

Rose Villa Resident Forum

Tuesday, June 15, 2021

Staff anniversaries:

ONE YEAR!

- Lottie Bloxham, RN, Clinic and Madrona Grove

FIVE YEARS!

- Kathy Doyle, CNA, Avencia and Madrona Grove
- Sarah Snyder, CNA, Avencia and Madrona Grove
- Steve Waud, Building Operations Technician II

TEN YEARS!

- Carrie Currin, In Home Care Staffing Coordinator and Clinic Assistant

And welcome new Rose Villa Team Members:

Alex Greer, Building Operations Manager

Alex has over 16 years of experiencing and increasing responsibility in the building operations and maintenance field. Most recently, he managed maintenance at an assisted living property.

Kama Stout, Director of Nursing Services

Kama Stout has her Masters' degree in Nursing and most recently served as the Director of Nursing in a psychiatric/behavioral long-term care community. Kama has prior experience as a Resident Care Manager in skilled nursing, as the Director of Experiential Learning at Linfield College, and as a manager within the Kaiser system, among other things. We are delighted to welcome her to our community!

And congratulations to Grey Davis, who is being promoted into the position of Courtesy Services Supervisor!

Grey has worked as our weekend Driver and Relief Receptionist for nearly three years (while working another full-time job). Grey brings a varied background to this position, including a degree in Anthropology with a minor in German. He has excellent computer and communication skills and a long history of customer service and leadership in his work background.

Welcome New Residents

Shirley Smalley is moving into cottage 64 on June 17. A geologist, Shirley STILL likes stones! (as well as science, books, cooking, and good conversation...) She is moving from Houston to be with us.

Susie Wilkins is arriving most recently from West Linn...by way of the Midwest and San Francisco. She is a reference librarian who is also interested in yoga, gardening, Buddhism, and environmental issues. She moves into South Main 4303 on June 30.

Sue Brooks and her dog, Izzy, will take occupancy of cottage 3049 on June 28 but is not physically moving until July 14. She was a real estate contracts manager for the Port of Portland and will be welcomed into our ukulele community! Plus, she loves horseback riding, dog agility, walking, strength training, and camping.

Announcements

Congratulations to the **Rose Villa Foundation's Education Assistance Program Award Winners:**

- Kari Leshner—LPN Madrona Grove; going for further studies in Gerontology
- Katherine Litan—LPN Madrona Grove; working toward her RN
- Celena Jimenez—Server; working toward her Health Services Administrator's degree
- Kristina DeLisle—Accounting Coordinator; working toward a further degree in accounting
- Michelle Jazuk-Hayward—CNA Avencia; nursing school
- Rachelle Trump—CNA Plus Madrona Grove; nursing school

Foundation E&E Committee on Touchtown

"OUTSMARTING THE CON ARTISTS"

The Rose Villa Foundation has worked with the Oregon AARP to bring you an excellent video on scam prevention. AARP originally aired this program in April. It is now available to you whenever you choose to watch it.

Simply go to Touchtown...click on the Foundation icon...scroll down to Workshops...and click on the Outsmarting the Con Artists link. This video is packed with lots of information and an interesting Q&A segment at the end.

Heads up! We have been alerted that norovirus has returned to the broader community. **Norovirus** is a very contagious virus that causes vomiting and

diarrhea. Anyone can get infected and sick with norovirus. You can get norovirus from:

- Having direct contact with an infected person
- Consuming contaminated food or water
- Touching contaminated surfaces and then putting your unwashed hands in your mouth

The contaminant we are talking about is feces. Yes, that's right. It only takes a few virus particles to make you sick. The only way to kill it is with a 10:1 water & bleach solution. The only way to remove it from your hands is with soap and water. **Hand sanitizers do not work on Norovirus.** It is one of the things that can be deadly to some of our frailer residents, so please continue your excellent hand washing habits!

Rose Villa Foundation Raffle Winners!

For the Portland Spirit Raffle, we have 10 winners. We asked our fabulous mailman, Tracy Finck, to pull the names out of the hat and so.... please congratulate the following winners!

Roger Swick

Jeanne & Bill Cozine

Bill Cunitz

Patrick Mizelle

Carol Brownlow

Margaret Hamilton

Joan Clark & Susan O'Dell

Jan Murphy

+ two staff tickets purchased by Kay Schmerber and Bill Cunitz

June is Busting Out All Over! (And so is the Treasure House!) Come check out an assortment of furniture, housewares, books, puzzles, clothing, and collectibles at the next **Treasure House Attic Boutique Sale** on Thursday, June 17, 9:00 AM - 6:00 PM and Friday, June 18, 10:00 AM - 2:00 PM. in the PAC - North (stage side).

