

Heritage on the Marina (HotM) Residents Council Meeting Notes July 29, 2022 ~ Dining Room

Agenda

Welcome ~ Call to Order ~ Moment of Silence

- Patrick Alexander presiding

Staff Reports

- CEO ~ Mary Linde, Chief Executive Officer
- NHA/Operations ~ Hanh Ta, NHA/Director of Operations
- Health Services ~ Michael Russell, Director of Resident Health Services
- Capital Projects/Maintenance ~ Oleg Korsunsky, Director of Maintenance

Officer's Reports

- Vice President ~ Martha Torres
- Treasurer ~ Paula Cornyn
- Secretary ~ Theo Armour

President Reports ~ Patrick Alexander

Questions from the Floor

**Next Residents Council Meeting:
Friday, August 26 @ 9:30am**

Note

The following text is a combination of documents submitted to the Secretary by the speakers and supplemented by text extricated and edited from a speech-to text transcript of a recording of the meeting.

Text retrieved from speakers' documents is displayed as plain text.

Text retrieved from the transcripts as well as any other notes is displayed in *italics*.

Opening Remarks ~ Patrick Alexander, President

I would like to say a few words about one of the subjects we have coming up later in the program and that is a pet policy and a pet agreement. What the management is doing - I think it's a wise move - is that the management is not going to force us into any kind of agreement. They will let us decide how our lives are conducted. And so I think we can all get together and agree on what has to be done and how it's going to be done and the rules involved and Mary is going to be working with us on this.

CEO Report ~ Mary Linde, Chief Executive Officer

Controller

Joe Conroy, our Controller, is out on leave indefinitely for medical treatment.

He's so far doing well. But needs care starting next week.

James Williams, CPA & CFO Consultant, will start next week in a hybrid role (onsite and remote) to support the Finance Department while Joe is away.

We really look forward to having him here. He'll be in a hybrid role - two or three days on the site and the rest of the days from home.

Strategic Plan Update

On June 22nd the Board of Directors approved moving into the 2nd milestone of the broader strategic plan, which is to work to obtain Land Use

Permits from the city of SF. We expect this to take 2 years.

We think we won't be in construction until mid 2026.

Pet policy

We are the only Life Plan community in SF that does not allow pets.

I know there have been votes in the past about not allowing pets on campus. But it's hurting us financially.

We have turned away 7 residents because we do not allow dogs or cats.

We have a Pet Agreement & Policy that addresses resident concerns about pets on campus.

- Signed pet agreement on the contract
- Weight limits
- Number of pets allowed
- Liability Insurance
- Pre-assessment of pets prior to arriving on campus
- Grooming and vaccination standards
- Non-refundable pet deposit
- Limited access to campus (must be in apartment and can only be out of apartment when taking pet outside); may not linger in common areas, only one pet in elevator at a time
 - Perhaps we should have only one elevator designated as the "pet elevator"
- Provisions for if the resident is unable to care for the pet themselves
 - Designate a responsible party to step in
 - We reserve the right to evict the pet
- Violations of this policy
 - Three warning
 - Then eviction of pet

This agreement does not pertain to service animals

Would like to develop a small resident task force to review the policy and add to it as needed.

I'd like to have about five or six resident volunteers to sit with me and

really go through the policy line-by-line and and talk about how we can try this on campus or to make this go to vote again. I don't want to push any of this through, but I want residents who are against pets and residents who are for pets to be on our task force.

Eleanor Bissell, Bernie Burke, Doris Howard, Kay Narron volunteered.

Residents who are working with me will do informal informal polls with residents and get more feedback. I really want this to be something that gets to as many people as possible. I want the negative voices to be heard and respected and addressed.

A copy of the pet policy was sent along with the agenda by email to all residents-with-email. A copy of the policy is available from the front office.

Resident Satisfaction Survey

Resident Satisfaction Survey presentation this afternoon in Friendship Hall at 1pm.

I will tell you the results are phenomenal - we have a 96% overall satisfaction. Our lowest score was in dining and assisted living and that I think is explained by food delivered on trays.

NHA/Operations Report ~ Hanh Ta

Updates and guidelines for prevention and management of Covid-19

Thank you for continuing to wear a face mask, practice social distancing and proper hand hygiene

Heritage is currently on the SF DPH's outbreak status with a count of 31 positive cases as of July 29, 2022. Last positive case was on July 29.

We will need to have 14 consecutive days of no new cases to be cleared from the outbreak status.

Today we found out we have a new resident positive case this morning from our response testing.

To prevent and manage the spread of COVID-19 among staff and residents, we will continue our current safety protocol based on the Interim Guidance: Prevention and Management of COVID-19 in LongTerm Care Facilities (sf.gov) last updated on June 25, 2022.

We're not saying don't continue to live your life but if you are in a crowded place and you can't social distance, just make sure you're wearing your mask.

Safeway Flu/COVID-19 Vaccine Clinic will be held at Heritage on the Marina on Tuesday, September 13, 2022 from 10am – 2pm.

There may be a combination with the flu vaccine.

Consent Forms will be available starting August 26 in the Henderson Clinic and Front Office.

