

## **Rose Villa Resident Forum**

Tuesday, February 21, 2023

### **Employee Anniversaries**

Celebrating **ONE YEAR** with Rose Villa:

- Janna Dole, CNA, Madrona Grove
- Jessica Apodaca, RN, Madrona Grove

Celebrating **TEN YEARS** with Rose Villa:

- Michelle LaCroix, Director of Human Resources

### **Welcome New Employees**

- Donovan Avila, Security, Facilities Services
- Kris Ray, Server, Food & Beverage
- Kirsty Glanville, Housekeeper, Environmental Services

### **Staffing Change**

- Angela Hansen has been selected as Rose Villa's Chief Financial Officer.

Please congratulate these staff when you see them!

### **Welcome New Residents**

**Ann McKinney** moved into Classic Cottage #235 on January 26 from Portland, OR.

**Hobbies & Interests:** Hiking

**Former Occupation:** Clinical Social Worker

**Her phone number is** (503) 652-3235.

### **Announcements**

Introducing the **Tech Services Team!**

**Cheryl Franceschi** is here to talk about upcoming Foundation events.

**Yield to pedestrians!** The marked crosswalks, whether in between the bollards on Main Street or marked by paint on other streets, are for pedestrian use. All vehicles should

yield to pedestrians at crosswalks. We have had reports that many drivers are not doing so. Keep your speed LOW (5 mph) and watch for pedestrians (and pets and surreys, too!).

### **PAC Divider Repair Update**

On Wednesday, March 8, crews will be repairing the mechanism that allows the dividing wall to function. We expect this work to take all day. It should not interfere with any previously scheduled activities, but no additional meetings or activities will be held that day. Thank you for your patience while we get this done.

**Joan Clark** is here to talk about the Pet Committee.

### Touchtown Spotlight: **Rose Villa Organizational Chart Review**

**Angela Hansen** is here with information about an upcoming presentation.

**Norine Mulry** is here with an update on Madrona Café.

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### **Q & A**

Q1. Have the ice dams been placed on all buildings requiring them? Personally, I am concerned about the CAB.

A: We are concerned about all our buildings with metal roofs. We have not yet installed ice dams. The scope of the work as well as available vendors and installers has shifted several times. Jim and Kofi are committed to having ice dams installed at The Oaks, Garden Grove, and the CAB in 2023, before next winter.

Q2. Why does Rose Villa seem to be more reactive than proactive? For example, fairly recently, Maintenance was looking for the control panel for the 24/7 outside lighting in my neighborhood. Is that not information that should always be available in case of emergency or is the info hidden as a test for anyone new in the department to find the info?

A: Building Operations has a number of new employees who are working hard to learn Rose Villa systems throughout the campus. The lighting controls for your neighborhood are not part of an emergency system.

Q3. Can anyone explain why our surreys are not easily accessible by all residents, large and small? Unfortunately, I am not the most agile person on this campus and there must be others that fall into that category also. The van with a ramp is great for getting to places off campus, but it seems a shame that I need to use it on campus to go a relatively short distance.

A: The surreys are the best option for on-campus transportation, as noted. Unfortunately, we have yet to find a surrey that meets the needs of all residents, large and small. Our Transportation team is looking into whether there are other options for the arm rest in the single surrey, which would be extremely helpful for all residents.

For example, on the double surrey (4-seater), the passenger arm rest folds down for access to the front seat. Because it has this capability, the arm rest is very wobbly and makes for an insecure handhold for residents. The single surrey (2-seater) is newer and has a nicer arm rest, but it is longer and does not fold down. This can make getting into and out of the surrey more difficult, but it is more secure.

Q4. Recently my building was reroofed (cottages 314 through 316) and I do not see any vents above my apartment, laundry room NN, and apartment 315. Are roofers doing something new nowadays?

A. The roofer installed a ridge vent, which is now best practice rather than cutting numerous holes in the roof and positioning shingles around vents.

Q5. Was insulation added to the attic area during the roofing job (cottages 314 through 316)?

A. The insulation was not disturbed or modified.

Q6. Please build a 7-foot-high brick wall in my backyard at Rose Villa expense to mitigate the sound from the heating/air conditioner in the backyard of my neighbor's home. A brick wall would reduce the noise so I could have my window or slider open. I put in a work order to maintenance.

A. Thank you for sharing that you put in a work order for this. Exactly what needs to happen so we can work with you on a solution. HVAC systems make noise, all at different levels, and fortunately there are options out there to help with sound attenuation.

## **Q&A from the floor**

### **Food & Beverage Questions**

Q1. Are the cups at Madrona Café reusable or can we bring our own?

A. Madrona Café will have reusable cups as well as disposable, to-go cups. You are welcome to bring your own (clean) carry-out cup, but you must remove the lid.

Q2. Can we use our dining credit at Madrona Café?

