

Rose Villa Resident Forum

Tuesday, September 19, 2023

Employee Anniversaries

Celebrating **ONE YEAR** with Rose Villa:

- Lani Russell, CNA, Madrona Grove
- Angie Sharpe, LPN, Madrona Grove
- Stephanie Carstens, RN, Madrona Grove
- Horizon Mayer, Avencia Care & Staffing Coordinator, Avencia
- Diana Hernandez, Environmental Services Manager
- Rick Hamell, IT Director

Celebrating **FIVE YEARS** with Rose Villa:

- Mark Kealey, Building Operations Tech, Facilities

Celebrating **TEN YEARS** with Rose Villa:

- Roberto Cacho, Madrona Grove Cook, Food & Beverage
- John Scott, Building Operations Tech III, Facilities

Welcome New Employees

- Harbor Spicer, IT Tech, Tech Services
- Jason Witt, Transportation, Courtesy Services
- Alex Beadle, Night Building Operations Tech, Facilities
- Gloria Hoffman, Server, Food & Beverage
- Ryder Hom, Server, Food & Beverage
- Daynin Hernandez, Server, Food & Beverage
- And we are pleased to welcome back Louise Albrecht, RN, to the Clinic. This means the Clinic can be open seven days a week! See Touchtown for updates and hours.

Welcome New Residents

Kirk and Molly Beiningen moved into Schroeder Lofts apartment #8103 on August 17, from Milwaukie, OR.

Hobbies & Interests: Kirk – Family histories, sons of Norway; Molly – Music, puzzles, crosswords, baking, sewing.

Former Occupations: Kirk – Fisheries Biologist; Molly – Music and Movement Teacher. Their phone number is 503-905-5070.

Carol Baumann and Larry Duckwall moved into Classic Cottage #56 on September 5, from Portland, OR.

Hobbies & Interests: Carol – Gardening, walking, art. Larry – Reading, walking.

Former occupations: Carol – Librarian; Larry – Librarian.

Their phone number is 503-652-3056.

Linda Abbey moved into Classic Cottage #253 on September 12.

Hobbies & Interests: Photography, gardening, woodwork.

Former Occupation: Commercial Fisher.

Her phone number is 503-652-3253.

George and Donna Converse moved into Classic Cottage #316 on September 14.

Hobbies & Interests (for both): Gardening, Birding, Folk-Dancing, Singing.

Former Occupations: Donna – Elementary School Teacher; George – College Professor at SOU.

Their phone number is 503-652-3316.

Announcements

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

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!

Here's the question:

Can guests use the pool any time they want?

A – Yes! They are free to come and go as they please.

B – Yes and No! Guests have 24/7 access to the pool, but they must always be accompanied by their resident host.

C – No! Nobody except residents and staff can use the pool.

(Answer – B! Guests have 24/7 access to the pool, but must sign a liability waiver and must be accompanied by their resident host at all times. More details on page 46 of the Handbook.)

Cheryl Franceschi is here with information about the Rose Villa Foundation.

- Thank you to those residents who have filled out the financial information form. If you have questions, please contact Cheryl or Angela.
- Listen & Learn Happy Hour on Thursday, September 21. RSVP to Cheryl.
- Mark your calendars: Frightfully Delightful Trivia Night on Friday, October 27. Look for information coming out soon.

What's New Around Touchtown? Every month, we feature an icon or refresh information about Touchtown. This month, we'd like to show you a new section under the Flyers icon.

As part of revamping Touchtown, we are now uploading ALL flyers under the Flyers icon. There is a new section for Wellness flyers! You can still find calendars and class descriptions under the Wellness icon, but check the Flyers icon for René's activity and event flyers.

Jan Wainscott is here to talk about the upcoming Walk to End Alzheimer's. Contact Jan for information about joining the RV team and Walk to End Alzheimer's. Portland walk is at the Zoo on October 15. Rose Villa's walk is on October 16.

Cindy Brown gave information about the Resident Council Nominating Committee. Contact one of the Committee if you want to run for a position or know someone who would be interested.

CEO Search Update from Eleanore Hunter and introduction of James Munn from CLA, our new search firm. The presentation is attached to these Notes and posted on Touchtown under the CEO Search icon.

