

## December 4, 2017 Residents Association Council Minutes

### Regular Meeting, December 4, 2017

Call to order: Chair Helen Lyons called the meeting to order at 9:45 and welcomed guests.

Those attending: Chair Helen Lyons, Vice-Chair Eric Shawn, Past Chair Norma Martin, Treasurer Nancy Rorden, Secretary Nancy Barrett-Dennehy, Archivist Jean Coberly, Councilors Evelyn Cole, Ed Egging, John Gillock, Dori Jones, Julia Layden, Bill Rector, Rose Smith, Suzanne Townsend, Madrona Grove Liaison Lois Weathers and representative Norrene Thompson, Director of Health Services Erin Cornell.

Absent: Judie Hansen, Vassar Byrd.

Guests: Jan and Dave Dobak, Fran Hunter, Joe Eusterman, Marilyn Gottschall, Elliot McIntire, Walt Shaffer, Katie Morales.

Minutes from previous meeting: One correction in the final paragraph of Chapter 5 of Procedures Manual: change perview to purview. Approved as corrected.

What we value and are grateful for: dry weather; the Christmas fund is finished; for all those who come to this meeting every month; Christmas fairy for delivering gifts to South Building residents.

### **Reports:**

Health Services: Erin Cornell gave the following report: Avencia Home Care was initially licensed in March 2014. Unannounced re-licensing surveys occur every 3 years, and in November, we experienced our first. Unlike the Madrona Grove survey, which generally lasts a week and includes records reviews and resident, staff, and family interviews, the Avencia survey lasted only about 4 hours and was only a records review - no client interviews. We were given 5 deficiencies. Our surveyor told us that a survey with only 5 deficiencies is excellent as she is routinely giving 20-25. Our deficiencies were as follows: 1. One resident file was missing the acknowledgement that he had received the disclosure statement. 2. The disclosure notice contains the client rights notice, so we were also given a deficiency not having the client's rights acknowledgement in that file. 1 & 2 were corrected the same day as the survey. 3. We held our 2017 4th quarter quality assurance meeting in November. The surveyor felt it should have been held in October so as to not go more than 3 months between meetings. 4. A couple of years ago, we had a time period where our RN was not making

the initial monitoring visits between the 7th and 30th day of service as required. Although that error was long since corrected, we were given a deficiency because the survey window is 3 years and those errors fell within that 3 year time period. 5. Our RN monitoring documentation was combined with our 90-day monitoring visit documentation because those requirements are fulfilled during one visit from the RN. The surveyor preferred for the RN monitoring to be documented separately. We have submitted our plan of correction to the Department of Public Health, and it has been accepted. All deficient practices have been corrected.

We have recently restructured our staffing coordinator resources to allow Carrie Currin, In-Home Care & Clinic Assistant, to focus on Avencia staffing and particularly on recruiting and hiring more caregivers. The goal is to be able to meet all in-home care needs for Rose Villa residents up to and including 24-hour care in the home. This is a high priority for the Health Services Department, and we are working towards it as fast as possible.

Madrona Grove Liaison: ANNOUNCEMENT: the Friendship Corps, a new resident group of volunteers serving in Madrona Grove, is up and running! On November 14th, Melodie Reid, Activities and Volunteer Coordinator for MG, held the first training for the first seven inaugural corps volunteers. Those seven are Mary Cooper, Muriel Ganopole, Sue Griffin, Gail Katagiri, Mary Pleier, Jeanne Walker, and Lois Weathers. Their Volunteer Orientation Packet reviewed topics to be aware of while volunteering such as the importance of active listening, courtesy (always knock), confidentiality, leaving nursing to the staff, signing a resident in and out, etc. All volunteers are required to have a current influenza vaccine. The training ended by each volunteer filling out a brief bio sheet about themselves to help Melodie make the most advantageous connections between Corps volunteers and Madrona Grove residents.

Once the hour-long training is completed, the final step for these and all future Friendship Corps volunteers is to make an appt with Melodie. During that important meeting, Corps members will possibly be guided to a specific person to visit, or maybe to an activity in which to assist, or perhaps to wherever your skills are most needed--and schedules will be established for the days and hours YOU wish to serve.

Friendship Corps training sessions will be offered on a regular basis. If you have any interest in becoming part of this new special group of volunteers in Madrona Grove, contact Lois Weathers at #3240, or Melodie Reid at #3276.

Foundation: Elliot McIntire gave the report in Judie's absence. As of Friday, December 1st the Fall Fundraising Campaign has raised \$27,600 toward the goal of \$32,200 and we are hopeful that we will reach our goal.

Just a reminder the Rose Villa Derby is on Dec. 11th. Snacks will be served at 6:30 and at 7:00 we will show the movie Secretariat.

