



RESIDENT COUNCIL MEETING MINUTES

SEPTEMBER 5, 2023

Roll Call: (Steve Morris), Cindy Brown, Linda Stern, Alice Hardesty, Margi Brown, John Chapman, jude watson, Ann Watt, Shirley Smalley, Gretchen Holden, Norma Martin, Bill Rector, Paul Wathen, Jean Coberly.

August Minutes Approval: unanimous

There was no RVI Board Meeting Report.

All reports have been received.

This month's meeting is focusing on the Holleran Survey aftermath, so the normal meeting format will not be followed today. Robert's Rules will be used if there is a vote on anything.

Steve Morris explained the goals of today's meeting:

- Showcase the breadth of actions and accomplishments since the Holleran survey was completed.
- Summarize remaining challenges.
- Get feedback from residents on how they are feeling about the survey follow-up.

A PowerPoint displayed the main ideas of the various council member reports. It has been re-formatted in its entirety into the minutes here.

Looking Back: Summary of a Year of Change – jude watson

We've learned: Resident Voices Matter!

Concern: Lack of opportunities for resident Input

- In response to Holleran, Management began holding listening sessions
- Board (Eleanore Hunter) held numerous listening sessions
- Management/Council collaborated to form Workgroups

Concern: Lack of Transparency

- Board has set a new level of high expectations for transparency in the CEO search
- Workgroups are demonstrating transparency

Numerous concerns came out of the Let's Talk process

- Council proposed satisfaction survey, which clarified RV satisfaction compared to other CCRCs (Jude Watson)

Concern: Overhead of a CEO and an Executive Director

- New structure: CEO, no ED

Concern: Not enough focus on issues at Rose Villa

- 100% focus on Rose Villa, not North Star Management

Concern: Not addressing resident concerns

- Resident/Management Workgroups tasked with addressing Holleran concerns
- We'll have new management next year, and residents have strong presence on the selection team

Operational Concerns:

- Collaborative Workgroups formed for BOGS, Health Care, Dining, Marketing.
- Resident input on financial decisions
- New finance committee working with CFO
- Workgroups can influence budget priorities

Concern: Only one resident vote on RVI Board

- Council proposed vote for Vice Chair and Past Chair
- Board agreed to discuss option of Past Chair. One non-Council resident was added to the Board.

Concern: Resident Council Meetings

- Increased resident participation in Council Meetings
- Fewer oral reports - more discussion of issues

- Multiple AV and meeting formats
- Focus on preparing for meetings, caring about each other and collaborating better
- Council agendas and advance information one week in advance

Council Changes and Results--John Chapman

- Initiated the charter for work group collaboration with Councilors as co-leads
- Councilor plus additional Councilor-recruited residents engaged in workgroups
- Work Group integration with Councilor Functional areas has begun:

Work groups are not in the bylaws- finance committee was an early version of a work group.

The first task force was the Gift Fund Task Force – the outcome wasn't what the members wanted, but the Administration knew how changes would affect staff.

Work groups have had good collaboration with RV administration.

- Districts and District Meetings increase resident/Council communication and participation.

They are more intimate.

Need to have same meeting agendas across districts- working on this.

- Improved integration/communication between Council and the Council Exec Committee.

Health Care Workgroup—jude watson

Members: jude watson, Councilor; Erin Cornell, Director of Health Services; Jacob Fuller, Director of Nursing; Jerry Corn, resident; Kathy Phelan, resident; Vita Sorgi, resident.

Goals

- Create a collaborative work group of Health Staff and Residents.
- Review and prioritize Holleran Survey and Listening Session input.
- Determine top three issues for further evaluation.

- Brainstorm solutions.
- Make recommendations for solution implementation.
- Communicate progress to the community.

Outcomes and Accomplishments

- Identified priority issues. Three priorities out of 15 were gleaned from the Holleran Survey (42 pages of fine-print comments)
 - a. 24/7 Healthcare Employee Response.
 - b. Consistent, Clear, and Transparent Communication to include available services and costs.
 - c. Additional Social Work Time.
- Community updates added to Touchtown Health Services tab.
- A system for tracking community needs data collection established.
- Future Resident Presentation was reviewed for accuracy and updated.
- Bi-monthly Health Topic presentations have been started.
 - a. July – RV Health Emergency Response.
 - b. September – Avencia Services and related costs.
- Expanded clinic hours to include Sundays.