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

Q & A

Q1. Here is another suggestion to consider for a dog park in addition to the location on the former Bremik property at Schroeder/Courtney. There has been talk in previous years about Rose Villa wanting to acquire the undeveloped property south of the Oaks on Schroeder. We heard the owner did not want to sell. I think this acquisition would add to our “land bank” account for future RV projects, much like the recently purchased Torbank property. Sometimes money talks!

Can Rose Villa offer the owner a one-year lease arrangement for that property to let us use as a dog park? It may not take as much time or money as the Schroeder/Courtney lot would to make it useable for our purposes. This arrangement might give us a temporary fix, establish a more amenable relationship with the owner, and open doors in the future for possible purchase.

A. We have been interested in the property you mentioned for the past 12 years. The owner of that property has not been willing to talk to Rose Villa about selling, and did not respond to our most recent outreach. We remain interested in this property for all kinds of reasons. We can certainly ask if he would entertain a lease option, but the potential liability on his part would likely not make this a very attractive option. How much would you be willing to pay to allow dog-owning residents to walk their dogs on that property? Because, **if** we are able to get him to respond and also say yes, we would have to spend money to improve someone else’s property so we can then rent it from him to use for resident dogs. We are asking you to paws (pun not intended) until we have a new CEO in place, and think about what you want. With more information, the team can work on the Master Campus Plan effectively.

Q2. About a week ago I was stung on one finger by a wasp that had started a nest inside our outside storage unit on our deck. I saw Mike on campus later that day and asked if RV could spray. He did and we think killed them all.

Two days ago, I was visiting with another resident outside near the designated “surrey path” that ends on Schroeder where there are several trees and bushes. As we talked, several wasps were in the area. My friend was swatting at them, and I mentioned that I always try to ignore and stay calm in their presence. About that time, I felt a sting on my thigh and soon realized one was inside my pant leg and I was stung again. Since then, I had a reaction in these two spots and had a video visit with my doctor. While the area of both stings is large (about 6” x 8”) and very red and somewhat swollen, the clinician advised such stings usually peak within 48 hours and if you have no other severe symptoms, it should resolve itself in 5-10 days. I was given suggestions on how to relieve the itch, swelling, etc. and what symptoms might be a concern requiring immediate emergency aid.

I and others have seen several wasps on campus and know that some areas have been flagged and marked with warnings of wasps. I am asking that Rose Villa actively hunt for areas and campus, put out warning signs, and treat the areas, and to send out a health alert message to all residents and staff educating them on how to behave: not swatting at and to move away from the area while trying to stay calm. Explain the various kinds of stinging insects we might encounter and differences in stinging abilities of wasps, yellow jackets, hornets versus bees. For example, bees leave a stinger in the victim's body which can be removed and then it dies. Whereas the wasps, yellow jackets, and hornets do not die and can sting repeatedly. Also mention what the possible reactions can be from very mild to severe requiring immediate medical attention and what they can do for self-treatment.

- A.** Thank you for your questions and for providing information on how to behave around various types of stinging bugs! We do have an exterminator on site every Wednesday. The BOG team works hard to identify and mark off areas of wasp/hornet activity and ensures the exterminator takes care of them each week. If you see an area with nests, please inform someone from the BOG team or, better yet, submit a work order for its removal.

If anyone is stung by a stinging insect, the following are recommendations from the Mayo Clinic for mild reactions:

- Move to a safe area to avoid more bites or stings.
- Remove any stingers.
- Gently wash the area with soap and water.
- Apply a cloth dampened with cold water or filled with ice to the area of the bite or sting for 10 to 20 minutes. This helps reduce pain and swelling.
- If the injury is on an arm or leg, raise it.

- Apply to the affected area calamine lotion, baking soda paste, or 0.5% or 1% hydrocortisone cream. Do this several times a day until your symptoms go away.
- Take an anti-itch medicine (antihistamine) by mouth to reduce itching. Options include nonprescription cetirizine, fexofenadine (Allegra Allergy, Children's Allegra Allergy), loratadine (Claritin).
- Take a nonprescription pain reliever as needed.

