peace of mind and support through what can be a tremendously stressful period of time. One of the goals of this program is to encourage staff to be transparent about any potential illness. We don't want anyone coming to work sick because they are worried about not having enough paid time off or worried if they have a less than full pay check, being unable to pay their bills. We want to reduce the risk of a staff member bringing the virus to campus AND give staff peace of mind.

We are very serious about managing our ability to keep COVID-19 out of Rose Villa and this is one very important component of that effort. In addition, we also have a Pandemic Voluntary Travel Policy that helps to highlight the risk of travel to the employee. For instance, if a staff member chooses to travel to an area known to be a COVID-19 hotbed – say, Disney World for example – they will be responsible for covering their own 14-day quarantine period of time upon return to their home in addition to their vacation PTO used. Any staff member who has intentionally placed themselves at high risk for contacting COVID-19 while travelling cannot return to work until screened to determine if they need to quarantine and/or be tested, depending on the circumstances of travel. We want to

have staff thinking about consequences, so they are not surprised if they are unable to return to work as a result of where they have travelled.

Additional resources from our HR department include a CDC guide to help steer clear of risky situations and memos and discussions distributed to staff and discussed at All Staffs with help in assessing travel and recreation plans.

If they are unintentionally exposed – say, they find out later that someone they took a walk with has COVID-19 – then the paid quarantine time, from the COVID-19 Sick Pay Policy, would come into effect. We cannot control everything, but we are taking our best shot at identifying what we can control and working on that.

Q4. Has Rose Villa changed their service contract with Comcast? For the past six weeks, my video reception has been ‘breaking up’. This disruption does not follow a pattern. It will appear at different times. Sometimes both the video and audio freeze ,and it is necessary to use the pause/forward/reverse application to clear this up. I don’t think it is my main TV set, as this also happens on a small TV set in my kitchen. I do not do streaming.

A. Our current contract is still in place. Anyone who is experiencing that sort of issue, please put in a work order to see if we can resolve it. It helps for us to be able to see if there is a campus pattern. In addition, with the construction taking place, disruptions could also happen from time to time.

Q4. Is it possible to add a search function for the entire Touchtown site? As it is, you can only search within a subject tab.

A. Touchtown does not provide that function and is not likely to in the near future. We are looking at other options, but they are really expensive.

Next Resident Forum: Thursday, August 18 @ 2:30pm, You Tube