

## **Rose Villa Resident Forum**

Tuesday, July 18, 2023

We would like to open the Forum with residents wishing a very “Happy Birthday!” to everyone who has a July birthday.

### **Employee Anniversaries**

Celebrating **ONE YEAR** with Rose Villa:

- Maria Escobar, Housekeeper, Environmental Services
- Karen Justo Ramirez, CNA, Madrona Grove
- Jaiden Rowberry, Dishwasher, Food & Beverage
- John Wallent, Server, Food & Beverage

### **Welcome New Residents**

**Linda Burk** moved into Classic Cottage #310 on June 19, from Portland, OR.

**Hobbies & Interests:** Writing, quilting, cooking, reading, walking, volunteering, travel

**Former Occupation:** Registered Dietician

**Her phone number is** (503) 652-3310.

**Kathy and Joe Mitchell** moved into Classic Cottage #73 on July 17, from Portland, OR.

**Hobbies & Interests:** Kathy: Art, calligraphy, cooking, reading, gardening, family, spirituality, politics, and history.

Joe: Woodworking, antiques, old cars, self-help books, spirituality, swimming, and understanding humanity.

**Former Occupations:** Kathy: Grade school and High School Art Teacher.

Joe: Mental Health Counselor

**Their phone number is** (503) 652-3073.

### **Announcements**

We’d like to introduce our **Rose Villa Inc., Board Member(s)** who are here today.

Attending via Zoom, we have Kirsten Jacobs. Here in person, please welcome Eleanore Hunter.

**Resident Handbook Quiz** – Here comes our monthly Resident Handbook Quiz! I’ll read the question, and whoever shouts out the correct answer first, wins...the honor of being

correct! Please wait until I finish reading the question.

Here's the question:

What is the monthly fee for reserved bicycle storage? (Answer – \$0 TRICK QUESTION!! Page 61.)

Please welcome **Kofi Dah** to introduce the **Building Operations and Grounds Teams!**

## **Operations Updates**

- Deck/Window Cleaning Update
  - Cleaning of exterior windows, decks, and patios has been completed. Interior window cleaning starts July 24.
  
- Hazardous Waste Disposal
  - For more information, contact Metro at 503-234-3000 or <https://www.oregonmetro.gov/tools-living/healthy-home/common-hazardous-products>
  
- Emergency Potable Water Storage
  - We are working on obtaining long-term portable potable water that will be available in an emergency and stored in the former Treasure House storage located in the Torbank parking lot.
  
- Library Project
  - The contract has been signed and work will commence soon. This project is an excellent example of positive collaboration between residents and staff.
  
- Three Sisters Guest Suite Update
  - Renovation bids are out and we hope to have the new Three Sisters Guest Suite (pet-friendly) available in late fall.
  
- Ceramics Studio Project Update
  - Renovations bids are out for the space and to make the outdoor “hut” fireproof to house a kiln.
  
- Fire Alarm/Fire Sprinkler Inspections and Repairs
  - PSI has been present on campus and identified areas that need attention. The system is working well.

- River Road House Demolition
  - We have just completed the necessary paperwork and demolition should happen soon.
- Resiliency Action Plan (RAP)
  - Executive Summary will be attached to the Forum Notes
- Housekeeping Schedule
  - Housekeeping schedules are being revised so four cleanings/housekeeper will occur daily.

### **Madrona Grove Featured Volunteer Opportunity**

Dinner (or Lunch) Companion – When going out to eat at a restaurant, do you prefer to dine alone or with friends? While a solo dinner may appeal to some, we strongly believe that most people enjoy dining as a social experience with conversation and companionship. Many Madrona Grove residents would love to eat an occasional meal in the Harvest Grill. The barrier? A friend to dine with.

This month, we are seeking volunteers who can commit to inviting a Madrona Grove resident to dine with them in the Harvest Grill at least once a month. If you are interested in this opportunity, contact Marianna Iverson at x3276 or email [mgactivities@rosevilla.org](mailto:mgactivities@rosevilla.org). Marianna will play matchmaker and pair you up with a Madrona Grove resident who she feels will be compatible with you – perhaps someone with a shared interest or hobby! Then one or more times each month, you will schedule a time to take your Madrona Grove dining buddy to the Harvest Grill with you to enjoy lunch or dinner. This is a conversation and companionship volunteer opportunity – you will not be assisting your dining companion other than perhaps pushing a wheelchair if you are willing and able to do so.