If the swelling gets worse, the site shows signs of infection, or you don't feel well, contact your primary care provider immediately. Call 911 if even one or two of the following symptoms of allergy/anaphylaxis appear:

- Trouble breathing
- Swelling of the lips, face, eyelids or throat
- Dizziness, fainting or unconsciousness
- A weak and rapid pulse
- Hives
- Nausea, vomiting or diarrhea

Q3. A second Holleran survey is approaching. From my conversations with residents, numerous posts on our resident-only RV Chat site, the loss of Andi, more contracting out of services, the poor communication on window washing/deck cleaning/ painting, the satisfaction level of management at all levels has not much improved. This would be a golden opportunity to do some PR work. Informing all residents that there is an ongoing extermination schedule for stinging insects, for example, lets us know you are looking out for us, that you are being proactive, and that this is a valid expenditure benefiting everyone and funded through our monthly fees. I would point out that residents are extremely worried about the percentage of the 2024 monthly fee increase. Last year's 7.75% increase was a real shocker. Score some points (on the survey) when you can!

A. There's a lot to unpack in this question – a reference to the Holleran survey, satisfaction with and/or trust of management, and resident fee increases. I'd like to tackle those one at a time. While I am the person sharing the answers with you today, I think it's important for everyone to know how we as a management team try to respond to all questions from residents.

Vassar, Erin, Jim, and I meet every other week, but we are also in contact on a daily basis. When questions are posed to one of us that may overlap into another person's primary focus area, we ask for input. Many of the responses you hear to questions at the Forum are answers that all of us have contributed to shaping.

With that in mind, the following answer is primarily taken from Erin Cornell's email response to the resident posing this question – or comments. I thought Erin's response was right on point – I **have** summarized certain points and added a few thoughts.

It is our impression from these comments, and similar comments we have heard from other residents, that some residents think our management team is concerned with “earning points” in the survey or that we should be timing decisions that we make or information that we share in order to have the greatest impact on our survey scores. That is absolutely not how our management team operates. Our management team is and always has been focused on making good decisions for the well-being of our community – in both the short and long term. We are not politicians seeking reelection and trying to game the system so that we get good PR right before the big vote.

We have heard that some residents are trying to start a movement to vote low or tank the resident satisfaction survey to show that they are upset about management's decision to terminate Andi Tjan's employment. We want you to know that we are already aware that some residents are upset, sad, or angry about this.

The cost of the survey is \$7,500. Does it make sense to waste Rose Villa resources by purposely skewing the results to somehow make a point? Instead, I am hopeful that we will get thoughtful, constructive feedback that we can use to improve our community and create a bank of knowledge that will benefit our new CEO.

On the topic of fee increases:

Everyone, every single manager at Rose Vills, is well aware that residents do not want their fees to increase. But resident fees are going to increase. You may be interested to know that many of our colleagues in other like communities are shocked at how **LOW** our fee increase was last year.

At the August forum, I shared an overview of budgetary pressures we are facing this year. Our insurance premiums are going up massively (double digit increase) – approximately \$80,000. Same with our water and sewer bills – approximately \$72,000 higher than last year. Our employee medical plan raised our rates 25% (we are trying to find another medical plan option). Wage pressures have increased in this tight labor market – which means we **MUST** pay higher wages in order to have staff here to provide the services residents want. Food costs have gone up

(I'm sure you have noticed this at the grocery store as well). Fuel costs have gone up. Our property taxes will increase by \$130,000. The list goes on.

My hope in sharing that information last month and again today is that you will not be shocked when the 2024 fee increase is shared in November, even if that fee increase is more than what feels comfortable in your budget, which is very likely.

Our managers are working very hard on the budget. They were asked to bring feedback from residents and resident work groups about areas where residents see a need for additional or enhanced services. The total estimated cost for those additional requests was over \$700,000. At the same time, managers are trying very hard to find places to save money. Obviously, we won't be able to do everything. The truth is that the only way to avoid a fee increase of any magnitude is to drastically cut services. We cannot increase services (or even keep them the same) and also not have increases in fees.