Patrick: You mentioned that we could possibly have a cocktail party before the birthday dinner and then march to the dining room as we did in the past. Could you just confirm that as being the policy?

Hanh: Yes. Confirming it!

Health Services Report ~ Michael Russell

I'm grateful to serve the community despite the challenges that we've had. It's a blessing and not a curse.

Thank you for your patience with the COVID testing. Keep in mind it is for the community as a whole so that we can contain the spread.

If you've noticed a lot of junk or things out in the hallway outside of the Henderson clinic, we're just trying to get a little more organized. Big thanks to Priscilla for taking on the majority of the work for the project.

People have had some concerns with pine Park health. If you have any concerns reaching somebody or getting help, feel free to reach out to me.

I'm still doing one on one interviews with residents - about 20% through the list. Slowed down a little bit as we deal with our staffing issue and reorganize the clinic. If you reach out to me, we can schedule an appointment. Otherwise, I'll keep working my way down the list and reaching out to you.

I've met with several of you already to address your specific concerns. It's just to help us provide a more personalized care for you to get an idea of what you need help with individually.

I appreciate the opportunity to serve the community and the staff in the clinic - please reach out to me with any questions or concerns.

Maintenance Report ~ Oleg Korsunsky

The Beauty shop is expected to be finished midweek next week, our Adjustable sink is on its way, and the eta is Monday. Some freight/shipping delays that were out of our control.

I know everybody's waiting patiently for the beauty shop to open. The sink will be getting here on Monday. The chair is here. It's beautiful. We had some plumbing work late at night to make sure that we could safely shut off the water sources.

Lamp Posts at the front entrance are being updated to LED technology early next week, will fit the look of our building, but will be more efficient and brighter. (helps with security)

Key Fobs are still available for pick up, please stop by the Maintenance office, or call to arrange drop off, and a brief training session.

Annual Apartment checks will start in August, vs original schedule of July.

Please continue to use [Worxhub](#), which is now under the Brightly umbrella and not a Dude Solutions product, hence the new splash screens. Integration into Touchtown will occur in the coming month or so.

Doris: automatic door for the Francisco Street entrance?

Oleg: the goal will be to expand our access control and doors systems in early 23.

Life Enrichment and Marketing

No reports this month

Vice President ~ Martha Torres

Our raffle is coming up on September 23. We'd like to start gathering gift cards, gifts, anything you'd like to contribute. You can give them to Pat, Tony or myself. Bernie will store items in his apartment until the raffle is out. If you have any questions just come up to one of the three of us.

Treasurer's Report ~ Paula Cornyn

New Bylaws

In the bylaws on the second page, Article Six. It says that elections will be held biannually. And one of the residents helped me to learn that that does not mean every other year. And so the word is "biennially" and I did change it on the copy sent to our mailboxes. I didn't get the change to Patrick before he sent out the email. However, the intent of the sentence remains the same. It's just that the word was incorrect.

Balance Sheet ~ July 31, 2022

Beginning Fund Balance	\$9,551.74
Receipts	2,105.00
Disbursements	(272.12)
Ending Fund Balance	<u>\$11,384.62</u>

Fund Balances

Designated Funds

Activities	\$652.57
Chapel	846.37
Employee Appreciation Fund	2,280.00
Garden	232.81
Outreach	1,826.48
Stucky Library	4326.09

Total Designated Funds *\$10,164.32*

Undesignated Funds *1,220.30*

Total Fund Balances **\$11,384.62**

Secretary's Report ~ Theo Armour

Latest issue of Heritage Happenings comes out this afternoon. Long article by Fred Wentker on the economy in America is a really really good read.

I am helping people with the Touchtown application so that everything's on the 998 channel is also on your laptop, computer or tablet.

President's Report ~ Patrick Alexander

Tea Party - Thanks to Tony Hanley & Katherine Conley

Absolutely splendid job to everybody

Goodwill cart in basement

I think it'll be coming up pretty soon

Touch Town – thanks to Theo for his assistance

Theo: There are a lot of issues with touchdown, but I'm working with Janet and giving feedback to her and to Jackie and to everybody involved and we'll make it much more fun, a more interactive system as time goes on.

Other business

Thanks to Committee for drawing up new bylaws

Vote by residents to accept new bylaws

The new bylaws were accepted unanimously

Pet policy and agreement

And as I said initially, we're not going to force this onto everybody, everybody's going to be able to give that point of view. And we'll be able to work this out and I think we can work out.

A discussion followed.

Questions from the Floor

Tony: have we changed our policy relative to the number of people who could come in and have a meal with us from the outside?

Patrick: If you do have a guest you sit with your guest or guests at a separate table. No other resident does sit with you. That's as far as I know. Is the policy currently in effect?

Hanh: Yes, you're correct.

We'll reevaluate again every month and you're welcome to ask the question again. We welcome the questions because it helps us to understand what what you're looking for and what things you feel like you need to change because if we can, we'll do what we can.

Theo: We've had the English tea party and the Doris Day. For that we have to appreciate the funding coming from Heritage management and especially we have to credit the Dining Service for their good efforts and making some really delicious treats.

There were also a number of comments regarding a pet policy. Your humble secretary will be pleased to pass these on to the Pet Policy task force.