**IT Scam Update** Rick provided background on the Securitas ReportIt app. Contact Tech if you have questions. Rick also provided information on scams. Have a question? Ask Tech.

**What’s New Around Touchtown?** Every month, we feature an icon or refresh information about Touchtown. This month, we’d like to share a temporary new icon.

You can now find the most accurate and up to date information on the search for a new CEO under a new icon: CEO Search. Notes, Q&A, recordings, and other resources related to the CEO search are posted here. (You may also notice that it’s next to our Rose Villa icon, which has now been renamed “Rose Villa Inc.”)

**CEO Search Update** from Eleanore Hunter. The Search Committee met on Monday, July 17. The Committee was briefed by Sold Ground Consulting on standard search processes and anomalies (such as summer vacations). The next steps include contacting sources/people who can be “connectors” in the search process. The Committee reminds us that there is a high level of confidentiality as some applicants may be currently employed and not wishing to disclose their applications. A link to a survey will be sent to residents, staff, and Board members to help identify the 10 most critical competencies desired in a new CEO. Updates will happen at every Forum; additional updates TBD.

Please visit the Club Room and shop for books at the **Treasure House’s Book Sale!**

The next **Resident Forum** is on Tuesday, August 15, at 2:30pm in the PAC and on Zoom.

## **Q & A**

Q1. When Vassar made her announcement about leaving Rose Villa, she said she would be holding small group meetings. I’m so sorry to see her go! Is it OK if I host a small gathering in my home with some neighbors and invite her?

A. Sure! That is a GREAT idea. In fact, some people have already reached out to Vassar and invited her to something just like that. Please feel free to invite her to your small social gathering. She’d love it.

Q2. What is being done (by Avencia) to hire late-night/overnight CNAs--or, at least those who will be willing to cover those shifts as the needs arise? Most residents will need them at some point, and such CNAs have certainly been on staff in the past. In-home care, even around the clock, has for years been held out in our advertising and other materials (sales meetings, emails, legal forms for the state of Oregon, handbooks) as one of the major draws, or “most compelling” benefits of living at Rose Villa. We told the Marketing, Finance, and Health Services teams that this was why we were choosing Rose Villa over all the others we looked at. They told us that this care was either available—or could be, quickly. We ask for ourselves, for a brother (who’s a future resident), for some neighbors, and because we’re retired “risk managers” of various types.

A. As identified in the healthcare workgroup, independent living residents have asked for 24/7 response to health emergencies, such as a fall, by a qualified healthcare worker. We are working on options for bringing that service to our community – taking into account that we are consistently told that residents do not want their monthly fees to increase to provide this service. As part of those

conversations, we are also considering whether or not the staff member who will respond to health emergencies during overnight hours may also be able to provide some scheduled resident care, such as assisting a resident to the bathroom.

Avencia Homecare's In-Home care license does allow us to provide care during overnight hours. It is not accurate to say that most residents will need this service at some point. Most residents will not. In recent years, we have had a handful of residents who have needed overnight care. The most common scenario has been a resident who needs 24/7 care and does not wish to move to Madrona Grove. Very few residents select this option because of the cost. Avencia's hourly rate, which is competitive and designed only to cover the cost of providing the service, is \$36.25/hour; therefore, a resident receiving 24/7 care in their home would pay over \$317,000 per year just for that care. As you can imagine, that is cost prohibitive for most residents.

Because it is so rare that a resident in independent living chooses to have 24/7 care in their home, it is very difficult for us to staff it when the need does arise. Avencia is a small in-home care agency. It is not feasible to hire staff who are willing to cover shifts as the needs arise. Most people need a level of certainty about the hours they will be working at the time they are hired. For that reason, we have begun working with residents to identify larger in-home care agencies when they want 24/7 care – or care approaching 24/7 – in their home, and assisting them in setting this care up with an agency who can meet that need.