Everyone at Rose Villa is working hard to provide efficient, cost effective services. We are working together to build a budget that keeps rates as low as possible. Providing the services you want now, while keeping an eye on our future needs. This is a difficult job and there are difficult choices. We are making those choices for the best interest of Rose Villa, not to score points on a survey.

In order for our community to function, there has to be some level of trust in the management team – trust that we are doing our due diligence and making good decisions for the success of our community. Success for our community also means resident satisfaction. I am not talking about blind trust – questions are always welcomed! But some level of acknowledgement that the Rose Villa management team is thinking critically about decisions to be made, is involving the right stake holders and outside experts, and on the whole is making the best decision with the information we have. I understand we won't always agree, but I am hopeful that our community can move forward with a shared promise of trust and respect.

Q4. We received a very thoughtful communication from residents expressing concerns regarding Rosebud Preschool and how it impacts our budget, and asking if a preschool is the best use of that space.

A. I appreciate that there are mixed opinions among residents about Rosebud, our Child Development Center. We hear your concerns about impacts on the budget,

and perhaps some uncertainty about how or if this programming makes sense for Rose Villa and our mission.

Rosebud operations are not considered when determining the resident rate increases – yet. The reason I say “yet” is that our forecasting model indicates that Rosebud will be a revenue generator. When that occurs, we will want to include that incremental revenue in our modeling as it will help to keep monthly fee increases as low as possible. As we do with all departments, we are monitoring Rosebud’s performance against expectations. If we believe that Rosebud will not reach the goal of being a revenue generator, then we will, of course, reevaluate the program at that time. Right now, we are still on track to meet that goal.

Q&A from the floor

CEO Search Questions

Q1. When the offer is made to the CEO, will there be a probationary or provisional one year?

A. There is typically a probationary period in all hires. Oregon is an “at will” state and Rose Villa has the right to make any changes.

Q2. Will we get information about the onboarding/integration process for the new CEO?

A. CLA is working with HR now to develop onboarding. It’s very early in the process, but there will be an integration plan in place. CLA will support HR and the Search Committee in all aspects of this process.

Q3. Regarding the six month timeframe, is there an update on Vassar’s timeline?

A. That is still under negotiation. As for the six month timeline, we are more concerned with getting the right CEO for Rose Villa and the process is about quality, not speed of hiring. James noted that Rose Villa is a great community with strong financials, the compensation package is fair, Rose Villa has everything going for it, and he expects exceptional candidates in the next few months. Eleanore noted that Rose Villa’s culture is well-known in the CCRC industry and the job posting is eagerly anticipated.

Rosebud Questions

Q4. When will Rosebud be open to Rose Villa employees' children?

A. It is already and has been from the beginning. In fact, one of the children currently enrolled is an employee's child.

Q5. What about the one-year wait that Vassar mentioned?

A. Not sure what that refers to, but likely that there would be a one-year wait before Rose Villa might subsidize tuition for employees' children. That is not going to happen in the foreseeable future.

Q6. Can you explain how Rosebud operates? Meaning how the wages for the staff are paid?

A. For the first three years, we will be using Rose Villa funds to pay staff. The model shows that Rosebud should break even in the third year, and be revenue-generating after that.

Upcoming Events

Avencia Informational Presentation and Q&A – Thursday, September 21,
11:00 AM – 12:00 PM in the PAC

What is this "Avencia" thing I keep hearing about? Come and see a presentation about Avencia In-Home Care. Learn what we can and cannot do. See how we can help you remain as independent and in your own home for as long as possible. We all need help sometimes. Let us help you! Q&A after a fact-filled presentation.

Readers Theatre Resumes! – Thursday, September 21, at 2:00 PM
in the PAC North

What's Readers Theatre? We read short plays each week - usually one act or about 15 minutes each. Plays are read from a script, so no memorization and absolutely no acting experience are required. Almost all of what we do is within the group itself, so you are NOT performing, just reading your lines.

Choir Practice Resumes – Friday, September 22, at 10:30 AM in the PAC

Did you always want to be in a choir but didn't think your voice was good enough?!

Think again! Join the Rose Villa Choir! Not sure yet? Come to the first rehearsal on Friday, September 22 and check us out!

