

Heritage on the Marina

Residents Council Meeting Notes

February 25, 2022 ~ Zoom & In-person Meeting

AGENDA

Welcome ~ Call to order

Officers' Reports

- President - Patrick Alexander
- Vice President – Martha Torres
- Treasurer – Paula Cornyn
- Secretary – Theo Armour

Staff Reports

- Mary Linde
- Hanh Ta
- Janet Howell
- Oleg Korsunsky

Food Committee Report ~ Mary Liz Harris

Open to questions from the floor

Adjournment

Next Resident Council meeting March Friday March 25

Treasurer's Report ~ 28-Feb-22 ~ Paula Cornyn

Beginning Fund Balance	\$ 6,416.76
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Receipts	-
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Disbursements	<u>(255.11)</u>
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Ending Fund Balance	\$ 6,161.65
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Fund Balances

Designated Funds	
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Activities	\$ 672.57
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Chapel	846.37
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Employee Appreciation	-
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Garden	1,044.04
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Outreach	1,826.48
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Stucky Library	<u>761.89</u>
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Total Designated Funds	\$ 5,151.35
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Undesignated Funds	<u>1,010.30</u>
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Total Fund Balances	\$ 6,161.65
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President's Report ~ Patrick Alexander

Fund-raising - Depending on Covid situation for time and dates.

- Tea party
- Viewing resident's apartments
- Auction
- Any other suggestions?

Birthday Dinner

- More people to volunteer to decorate Birthday Table

St Patrick's Day (Thursday March 17, 2022)

- Residents encouraged to wear green
- Patrick & Theo – Evening recitation of Irish toasts

Employee Appreciation Fund - In discussion with Joe Conroy

Would residents like to add an amount to monthly payments? This would accumulate and then be paid to the Employee Appreciation Fund at the end of the year. This would avoid residents having to write a large check at the end of the year (might also help with budgeting).

CEO Report ~ Mary Linde

Strategic Plan

- Concept and business planning continues
- Benchmarking staffing and expenses has begun
- It looks like the incremental square footage assumptions are achievable
- Page & Turnbull are assessing the Gardener's Cottage
- Major driver of the schedule and design will be historical considerations
- Expect completion of this concept plan by mid-year
- Key players:
 - Page & Turnbull: Historic aspects
 - HKS: architects and design
 - Perkins-Coie: Land use attorneys
 - GBA: expediting permits
 - Kimley-Horn: civil engineers
 - ZumBrunnen: property condition assessment

Aging in Place

- Education to all-staff completed early February
- Clinical staff training is ongoing
- RHSD: final interviews next week
- Price sheets in place
- Cottage Day program 7days/week for 5 residents
- Skilled Nursing Facility (SNF) to Residential Care Facilities for the Elderly (RCFE) staffing modeling beginning in earnest next week
- Pine Park Health: primary care physician group agreement signed

Market Relevance

- Campus unification underway (1st floor Morgan, Crossover, Perry)
 - Designs started: complete by September
- Beauty shop shampoo chair and sink & light refresh
- Fitness center refresh
- Garden room refresh

Technology Upgrades coming

- Voice over Internet Phones (VoIP) phones
- Auto doors and security cameras
- Request for Proposals (RFP) new payroll software
- Contract with Swenson, new IT group

Marketing Report ~ Janet Howell

Admissions

3 pending applications (1 Studio, 1 Bedroom (couple), 2-bedroom (couple))

Vacancies

8 apartments readily available (3 have pending applications)

Renovations

Working with our new architects (HKS) to combine 3 studios (407/8/9) into a two-bedroom apartment, with enhanced kitchens. Anticipating starting in early Q2. Notices will be sent to Residents (regarding expected noise) prior to the start date.

Touchtown

Mobile application project is in process, which will allow residents the ability to access the Resident Directory, Team Member Directory, Heritage Happenings, Menus, Announcements, activities and more using their mobile devices. Aiming for mid-Q2.

Voice Recognition

Plans to purchase Alexa devices for a pilot group of Residents to test how the integration will work with Touchtown. Thank you to Theo for getting the group together and thanks to those who volunteered. Rollout anticipated by mid-Q2 (to time with Touchtown).

Campus Enhancements

Fitness Center, Garden (Conference) Room, Beauty Salon and Morgan and Perry first floor (campus unification). We are in the early stages, working with a small resident group as well as professional designers who focus on senior living.

Miscellaneous

Jean Fowler's Belongings: Apartment 241 opening on Wednesday, 3/2. Time announcement to follow.

The **Birthday Night Host Program** will start again on March 11th with Mary Linde as the hostess.

Van Service on the Weekends is not available as the vendor previously used (We Drive You) discontinued the service about 2 years ago. We are presently not budgeted for a second driver, nor do we have the volume to justify one at this time. Calvin has made

Special exceptions to accommodate certain evening engagements, however we need to be mindful of Calvin's time and need for him during the week (for medical appointments). Activities works to schedule group outings to the Symphony and Opera, so please contact Karina or Katrina if you would be interested in arranging a group. Heritage on the Marina offers 4 taxi scripts to IL residents to use each month when the van is not in service. This is a generous offering, and we encourage residents to use these vouchers when needed, including for the Opera and Symphony.

Business Casual Fridays (for Team Members) will kick off on Friday, 3/4. Themed days will be sprinkled in, including t-shirt days, sports days, etc. We encourage Residents to participate! Please look out for announcements on Touchtown or Channel 998.

The **Front Office** will be open from 10am – 2pm on Saturday, 2/26.

NHA/Operations Report ~ Hanh Ta

Updates and guidelines for prevention and management of Covid-19

- COVID Disease Response Unit, SFDPH COVID Task Force Updates
 - Outbreak status = 5 IL residents, 1 HC team member, 1 IL/AL team members, 2 HC vendors
 - CDRU assessing if there will be a need for further restrictions based on the response testing for current and upcoming weeks
 - Due to high vaccination and booster rates (98% residents, 93% staff), CDRU will take this into consideration for restrictions and guidance
- Please continue to wear a face mask, practice physical distancing and proper hand hygiene
- Guest meals have been delayed due to outbreak status

Operations Updates

- Resident satisfaction survey development is in progress and end of March 2022 will be the anticipated distribution date
- Please congratulate the promotion of:
 - RN Theresa “Tess” Budino as
 - DON who has been employed at Heritage since November 2019
 - Sandra Peret will continue as Infection Preventionist and Director of Staff Development
- Interview process for Resident Health Services Director candidate will start in March 2022
- Preparation of annual inspection for Medicare Recertification is in progress
- Pine Park Health to provide medical services for IL and AL residents in March 2022
 - MD and PA on site once a week if any resident is interested in switching to new PCP
 - Webinar and meet & greet dates to be announced next week.
 - Projected start date March 15, 2022

Maintenance Report ~ Oleg Korsunsky

2022 Capital Projects First Quarter

Project	Department
Garden Room Refresh	Marketing/Admin
Fitness Center Refresh	Marketing/Admin
Access Control and Security Phase 2	Maintenance
Porter Garden Retaining Wall	Maintenance/Grounds
New Eye Wash Stations-Kitchen	Maintenance
Sandwich Station Counter	Maintenance/Kitchen
BP Machines	IL/AL
Voice over IP implementation	Maintenance/Admin

All of the projects are either in progress or near completion.

Janet and I meet weekly to discuss these, along with other standing items. We also meet monthly to discuss budgets and ensure progress on all items. I will have a status update by the end of Q1 - at the next Resident Council Meeting, as well as an update on the projects we have on our agenda for Q2.