

Rose Villa Resident Forum
Tuesday, March 15, 2022

Employee Anniversaries

1 Year:

- Tammie Gonzalez-Schamp, Housekeeper, EVS
- Darby Keeley, CNA, Madrona Grove
- Thuy Tran, LPN, Madrona Grove

10 Years:

- Carolyn Schenk, Building Operations Tech I

Welcome New Employees

- Elodi Attwilde, Restaurant Supervisor, F&B

Announcements

CFO Update: I thought I would take some time to discuss how we have structured the Finance Department (formerly the Business Office). As with every department, we have put considerable focus into long-term development, creating a deep bench of talented and highly capable staff, and succession planning so that no department's ability to function rests on one person.

Our existing plan for the CFO position, over the past two years, has been to shift the focus of that position from day-to-day operations toward long-term strategic planning. Similar to the need for me to be able to focus consistently on the job of long-term strategy for management, it is no different for financial services.

To that end, we have supported and promoted Angela Hansen, who has worked with Diane since 2016. She became Controller in 2019 and was recently promoted to Director of Finance. She is a certified CMA. This professional certification is similar in its training rigor to a CPA, with a focus on financial planning and analysis, internal controls, decision support and professional ethics. She supervises the Finance Department team and has prepared monthly financial reports and the operating budget for several years and works closely with department managers on day to day budgetary and other decisions. She is intimately familiar with all of the financial operations of our campus. In addition, with previous experience in

construction accounting, she is uniquely qualified to manage the close out of our Phase 3 construction project. Diane's last day is on April 29 and she will ensure that Angela has the tools needed to successfully manage the finance department of Rose Villa after that date.

Rose Villa is in excellent financial condition and is meetings all of its obligations. Until we have a new Finance Officer on board, the Board Finance Committee will assume some additional internal control responsibilities to ensure that there is enhanced financial oversight during the transition. This plan is being prepared by Diane and will be reviewed by the Finance committee at its March and April meetings.

All of this planning allows us to take our time to find just the right fit for the next strategic Officer. I am committed to taking this time, as we have a strong Finance team and strong financials, with excellent cash reserves, average 98% occupancy, and a 4-year waitlist. Having just hired the new CEO of LeadingAge Oregon, I can tell you the job market is very interesting at this moment and well worth a deeper, reflective approach. I expect to have someone in place before the end of the year and look forward to working closely with the Board Finance Committee in this process.

Board Update – Glenn Rodriguez, Rose Villa Board President and Eleanore Hunter, Board Finance Committee Chair (and Board Treasurer)

Resident Hard Hat Tour: Based on resident input, we are moving the tour to late April/early May to be able to show more of the common spaces. In this multi-story building, the contractors work from the top down so there isn't much to show on the main floor right now.

Cheryl Franceschi, the Foundation's Director of Development, is here to talk about the Foundation's upcoming events, newsletter, and the Pillar Task Force.

Please welcome Susan Hyne, who will talk about the **Welcoming Committee**.

A resident has asked us to remind you about **political activity at Rose Villa**. Nothing has changed! Since Rose Villa is a 501(c)(3) non-profit organization, the government mandates and restricts what Rose Villa can and cannot do when it comes to political activity. Here's a simple way to look at it:

What can Rose Villa support?

- Individual candidate? **No**

- Candidate forum including all candidates for one position? **Yes**
- Laws, bills, regulations that relate to RV/residents/staff/eldercare/healthcare? **Yes**

No Rose Villa resources can be used to promote individual political campaign activities. But bills such as climate change initiatives are fine to discuss and promote with RV resources. And feel free to put up any signs promoting your political candidate of choice inside your home. We cannot host candidate parties in common spaces nor can we post signs for candidates in common spaces.

Upcoming Events

Drumming Circle with Steve Skolnik – Thursday, March 17 at 2:30 PM in the PAC North. Going forward, the first Thursday of each month Rhythm instructor, Steve Skolnik, returns to Rose Villa to provide group drumming lessons. PAC North. Sign up on Touchtown or by calling ext. 3289.

Taking Better Photographs Talk – Tuesday, March 22 at 3:00 PM in the PAC North

Are you: in the dark at the beach? Just a bit off-kilter? Ignoring the background? Using stiff poses? There are simple ways to avoid all of these. You can take better photos of your grandkids. Rick Simpson will give you tips! See flyer for more details.