Fall Remembrance Ceremony – Friday, September 22, at 3:00 PM in the PAC and on Zoom

Join us for a Remembrance Ceremony where we honor our friends and neighbors who have passed over the past few months. The Ceremony will be recorded and posted on rvillagers.org.

50s Film Series – Saturdays at 2:00 PM in the PAC North, beginning September 23

Resident and Film Professor Ken Nolley will preface films and follow up with a discussion afterward. See flyer on Touchtown for a list of films.

Healthy Aging Week! September 25-29. Join René Swar and celebrate Healthy Aging Week. See flyer for details.

Cardio with Hand Chimes resumes – Monday, September 25, at 10:00 AM in the PAC
Have you ever been to a Hand Chimes class? If not, now is your chance. Reading of music not required. Please sign up by contacting Miranda Manners, by Monday September 19, at ext. 3112 or at mmsmanners@gmail.com.

Meet the Staff: Kofi Dah – Monday, September 25, at 1:00 PM in the PAC North
You've probably met Kofi, and maybe even shared time with him at the African Film Festival. But have you asked him how many languages he speaks? And how he met his wife? Come join him and find out all kinds of interesting things about Kofi!

Treasure House Coat Sale – Tuesday, September 26, 8:00 AM – 5:00 PM
in the Club Room

All summer long the Treasure House has been collecting coats for our sale. Come and find raincoats, winter coats, children's coats, and all in between - over 50 coats to choose from! Bring your cash or charge to your Treasure House account. Questions? Contact Jennifer Allen at 503-539-0206.

Latin Music at the Tuesday Market – Tuesday, September 26, 10:00-11:00 AM in the Rec Room

Shireen Amini returns to the Tuesday Market! In honor of Hispanic Heritage Month, they will be playing a full set of Latin Music. Don't forget to bring your own bags while you shop for locally grown veggies. Donations benefit the Rose Villa Foundation.

Smith & Bybee Birding Trip – Wednesday, September 27, 8:00 AM – 11:00 AM
Take the Interlakes Trail to explore one of America's largest urban wetlands. You might find beavers, river otters, black-tailed deer, osprey, bald eagles and Western painted turtles. Enjoy another birding tour with resident favorite birding enthusiast, Patty Newland. The trail is paved and has benches for resting. Transportation will cost \$10.

Oktoberfest Dinner and Celebration – Wednesday, September 27, 5:00-6:30 PM on Main Street and in the Harvest Grill
Enjoy German food, beer, and a live brass band playing festive tunes! See flyer for details.

Classical Club – Thursday, September 28, at 3:00 PM in the Tranquility Room
Join classical radio host, Terry Ross, for an hour of expertly curated classical music! Due to a scheduling conflict, the September 21 session has been rescheduled. Please note the new time and date.

South District Home and Garden Tour – Saturday, September 30,
11:00 AM – 2:00 PM
Visit open homes in Trillium Townhomes, The Oaks, Rose Court, Classic Cottages, and the CAB. See flyer for a map of open homes.

Rose Villa Home Concert featuring Howard Wade – Saturday, September 30,
at 4:30 PM in the Rec Room
Enjoy acoustic guitar music in a casual environment with snacks and beverages provided.

Skyscapes Exhibit Reception – Wednesday, October 4, at 4:00 PM
in the Club Room
The Resident Art Show Group, a subset of the Visual Arts and Crafts Team, is pleased to announce the opening of a new show featuring the photography of Diedrich Dasenbrock. For this exhibit, we invite the viewer to enjoy the work of a single artist whose focus is on the cloud images he sees from his balcony in Schroeder Lofts. Please join us for the Opening Reception in the South Main “Main Gallery” to coincide with Happy Hour.

Wild Salmon Center Presentation – Friday, October 13 at 3:00 PM in the PAC
Members of the book club and the Green Team were fascinated by the book about environmentalist Guido Rahr *Stronghold: One Man's Quest to Save the World's Wild Salmon* by Tucker Malarkey. We contacted the Wild Salmon Center, an international organization with activities in the Pacific Rim (Rahr is President and CEO), and they agreed to provide a speaker who can give us more information and an update about their ongoing work. Please join us for a compelling lecture.