Please join us to **celebrate PRIDE on Friday, June 18!** We have a wonderful and varied line up of events:

- **Chalk Art - 10:00 AM to 12:00 PM**

Sidewalk chalk will be available outside the exterior doors of the Club Room for staff and residents to decorate Main Street prior to the parade and performance. Grab all your favorite colors and draw a picture or leave a special message.

- **Pride Parade - 2:00 PM to 3:00 PM**

The Parade will make four stops around campus, and ROVER will make a special appearance with Pride-themed drinks and snacks. Participants are welcome to follow the Parade to Main Street. Please be aware of the people around you and their choice to distance from others. See back of flyer for map and approximate times for each stop. Drinks can be charged to your resident account, and snacks are free with the purchase of a beverage. *Parade will take place rain or shine!*

- **Performance by Bolivia Carmichaels - 3:00 PM to 3:30 PM**

Portland Drag Queen Bolivia Carmichaels performs live from Main Street! ROVER will park nearby for anyone still looking to enjoy a Pride-themed beverage or snack. Plus, a refreshing frozen treat will be available on a first-come, first-served basis. Stop by to enjoy a song or two and get your groove on!

Please note: Main Street will be CLOSED for these events! Pedestrians only!

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, July 20 at 2:30 PM

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Q&A

Q1. Now that Covid seems to be winding down, especially at RV given our high rate of vaccination, when are the RV staff going to be returning to their offices to work full-time again? This business of working at home may have suited some employees just fine but it has left a void on the campus. Whenever someone needs to speak with an individual employee and they are working from their home, there is that lag time before we receive a call back usually. Also, sometimes it is just BETTER to speak directly to someone if there are complicated issues that can best be sorted out in person.

A. Most staff are already either back on campus full-time or are working a hybrid schedule of 3-4 days on campus with 1-2 days working from home. We set

everyone up so that there is continuity of workflow. If anyone experiences a specific lack of response or related issue, please let Tina or me know about it. The great thing is that Courtesy Services has access to almost every staff member's calendar who works at a desk and can schedule appointments as needed.

Q2. How about offering to have RV's lawn service mow the weed patch beside the Oaks – maybe 2 or 3 times a year – at RV's expense? Maybe generate some goodwill!

A. We have reached out to that property owner MANY times over the past 7 years and have mowed his property for him before. Unfortunately, it has not seemed to generate much goodwill, but certainly makes the environment nicer – and safer – for our residents. We will reach out again.

Q3. How come I was without A/C during the hottest day of June?

A. Our recent heat wave exposed some weaknesses in some of our equipment that affected about 10 resident homes. Our Rose Villa techs do a great job and can fix some things, but not all things. The timing was not great with this recent heat wave, as our service partners are all extremely busy fixing A/C systems all over the metro area, but we have secured appointments on their schedules. For those of you who called in problems, we have portable A/C units that we have offered to provide. Some residents have turned these down, but they can really help keep you comfortable as a temporary solution.

Q4. Is it possible to revisit using our food allowance for grocery items? It may involve additional bookkeeping, but there are quite a few residents who would like to do that. And it is a food allowance. It would be a benefit to the community, which is what we are about here at Rose Villa.

A. Dining credits are designed to support the labor costs of the Food & Beverage department as well as food costs. Using the food allowance for just products doesn't accomplish this. Similar to the bottles of wine issue, when a resident buys wine or packaged food goods, a portion of the dollars spent go to the wine or food vendor, but Rose Villa still has the same staffing and food expenses. If we significantly marked up our grocery items (as in doubled the prices at least), then this might make sense. When we removed store items from the dining credit in June of 2020, we reduced the pricing of store items to be at or lower than equivalent options at the grocery store.

Q5. What are the procedures in place at Rose Villa for dismissal of an employee? Is there a committee that reviews the dismissal prior to it happening? Do you have to approve a dismissal before it occurs? When an employee that we all know and love is suddenly let go and we have no idea why, the residents are upset. Unfounded and uninformed rumors fly. Blame is assigned---rightfully or not---to a particular manager. Questions are being asked but we have no answers. And everyone is unhappy.

In my opinion, it seems foolish to fire an employee unless they have done something really reprehensible or illegal. Time and money has been spent in training them to do their job, know the people and procedures involved, and become productive in their position. It would seem far better to call them in, talk to them, point out the problem, and work with them to correct the situation. Firing them not only creates havoc and hardship for them, it means that now the employer has to start all over finding another person, vetting them, and training them.

