

# **Rose Villa Resident Forum**

Tuesday, July 20, 2021

## **Employee Anniversaries**

**Please congratulate these staff members!**

### **1 Year:**

- Josy Gilman, CNA, Madrona Grove
- Gwen Riggs, CNA, Madrona Grove

### **5 Years:**

- Theresa Aamas, RN, Madrona Grove
- Andi Tjan, Groundskeeper II, Grounds

### **15 Years:**

- Vassar Byrd, CEO

## **Welcome New Staff:**

I thought we could take a moment to introduce staff who you surely see around, but to whom you have had no Forum introduction since the in-person meeting has been on hiatus. *See last page for list.*

## **Welcome New Residents!**

**Catherine Scott** moved into Classic Cottage #73 on Thursday, July 15 from SE Portland. She likes gardening, yoga, nature walks, reading non-fiction, painting, poetry, singing, meditation, making new friends.

Former Occupation: Licensed Clinical Social Worker

Her phone number is 503-652-3073.

**And welcome to ALL RESIDENTS who moved in after March 2020!** When I read your name, please wave and also stand if you want to. Let's wait and give a big cheer for our new friends after all the names have been read. *See last page for list.*

## **Announcements**

Erin Cornell, Director of Health Services will talk about the **Coronavirus Response Team**- A hearty thanks goes out to all members of the CRT for the decision-making over the past 16+ months!

Jen Werdel, Director of Marketing and Communications has information to share about an upcoming **event invitation and Phase 3 sales progress**. Thirty-four of forty-one homes are sold; only seven remain for sale.

Be on the lookout for your invitation to a “Phase 3 Round-Up” event for Wednesday, August 18! This will be a fun event where you will be able to meet Phase 3 depositors in person and enjoy an afternoon of Happy Hour fun and activities.

**New Live and Zoom Wellness Schedule** – René Swar, Wellness Director, is introducing a new hybrid Wellness schedule. Come join the classes on Tuesdays and Thursdays at 10:00 AM and 2:00 PM live in the Fitness Studio or via Zoom from the comfort of your own home. See the Wellness calendar for full details, Zoom links, and other classes. We are also pleased to announce that vaccinated guests and future residents will be able to use the Wellness Center, and that includes grandchildren using the pool! Please see René for updated Wellness Center policies and details.

### **Jan Wainscott is here to talk about the ever-popular topic of recycling.**

**JOIN ROSE VILLA'S NEW #1 TEAM IN RECYCLING!**

Grab a big bag and start saving those ever-prevalent #1 clear plastic containers that, up until now, we have not been able to recycle. These #1 clear plastic containers and lids DO NOT include #1 plastics that have a refundable deposit. We already have a means of collecting those and redeeming deposits, all of which goes to the Rose Villa Foundation. Most recently, that amounted to \$650.

The #1 clear plastic containers and lids you are invited to recycle are those clamshells that hold berries of all kinds, tomatoes and kumquats, juice, salad dressings, peanuts, you name it. It's probably a #1 clear plastic container. It also includes cups and lids, like the ones you get when Rover comes by and you buy a beverage. Look on the bottom of the container or lid, and you will see a triangle with a "1" in the middle.

**REMEMBER ALL ITEMS MUST BE EMPTY, CLEAN AND DRY. LABELS AND ADHESIVE RESIDUES ARE OKAY.**

BRING YOUR BOUNTY TO OUR SPECIAL GREEN RECYCLING BIN WHICH IS LOCATED IN THE SERVICE ENTRY AREA OF SOUTH MAIN, ON THE SOUTH SIDE.

This is a great recycling endeavor and a continuing opportunity to keep these plastics out of the landfill, and to take pride in doing it!

After the Forum, Jan Wainscott has samples of #1 clear plastics. Head on over to the Club Room to see them.

Wondering where you can find all the great resources and workshop updates the **Foundation's Education and Enrichment Committee** provides? Check out the Foundation icon on Touchtown, and scroll down to the third section, "Workshops and Handouts."

