



MEETING MINUTES

October 2023

Council Roll Call: Absent: Norma Martin; all others present.

Statement from the Chair: We will follow Robert's Rules of Order in this meeting.

Motion to approve the Minutes of the September Council meeting Motion to approve by John Chapman, Second by Linda Stern. Unanimous approval.

Rose Villa Management report (Angela Hansen and Vassar Byrd) Angela reported that Rose Villa is working hard on the proposed budget for 2024. She is meeting with all the managers to get their input. This budget will be the most comprehensive in our history. However, there are still multiple marketing pressures on us.

Rose Villa Board Meeting report (Cindy Brown) Cindy reported that the CEO Search Committee is emailing updates to the residents and will give an update on their progress at the October Resident Forum. The Sales and Marketing report said 260 of the 262 homes are occupied. Lastly, a new Board member, Dan Steffey, was added to the RV Board.

Rose Villa Foundation (Don Lehman) As the Foundation enters the final quarter of 2023, the Board is busy planning and budgeting for the work we will accomplish in the coming year. At our December board meeting we will be welcoming several new board members whose term of service begins in January 2024. There are some terrific Rose Villa community members that have indicated a desire to join the Foundation Board, and we are thrilled to have them joining the team.

Foundation Activities, Presentations & Events –

- On October 18, the E&E committee will start a two-part facilitated book discussion led by Dr. Brenda Marks on the book "Brain Rules for Aging Well

10 Principles for Staying Vital, Happy & Sharp” by author John Medina. Attendance is limited so please contact Resident Services to reserve your spot. The second session will be held on November 15th.

- On October 24, author Rosalys Peels RN, who wrote “Mike and Me”, will share her presentation on Caring for a Spouse with Alzheimer’s at Home.
- Then on October 31, just in time for Halloween, Rose Villa favorite Kevin Yell will present Kicking Out the “Old Ghosts” for Halloween.
- On the evening of November 8, the Foundation’s annual Legacy Society Dinner will be celebrated at The Hive Social in Oregon City. Please RSVP to Cheryl Franceschi by November 1.
- And last, but not least, please mark your calendars for the fabulous RVF Frightfully Delightful Trivia Night to be held in the PAC on Friday, October 27, at 6pm!!

Rose Villa Madrona Grove (Norma Martin) Leanne Kerner offered her thoughts on volunteers in Madrona Grove and encouraged all residents to find the time to volunteer. October activities are in a pdf file and she will send them to you if requested.

Treasurer’s Report (Paul Wathen) Copies of Paul’s four financial reports are attached as Attachment A)

Agenda - New Business

Holleran Survey Committee (Steve Morris and Marilyn Gottschall) Jude Watson began by giving us a brief explanation of Holleran. The first year we used them to survey residents was 2022. This was a result of the “Let’s Talk” program. We had an 89% response and learned a lot from the survey. However, our satisfaction scores were lower than 99% of the other compared communities. We are hoping the poor results will be improved this year. Post survey “listening sessions” led to formation of work groups to address the three biggest problems in each department. Lots of good things happened this year as a result of the survey and we hope residents will remember that. Vassar Byrd said that we are looking for information, not just better scores.

Cindy Brown then discussed this year’s survey. Management has agreed to give us a two week delay so that we can discuss the survey with residents and answer questions from them. The survey will take the pulse of the entire community at once. Schedule is as follows: Survey opens on October 16. Complete it by November 5

electronically and on paper by October 30. Basically, it is the same questions as last year except additional ones for people who were just moving in (May 1 or later) last time and did not get to respond to the survey. Madrona Grove residents will fill out a separate survey.

Holleran will process results in December and return a report to Rose Villa. Quantitative results will be released in late January. Last year both quantitative and qualitative results were released to residents. Angela explained that Rose Villa wants to share the information without any bias and retain confidentiality. She feels that constructive negative comments can add value but personal or ad hominem attacks do not. So all the "raw data" (i.e., comments) will not be shared with the resident community. However she has committed to providing full data plus a summary of positive and negative comments. If 20 people have the same comment, it will appear only once but with a number (20) so we know that it was not just one comment. She says RV will not be limiting comments but using those that benefit a path forward.

While the comments will not be shared as raw data with the community or the Board, the RV Board can request to see them if they do not feel the synopsis provides a fair representation. The Resident Council has one member and two representatives on the Board. IF the board requests the raw data, those members could get to see it.

Cathy Schwabe said that she is happy we are doing the survey but thinks that not sharing raw comments is not a good idea. She suggested that a small group of residents be added to the team that is addressing the comments and consolidating them. Vassar says they are planning to ask Holleran to do it. Alice Hardesty asked how a group of managers will do this if Holleran does not. Angela said they are not censoring but sorting the comments and only planning on taking out hurtful comments or those that are personal. The Rose Villa team that is slated to do this work is Vassar Byrd, Angela Hansen, Jim Willeford, and Erin Cornell.

Judy Wathen suggested that we have worked hard to collaborate with management and establish trust but this decision may undermine that. She suggested that residents keep a copy of their survey response so they can see if their issues were addressed by management. Angela thought this was a great idea. Judy Francis commented that she appreciated all the work being done on the survey.

Nominating Committee (Marilyn Gottschall) As chair of the Nominating Committee, Marilyn explained the process to us. Each candidate will do a brief video so residents can “meet” them. Residents will be able to vote for a Councilor in their District plus everyone will vote on the Vice Chair. Nominations will be accepted until October 22. Ballots will be out on November 7. Contact any member of the Nominating Committee (Bill Rector, Louise Williams, Cathy Schwabe, Steve Morris, Diana Stallard, and Marilyn Gottschall) with questions. (A copy of Marilyn’s slide is attached as Attachment B.)

