

Rose Villa Resident Forum

Tuesday, October 17, 2023

Moment of Silence

Employee Anniversaries

Celebrating **ONE YEAR** with Rose Villa:

- Jeffrey Jacobson, Dishwasher, Food & Beverage
- Sunny Oh, Server, Food & Beverage
- Michelle Potts, Server, Food & Beverage
- Meiling Masterson, CNA, Madrona Grove
- Alexa Groleau, Receptionist, Courtesy Services
- Kofi Dah, Facilities Services Manager
- Amanda Duncan, Rosebud Preschool Director

Celebrating **FIVE YEARS** with Rose Villa:

- Marty Bracken, Executive Chef

Welcome New Employees

- Zandrea Collins, Groundskeeper, Facilities
- Steve Skalman, Building Operations Tech, Facilities
- Not a new employee, but we are happy to announce that Kristina DeLisle is now Assistant Controller

Resident Move

Barbara Coenen relocated to Classic Cottage #213 on September 26. Her new phone number is 503-652-3326.

Announcements

As many of you know by now, Louann Metzger passed away the afternoon of October 15 in the Rose Villa aquatics center. She was alone.

Louann was found by Mark Kealey, our Building Operations Tech, whom we thank for professionally navigating these difficult circumstances. We also offer our sincere thanks to the residents who were present for their compassionate response to Mark and to the situation and our hearts go out to her husband Joel, and to all Louann's family and friends.

Beyond closing the pool area, out of respect for her and her family, some residents and some staff are reaching out for ways to honor her and express their grief. Each resident can do what feels right to them. In the past we had a Grief Remembrance Group that honored everyone who passed twice a year. That would also be a great place to remember Louann.

I do want to say that this does not change our policy of allowing residents to swim – or use any area or facility at Rose Villa – as they wish. In addition, having a lifeguard on duty would not have changed the outcome. We remain committed to supporting residents to live the life of their own choosing, and that includes choosing whether or not to access the pool and hot tub during times when a lifeguard is not present. (or the garden or the Vista Lounge or the library.....)

MaryHelen shared some thoughts on grief. In addition, she will hold a resident-staff group for those who would like to process or share their experience and feelings around this event on Thursday, October 19, at 3:00pm in the Training Room.

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 staff attend resident events?

- A – Yes! They can attend any event they want, any time.
- B – Maybe! It depends on many factors.
- C – No! Staff cannot attend any resident event ever.

(Answer – B! There are some resident events that staff can attend. If any resident-run event or activity is open for staff to attend, the opportunity shall be promoted to all staff equally. Staff may attend if approved by their supervisor so that they may make sure the activity does not interfere with work hours or tasks. More details about events on page 8 of the Handbook.)

Please welcome **Ed Gellenbeck** with an update from ReadyForce. There will be a presentation on Disaster Sanitation on Tuesday, October 24, at 3:00 PM in the PAC and on Zoom. See flyer for details.

Arlin Brown is here with information about the Rose Villa Foundation’s Financial Fitness Clinics. Please attend the Foundation-sponsored “Financial Fitness” sessions with CPA Debbie Suchan. See flyer for details.

Update from the DEIA Coordinating Committee

The Diversity, Equity, Inclusion, and Accessibility (DEIA) Coordinating Committee meets monthly and works on ideas, education, official Rose Villa statements, and other issues related to DEIA. The most recent accomplishment was a Solutions Circle (a sub-committee that engages interested participants on specific topics) that developed a Land Acknowledgement statement. You can find the statement both on Rose Villa’s website and under the DEIA icon on Touchtown. We’d like to thank the Solutions Circle members: Board member Eleanore Hunter, staff member Kristina Delisle, and residents Diana Stallard, Stephanie Feeney, Felicia Kongable, and Marti Franc.

Statement: Rose Villa recognizes that our community stands on the ancestral lands of the Clackamas Chinookan people of the Willamette waterway, who, after forced removal, became part of the Confederated Tribes of Grand Ronde under the Willamette Valley Treaty, 1955. We honor them, and the environment that has been their home for many thousands of years. We respect their cultures and their deep knowledge of how to live with the natural world. We recognize the resilience of these people, past and present. Today, they continue to maintain strong connections to their ancestral homelands. We commit ourselves to learning more about our American Indian neighbors and building meaningful relationships with them.

We expect this statement to change and grow as we learn more.

The DEIA Committee is also exploring ways to make our common spaces more accessible to everyone. If you are interested in finding out more about this and working with a Solutions Circle – which will include Kirsten Jacobs, Jim Willeford, and Rick Hamell – please let Jim know! And stay tuned for more information and articles that will be published in the Rose Villa Views newsletter. If you have any questions or would like to raise an area of interest or awareness, please contact any of the Committee members, who are listed under the DEIA icon on Touchtown.