### **Upcoming Events**

Mark your calendars! Events are slowly making a return to Rose Villa. Stay tuned for information and exciting opportunities to gather, go on trips, and get out and about. Watch for information coming soon from our Events team.

**Oaks Bottom Birding Walk** – On Friday, July 30, Patty Newland is resuming her regular bird watching tours! The bus will leave Rose Villa at 8:30 am and return by 11:30 am. Transportation will cost \$7 per resident. Sign up on Touchtown or by calling ext. 3289.

The Foundation's E&E Committee presents **What I Forgot to Do Before I Died and How to Fix It Now** – Join Elder Law Attorney Julie Nimnicht and Glenna Wilder, Fiduciary, Tax, and Bookkeeping Services, tomorrow, Wednesday, July 21, at 11:00 am for this informative session. Are your arrangements for beneficiaries, burial, memorial services, pets, and other concerns current and complete? This program allows you to check off your tasks and gather up loose ends. See flyer for Zoom information.

### **Capture the Sunset!**

Calling all residents and staff! July 19-23 is National Capture the Sunset Week and we are celebrating! Do you have a sunset picture you love? Or maybe you are on the hunt for a perfect spot to watch the sun go down! We want to share YOUR capture of a sunset, from anywhere in the world. It can be a photograph, video,

drawing, or any other kind of media. These will be shared to our Rose Villa Facebook page, Instagram, and Twitter from July 19-23.

If you are interested in participating, you can send your capture of a sunset to [kwilliams@rosevilla.org](mailto:kwilliams@rosevilla.org) until Friday, July 23.

**Resident-Board Mixer** in the Vista Lounge on Thursday, July 29. Join Tina Moullet and the Rose Villa Inc. Board Members for our first in-person mixer in a looooooong time! Meet and greet from 10:00 – 11:30 AM.

The **Foundation Trivia Contest** will be in the Performing Arts Center on Friday, August 6 at 3:30 pm. The contest is open to all Pacesetters. Not a Pacesetter yet? Pick up forms at the table across from Resident Services Counter and join the fun! Information will be going out soon, but start thinking about your team's names and how you will WIN the competition and amaze everyone with your expansive knowledge of trivia.

### **Walk to End Alzheimer's**

Normally, at this time of year, you would be receiving comments from Jan Wainscott and Kate Dins about the Portland Alzheimer's Walk. That's because it usually occurred the latter part of August. Well, that was true until August of 2020. With the pandemic, there was no big Portland Alzheimer's Walk.

Even without such a walk, Rose Villa residents, family, friends, and staff continued to support this worthy cause by raising a little over \$5,000. And that was accomplished in a unique way that allowed everyone at Rose Villa to participate, as well as donate. Remember what that was?

We created a Promise Garden here at Rose Villa. Every resident, staff member, friend, and family member who donated received a pinwheel to decorate with the name or names of people they were donating for or in memory of. A beautiful sea of color was created by everyone bringing and planting colorful pinwheels in our Tranquility Garden. Because this was so meaningful and inclusive, we are going to continue creating our very own Rose Villa Promise Garden.

That's Part 1 of what is planned for this year. This year, our efforts to raise money at Rose Villa for Alzheimer's and other dementias will also include forming a Rose Villa team of walkers for a brand-new Walk to End Alzheimer's. Are you ready for this? It's a 5k walk path through none other than the Portland Zoo on October 16! A shorter path through the Zoo will also be available. So, save your

donations to Alzheimer's until our efforts to raise donations from Rose Villa begin in September. Stay tuned...and toned...if you plan to walk to end Alzheimer's.

**Connections** – After every monthly Forum, the Welcoming Committee hosts a Zoom gathering to help new residents connect with community members and resources. **Join them today right here in the PAC after the Forum!** 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!

### **Did You Know?**

Rose Villa Foundation Educational workshops are on Touchtown! Just look for the Foundation green rose icon, scroll to: 3) Workshops and Handouts and then select from a list of all sorts of topics to learn about.