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.

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

October's weekly movies will center around DEIA theme of Ageism and will have some seasonal favorites. Popcorn is provided weekly. **BRING YOUR OWN BOWL.**

Feedback is always welcome; email Grey Davis at gdavis@rosevilla.org with any suggestions or concerns. See flyer for details.

The next **Resident Forum** is on Tuesday, October 17, at 2:30 PM in the PAC and on Zoom.



We'll get you there.

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Rose Villa CEO Search Process & Timeline

James Munn (NHA), Principal – Talent Solutions

James.Munn@CLACoconnect.com

September 19, 2023

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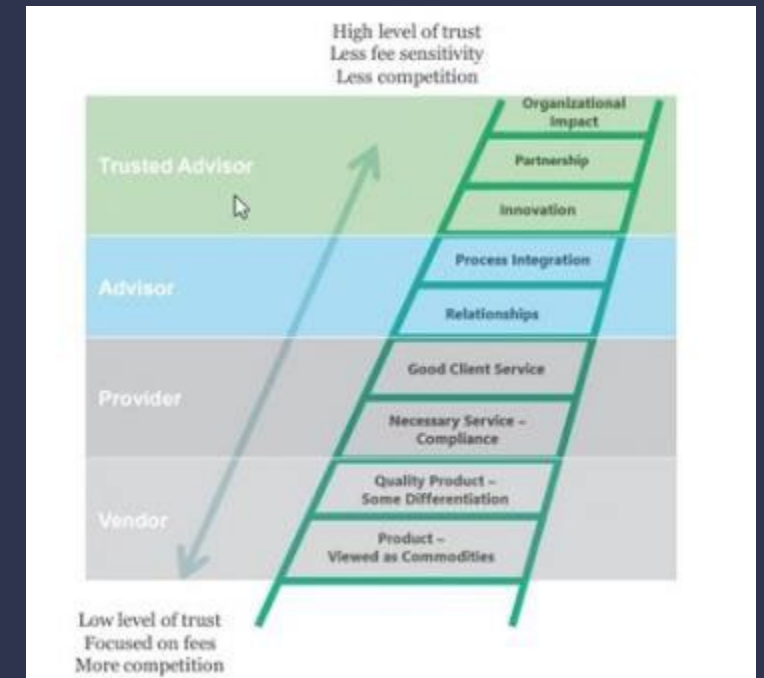
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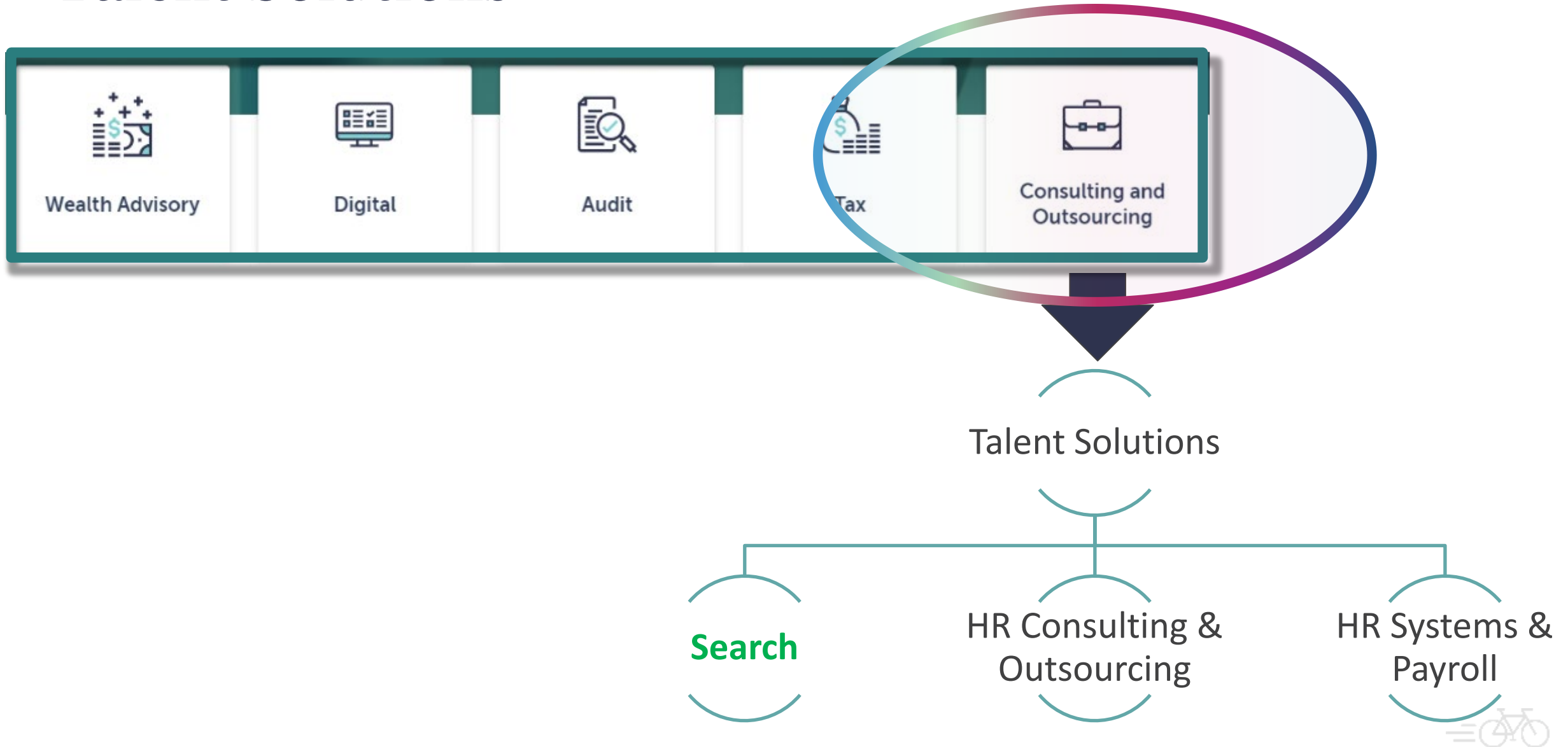
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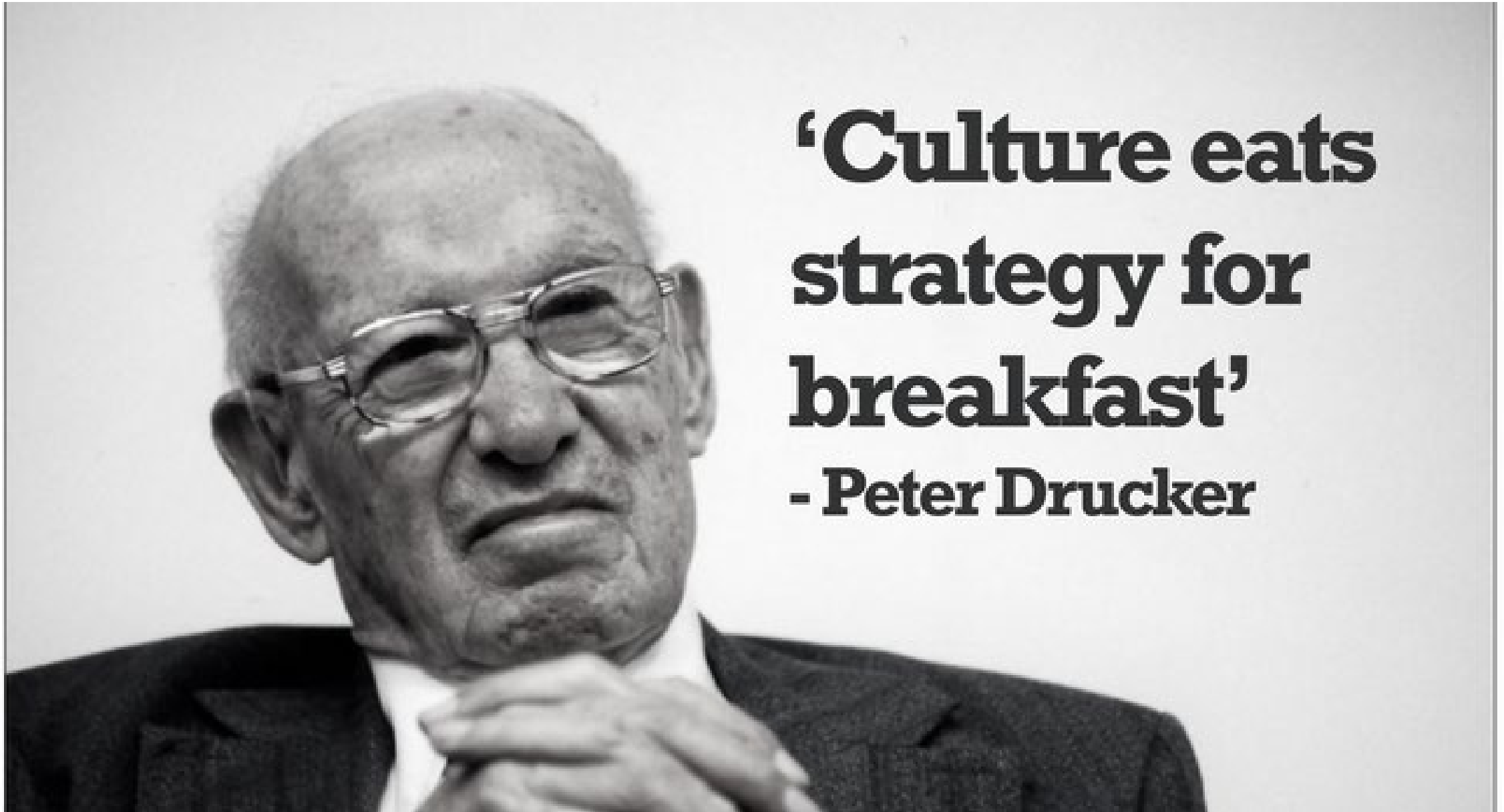
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- 60+ years in business
- 9,000+ employees
 - 1,500+ Principals
- 130+ locations
- \$2+ billion revenue
- 16 industries
- 20 service capabilities