Please welcome **Rick Hamell** with a presentation about scams and how to avoid them. If you have questions, please submit a work order for IT or join them at their monthly IT sessions on the second Tuesday of the month at 2:00 PM in the Board Room.

Madrona Grove Volunteer Opportunity

Calling all green-thumbed residents! Madrona Grove needs two additional resident volunteers to take care of the plants in Madrona Grove. As a plant volunteer, you will be asked to come to Madrona Grove one weekend each month and water the plants. Instructions will be provided for you so, even if your thumb is not quite truly green, your success as a plant waterer is guaranteed!

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 icon for the CEO Search.

There is no change in the information under this icon, just a simple, new look! Visit often for updates.

Alzheimer's Walk

Jan Wainscott is here to give us an update on the Walk to End Alzheimer's. The Rose Villa Team exceeded their goal of \$9,000 and currently stands at over \$9,500.

Resident Council Updates

Please welcome Susan Hyne and then Steve Morris for two messages from the Resident Council. Triple Play: Holleran Resident Satisfaction Survey, Let's Talk, upcoming elections. See flyers for details.

Department Reorganization

We will be restructuring the Marketing & Sales Department, to reflect the changing needs of our community. Information will be sent out separately.

Angela Hansen presented information on building a budget, which is like making a layer cake. Join us for the November Forum on Tuesday, November 14, which is the Budget Forum.

And now for MY (Vassar's) plans! Many of you have asked when my last day is and what I am doing next. My last "regular" day on campus is October 27 – but you will likely see me here and there during the month of November, as I remain your CEO through the end of November. I will be working on transitioning and supporting the senior team, and will mostly do that remotely. MANY of you have reached out to meet for coffee, or wine, or have sent notes and if anyone feels the need for that connection before the end of November, just let me know.

There is also a HUGE celebration next Wednesday to acknowledge and celebrate the successful completion of our master plan and redevelopment work and, coincidentally, the end of MY work at Rose Villa. PLEASE COME.

As to what is next for me: as I have shared with many of you, I am in the final selection process for a job with an organization for whom I have deep respect and alignment. I cannot tell you more at this time – but will let everyone know if I end up on this particular path. If not, I have a fantastic Plan B, which I have modeled along the lines of a Gap Year (or Gap Six Months in my case), which would include lots of adventure travel and new experiences. Because why wait until I retire?? I will use this time and space to be thoughtful about my next move. I really will make sure the community knows what happens!

CEO Search Update from Eleanore Hunter. The update is attached to these Notes and can be found on Touchtown under the CEO Search icon.

The next **Resident Forum** is on Tuesday, November 14, at 2:30pm in the PAC and on Zoom. **Please note the change in date for November's Forum to the second Tuesday.** We'll return to the regular schedule in December.

Q & A

Q1. What is the process for a resident to request help with individual gardening tasks from the grounds team? I have always just gone up and asked personnel for help, and fairly quickly had my request fulfilled. Not sure that is proper.

Also, is there a charge for garden help? Such as providing soil for personal deck planters, for moving plantings, or removing plantings, including trees?

How do we know which planters the Grounds crew tend, and which are ours to tend?

- A. Thank you for asking, and for this opportunity to clarify the process. Please put in a work order for any tasks you need help with. It's important to use this system so we can schedule the work appropriately. All the services you asked about will incur a charge. We may provide up to a gator load (about a quarter of a cubic yard) of soil, bark, and a bag of mulch for free. Removing and planting are chargeable per labor hours (\$48 per hour) and cost of the plant if Rose Villa purchases the plant, plus any other material cost. The grounds team will evaluate each resident request/work order and determine if the work will incur a charge or not.

The planters in front of the Trillium Townhomes along River Road are resident-maintained. The planters on the 4th floor of Schroeder Lofts that are inside the handrail are resident-maintained, but the planters **outside** the handrail are maintained by our Grounds staff. The planters in the Madrona Grove courtyard are resident-maintained. The planters on the Vista Lounge Terrace are resident-maintained. All other planters at Rose Villa are maintained by Grounds staff.

Q2. Why are our landscaping staff doing trash duty while we hire landscaping people? Can we not hire folks to do the trash/recycle job and let our landscapers work on our campus beautification?

- A. Straight Edge is the landscape contractor we have been using. We have hired them to help our grounds team get the landscape into order, but do not intend to have them working on campus indefinitely. Waste management here at Rose Villa is fairly complex, and our Grounds staff know the tasks. We are working with the BOG Resident Work Group to explore ways to simplify our waste management to reduce staff workload in this area, but do not feel that contracting for it would be efficient.

