

# Rose Villa Resident Forum

Tuesday, May 18, 2021

## Employee Anniversaries

### 1 Year:

- Deanne Simmons, Security

## Staff Changes

### Welcome, New Employee: Alex Nemeth, Renovations Project Manager

Alex graduated from Oregon State University with a BS in Sociology with a focus on criminology. He had planned to work with at-risk youth, but the job market was not what he had hoped it would be when he graduated. The state of the economy led him back into the construction world that his dad had been involving him in ever since he was old enough to lift a hammer. Alex found a home in the hospitality renovations field with a company that did work all over the country, working his way up to Project Management. COVID had a devastating economic impact on that company, which led to Alex discovering our Renovations Project Manager position, and the rest is history! Please join us in welcoming Alex to Rose Villa.

## Congratulations are in order for the following two staff members!

The Business Office is excited to announce that **Samantha Kocher** has joined their team full time as our Accounting Clerk. During the past year, Samantha has been working part-time in both the Business Office and as our Events and Community Relations Coordinator. While performing many of the Accounting Clerk duties, she displayed all the qualities we look for in a budding accountant – organization, a firm understanding of mathematics and accounting principles, and a great sense of teamwork. She also has a positive attitude and is game for anything!

As you know, **Beth Knoll** has worked as our Courtesy Services Manager keeping all things communications, events, activities, transportation, and more working through shifts and changes over the years. Beth's ability to go with the flow,

problem solve, think critically, and be of help to anyone, for anything, anytime has led us to offer to Beth a promotion to the role of **Operations Support Manager**. The departure of Katie Morales comes with it a hole left in the Rose Villa leadership team toolbox – Rose Villa, Inc. Board support; all the hosting and coordination of calendars, meetings, live streams, Zoom calls, Teams calls; research; program coordination and support; and countless other things, including creating the Forum slide show. WHEW! It's A LOT. Thankfully, Beth is up for the job and all the bits and pieces that come with it. She is a wellspring of knowledge for all things Rose Villa and is perfectly suited for this work.

### **Welcome New Residents**

Sarah Linden is moving into Classic Cottage #86 on Thursday, May 27, from Portland.

**Hobbies & Interests:** Swimming, hiking, reading, animals, travel, foreign languages.

**Former Occupation:** Social Worker

Her phone number is 503-652-3086.

Charlotte Peterson and her dog Sahalie are moving into Pocket Cottage #3038 on Tuesday, June 1, from Eugene, OR.

**Hobbies & Interests:** Hiking, swimming, canoeing, kayaking, gardening, dogs, kids, reading, music, concerts.

**Current Occupation:** Clinical Psychologist

Her phone number is 503-652-3093.

### **Resident Relocation**

Mary Claire Phelan is changing homes on Thursday, May 20. Mary Claire will be moving from Pocket Cottage #3049 to Classic Cottage #61. You will be able to reach her by phone at 971-347-1183.

## Announcements

Just in time for outstanding weather, the Rose Villa Foundation is offering you the chance to not only get outside but to get on the water!! Our Spring fundraising partner is the Portland Spirit! YOU have the chance to win a gift certificate for \$250 – so you can enjoy the water with friends or family, too. Buy your chances at the Resident Services Counter – just \$10 for one raffle ticket or get three for only \$25! If you win, you have \$250 to spend!

Gift certificates are redeemable for advance cruise reservations and for onboard purchases on any Portland Spirit vessel, including the Columbia Gorge Sternwheeler. Portland Spirit Gift Cards have no monthly fees and never expire.

Raffle ends June 10 – winners will be announced at the June Forum.

Good luck!

**Willamette View Pollinator Path Update:** we recently received word that the gate between Rose Villa and Willamette View, at the Northwest corner of campus, has been unlocked! However, due to prior issues with dog waste not being properly disposed of, they are requesting that no dogs be walked through their campus until further notice.

**Connections:** After every monthly Forum, the Welcoming Committee is hosting a Zoom gathering to help new residents connect with community members and resources. **Join them at 3:30 pm today!** This event is open to new residents and all Rose Villains who have lived here for less than 100 years, because your “need to know” never ends! See the Zoom link in the Flyers section of Touchtown and listed in the Daily Activities Update email.

**The next Resident Forum is scheduled for Tuesday, June 15 at 2:30pm.**

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## Q&A

**Q1.** Why are residents charged \$31.50 to be taken to Kaiser Oregon City Dental Clinic when that location is within 5 miles?

**A1.** The Kaiser Dental Clinic in Oregon City is 5 miles away, but it takes 20 minutes to get there, so it falls into the Zone 3 rate. Zone 2 trips are no more than 5 miles *and* 10 minutes.

**Q2.** Is there a due process for staff who are let go? It seems they are here one day then gone next. I would like to think that even if they were fired for good reason, there was a fair process.

**A2.** First of all – THANK YOU for assuming the best, and for asking the question to confirm your assumptions! We utilize a progressive approach to employee coaching and corrective actions so that both the employee and Rose Villa benefit from the outcome. No conversation or action should ever be a surprise to an employee. (The times these conversations are truly abrupt are in cases of unlawful activities, which are grounds for immediate termination.) Our goal is to focus more on communication than moving straight to a disciplinary action without any context or discovery. This approach lays the foundation for the employee to regroup and work on a plan *with* their manager to improve whatever isn't working for them. The overarching goal is to support the employee to succeed in their work, with access to the tools they need to grow, while also safeguarding your finite resources.

**Q3.** I have noticed that there is a great variation in the way that staff departing from Rose Villa (for whatever reason) are treated and how residents are informed (or often NOT informed) that they have left RV. I find this lack of consistency upsetting and the guessing games they engender amongst residents unnerving. The grapevine is uneven, and we might find out weeks after someone has gone off “to explore other opportunities” when we might have liked to thank them or wish them well.

**A3.** I hear you and we will move forward with the goal of being as timely as possible with our communications. This can be challenging, especially when we are not given much notice since we are an at-will employer. It's also a bit surprising how many employees do not want their departure to be made a “big

deal”. It’s also hard not being able to host send-off celebrations like we used to. If you have ideas to share about what you would like to do for departing staff, I would love to hear from you.

**Q4.** Now that the Pavilion has opened for resident use, please share the guidelines for reserving the space and locking/unlocking the Pavilion. Is it possible for residents to have keys to the Pavilion? In the past, it was locked/unlocked by staff on some schedule. A way to easily access the space (especially on evenings and weekends) would be useful.

**A4.** When the Pavilion is available after Molly moves, the building will be unlocked by 9am and locked at 10pm each day. The move should have already been done but there was a hiccup and delay with the painting of the Newsroom. I have been assured that the Pavilion will be available starting this Friday. You can reserve the space through the Events Team, just like any other space.

**Q5.** Will we be having Guest Rooms available on campus in the foreseeable future?

**A5.** Yes! Although two things need to happen. First, guest rooms must be vacant and not needed for temporary resident housing (there are two). Second, we have to open up our community areas to visitors. Stay tuned to future COVID Livestream and Update Memos for changes on the second point!

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