The next **Resident Forum** is on Tuesday, August 17 at 2:30pm in the PAC.

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### **Q&A**

**Q1.** I am visually impaired, using a blind-ID cane, and to fall over something (and this resident is talking about dog poop) in the pathway is a huge NO-NO for my health and subsequent normal life. This occurrence is potentially a falling hazard (if my cane doesn't alert me *because it is gooped up*) and it is hard to deal with shoes messed up! (remember the visually impaired part?) This problem is encouraging me not to walk anywhere at RV and to use the surrey multiple times a day— this is not good! How do we get dog owners to pick up after their pets?

**A1.** Only residents can answer this question and affect the outcome. We have submitted this topic to the Resident Council Pet Committee to work on many times over the past several months. All of their well-intentioned efforts have had no effect on stopping the piles from appearing in places where they should not be. The only place they should be is in a waste bag in the trash.

Yes, some of it may be from the feral cats that run free; or loose dogs that do not belong to residents; or from rude people waltzing their dogs through campus just to leave their calling cards behind. But not all of it.

If any of you have ideas for how to better manage this problem, please send them to Tina Moullet or submit them to the Resident Council.

- At the very least, if you cannot bend over and pick up your dog's waste or if you don't notice when and where they do go, please have someone walk your dog for you. *There is no shame in asking for help* – you don't want to be responsible for one of your neighbors falling, for sure!
- Are you willing to form a Pooper Scooper Brigade? I will supply matching aprons for anyone willing to sweep the neighborhoods to pick up and dispose of the orphan poops.
- Or do we outsource the pet waste removal to a professional service and then factor this into monthly fees?

What novel solutions do you have for us?

**Q2.** On Saturday 6/19, as part of walking tours for new residents, we were to introduce new RV residents to Willamette View's River Walk Trail. My group had just gone through the WV gate when we were intercepted by a WV resident who chastised us rather forcefully for walking through the WV campus when RV residents "objected strongly" to WV residents walking through the RV campus. I apologized for the unfriendly behavior of some RV residents, of course, and assured her that WV residents were welcome to walk through our campus. We like to show off our campus—especially our landscaping and gardens. And then we turned around and left.

What I'm getting to is, I was aware of some recent, unpleasant interactions between RV and WV residents and had recommended that we not include the River Walk Trail in the tour. Two members of the team felt that since WV Admin had given RV permission to use the River Walk Trail we were "entitled" to go there.

I am concerned that there is sense of "entitlement" because I think it's showing up in several areas. It's affecting how some residents treat RV staff as well as how they treat WV residents who wander through our campus. I think it would be helpful if you could review Rose Villa's core values and philosophy, perhaps at the next in-person forum.

**A2.** Rose Villa's core values are:

- Start with yes- all ideas are valid and will be explored
- Curiosity is critical- ask questions first, always
- Assume positive intent- think the best of the other person and they will do the same for you

- Embrace quirky- we are not a cookie cutter community, and neither are our residents and staff

I hope all residents, staff, and visitors give and receive respect to each other when interacting. At the very least, letting go of the belief of one's entitlement is the perfect place to start shifting focus from the "me" to the "we."

**Q3.** I understood some repair work would take place on the Phase I sidewalk "pimple" problem starting in June. What is the current status?

**A3.** We have begun gathering bids for this work and expect to complete a section of sidewalk repair in late summer/early fall. Repairing the sidewalks will be a multi-year project.

**Q4.** Are there plans to return the guest rooms to residents for our use in the near future? So far, when I have had guests, I have either put them on an air mattress on the floor or rented a rollaway. Guest rooms were mentioned to potential residents as one of the benefits Rose Villa had to offer.

**A4.** Yes, we do intend to put all three guest rooms back into service once the rooms are ready and available for booking – many of you may not realize we have used all three rooms as resident housing for the duration of construction projects. One room is still occupied by a resident, and all rooms need a lot of work after having been used as resident homes. Two of the three have the ability to be joined together by a locked-off door. We do not yet have an opening date to share – thank you for your patience.