A less common scenario that does occur periodically is a resident who needs assistance, such as help to the bathroom, during the night. When this need arises, we work with the resident to identify how we may be able to meet their needs. For example, we try to close the gap between the last visit of the evening and the first visit of the morning. A caregiver may assist the resident to the bathroom at 10:30pm right before they leave for the night, and the day shift caregiver can make them the first visit of their morning at 6:30am. We have had a situation where a caregiver came in as early as 3:00am to assist a resident. As always is the case with any in-home care agency, our ability to provide this service is contingent upon our ability to staff it.

Q3A. Why not offer a greater shift differential for night shift home-care CNAs? The extra cost can be passed on to the resident. (If some residents can't afford it, that's a different issue entirely. Many can.)

A. We offer shift differentials when doing so is necessary to meet a need. For example, in Madrona Grove, CNAs are paid a \$3/hour differential on weekends because we have found that to be necessary in order to fill weekend shifts. Right now, we do not have overnight Avencia shifts because there is not a current resident need for this service. To be clear, a "resident need" is not a single resident wanting a 20-minute visit. No amount of differential is going to make it feasible to bring a staff member in to do one 20-minute visit. As I shared above, when residents do have needs such as a 20-minute visit during the night, we do our best to find solutions to meet their needs that do not involve a staff member coming in to do only that 20-minute visit.

Q3B. Are senior living operators, as they join groups such as LeadingAge, trying to keep wages low? Naturally, we all want to keep costs down, but salary surveys and shared philosophies about "aiming for the mean" can begin to look unpleasantly like collusion. I, unfortunately, have helped a few companies do this. I regret it.

A. Absolutely not. Our Human Resources Department, as well as every manager involved in hiring, regularly reviews our wages and benefits package to be competitive in the labor market. We are not just competing with other senior living providers for employees. We compete with restaurants, hospitals, hotels, home health agencies, doctors' offices, in-home care agencies, landscaping companies, property management companies, and so much more. Even if we wanted to, which to be clear we do NOT, "colluding" with so many different industries and employers would be impossible.

Q4. I see no sign of new employees being recruited to the Grounds staff. Is outsourcing to a contractor becoming the "new normal" for Grounds? Will outsourcing to contractors become a "new normal" for other Rose Villa departments?

A. We are fully staffed in Grounds. Rose Villa has used contract staff to supplement staffing in many departments for many years, and will continue to do so as appropriate.

Q5. When we use the ATM by the Resident Services Counter, do we have to pay a fee? Which banks/credit unions is it networked to so that we don't have to pay a fee? Can RV Inc., link it to a broader network if fees are the case?

- A. First, just a reminder that Rose Villa is a cash-free campus, so there is no need to have cash available for any Rose Villa services. We do understand that residents and staff may wish to access cash for their personal use, so the ATM is available for anyone who wishes to take advantage of this convenience.

The ATM is operated by an independent vendor. Rose Villa has no responsibility for maintaining or servicing the machine; nor can we direct which, if any, banks it is networked to. The benefit to Rose Villa residents is that there are no rental or maintenance costs for the ATM, so there is no impact on resident fees. The service fee charged by the ATM machine is \$2.25/transaction which is considerably lower than the national average of \$2.87/transaction. As stated in the Resident Handbook (pg. 37) and as with any ATM, your bank may charge additional withdrawal fees.

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

Q1. With the increased housekeeping schedule, will the housekeepers get a raise?

- A. No. We routinely evaluate wages and employees recently received an increase. The housekeeping schedule is being revamped for efficiency; housekeepers will continue to work an 8-hour day.

Q2. Is there any comprehensive planning going on to expand and update access to EV charging stations?

- A. Yes. We are working with PAE, with whom we are working on other projects on campus, to assess number and locations of charging stations. The current charging stations in the east parking lot are underutilized. We are also working with the Green Team on possible grant opportunities.

Q3. In my opinion, the ground floors of North and South Main are cooler than necessary. Is each floor independently controlled or are other people more warm-blooded than I am?

- A. All the common areas are independently controlled. We can certainly adjust temperatures, but everyone feels temperatures differently. If you reserve a room for an event or meeting, you can add to your request a note about temperature. Staff will take care of making sure the space is the requested temperature.