Do any of you use Amazon for holiday presents? If so, please consider signing up for the free Amazon Smiles program. The Foundation gets a percentage of every order.

During the December resident forum we will be thanking the retiring Board members (Judie Hansen, Stephen Weislogel, Kay Schmerber, Mo Weathers and Nicole Deering.) If you see these folks it would be great if you all could please thank them for their service.

Seeds is having a GREAT sale this month and hope we can count on your support!!

Archivist: Jean Coberly shared this section from the archives - As late as 1997 the Resident Council collected the donations for the Employee Christmas Fund in person. A memo sent by the RC says: "On Tuesday, December 9th, beginning at 11 AM, a member of the RV Resident Council will call at each apartment with a contribution box for your gift."

Treasurer: Nancy Rorden reported that our final figure on the amount donated to the Employee Christmas Fund is \$107,068.17. Many thanks to all for your contributions!

### **Continuing Business:**

Procedures Manual: Eric Shawn reported on Chapter IV - Duties and Responsibilities of Officers and Councilors.

Discussion centered on the need for further clarification on two-way communication process. Suggestions included doing a resident audit to identify different ways that information is accessed (i.e. homebound or Madrona Grove; vision or hearing challenges; email and/or TouchTown users; printed material only, etc.) Another suggestion is to identify the process used for in-

formation to flow from Councilors to their respective groups and back to Council.

Consensus was sought to accept all sections in this Chapter up to the final section on the description of Councilor's responsibilities. This was approved unanimously. (To be posted in Resident Reports and Updates when all sections are completed.)

Soliciting Funds from Residents: A revised proposal was brought up for discussion and more questions emerged around who decides which causes are approved and by whom (Administration or Council). It was sent back to committee for further work and will be revisited at our January meeting.

Re-alignment of Councilor Portfolios: Consensus on overall groups/themes. Assigning a Group to a particular theme: it was suggested that each councilor look at his/her portfolio and make recommendations about content - how can we be more effective in our role? Send responses to Helen for inclusion at January mtg.

Do we need to make Councilors/Officers more recognizable on campus? Some steps already taken: pictures of each councilor were taken this morning and we were introduced at the Resident Forum last month. Attendees brain-stormed other ways to raise awareness around campus: RV News is widely read by residents; an identifying name tag; pictures of councilors in a prominent place including individual comments about why I serve on the Council. Consensus was reached in favor of making Council members more recognizable. The Executive committee will continue to work on specifics.

Ad Hoc Committee updates: The report on possible in-house TV channel as a means to improve communication will be given in January meeting. The question of appointing a committee to identify pros and cons of using a representative Council based on neighborhoods has been referred back to Executive Committee.

### **Announcements and Updates:**

- Second Sunday Potluck Team will be headed by Stephen Weislogel.
- Out to Lunch Bunch still needs team leader to work with Jenna.

- Tracking forms for active and completed Agenda items are on Touchtown.
- Temporary appointment to Councilor #6 position: Fran Hunter.
- 2018 schedule for Council & Executive Committee mtgs is on Touchtown.
- 2018 Council Annual Agenda will be added to Touchtown.
- The Book of Remembrance is now located in the Lobby of South Main.
- Results from Annual Meeting survey will be circulated to Council members by email.
- Reports on October and November RVI Board of Directors meetings will be added to TouchTown.

**Suggestion Box:**

Question: Can the newspapers be moved from Club Room to Library where there is better lighting, less distraction, and more comfortable chairs?

Jean Coberly responded that the library is already very crowded. The new reader for low vision residents has been added. It is a cramped working space for volunteers. A suggestion was made to find out if there is wider interest in this before reaching a decision.

**Open Forum:**

Response to last month's suggestion of using lapel mics: They were considered in June, 2017 and rejected because it wouldn't improve sound quality and also due to cost. Moving mics from person to person is a process decision. It minimizes chances of multiple people talking at once.

- 1.) Does Council have any input re: Phase Two redevelopment? The results of the housing survey were shared with the RVI Board.
- 2.) Has there been a response to the question of Fall Festival ownership? It is currently in the hands of the executive committee.
- 3.) Looking for information as to how Council communicates its thoughts/opinions to Board of Directors. When Board is having a vote on any issue, is our Chair made aware of upcoming issue? The Board's focus is on long-term viability, not day-to-day operations. RC Officers have a monthly meeting with Vassar and are also on Board committees so there are several opportunities for dialogue.

**Next Resident Forum:** December 19, 2:00 PM.

Council speaker: Dori Jones            Group speaker: Lois Weathers

**Next Council Meeting:** January 8, 2018

**Next Executive Committee meeting:** December 9, 2017

Meeting adjourned 11:05 AM.

Respectfully submitted, Nancy Barrett-Dennehy, Secretary