ByLaws Committee (Steve Morris) Steve reviewed the various groups and/or functional area assignments that we currently have. He said the ByLaws Committee met and worked on a solution to the overlap and possible confusion. However, he suggested that we will shortly have new Councilors, a new Vice Chair, and a new survey. It would be best to wait until this is all completed before we tackle how to refine the current groups and assignments. (A copy of Steve’s presentation slides is attached as Attachment C.)

Statement from the Chair re Andi Tjan Cindy briefly spoke about her statement in the agenda. She noted that there were lots of good comments from residents on RV Chat. There were no comments or questions.

Meeting with Consultant Terry Busch (Cindy Brown) Cindy told the group that we still have a credit with our Consultant and suggested that a meeting with him might be helpful. She asked the Council for their thoughts. Jude suggested that she was in favor. She believes that his past work has helped us improve our communication process. Gretchen agreed but wants to wait to have a meeting after the new Council and Vice Chair are elected and can be included. Bill Rector made a motion to set up a meeting and include both outgoing and incoming Councilors and Vice Chair. Gretchen Holden seconded. Unanimous approval.

Announcements (Gretchen Holden) Gretchen reminded us that Events is doing really well and that they are rolling out Chamber NW musical performances. As part of the “Protege Project,” a violinist and a pianist will perform on October 13 in the Rose Villa PAC from 6:00 to 7:00. See Touchtown for further details. The group is also working with Willamette View to improve collaboration..

(Jude Watson) Jude made a request that written reports be sent to Councilors ahead of time so that Council can read and then ask questions at the Council meetings. She is willing to work with someone to draft a motion on this suggestion.

Suggestion Box (Bill Rector) Bill said we had one written suggestion this month. Hire an arborist to check trees, prune and treat for disease as needed. Angela says that Rose Villa is looking for one who is available and in our price range.

Announcements: (Bill Rector) Winery tour this Friday. Sign up if you are interested. Tuesday Market only has one more week to be open this year.

Adjourn 2:48 p.m.

Written by:

Felicia Kongable and Joncile Martin

A huge debt of gratitude to Felicia for taking over the Minutes in September and co-authoring with me in October. It is hard work but she did a marvelous job with it. Hopefully, I can do it by myself next month.

Attachment A

Residents' Association Council

Financial Report

September 2023

	Beginning Balance	Revenues	Expenditure	Ending Balance
Garden Committee	3,525	0	63	3,462
Choir	1,523	0	0	1,523
Wood Shop	6,471	728	41	7,158
Treasure House	7,569	5,606	0	13,174
Sewing & Craft	983	0	0	983
Library Committee	3,306	0	0	3,306
Green Team	2,053	0	200	1,853
Sunday Suppers	279	433	278	434
Community Activity Fund	7,189	0	0	7,189
Total	32,898	6,766	582	39,082

Rose Villa Residents' Association

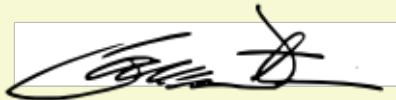
Treasurer's Report

For the month ending

September 30, 2023

Employee Holiday Gift Fund

Beginning balance		\$38,511.76
Deposits and other credits	\$8,063.55	
Checks and other debits	<u>\$0.00</u>	<u>\$8,063.55</u>
Ending balance		\$46,575.31
Checks outstanding		\$0.00



Treasurer

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
Sep 30	46,575	25,497	21,078



**Resident Association Council
Budget Report
September 30, 2023**

	ANNUAL BUDGET	FIRST OF MONTH	SPENT THIS MONTH	END OF MONTH
District Meeting Support	600	525		525
RVRA Annual Meeting	400	400		400
Annual Council orientation	300	300		300
IT expense	500	416		416
Administrative expense	500	148		148
Contingency	200	180	106	74
Total	2,500	1,969	106	1,863

Why Run for Council?

It's a time of change: A lot has happened this past year, and we need to keep up the momentum.

2024 will be a historic year of opportunity: We'll have a new CEO next year, and that's an opportunity for the Council to establish a collaborative relationship with a new administration lead.

With new Bylaws and Workgroups the Council is even more effective

The Council is making a difference: From the Holleran Survey to workgroups to District Meetings, the Council is having an impact on resident lives.

There's always more to do: You can be a part of the next chapter of change by running for Resident Council.

Participating is a gift to the Community: a way to contribute **It's an opportunity to make a difference** in what happens at Rose Villa

We need diverse points of view on the Council to represent this community

Help us shape the future - run for a Council position!

Election Schedule

Oct. 22 - Nominations close

Nov. 7 - Presentation of Candidates - Council meeting

Nov. 7 - Ballots come out; Candidate videos available

Week of Nov. 13 - Annual meeting

Attachment C

Bylaws Committee Report Summary - Functional Areas

Our impression

- Residents communicate more through District Councilors than through Functional Areas (FA)
- There is some confusion about FA responsibilities
- District Councilors seem to go directly to Administration, not FA Councilors

Observations

- The Holleran survey lead to major changes in Council organization
- Workgroups were not anticipated
- It is impossible to match 9 Councilors with 9 functional areas and have everyone get their preferred assignment
- An upcoming Holleran may identify new issues and a need for

Conclusion: There are issues to be addressed and potential changes to

Recommendation: Given the potential for more change after the next Holleran survey,

let's wait until after the results are known before we consider changes.