A. Yes, you will be able to use your dining credit!

Q3. I don't drink coffee. Can I get hot chocolate at Madrona Café?

A. Sure! We can do mochas, so we can also do hot chocolate.

Q4. What are the specific plans for Heirloom?

A. We don't know specifics yet, but are meeting with the design team at Green Hammer to develop a charette. After that meeting, we will have options that we can offer for resident consideration.

Q5. Is there a way for guests to use a credit card at Harvest Grill?

A. Yes! During the pandemic, we had no need for anyone to use credit cards. But now that we are opening back up and your guests can join you for a meal, that is possible! Just present the credit card to the server or by the Grab & Go case and they can run that payment.

### **Tech Questions**

Q6. You mentioned in your introduction that you do not work on HP printers. When we moved in, you successfully hooked up our HP printer. What changed?

A. HP did. The answer is long and very technical, but HP printers now take at least 2-3 hours to hook up. We prefer that residents not purchase HP printers (or Sonos speakers) for that reason.

Q7. When the new PAC AV system is installed, how many mics will we have?

- A. We will have six hand held mics, two lapel mics, 2 ceiling mics, and the capability to add up to six more mics if we need to. (Applause)

## **Upcoming Events**

**Music and Comedy Happy Hour** – Wednesday, February 22 at 4:00 PM in the PAC. Freddie Prez will bring his eclectic brand of entertainment to Rose Villa's weekly Happy Hour. Clap your hands along to his engaging violin music, and try not to spill your drink as he tells jokes and does impersonations!

**Rose Villa Actuarial Presentation** – Thursday, February 23, at 10:00 AM in the PAC. Join this special educational presentation on actuarial science from Mike Hopper, CPO, CAO, from AV Powell.

**Nutrition 101** – Thursday, February 23, at 11:00 AM in the Rec Room. The world of nutrition is confusing and always evolving, making it difficult to understand what is actually healthy. In this presentation, we will help you navigate the confusing world of nutrition and make sense of media messages. We will discuss: - How to determine whether a nutrition claim is true - The six principles of a healthy diet - How to prepare nutritionally balanced meals and snacks - How to limit added sugars Classes can accommodate up to 30 residents. This event is not open to the public. Sign-ups are required.

**F&B Listening Session** – Thursday, February 23, at 2:30 in the PAC and via Zoom. We'd like to thank all of the residents who have shared feedback in the Resident Satisfaction survey and the follow-up Food & Beverage survey. We appreciate the overall positive comments about the food and the service. We also acknowledge the desire for more consistent service in Food & Beverage, longer hours, expanded weekend services and better usage of all dining venues. After a brief update on Madrona Café and Heirloom, we will focus the remainder of the meeting on hearing your direct feedback and ideas. We will do our best to answer questions if they arise, but we will be there primarily to listen to and record your feedback and ideas on how we can better serve you. It's our objective to tailor our efforts to the top priorities of the community.

**Talk With Tina!** – Fridays at 12:00 PM in the Rec Room. Join Executive Director Tina Moullet for casual conversations about any topic you have in mind. Bring your own lunch, purchase from the Harvest Grill, or just join for the conversation.

**Sunday Suppers** – Sunday evenings in the Rec Room

To sign up to volunteer and/or dine, use the link listed on RVillagers.org:

<https://rvillagers.org/community-wide/sunday-suppers/> or call Susan Hyne at x3057. Sign up by the Friday before each Sunday.

**Meet the Staff: Erin Cornell** – Monday, February 27, at 1:00 PM in the PAC.

You all know Erin - our fabulous Director of Health Services. You may know that she's been at Rose Villa for many years in many positions, ranging from Courtesy Services, to HR, to Health Services. But did you know that she's equally handy with tools? Ask her about her favorite projects! And ask her anything you want to about Rose Villa. She probably knows!

**HR & Finance Listening Session** – Tuesday, February 28, at 1:30 PM in the PAC. First, we want to thank all of you who took the time to participate in the Resident Satisfaction Survey. After reading through the results, it is clear that we have some work to do. We believe the best place to get started is to focus on listening and understanding everyone's concerns. Whether or not you completed the survey, we hope you will join us and share your experiences. We will give a brief introduction of our teams and our roles supporting other departments at Rose Villa. then we are turning the microphone over to you. Our goal for this meeting is to listen to your concerns, identify any actionable steps that we can take immediately, and create a list of suggestions for future improvements.

**Monday Night Movies** – Mondays at 6:30 PM in the PAC. The films for March will center around the monthly theme of Women's History. Popcorn will be provided. Please BRING YOUR OWN BOWL. See flyer for details.

**Drumming Circle with Steven Skolnik** – Wednesdays, March 1 and 15, at 12:00 PM in the PAC North. Steven will provide rhythm instruction twice a month—on the first and third Wednesdays. Bring an instrument or play one of his.