Challenges

- RV resident health record system updates. To make it easier to transfer to Madrona Grove.
- Budgeting – how to fund additional services without increasing fees.
- Dedicated Clinic work survey.
- Equipment to assist patient off the ground if deemed appropriate by nurse.
- Reevaluate our priorities and needs after the next Holleran survey.

More Information Contact: jude watson Phone: 503-380-8486; Email: heyjudewatson@gmail.com

Dining Workgroup—Margi Brown

Members: Pam Horan, Food Think Tank members.

Goals

- Provide resident members an opportunity to generate ideas and share resident feedback with dining staff, as well as relay questions to and from residents.
- Dining staff members generate ideas, share information, initiatives, and changes, and seek input from resident members to facilitate decision making.
- Since the Food & Beverage Think Tank was already working on issues raised by the Holleran Survey, the Resident Council Dining Work Group decided to combine the two groups, resulting in an expansion from 10 members to 28 interested residents.
- The Work Group meets approximately every other month or as needed.

Accomplishments

- Food & Beverage staff have paid careful attention to the issues raised by the Holleran Survey and have been instituting those changes this year that could be instituted with current scheduling and staffing.
- Provided residents with a survey, as well as a listening session at the beginning of the year for additional feedback.
- Harvest Grill adjusted hours to open at 10:00 AM instead of 11:00 AM, based on resident feedback.
- They have tried to incorporate more healthy items in the menu which include vegetarian, vegan, and dairy-free options, as well as incorporating a greater variety of vegetables.
- Happy Hour returned the first of the year with complimentary wine, a non-alcoholic option, and food.
- Madrona Café opened on weekday mornings from 8:00-11:00 AM, which has helped with the request for breakfast service.
- The Green Team and other resident community gardeners have agreed to grow zucchini and tomatoes for the kitchen. Food & Beverage also began ordering produce from a local, organic farm, Flying Coyote Farms, when available.

- At the request of residents, a system for recycling cooking oil was instituted. See *The Scoop* for more information and other updates and tips.

Challenges

- Work to reopen the Heirloom room as a reservable space The hope is that the space will be ready to be used by the holidays.
- Issues involved with the acoustics in the Harvest Grill are under consideration. An acoustical engineer will evaluate what steps can be taken in the short and long term to improve the acoustics.

For more information, contact: Margi Brown: Email: margibrown42@gmail.com
Phone: 503-652-3126

BOGS Workgroup (Building Operations, Grounds, Security)—Linda Stern

Members: Linda Stern, Eric Shawn, Al Levit, Mayo Marsh, and Jo Berry, with Kofi Dah and Jim Willeford as staff liaisons.

Goals

- Resident/staff work group to work in collaboration to address issues identified in the Holleran survey
- Three initial areas on which to focus, as identified by the work group:
 - a. work orders
 - b. communication
 - c. maintenance

Accomplishments

- Increased communication and respectful interaction between staff and resident members of the work group
- Assisted with initial introduction of the WorxHub system
- Provided input into development of routine maintenance schedule for resident yards and other areas

- More frequent communication between staff and all RV residents (primarily through e-mails)
- Use of monthly RV newsletter to share BOGS information

Challenges

- The work that the work group has done so far is not complete. These are long-term issues and this area will need on-going attention in the future.
- WorxHub – existing problem areas are: IDs, process for getting into WorxHub, smoothing out various internal WorxHub communications
- Maintenance issues are long term and need to remain fluid to adapt to current conditions (staffing, contractors, weather, etc.)

Challenges

- Contractors – The need to find contractors that have the capacity/skills to do the work and that meet requirements/expectations within budget constraints; contractors need to be more closely supervised by RV staff.
- RV staff training and supervision should be ongoing to deal with new technologies and to ensure adequate and equitable treatment to residents.
- Communications – continue efforts to improve staff/resident communication and reduce the perception of “them vs. us.”
- Other challenges of a more general nature:
 - a. variety of resident expectations
 - b. limited financial resources
 - c. staff turnover
 - d. reliability of vendor services and supply chains

What has changed?