## Upcoming Events

**Staged Reading: *I Ought to Be in Pictures* by Neil Simon** - Tuesday, July 18, at 6:30 PM in the PAC

TONIGHT! This staged reading, with professional actors, has witty characters using sharp dialogue, and is a high-spirited, hilarious, but touching portrait of an unlikely, dysfunctional family reunion. Wine and desserts will be served at intermission!

**Drumming Circle with Steven Skolnik** – Wednesdays, July 19 and August 2, 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, July 20 and August 3, at 1:00 PM in the Tranquility Room  
Join classical radio host, Terry Ross, for an hour of expertly curated classical music! For those who were asking, Terry is fine and just got the time mixed up last time.

**Listen & Learn Happy Hour** provides opportunities to ask Rose Villa Foundation board members questions about how, when, and why services are provided to Rose Villa residents, and how you can get involved. The next happy hour is Thursday, July 20, at 4:00 pm in the Vista Lounge. Call 503-652-3075 to RSVP. Wine, beer, snacks, and soft drinks are provided.

**Recreational Recess** - Friday, July 21, at 11:00 AM in the PAC

One hour of games, music, laughs, movement, and so much more, but most of all... PLAIN OLD FUN!!! Get out of your comfort zone! Bring a friend! See you then and there!

**House Concert with Future Resident Howard Wade** – Saturday, July 22, at 4:00 PM in the Rec Room

“Howard Wade is an exceptional acoustic guitarist who plays in a variety of stylings from Piedmont to Delta to early ragtime material.” -Greg Johnson, Cascade Blues Association  
“Howard has a great feel for fingerpicking this century old roots music... creating his own compelling arrangements. He is an old soul in this modern world of ours.” -Mary Flower, Cascade Blues Association Hall of Fame Inductee

**Meet the Staff: Julie Dah!** – Monday, July 24, at 1:00 PM in the PAC North

Julie is the friendly face you see all over campus, and the lovely voice you hear answering the phone at the clinic! She is also a podcast junkie, loves gardening, and has three kids, three step kids and three grand kids! Swing by the PAC and learn more about Julie. Don't forget to ask her about yoga, and the many beaches she has traveled to.



**Nuclear Now Screening and Discussion** – Wednesday, July 26, at 7:00 PM in the Rec Room

If you are concerned about global warming, you should know about the nuclear option. Join Bob Sack to watch and then discuss Nuclear Now, the new documentary film made by Oliver Stone. This film explains how Americans lost sight of this powerful carbon-free method of producing electricity (and supply energy for other needs), but is now re-awakening to its potential.

**Tryon Creek State Park Birding Trip** – Wednesday, July 26, at 8:00 AM

Bus Trip. Join Patty Newland for another great birding trip to Tryon Creek State Park. Just a few of the birds we may see are barred owls, Stellar's jays, Pacific wrens, great horned owls, golden-crowned kinglets, and spotted towhees. We will be on a trail with gentle hills, and it is shady in case the weather is hot. See flyer for details.

**Rose Villa Home Concerts Presents "The Larks"** – Saturday, July 29, at 4:00 PM in the Rec Room

Three-piece jazz and blues band "The Larks" will perform. Snacks and wine will be provided for you to enjoy while you listen!

**Ukulele Jam and Class** – Friday, August 4, at 2:00 PM in the Club Room

Future Resident Marianne Brogan returns to instruct Ukulele for 90 minutes!

**Musical Happy Hours** - Wednesdays, August 9 and 23, at 4:00 PM in the PAC

Larry Wilder returns August 9 with his engaging Americana and Folk music. Piano and vocal group "Milestones" will visit on August 23. Enjoy a snack and a beverage while they entertain you!

**Lance Rhoades August Presentation** – Monday, August 28, at 3:30 PM in the PAC and on Zoom

August is the month for Leos, and what better way to honor that than a presentation about "The Lion King" on Broadway, which just had its 10,000<sup>th</sup> performance?!

**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.

**Ice Cream Truck** – Mondays from 4:30 – 5:00 PM on Main Street

Stop by for a refreshing frozen treat. The truck will be parked on Main St. outside the PAC. Residents and staff will be able to purchase frozen treats with cash or card.