**Q5:** I have a family reunion coming up that I would like food for. In the past, I've been able to order catering through the Food & Beverage Department. Is that service available again now that campus is reopening?

**A5:** No, the Food & Beverage Department is not yet able to offer catering in addition to our regular meal services, because we do not yet have enough **staff** to do both. We are prioritizing getting the Harvest Grill fully staffed – and open! - which means catering has to wait. We are compiling contact information for local caterers who can provide food service for your party or event. Please reach out to Norine directly for that information.

**Q6.** Re: re-opening the Harvest Grill - can you share more specifically where we need to be, staffing-wise, for this to happen? For example, do we need two more

servers and one more in the kitchen or???? If we knew what kind of staff you all were searching for, perhaps we can send out feelers to folks we know.

**A6.** YES! Please do refer your people to work at Rose Villa. The more applicants we get, the more apt we are to find the best employees for the department. Currently, we need at least 3 servers to start to reopen in-person dining.

**Q7.** Residents would like to see full service reestablished at the Harvest Grill. Willamette View was able to manage the staffing shortage by asking residents to make reservations for meals. Would asking residents to make reservations for meals here at Rose Villa make it possible to reopen the restaurant?

**A7.** All ideas, including requiring reservations, are being discussed. Even with reservations, we need more staff. And I have a question for you: in the past, reservations for everyday meals has been wildly unpopular. Has this changed?

**Q8.** I have heard the Air Conditioning in South Main is not working in Harvest Grill, in some apartments, and part of Madrona Grove. Is this a manufacturing error? And when will it be restored?

**A8.** The South Main rooftop HVAC unit that serves six resident apartments and the Harvest Grill experienced a compressor failure in late May. Repairs were made to the equipment, and then subsequent damage to three other compressors as well as several refrigeration components occurred. Getting repair parts has been a tremendous challenge. Our service provider, American Heating, is expecting parts to arrive next week and repairs will start as soon as all parts arrive. In the meantime, we have provided portable AC units to the residents who are affected by this outage.

Madrona Grove has a separate system in a very old building with its own set of problems that will go away early next year when we move to the new building. We use portable AC in Madrona Grove resident rooms - and have for a number of years.

We also have a rooftop HVAC unit in North Main that is intermittently shutting down and requiring manual restart. We have diagnosed the problem; parts have been ordered; and the repairs are scheduled for July 28-30.

**Q9.** More on A/C: there are some upper units that face west in the Phase I Pocket neighborhood that have difficulty with the A/C systems cooling their homes, even



overnight. My question is: what is the current plan for A/C in the new Schroeder Lofts that is being constructed? Will it be the same manufacturer?

**A9.** The Schroeder Lofts building has a different system and manufacturer from North and South Main or any Cottage. We worked with our engineers to select HVAC systems in Phase 3 that would be more reliable and simpler to repair.

Make sure to submit a work order if you feel your HVAC system is not working properly. In extreme heat events like the one we just had, all HVAC systems will be taxed, maxed out, and will only lower the temperature so much. The most we can expect is a difference of 20 degrees cooler than the outside temperature. So, if it is 116 degrees outside (this was the high on Monday, June 28), it *could* be about 96 degrees in your home. We set up cooling centers in the Main Street buildings for residents who needed a cooler place to be. At night during our extreme heatwave, the outdoor air only cooled to about 75 degrees, so that may not have felt like much relief at all.

**Q10.** (This question is in reference to the extreme heat event). I'm having a problem trying to wrap my head around the fact that the kitchen staff were scheduled off after lunch for four days (Saturday through Thursday) due to heat, when their kitchen has working A/C. Further, Building Operations as well as the Grounds crews are on duty today, Monday, and working either outdoors all the time (Grounds) or going from apartment to apartment to respond to work orders (Building Ops). To me, the staff in THESE two departments experience the heat MUCH worse than the staff in an air-conditioned kitchen, who are off because of the heat. Help me to understand this, please.