Oaks Bottom Birding – Wednesday, March 23 at 8:30 AM – Bus Trip

Join Patty Newland in her next tour! Nature Hawks, quail, pintails, mallards, coots, woodpeckers, kestrels, and widgeons are just the start of the list of birds that one might encounter in Oaks Bottom. Scores of great blue heron are found in the area because of its proximity to one of the rookeries on Ross Island. The bus leaves at 8:10 AM and will cost \$7.25. Sign up on Touchtown or by calling ext. 3289.

Lance Rhoades March Presentation – Thursday, March 24 at 2:30 PM on Zoom
Break out the popcorn! Lance's monthly program returns in the form of his annual Academy Awards preview. It is designed to bring people up to speed on this year's nominees as well as to cover highlights from the 90+ year history of the ceremony. See flyer for more details. Zoom link can be found on Touchtown.

April Fools! Heidi and Grey Davis' Wheel of Musical Impressions – Friday, April 1 at 2:00 PM in the PAC

Live and in-person, Heidi and Grey Davis return to Rose Villa to make fools of themselves for your entertainment! Their show features performances of songs as

characters, with impressions of celebrities ranging in quality from convincing to passing. Maybe Christina Aguilera will sing Somewhere Over the Rainbow or Kermit the Frog will sing Metallica; who knows? No two performances are alike!

Spring Art Classes – Four Saturdays: April 2, 9, 23, and 30 at 1:00 PM in the Pavilion

This is an opportunity to step outside your comfort zone and explore your inner creativity, while having fun with other like-minded residents. Clackamas requires a minimum of 10 sign-ups for a "College go." Sign up by emailing Dianna Shaffer at dsrtst@earthlink.net or calling ext. 1196 and let her know which class(es) you are interested in taking this Spring!

Dying In Community – Every Tuesday in April from 10:30am – 12:00pm in the PAC

Sponsored by the Foundation, Holly Pruett returns to Rose Villa with her fascinating four-week presentation on Dying in Community. Sessions include "Let's Talk About Dying," "What To Do With My Body," "Planning Meaningful Ceremonies of Remembrance," and "Creating a Death Plan." Holly is a Life-Celebrant and Home Funeral Guide. See flyer for more details about Holly and the series.

Q & A

Q1. Before a recent cold spell, Rose Villa proactively sent out a communication on how to best prepare for it. One suggestion was to trickle a little water to prevent freezing in certain pipes. While this is a great suggestion, I am curious: are the classic cottages scheduled to receive better insulation anytime soon? Will the Energy Trust of Oregon perform an energy audit (as they have done in the past) after the completion of Phase 3?

A. When a renovation includes areas of a home that are exposed and would benefit from upgrading, we do that work. We transition to using a more resilient material like Pex for water to avoid as much damage as possible during freezing temps.

Tina gave an update on our Resiliency Action Plan at the March Resident Council meeting. We are working with a multitude of trade partners who are evaluating all of our campus facilities and systems. The eventual final product of the project will be a comprehensive report and strategic plan that will guide our investment in resiliency actions (including this topic). So, yes, we are working on

a long-term plan to increase the resiliency of the classic cottages and all areas of our campus.

Q2. On a weekly basis, I hear from Rose Villagers that South Schroeder is the next area of construction and expansion. Is this true?

A. This is such an interesting rumor! We have no plans – ZERO PLANS – to demolish any existing homes at Rose Villa. What is on deck is to continue to provide exterior upgrades to many of our classic cottage buildings, over the long haul (many years). This is not demolishing; it is not expansion; it does not require the residents currently living in those homes to move (and won't be funded by new Entrance Fees either, so that is why it is a long-term plan!) Another area we will focus on is the lot where Bremik and Green Hammer are currently, once all of the Phase 3 work is fully completed. Again, no demolishing of homes. Those are the only things I can think of that may have started imaginations going.

Q3. For understandable reasons, the price of food available at the Harvest Grill and Grab & Go has been substantially increased. Will Rose Villa increase the amount of resident's food allowance in order to help offset this increase?