**Monday Night Movies** – Mondays at 6:30 PM in the PAC

August's weekly movies will center around the Wellness and DEIA theme of Mental Health. Popcorn is provided weekly. **BRING YOUR OWN BOWL.** Feedback is always welcome; email Grey Davis at [gdavis@rosevilla.org](mailto:gdavis@rosevilla.org) with any suggestions or concerns. See flyer for details.

### Executive Summary

Rose Villa has created a Resiliency Action Plan (RAP) to address risks caused by natural disasters and climate change. The plan aims to improve the safety and sustainability of Rose Villa's operations and guide the development of its Capital Improvement Plan, Facilities Maintenance Plan, Resilience Design Guidelines, and Emergency Response Plan. The RAP, developed in collaboration with several resiliency consultants, includes a ~20 year timeframe broken into five stages. By implementing the RAP, Rose Villa will mitigate risks, reduce stress on staff and residents, and achieve long-term savings on operational and maintenance costs.

Rose Villa defines resilience as ensuring safety, stability, and sustainability during and after acute events such as wildfires, heat waves, or winter storms. While it acknowledges that it cannot prevent all the risks associated with climate change, natural disasters, and other unpredictable events, it can plan and prepare to resist and recover from them. Rose Villa prioritizes mitigating the effects of a multi-day power outage, addressing the impact of wildfire smoke, and planning for a large earthquake.

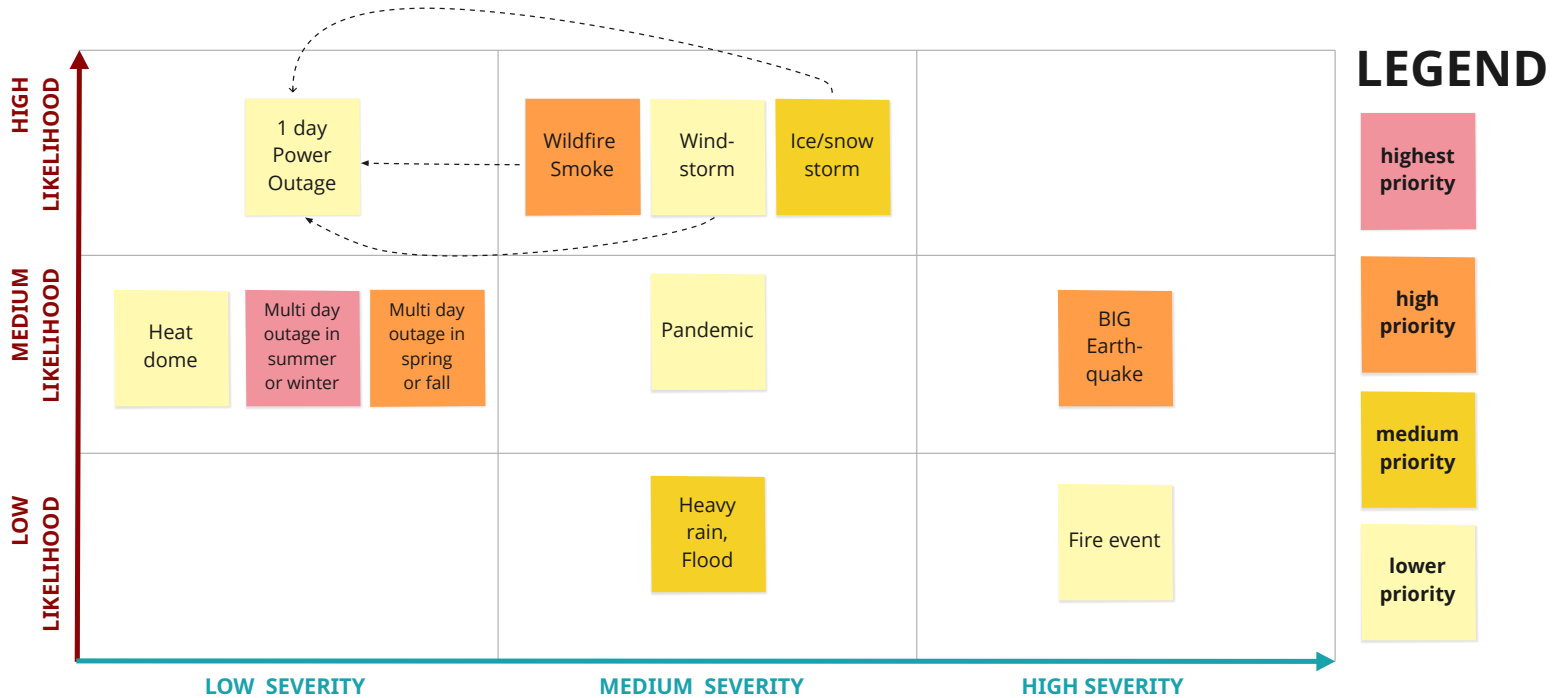
Rose Villa's resiliency strategies aim to synchronize, scale, and stage retrofits to minimize costs and disruption while promoting community buy-in, safe evacuation, and short and long-term sheltering. In addition, these strategies