Q3. Recently, Xfinity dropped Root Sports from our Rose Villa cable package. Many, many of us residents regularly tune into Root Sports to watch the Portland Trail Blazers, the Seattle Mariners, and other local sports. I have read that some disgruntled Xfinity customers negotiated deals with Xfinity representatives to upgrade to a cable package

that includes Root Sports at a less costly price. We residents, of course, do not have that option, as we do not have Xfinity accounts. Is there any way that Rose Villa can somehow make a deal with Xfinity that will give us access to Root Sports?

- A. Xfinity removing Root Sports from the Basic Tier channel line came as a surprise to everyone, including to Root Sports themselves and all three of Rose Villa's Xfinity representatives.

The company's justification is that not everyone watches it, so home subscribers will have a cheaper bill by \$9/month. Home subscribers can add the "Digital Ultimate Package" at a mere \$80/month to get these channels. We have reached out to Comcast and are in negotiations to see what will be possible to provide these channels to residents again. Unfortunately, Comcast is playing hardball. They will give us the \$80 Digital Ultimate Package for free, as long as we also get both their Internet and phone packages at an additional \$60/month per home. There currently is no second option.

Going this route would mean replacing and removing 75% of Rose Villa's current network infrastructure, including RV Guest and RV Resident Wi-Fi networks, each home would have to get a new phone number, and Rose Villa and DaVinci (our digital partner) would be severely limited in our ability to troubleshoot resident issues with Wi-Fi or phones. Both Mary's Woods and Willamette View have opted to go with the Ultimate Package and find it such a nightmare to support that they were looking to Rose Villa as an example of how to provide these services the right way.

We ran the numbers on this solution a few months ago and discarded it, as the cost would be at least an additional \$220,000 a year.

Unfortunately, Root Sports is only available on Comcast and Dish Network, or streaming online via FuBo TV. We have reached out to Dish Business and are waiting for a response to find out what options they have and how much they cost.

The good news is that residents may contact Xfinity any time to create their own account and subscribe to any package they wish, including the Digital Ultimate Package that includes Root Sports. You will continue to receive the existing services for no extra charge (Basic Cable Package and up to two DVR units) under the Rose Villa Bulk Master account. Some Residents who already purchased additional Comcast packages have noted that they are now being charged

\$20/month for the upgraded package that includes Root Sports. Your results may vary.

To create or upgrade an account, call 1-855-307-8583. Note that this number has been inundated with calls, so you may have to try multiple times.

Q4. What is the status of the sound mitigation in the McKenzie and Wallowa meeting rooms?

A. Sound Palace Design has manufactured the acoustic panels, and will be here on Friday, October 20, to install them in both meeting rooms.

Q5. When are we going to see pruning and arboreal work done on the trees? They are in need of it!

A. We have had several arborists out looking at the trees on campus. We received a proposal from Spiral Tree on October 12 that is acceptable and within our budget. It was signed today, but we do not yet have a schedule for the work. The proposal covers the top 18 priorities for pruning/tree removal, and we intend to accomplish the other half with next year's budget. We are also anticipating a proposal from them for the smaller trees/big bushes. If within budget, we intend to award that this year, but if it's cost prohibitive, we may wait to accomplish this next year as well.

Q&A from the floor

Q1. For the CEO Search Committee: You mentioned that eight candidates are viable. Does that mean this is the end of the search?

A. No. We also have 155 candidates who were searched out by our partners. By the end of the search, there will be approximately 300 potential candidates.

Q2. For IT: What if I decide something is spam and block it and I was wrong? Did I just delete everyone else's access to PBX, for example?

A. No. It takes many hundreds of reports to make that happen. You can go into your spam folder and mark the item as "not spam" or "not junk" and it will go back into your inbox.

Q3. What is happening in Heirloom?

A. We are doing a “refresh” in the space, with new carpet, paint, and wallpaper. No big renovations such as moving walls or buying new furniture. The space will not be a dedicated dining area, but it will be open for all kinds of resident use.

Q4. I’m disappointed that you have not made any mention of a recent employee’s passing, no matter what the family’s wishes are. Some acknowledgement should be made.

A. When an employee passes away, we do acknowledge them just as we do with residents, with a notice and a rose. Residents are welcome to give cards that we can give to the family. No employee has recently passed away, despite what residents may have heard via rumor.

Q5. Can the chairs in the PAC please be staggered so I’m not looking at the back of someone’s head?