**A10.** I am glad you asked. When the heat outside reaches 95°, all non-essential work stops. Before the temperatures reached 95° on those days, Grounds and Building Operations staff were working normally. The teams then transitioned to only essential work once the temp reached 95°. The staff you saw working outside after the temp threshold were responding to essential work orders and phone calls about air conditioning units; were delivering meals; were getting residents to the main buildings; or were checking in on residents who we knew may need it.

For the kitchen specifically, the following factors drove our decision-making:

- We cannot make a last-minute decision about kitchen operations.
- The decision to change service has to be made 5- 7 days in advance.
- The weather forecast influenced our decision to change services.

- The kitchen air conditioning is not great. Many may not know this, but the ACTUAL kitchen (not Harvest Grill) is in an old building. It is not a part of the new South Main building.
- Cooking appliances throw off heat into the kitchen, increasing temps.
- Closing the kitchen early was in the interest of staff health and well-being given the kitchen temps could have easily reached 100° by early afternoon.

All staff who were working were being provided with additional breaktime, bottled electrolyte drinks, bottled water, and frozen treats. Staff were also able to break in the cooling center areas.

**Q11.** How many living units are in Phase 3 and how many are already sold?

**A11.** There are 41 homes.

- 35 Schroeder Lofts: 29 sold; 6 for sale
- 6 Trillium Townhomes: 5 sold; 1 for sale

**Q12.** Can you tell us what the value of the Foundation is today? How many Residents are presently utilizing this unique service for their everyday living?

**A12.** Foundation funds are approximately \$6.9 million at 6/30/21. There is currently one resident receiving Foundation assistance.

**Q13.** A number of people who attended our weekly Lifelong Learning program (which involved viewing documentaries in the PAC followed by discussion) are asking when we might be able to resume our meetings. In consulting with Dr. Joe Eusterman (our co-chair) we were concerned that it might be too soon if the virus continues to evolve as it spreads among the unvaccinated. We were wondering if our health team has discussed this and when we might be able to resume our program.

**A13.** Our community rooms are open and use capacity limits are gone. What remains is the decision that every individual has to make for themselves when it comes to getting together with other people. What are the benefits vs. the risks of gathering with others? As a group, are you ready to host a meeting or are you going to wait? If you do host, will you ask guests to wear a mask? These are valid questions and ones that need serious thought since COVID cases among unvaccinated people are back on the rise in Oregon.

**Q14.** For those residents who need to clean their own windows, will or does Rose Villa have a step stool to loan out to residents so they can reach the top of their windows?

**A14.** No we do not – and this seems very unsafe! Please call German Sanchez, our EVS manager, to talk about your options.

**Q15.** The Cross Walk on River Road does not announce that the “Yellow Lights are Flashing” when going from west to east. It does work properly when crossing from the Employee Parking towards Rose Villa. Our residents don’t see as well, and this ‘voice’ makes it safer as to when to enter the crosswalk – especially with employee and/or construction worker cars parked along the curbs. If this is a Clackamas County Road device, has anyone contacted them about repair?

**A15.** Thanks for bringing this to our attention! This issue has been reported to Clackamas County Transportation Maintenance for repair. We will let you know what we learn from them.

**Q16.** I am aware that some of our employees have chosen not to get a COVID-19 vaccination, but they are required to wear a mask. What are residents’ rights when we know we will be dealing with a staff member who is unvaccinated? I’m assuming there could be unvaccinated staff in Housekeeping, Health Services, Grounds, or Maintenance. Can we request a different employee who is vaccinated to deal with one of our requests?

**A16.** Residents may ask any employee, or other resident, to put on a mask when they come near, including when entering their home. You may choose to wear a mask while a staff member is in your home. If the staff person is not performing a health service, you may choose to wait in another room of your home while the work is being performed. Or you may choose to leave your home and return after the staff person is finished. At this time, vaccination status does not influence staff assignments.