There’s a more cooperative feeling and more open communication on campus between staff and residents

For more information, contact Linda Stern, Council liaison for BOGS:
lindamstern@comcast.net (503) 473-3616 (cell)

Marketing Work Group-- Shirley Smalley

Members: residents Shirley Smalley, Molly Holsapple, Becky Gish, Jan Wainscott, and Cindy Brown, with staff members Jennifer Werdel, Molly Watts, and Kenzie Williams.

Goals

Identify marketing-related issues from the Holleran survey and Listening Sessions and prioritize the top three.

- Report progress made through 6/30/2023.
- Continue work on remaining issues.

Accomplishments

- Committee reviewed data, and identified and sorted issues.
- Issues identified:
 - a. Marketing messages to prospective residents can be incomplete or lacking in important detail.
 - b. General communication style of Marketing staff is a concern of many in the community. Communication style engendered lack of trust because things weren't as promised. Also showed lack of respect. Promises made and not kept. No apologies. New residents still angry after one year.
 - c. Non-Marketing issues requiring attention by others.

Outcomes and Accomplishments

1. Marketing launched a six-part series of "Learn More" with correct information
2. Marketing revised its Life Plan 101 deck to focus on community life and residents first, specific homes second.
3. Management revised the pre-move-in process to include a mandatory handbook review with the director and a financial meeting with the CFO.
4. Management, with input from residents, revised the Transitions binder, reducing the content by about 50%, to focus on information needed around move-in date.

5. Management held the first-ever summer tour of six classic cottages and gardens. Classic cottages are more likely than apartments in the Phase 3 buildings to become available in the near future.

6. We have improved communication with the Marketing team.

7. We have identified issues that are not the responsibility of Marketing. Example: requiring a 48-hour response time when a prospective resident is offered a specific home is a corporate policy to maintain high occupancy rates.

Challenges

- Continue to work with Marketing on communication issues. We know that current residents are the best marketing tool.
- Continue to watch for non-Marketing issues that are perceived to be Marketing issues and refer them to the appropriate entity.
- Continue to work for a more collaborative relationship with the Marketing team and the broader Marketing Advisory Group.
- Continue to attend various events presented to prospective residents to evaluate factual information and watch for errors or omissions.
- Prepare for the second Holleran survey.

For more information, contact Shirley Smalley
e-mail: gramma6ts@gmail.com Phone: 713-818-9365

Ongoing Challenges Going Forward — Alice Hardesty

- Formalize continuation of collaborative workgroups
- Continue focus on transparency/collaboration
- Circle of communication/closure during repairs- status and completion.
- Clarify the resident role in providing input into the budget process; workgroups and residents need to be able to convey needs and desires.
- Revisit councilor Functional Areas of Focus – are they necessary if we have work groups? Work groups may need to be recognized committees, which requires change to Bylaws.

- Increase resident engagement with the Council. Are residents *attending* or actually *engaging*? District meetings are a good way to engage. This needs to be tested—has district input been brought to council and engendered changes?
- Coordinate district meeting agendas. It would be ideal for districts to meet after the upcoming council meeting agenda is published, and discuss those items in district meetings before the actual council meeting occurs.
- Re-establish Resident-Board dialogue; there has been none since December 2022, except for CEO search events.
- Establish collaborative relationship with new CEO

Looking Forward: Steve Morris

- We'll have a second Holleran survey in October. In the first survey results, Rose Villa ranked very low compared to 318 other communities.
- With all the follow-up activity after the first survey, we hope results will be better in the second Holleran survey. There's been a lot of collaboration so far.
- But there is certainly more work to do
- Remember: resident Voices matter! Participation last time was outstanding: 89%. There are different issues on peoples' minds—the survey allows that input in the comments section. So be sure to complete Holleran survey #2!

Resident Feedback/Input and Council Responses

Judy Francis: Recognizes a lot of work done by council. Optimistic compared to few years ago. Thank you to staff who listen to us grumble all the time.