benefit the residents by improving comfort, air and water quality while minimizing energy and water use.

The RAP proposes ROSE Petals, a distributed approach to resilience and sustainability at Rose Villa, consisting of various retrofits and new campus infrastructure such as ROSE Homes, ROSE Ports, ROSE Lots, ROSE Havens, and the ROSE Pavilion. ROSE Homes are existing homes that have received retrofits for resilience. ROSE Ports are existing carports upgraded for energy resilience. ROSE Lots are existing parking lots where tents can be set up for services. ROSE Havens are existing community spaces providing essential services and shelter. Finally, the ROSE Pavilion is a new covered platform for outdoor gatherings with off-grid generation and storage of energy and water, composting toilets, and a safe shelter for residents.

The RAP Goal Chart is a living document that summarizes the goals and stages of the RAP. Stage 1 produced this RAP Report as the first deliverable. The current Stage 2 focuses on community engagement, structural and energy retrofits of buildings, updating recommendations for more efficient appliances, GIS mapping for emergency response, and air quality work. Stage 3 involves the development of guiding documents that align with the RAP. Finally, Stages 4 and 5 oversee significant reductions in overall energy and water use as well as disaster recovery preparedness. The RAP team considers these goals ambitious but achievable with sufficient investment in time and resources.

### Priorities



### Stages

Stage Diagram

RAP PHASES	Stage I	Stage II	Stage III	Stage IV	Stage V
Duration	1 year	2 year	1 year	~5-10 years	~10 years
Year Complete	2022	2024	2025	2030-2035	2035-2045
Goal	Set Goals + Propose Strategies	Refine Analysis of Costs & Strategies	Meet Goals of Life-Safety & Guiding Docs	Meet goals of Shorter-term Sheltering	Meet goals of Longer-term Sheltering Goals