A. Yes! In fact, that is supposed to be the setup. We will make sure that the chairs are staggered for future events.

Upcoming Events

Classical Club – Thursdays, October 19, and November 2, at 1:00 PM in the Tranquility Room

Join classical radio host Terry Ross for an hour of expertly curated classical music!

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, October 19, at 4:00 pm in the Vista Lounge. Call 503-652-3075 to RSVP. Wine, beer, snacks, and soft drinks are provided.

Caring for a Spouse with Alzheimer’s in Your Home – Tuesday, October 24, at 1:00 PM in the PAC

Presented by Rosalys Peel, RN, Author of Mike and Me -Learn useful lessons and strategies from a nurse who cared for her spouse with Alzheimer's at home -Peel shares how the power of love, patience, compassion and home care can help Alzheimer's patients defy the statistics and live a longer, fuller, happier life with this disease. -Q & A

will follow the presentation; books are available for purchase. A link to the recorded presentation will be found on Touchtown under the Rose Villa Foundation icon in the Education & Enrichment section.

Disaster Sanitation Presentation – Tuesday, October 24, at 3:00 PM in the PAC and on Zoom

You Survive the Earthquake, but Die of Dysentery. A Ready Force Community Presentation. Amazingly, fecal-oral infections regularly kill more people in major disasters than the disaster itself. That's because sanitation systems protect us from dangerous germs. When those systems break, we are exposed – but low-tech DIY replacements can save many lives. Learn simple ways to prepare yourself for the Big One.

Campus-wide Celebration! – Wednesday, October 25 from 4:00 – 7:00 PM

We made it through years of construction TOGETHER! Come celebrate all we have accomplished as a community and wish Vassar well on her next venture. Join Vassar for a message in the PAC at 4:30. Dinner for the community starts at 5:00. The party will be filled with food, fun, and friends!

Clarinet Concert – Thursday, October 26, at 3:00 PM in the PAC

Jules Elias will play clarinet and Renee Elias will introduce the songs with some historical context. Jules and Renee have recently performed at The Old Church.

Frightfully Delightful Trivia Night! – Friday, October 27 from 6:00 – 8:00 PM in the PAC

Gather your teams and dress for success! Super Trivia Night benefits the Foundation. For more information, please contact Cheryl Franceschi.

Halloween at Rose Villa! – Tuesday, October 31, 9:00 AM – 5:00 PM in North and South Main Buildings

Activities include a Staff Pumpkin Carving Contest you can judge, (S)Care Packages at the Resident Services Counter, a Dance Party, and Costume Contest! See flyer for details.

Chachalu Museum and Grand Ronde Visit – Friday, November 3, from 9:00 AM – 4:00 PM

Celebrate Native American Heritage Month by experiencing a unique museum dedicated to the respected 19th Century Atfalati Kalapuya healer, Shimkhin, that highlights contemporary Two-Spirit and Indigiqueer contributions to our communities.

Complimentary bus transportation will be provided. More details to come in a flyer.

Rose Villa Home Concert featuring John Hewitt – Friday, November 3, evening concert (time TBD) in the Rec Room

John Hewitt is a modern songwriter standing on the legs of the heavy hitting inspiration before him. Taking influences from Tom Petty, Bob Dylan, Neil Young and Van Morrison. John's music represents a student who has adapted everything he's learned from his teachers. In December 2021 John Released "Dead lovers" Which has had considerable airplay on CKUA and in December 2022 released "Life Blood & Tears" which hit the top 40 on Campus and College Radio Canada wide. John tours in a number of lineups so be sure to follow this troubadour's endless schedule of highways, living rooms, festivals and folk clubs.

Mark Ortloff Saxophone Performance – Sunday, November 5, at 2:00 PM in the PAC

Mark is a member of the local United Methodist Church and will return to play saxophone tunes for you!

Veteran's Day Display – Friday, November 10 – Friday, November 17, in the South Main Lobby

Rose Villa veterans will be honored with a display. Please stop by to honor their service.

Oaks Bottom Birding Trip – Wednesday, November 15, 8:00 AM – 11:00 AM

Hawks, quail, pintails, mallards, coots, woodpeckers, kestrels, and widgeons are just the start of the list of birds that one might encounter in Oaks Bottom. Scores of great blue herons are found in the area because of its proximity to one of the rookeries on Ross Island. Transportation will cost \$10.

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

November's weekly movies will center around DEIA theme of Native American Heritage 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.

50s Film Series – Saturdays at 2:00 PM in the PAC North until November 18

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.

CEO Search Committee Update **Tuesday, October 17, 2023**

This update includes questions and concerns that were received through Tuesday, October 10, and are answered by the CEO Search Committee Members. Please send any questions or comments to Beth Knoll, Operations Support Manager, at eknoll@rosevilla.org, or by dropping a note for her with the Receptionists.