Suzie Matranga-Watson: Thank you for all the work. There have been big changes. Anger before. The work the Council has done is making changes for all of us.

Carol Brownlow: What's happening to the other 12 issues that weren't among the top three in the Health group? jude watson: will look at new feedback and compare and re-prioritize. Please fill out comments in survey or send e-mail to Councilors. E-mails will be included in deliberations.

Brenda Culhane: Why didn't new people get to fill out a Holleran a few months later? Steve Morris: Things got busy, and didn't follow through as promised. New Holleran survey has 10-12 questions specifically for new residents this time.

Bill Rector: BOGS has been carrying out so many tasks in the last months. Thank you. Steve Morris: a lot happening in dining and health, too.

Diana Stallard: It is trying for admin and staff to go through this process—how have we thanked them for collaborating? Steve Morris: Thank you...

Barbara Coenen: Eleanore Hunter had noted that residents wanted a new CEO who was a leader not a manager. The Holleran survey showed that we didn't need the position that Tina Moullet held. But we're adding more work to managers. How can we have increased expectations without having a CEO that also manages?

Steve Morris: it is interesting to say a CEO is a leader and not a manager. I've been a CEO. The CEO will have to assess management resources- a CEO really has to manage the organization. Barbara Coenen: Eleanore Hunter said that was the feedback from the community- that they didn't want a person that was going off and doing other things. Eleanore Hunter: this might be an issue of semantics. I'm remembering a focus on operations, not vision. That's a clarification (applause).

Jim Willeford: (re: more work for managers) I'm not overwhelmed—my job is getting easier as systems and processes become routine; then the areas of my focus can change. It's better today than it's ever been.

Judy Francis: This is a good time to put in a plug for Employee Gift Fund.

Paul Wathen: The Gift fund balance is almost 2x what it was last year! (applause)

Kate Dins: Challenge especially with a new CEO coming. The collaboration between Council and management is still fuzzy. Does the Council serve as a "check and balance"? An interesting dance between the two. We need to spend time to figure out what is responsibility of residents, residents on Council, and the administration.

Marilyn Gottschall: The nominating committee is not fully formed. Looking for 3-4 new Council members. It has been an amazing year, and next year is going to be an interesting and exciting time to be on the Council.

Leanne Kerner: Need clarification of resident input into the budget process— she always understood residents weren't involved in the process. How would a resident provide input? Steve Morris: Work groups' input goes up the chain to Angela.

Admin learns what is important to residents to decide on budget trade-offs. Alice Hardesty: there's no formal procedure for residents to provide their input. Bill Rector: residents can provide input to the Finance committee and to three councilors who attend board meetings. Paul Wathen: work groups are excellent way to affect the budget process because resident concerns are being expressed directly to staff. Right now, Angela is meeting with department heads who got feedback from the work groups.

Cathy Schwabe: I was on the Finance Committee in the past. Looked at *wants*, and put out a survey for resident input to prioritize the top three. It would be an effective way to take ideas from the work groups and see what the resident body thinks. This is a different way for residents to participate (applause).

Joe Eusterman: This meeting represents a terrific organization here at RV. We need to thank one person- we owe a great deal to Vassar. I know we all wish her well. (big applause)

Diana Schaffer: Three of us were off-campus for 4 months (Diana, Leanne Kerner, Alice Hardesty). We're extremely grateful to residents for their support. The Resident Council helped us in many ways.

Someone: Harvest Grill and staff are wonderful.

Pam Duren: It would be good to invite people who know what's been done before. There's value in not recreating something that existed or was tried before. It's good to consult people who've been here a while when a "new" idea comes up.

Jack Duren: regarding the Harvest Grill staff- next Monday (September 11) is server John Wallent's last day—farewell celebration 4-5 (CORRECTION: 2:30-3:30). He's been so much fun.

Steve Morris: The Holleran survey result for wait staff training was in the 93rd percentile.