A. The short answer is that yes, of course, we have a disciplinary and performance feedback process that works a lot like you suggest. It is a little shocking to me that any resident would assume we operate on some sort of feudal lord system. At the very least, the evidence of your own eyes – team members referring their friends and family to work here, and full staffing with professionally qualified, compassionate, and wonderful team members – should give you information about our reputation and practices as an employer.

I have to also ask, do you really think a staff member with a performance issue wants every resident and colleague to hear all about it? Do you think that would be an improvement in our work environment? By definition, if we are doing our jobs responsibly, with discretion and respect, no resident should ever know anything about a staff member's performance issue. The result is, of course, if the performance cannot be corrected, it appears abrupt when, in fact, months of coaching and work have gone into almost every departure.

In terms of rumor mongering, just as you know from your own professional lives, it is important to direct questions to the correct people, which are managers. We have capable, caring managers who want their staff and their team to succeed. You can always have a conversation with Tina. If you are looking for accurate, detailed information about Rose Villa policies and actions, RVChat is not a reliable source, as not a single person responsible for those decisions is on that forum.

I know that Tina went into detail about our process at the May Resident Forum and again at the most recent Resident Council meeting. Our process is restated here as plain and simple as possible.

Coaching and Corrective Action Process

- Progressive approach:
 1. We are focused on the best outcome for the staff member and for Rose Villa – which is the staff person improves, and they stay working for Rose Villa!
 2. We do not jump to termination unless there has been an egregious violation (e.g., theft, dishonesty, abuse).
- Conversation: We always lead with conversation. Nothing should ever be a surprise to the employee (– which is not the same thing as accepting and owning the issue, right?)
- Discovery: Everyone involved asks questions to understand the problem and works together to lay the foundation for the next step. No assumptions!
- Support and redirection: Staff are given the tools, training, coaching, and support they need to correct the problem. They are given time to regroup and grow so that they can succeed.
- Time: With a progressive approach, staff are given many opportunities to work on the problem with their manager. The steps may look like this: an initial conversation; a documented collaborative coaching session with goals; a written plan of correction with specific steps to follow with accompanying timeline for completion; a final written warning with next steps.

At this point there are 2 possible outcomes:

1. The staff member turns things around and they remain employed. **This is always the goal!**
2. The staff member fails to meet the requirements of the job, fails to correct their problem, and we move to separation.
 - Throughout this process, Human Resources is kept informed, other managers are involved as additional support and coaching if needed, and at every step of the process, the staff member can document their own assessment and response to the problem being worked.
 - If in the end there is a termination, it is for good cause and the employee is aware of the reason.

I have to say that some terminations are simply because the employee is not a good fit for the position, and we can't find another position that would fit better. It

doesn't mean the person is a bad person or they have "wronged" Rose Villa in any way. They just need a different job! I have been a personal reference several times when this has occurred.

Q6. With all the staffing changes recently, I don't see a role for activities coordinator. Some of my best memories of living here are those trips to the beach, glide planing, etc. When I bring it up among residents to see if I've missed something, the sentiment is that role won't be filled because 1) "they" don't care about our well being and 2) Rose Villa is financially over extended and cannot afford to provide outside activities.

Could you please clarify your plan for future (once Covid restrictions allow) outside activities?

A. Thanks for asking someone who can answer that question! Neither of the speculations are remotely accurate.

What we have observed through this last couple of years is that residents are quite capable of partnering with staff to think up and create events, activities, and trips. The emphasis on shared responsibility feels like an evolution of campus life. In addition, for a few years now, events, activities, and trips that have been planned by staff have been more of a team effort than the sole responsibility of a single person. As we emerge from COVID-19 closures, Courtesy Services staff will provide planning for events, activities, and trips. If and when we see a shift to more of a company-directed effort, we will review our staffing needs and structure. MANY of the trips we take are suggested by residents, so keep those suggestions coming (even though there are still some COVID restrictions)! You can email them to events@rosevilla.org or drop them off to a Receptionist.

Thank you to the resident who emailed to ask about when the next Audubon-guided birding trip might happen!

Q7. The community room in Schroeder Lofts includes some kitchen space. Is there a budget to purchase dishes, pots/pans, etc. or is there a plan to ask for donations of kitchen items?

A. We have a small budget for coffee and hot water pots and trash and recycling cans. We don't have kitchenware called out in the Rec Room budget. We wanted to hold off on furnishing the kitchen until we have used the space to confirm what we may need.

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