Talent Solutions





**‘Culture eats
strategy for
breakfast’
- Peter Drucker**



The Search Process & Timeline – Phase 1 (2-3 months)

October, November, December

1. Met with Search Committee, senior leadership team, and Vassar (9/14) to understand the Critical Success Factors for the new CEO
2. Create a profile document to share with prospective candidates (this week)
3. Create the job announcement (this week)
4. Contact qualified/diverse candidates utilizing CLA and Rose Villa's networks (on average 300+) – **October & November**
 - Post the job (LeadingAge, etc.)
5. Screen, interview, reference checks (2)
6. Create/deliver candidate presentation and discuss/review top 5-6 candidates with Search Committee – **December**
 - Search Committee selects and interviews top 4



The Evaluation Process & Timeline – Phase 2 (1-2 months)

December, January

1. Search Committee selects top 2 finalists and presents to the Board of Directors
 - Work Behavior Assessment: <https://aai-assessment.com/products/work-behavior-inventory>
 - Emotional Intelligence: <https://www.genosinternational.com/emotional-intelligence/>
2. Welcome top 2 finalists to Rose Villa!
 - Formal + informal (TBD) interviews with Board of Directors + informal
 - Informal meetings to get to know staff and residents (TBD with Search Committee)
 - Includes feedback loops to ensure the Board of Directors receives feedback from all stakeholder
3. Board of Directors selects the CEO
 - Background checks
 - Final reference checks
4. Board of Directors Executive Committee and CLA offer the position to the candidate



The Onboarding Process & Timeline – Phase 3 (1-2 months)

February, March

1. Executive Committee and CLA offer the position to the candidate
 - Offer negotiations (salary, benefits, other incentives, start date)
 - Relocation support
2. *Offer Accepted*
3. Candidate gives notice to current employer
 - Typically, 30-90 days
4. *Candidate starts (may relocate to Portland)*
 - Rose Villa onboarding process
5. CLA follows up with CEO & Board, and continues to support Rose Villa and new CEO
 - We provide our clients with a 1-year performance guarantee



Thank You



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