Announcements:

Suggestion Box: Bill Rector

There were three (3!) suggestions. One was to water the grass in the triangles on Wild Rose Drive. Another was about reviewing current Rose Villa values as stated on the website: "Start with yes" is actually too much like "Yes, we have *no* bananas." And the grassy area at the nearby school could be used for Rose Villa activities on the weekend.

South District Open House: Ann Watt: Saturday, Sept 30, 11-2— Open House and Garden Tour. 18-20 residences. Corinna Campbell made a flyer and map. This may motivate other districts to do the same.

Report from Administration

There was no report this month.

Madrona Grove Report

September 2023

Madrona Grove is buzzing with activity once again now that Covid has calmed.

This month there will be an all-day trip to Seaside on the RV bus with friends and family on the 22nd. Fun day of salt air, walks/rides along the promenade, lunch and a lazy ride home in time for dinner.

Backing up a bit, on September 15 (next Friday) will be a Fancy Dress Up Dinner in Fernwood and Larkspur for all residents. There will be decorations, black table clothes, and red roses. A special menu of chicken cordon bleu etc., with a lovely desert! This will give everyone an opportunity to dress up and feel festive and have a delightful time together.

On the 29th at 3pm, Marianna's dad and famous story teller Ken Iverson, will be coming **in person** for the first time in three years to share his wonderful, fun and amazing stories with everyone. All (independent living as well as Madrona Grave folk) are invited attend. You really don't want to miss a chance to hear and see Ken in person! It will take place on the first floor, Fernwood.

Independent Residents are always invited to join in to activities and there are so many to choose from.

Last month we a few of us took part in the first "ice cream truck extravaganza!" We were dressed up with bow ties, ice cream hats and aprons, outfitted with a cart filled with music and multiple choices of treats delivered room to room to delight residents! we were not sure who enjoyed the event the most, the volunteers or the surprised residents.

Volunteers are always appreciated to assist with the many happenings. Do you enjoy art/craft projects, gardening both outdoors and inside, singalongs and tele travel are just a few opportunities available each month? Give Marianna Iverson a call or drop her a line; she'll help you find just the right fit. Take a look at the monthly calendar to find the things you enjoy the most!

Norma Martin

Residents' Association Council

Financial Report

August 2023

	Beginning Balance	Revenues	Expenditure	Ending Balance
Garden Committee	3,525	0	0	3,525
Choir	1,523	0	0	1,523
Wood Shop	6,575	125	229	6,471
Treasure House	1,945	5,624	0	7,569
Sewing & Craft	878	105	0	983
Library Committee	3,306	0	0	3,306
Green Team	2,053	0	0	2,053
Sunday Suppers	180	277	178	279
Community Activity Fund	7,189	0	0	7,189
Total	27,174	6,131	407	32,898



**Resident Association Council
Budget Report
August 31, 2023**

	ANNUAL BUDGET	FIRST OF MONTH	SPENT THIS MONTH	END OF MONTH
District Meeting Support	600	555	30	525
RVRA Annual Meeting	400	400		400
Annual Council orientation	300	300		300
IT expense	500	416		416
Administrative expense	500	248	100	148
Contingency	200	180		180
Total	2,500	2,099	130	1,969

HOLIDAY FUND COMPARATIVE BY MONTH

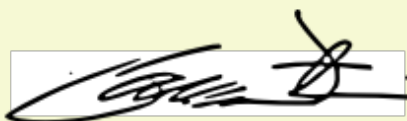
	2023	2022	VAR
Jan 1	1,736	2,665	(929)
Jan 31	6,078	3,235	2,842
Feb 28	9,314	7,288	2,026
Mar 31	12,856	8,993	3,863
Apr 30	15,116	11,556	3,560
May 31	17,396	13,583	3,813
Jun 30	30,753	17,363	13,390
Jul 31	33,043	17,853	15,190
Aug 31	38,512	21,254	17,258

**Rose Villa Residents' Association
Treasurer's Report**

For the month ending August 31, 2023

Employee Holiday Gift Fund

Beginning balance		\$33,042.76
Deposits and other credits	\$5,469.00	
Checks and other debits	<u>\$0.00</u>	<u>\$5,469.00</u>
Ending balance		\$38,511.76
Checks outstanding		\$0.00

 Treasurer