And a reminder that seeing a staff person in a mask does not always mean they are not vaccinated. Anyone can choose to wear a mask at any time. Staff are not required to share their vaccination status with residents.

**Q17.** When will the overhead cables around classic apartments along the walkway leading from Schroeder to Laurie be placed underground? It is my understanding the underground corridor for these cables has been in place for over a year.

**A17.** The long-term goal is to put those low voltage lines underground. We were able to complete part of the underground prep during Phase 2 construction. There is more underground work needed that runs from Laurie Ave. into the campus. That work will be scheduled into our annual work plan for the entire campus. I do not have a timeframe to share with you right now for that work.

**Q18.** I have heard a rumor that towels will not be part of the pool opening - even when staffing levels permit the laundry service. If this is true, is it true that the reason for it is that they were being taken? This has been mentioned and was most depressing to hear of.

**A18.** You have it right- this is not a rumor.

**Q19.** As we open back up and activities resume, who do we contact for help with planning and advertising activities and meetings?

**A19.** All event, activities, or trip related questions and ideas should go to Courtesy Services staff. There are a few ways you can contact them:

- By email: [events@rosevilla.org](mailto:events@rosevilla.org)
- By phone: dial “0” from your landline
- In-person: stop by the Resident Services Counter

**Q20.** Can Rose Villa buy N95 masks and then sell them to residents?

**A20.** Yes. Beginning on July 26, N95 respirator masks will be available for purchase at the Resident Services Counter.

**Q21.** The stone pillars on Main Street cause problems for drivers. What can be done to stop the collisions? Have you considered removing them and using a solar panel to power the RV sign on River Rd?

**A21.** Seems to me that drivers continually cause a problem for the pillars! Drivers being more attentive to where they are on Main Street would make the most difference. The pillars are actually doing their job of stopping cars from hitting the buildings and possibly people. It is frustrating that we have to repeatedly repair pillars, but we have changed the design, so the repairs are easier and much less

expensive. It is clear that we need something at those crosswalk corners. If you have other ideas, please share them.

I am not sure how the solar panel on the RV sign ties into the pillar question. We can explore if this is feasible.

**Q22.** Some residents may have cars which they no longer use or need but they don't want to sell the car privately because of the hassle. Could you explain how to donate a car to a charity such as OPB, Oregon Humane Society, Alzheimer's Association, etc.? Other options?

**A22.** All of the organizations that we researched have vehicle donation forms on their websites that you fill out to get the process started. You may also call the organization if you prefer not to use the online form. They all have people who will walk you through the donation process.

**Q23.** When will the Cardio Exercise with Hand Chimes begin new classes?

**A23.** René has been in contact with Ellie Hodder. She takes summers off, so we plan on starting in the fall. Look for information in mid-August.

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**Staff who have joined us since March 2020 and whom you see frequently:**

Marcus Wright (server)

Nicki Schuster (server)

Brandon Falvey (cook)

Kristina McCollum (weekday evening driver)

German Sanchez (Environmental Services Manager)

Alex Nemeth (Renovations Project Manager)

Alex Greer (Building Operations Manager)

Grey Davis (Courtesy Services Supervisor)

Kama Stout (Director of Nursing Services)

Lindsey DeMars (Receptionist)

**Residents who have moved in since March 2020:**

Louise Williams #318

Tom & Carole Root #313

Katie McEntee #307

Judy Francis #221

Judith Pearson #220

Kate Scott #222

Donna Lelinski #246

Katherine Hamilton #103

Doris & Chuck Burkland #5205

Susan Van Voorhis #97

Jo Noble #3050

Tom & Karon Gilles #3006

Felicia Kongable #4203

Larry Sager #339

Susie Wilkins #4303

Linda Stern #230

Charlotte Peterson #3038

Shirley Smalley #64

Sarah Linden #86

Catherine Scott #73

Sue Brooks #3049