**Classical Club** – Thursdays, March 2 and 16, at 1:00 PM in the Tranquility Room. Join classical radio host, Terry Ross, for an hour of expertly curated classical music!

**The Secure 2.0 Act Presentation** – Thursday, March 2, at 1:00 PM in the PAC  
The Cable Hill team shares new information and insights impacting retirement account distributions, gifting strategies, and the popular one-time option to get income from your charitable giving.

**The Gin Game at Lakewood Theatre** – Thursday, March 2, at 5:30 PM – Bus Trip. See the Pulitzer Prize-winning play, and enjoy a glass of wine and chat with other residents who enjoy theater. Sign up on Touchtown or by calling ext. 3289. Maximum 10 people.

Transportation for the event is being hosted by a resident. If you would like to donate to the bus fund, contact Grey Davis at ext. 7001 or by email at [gdavis@rosevilla.org](mailto:gdavis@rosevilla.org). Buy your ticket soon at:

<https://lakewoodtheatrecompany.csstix.com/event-details.php?e=1020>

**Tech Services Listening Session** – Friday, March 3, at 9:00 AM in the PAC. Many of you attended the Resident Council's presentation of the Resident Satisfaction Survey results on Thursday, December 15. Two of the areas in which residents expressed a high degree of dissatisfaction fall within the Tech Services arena: - Inconsistent sound quality in the PAC AV system for both in-person and hybrid/Zoom attendees - Long turn-around on Work Order responses. In order to best tailor our efforts to the specific needs of our community, our Tech Services management team is holding a listening session for our residents. We want to understand the root of this dissatisfaction and hear what you want to see happening differently.

**Celebration of Creativity** – Friday, March 3, 9:30 AM – 12:30 PM – Bus Trip "Held annually the first weekend in March at Southminster Presbyterian Church in Beaverton, the Fine Art Exhibit & Sale provides an unmatched showcase for more than 80 established and emerging Northwest artists. The show is made possible by the nearly 100 volunteers who support and staff it – a true labor of love. Proceeds are used for local arts awards, art education scholarships, art literacy programs, and to support art in the community." Sign up on Touchtown or by calling ext. 3289. Transportation will cost \$10. Admission to the event is free.

**Queen of Glory Film Screening** – Saturday, March 4, from 6:00 – 9:00 PM in the PAC. See the closing film of the African Film Festival and enjoy textile art. Ghanaian appetizers and some refreshments will be served before the film starts. See flyer for details.

**Courtesy Services Listening Session** – Monday, March 6, at 2:30 AM in the PAC. Thank you to all residents who participated in the recent Resident Satisfaction Survey. It is very clear that we have a lot of work to do...together. Many of the comments were about communication, transportation, and events. Please join us for this listening session where we can hear more about what you think; we look forward to coming away with some concrete goals to work toward.

**Americana Music with Larry Wilder** – Tuesday, March 7, at 6:00 PM in the PAC. *You Are My Sunshine, I've Been Everywhere, Duelin' Banjos* and much, much more... Clap, sing, and cheer along to energetic guitar, banjo, and vocals! Surrey service will be available after the show!

**Crafty Optimism with Dr. Brenda Marks** – Thursday, March 9, at 9:30 AM in the Training Room. Brenda Marks (Ed.D.) will help participants create a booklet containing personal affirmations (based on self-talk research). The way you talk to yourself matters! Materials will be provided and your booklet is customizable. Sign up on Touchtown or by calling ext. 3289. The workshop is limited to 12 people.

**Motown Exhibit at Oregon Historical Society** – Friday, March 10, from 12:30 – 3:30 PM – Bus Trip. Enjoy a guided tour of the Motown and other exhibits at the Oregon Historical Society. Transportation is \$10 and admission to the museum is \$8. Flyer with details to come.

**Ukulele Jam and Class** – Friday, March 17, at 2:00 PM in the Training Room. Future Resident Marianne Brogan is offering two ukulele sessions:

Beginner Session: This is for those who may have some sort of musical background and are interested in learning to play the ukulele but have no experience. Marianne has a few loaner instruments and there are other loaners in the community. If you haven't played for a while, you may want to join this portion for a refresher. Come see if this experience is for you!

Play and Sing-along: This is for experienced players. Marianne will make PDF documents available and project the songs and chords on a screen in the classroom. The songs will be seven chords or fewer and Marianne will provide coaching with arrangements, and technical aspects of playing. The offerings are an experiment; we will adjust as we go along and gauge the level of interest.

**St. Patrick's Day Concert** – Friday, March 17, at 4:00 PM in the PAC  
Skamokawa Swamp Opera band returns to entertain you this St. Patrick's Day! Flyer with details to come.

**Rose Villa Foundation 2022 Annual Meeting and Happy Hour** – Save the date!!  
Wednesday, March 22, at 4:00 PM More information to come.

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