The Search Committee has been hard at work since our last update two weeks ago. The committee has met twice since that time, continuing to define and refine elements of the CEO search process.

The Search committee met on October 6 and two main tasks were accomplished – finalizing the Engagement Profile and prioritizing the Interview Questions.

The first main task was finalizing the Engagement Profile.

The Engagement Profile provides candidates with a greater context for Rose Villa and our place in the Portland metro area. It includes an overall description of Rose Villa, a brief history of the community, our mission statement, our Core Values, and statements of commitment for DEIA and Resiliency and Sustainability.

The Profile, which is shared electronically with qualified candidates as they move through the interview process, includes live links to our website, our social media pages, and our LinkedIn account. It also includes a section on Local Area Resources, again with live links, offering insights into life in Portland - neighborhoods, schools, seasonal activities, food, cultural activities etc.

Candidate Qualifications are listed in the Profile, as well as Critical Success Factors and Salary and Compensation. The Engagement Profile concludes with the Board-approved Job Description and a comprehensive Organization Chart.

One portion of the Profile still in the works is a segment of Goals and Objectives for the incoming CEO to focus on in their first 12 – 18 months. These are being determined by the Board with input from the Small Team Directors. These Goals and Objectives will be aligned with current efforts and long-term plans.

The second main task was prioritizing the Interview Questions.

Our consultant provided us with a list of 39 questions divided into six categories – Strategic Direction and Vision, Board Relations and Development, Leadership and Management, Financial Responsibilities, Relations with Residents, and Other.

The CEO Search Committee will have initial 90-minute Zoom interviews with each candidate and only 15 – 17 questions can reasonably be asked in that time frame. The Committee prioritized the list to ensure equal representation in all the categories.

The Search Committee met again on October 10, this time with our consultant, James Munn. We updated him with our edits to the Profile and our selected Questions, and in turn we were updated on responses to the position posting. As of the 10th, 11 people have applied and 155 people were sourced - meaning they were contacted by James' associate to inquire as to their interest and knowledge of the position. Of the 11 applicants, eight are qualified and one has already had an initial screening conversation with James.

Review interview process

Like all things, the interview process continues to evolve. We are planning for interviews to begin the first week of December. James will provide the Search Committee with packets of info on each candidate, and we expect to interview 6-8 candidates. After the first round of interviews, the Search Committee will meet with the full Board to make our recommendations for the final two, maybe three, candidates. This will be a very collaborative process between the Search Committee and the Board. Finalists will come to campus for in-person interviews with the Board.

Again, the process is evolving. As always, questions from residents are most welcomed. While we may not use a specific question, it is really valuable to know what is on your minds, and we take everything into account.

CEO Job Description Memo

We recently distributed a memo that included the CEO Job Description. It was brought to our attention that prominently missing was the CEO's role with the Foundation! We will fix this inadvertent oversight.

We will also clarify that the Foundation is a separate, yet closely related, entity from Rose Villa Inc., and that the CEO's contributions are a critical part of that relationship.

Below is just one question we received:

Q1. I noticed in the job description that ensuring the long-term sustainability of Rose Villa was listed fourth on the list of Essential Functions and Responsibilities. I think it should be first on the list and not fourth. If we are not sustainable, the rest of it is immaterial.

A. Thank you for reading the job description. The Essential Functions and Responsibilities are listed in no particular order, since we feel they are equally important, and we couldn't list everything first!

We'd like to share with you a couple of supportive comments that we have received. Thank you to those residents who shared their thoughts with us. We appreciate you.

Thank you for today's memo. It's exactly what I needed to help clarify my confusion about "Let's Talk" vs the committee and confirmed that the committee is very open to our input and in the best position to process it. Thank you also for all your work. I trust you to make the best choice for our community.

This is just a note of support for those of you tasked with finding our next CEO. I want you to know that you have my full confidence in your ability to do this and my full confidence that you have the best intentions for RV. Residents and organization.

I know you will have critics who can be loud and who often use generalizations that suggest that they represent a large number of residents. They do not. Many more than myself know that you have devoted your life and your skills to our best interests. That you work many uncounted hours here when no one sees. We do and are ever so grateful for your loving care.

CEO Search Committee

Eleanore Hunter, CEO Search Committee Chair and RVI Board Member

Kirsten Jacobs, RVI Board Member

Wade Clowes, RVI Board Member

Michelle LaCroix, HR Director

René Swar, Wellness Director

Gail Katagiri, Resident

Jean Lofy, Resident

Bill Cunitz, Resident