A. We will not be increasing the resident food allowance at this time. The food allowance is not independent of the budget, and needs to be considered in conjunction with resident fee increases and ongoing service needs, which we typically do not adjust during a fiscal year. We will review the resident food allowance for 2023 when we are looking at the entire budget.

It may be helpful to read the recent *Scoop* article which outlines the significant price increases we are experiencing. We have adapted selections to reduce some of the impact but when food costs go up so dramatically across the board, we have no choice but to increase the prices. Our target food costs for Harvest Grill meals is about 36% of revenues. This is an overall average (not for each individual item).

For Grab & Go items, the biggest change you may be seeing is dessert pricing. We haven't changed those prices in five years! Norine's team did the research that confirmed our pastries are priced less than what you can find in other stand alone bakeries, while being of the highest quality.

As for the other Grab & Go items, we haven't actually implemented price increases yet on the regular rotation items, such as sandwiches, salads, and bowls. Sandwiches will not be increased in price, and salads (chef and Greek) will be

increased by one dollar. Power bowls will be increased by \$2, making them the same price as the salads.

The leftover entrees have gone up by about a dollar or two, depending on what it is (a casserole will generally be less than leftover lamb, for example).

Q4. Phase 3 residents are bringing at least 11 electric vehicles to our campus. Is there still time to plan for them and provide high speed charging, preferably in the garage where these cars will be parking?

A. We are aware which new residents are moving in with electric vehicles and how many plan to purchase one in the future. The immediate plan is to open with as much access for car charging as possible and then continue working on the campus wide EV charging strategic plan, as people buy cars all the time and we need to be thoughtful about where we put access to those stations, and what kind of stations they should be.

Q5. Will we need to use any Rose Villa funds to complete Phase 3?

A. We have reserved funds for just such an outcome. We have had some cost escalation, but more impactful have been some project delays – due to weather and COVID-related labor issues plus permitting delays at the beginning of the project. We are tracking this closely and believe that no more than \$350K will be needed for this purpose, unless the project has further delays. This amount is less than 0.5% of the total project budget. This will come out of Rose Villa cash reserves (not monthly fees).

Q6. Will residents be receiving any type of information about the capabilities, or lack thereof, with the new phone system?

A. Yes. We are currently in the process of ironing out the final details of available features. Once that is complete, we will be sending out information to all residents.

Q7. a) Is Voice Mail now available to everyone? Residents were encouraged to provide their own voice mail if possible with the previous system.
b) Do we have 3-way calling capabilities?
c) Can England be called for no cost to the calling party? (It has been alluded to that calling Europe might be free!)

d) Why so many rings on extensions for employees when waiting to leave a Voice Mail?

A. a) Yes. Anyone can opt in to RV Voicemail. Residents can certainly use their current voicemail system if they are not interested in learning a new one.

b) Yes, 3-way calling is available, provided your handset has the capability. Older corded phones may not have this capability. Please check the owner's manual of your phone.

c) Details on international calling will be included in the information you will be receiving. If anyone needs to make an international call, who has not already worked through this, please let the folks at the Resident Services counter know and we will assist.

d) The default ring time for all lines within the new phone system is 60 seconds. This can be changed! If there are residents who would like their ring time changed, please submit a work order. If you're a resident calling a staff member and you happen to notice the phone ringing for an extended period of time, please submit a work order with the phone number you dialed. Tech services can change the ring time to something more reasonable.

(As a side note, the resident who asked this question has had resolution with the voice mailbox issue and reports, "I now have a voice mailbox that I can log into! If I am not on my phone the call will go directly to my own recorder. No complaints. Thanks to the Tech team!!")

Q8. Why do the RV vans and cars need to park in the Eastern Parking Lot of the reception building? Parking is so limited already.

A. We started parking vehicles there overnight so Security can more easily monitor them, as we were experiencing upticks in catalytic converter thefts and car break-ins. Moving them out of that area during the day just fell off the radar – we will start to make that happen again. (Sometimes they are parked there during the day because we know we will be needing them constantly on that particular day.)

The next **Resident Forum** is on Tuesday, April 19, at 2:30 pm when our Phase 3 Overview Topic will be South Entrance and Mail Room. (Very sexy.)

Phase 3 Overview – Madrona Café