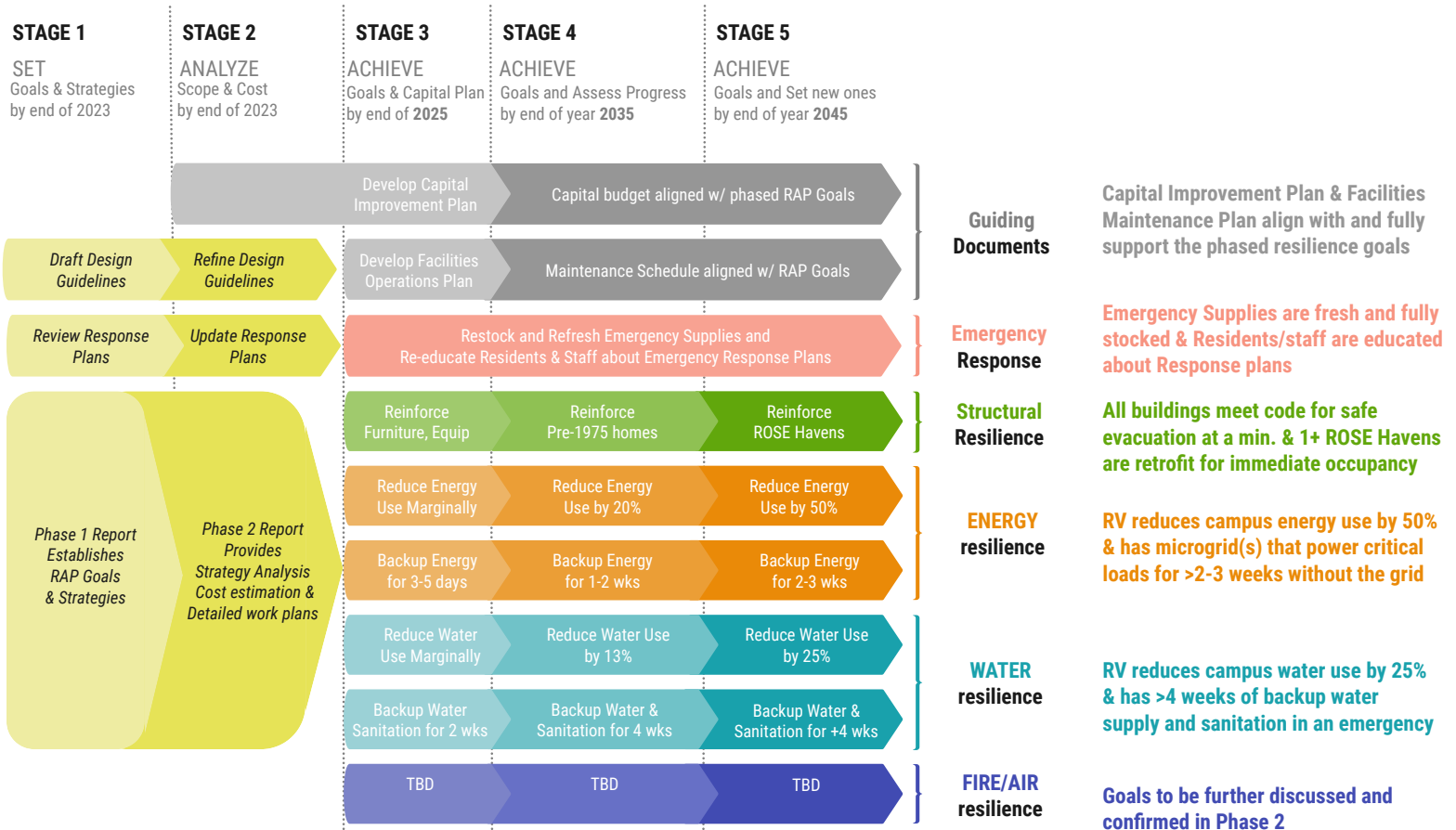
### Map

#### RAP Map of Resilient Operations & Sustainable Energy Petals

- ROSE Homes
- ROSE Ports
- ROSE Havens
- ROSE Lots
- ROSE Pavilion



### Goal Chart



### ROSE Petals

**ROSE (Resilient Operations + Sustainable Energy) Petals** represent Rose Villa's various types of new &/or improved buildings that together meet the campus' resiliency goals!



#### ROSE Homes

Improve performance of campus buildings especially pre-1975 cottages in Phase 4-5

Retrofit cottages to be seismically safer

Retrofit cottages to save ~50% energy

Reduce water use by ~25% across campus

Improve indoor air filtration across campus

Ensure residents have own emergency supplies



#### ROSE Havens

Retrofit existing common space(s) to be an emergency shelter(s) by Phase 5

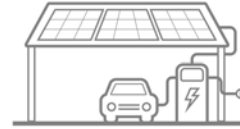
Seismically retrofit at least 1 Haven

Improve back up energy supply to Havens

Improve back up water supply to Havens

Improve indoor air quality in Havens

Improve access to emergency supplies



#### ROSE Ports

Retrofit carports to provide energy resilience on campus by Phase 4

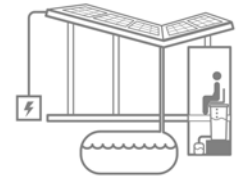
Reinforce structure for solar panels

Add electric charging and EV carshare

Could collect and store rainwater here

Electric cars will improve campus air quality

Act as charging stations during power outage



#### ROSE Pavilion

Build an outdoor covered structure for shelter and recreation by Phase 5

Can be a shelter after large earthquake

Zero Energy or Net Positive Energy

Zero Water by collecting/storing rainwater

could provide clean air if enclose structure

Educational amenity, campus resiliency hub

\*Additionally, ROSE Lots are specific existing parking lots and open spaces on campus that will be used as staging grounds for emergency response tents and services by Phase 4.