

Heritage on the Marina (HotM) Residents Council Meeting Notes May 27, 2022 ~ Dining Room

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Welcome ~ Call to Order ~ Moment of Silence

- Patrick Alexander presiding

Officer's Reports

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

Staff Reports

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

Committee Reports

- Food Committee ~ Mary Liz Harris

President Reports ~ Patrick Alexander

Questions from the Floor

**Next Residents Council Meeting:
Friday, June 24, 9:30am**

Welcome/Call to Order ~ Patrick Alexander

Moment of silence for Jan Bolles, Stephen Swietlicki and Eleanor Burke

No reports from Vice President and Secretary

Treasurer's Report ~ Paula Cornyn

The funds from the late Eleanor Burke's book fund have been donated to Stucky Library by Bernie Burke.

May 31, 2022

Beginning Fund Balance	\$5,764.14
Receipts	4,000.00
Disbursements	- 0

Ending Fund Balance	\$9,764.14
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Fund Balances

Designated Funds

Activities	\$652.57
Chapel	846.37
Employee Appreciation Fund	175.00
Garden	494.35
Outreach	1,826.48
Stucky Library	4,549.07

<i>Total Designated Funds</i>	<i>\$8,543.84</i>
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<i>Undesignated Funds</i>	<i>1,220.30</i>
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Total Fund Balances	\$9,764.14
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CEO Report ~ Mary Linde, Chief Executive Officer

Strategic Plan/Concept Plan continues:

Upcoming dates of significance:

- June 8: presentation to Strategic Planning Committee of the BOD
- June 22: presentation to the full BOD

Fred: "When may we see something in writing?"

Mary: "Need Board approval first. Maybe August?"

June is [Pride Month](#)

We are part of the [Long Term Care Equality Index](#) (a division of the [Human Rights Campaign](#))

Our goal is to provide safe space for our LGBTQ staff and residents

Mary: "Last year two staff came to me with thanks for this recognition"

Staffing Issues

Mary: "We know!"

We are in a [national staffing crisis](#)

We have several open positions that we are actively recruiting for.

Currently interviewing for a [Sales & Marketing Director](#)

Janet Departure

Departure re-scheduled for June 17

Party for Janet from 2 to 4 on June 16 in the courtyard??

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 per CDPH and SF DPH guidelines for congregate living and SNFs.

Heritage is currently on the SF DPH's watchlist with a count of 7 staff positive cases as of May 3, 2022. Last staff case was on 5/25/22. To be cleared from the watchlist, we will need to have 14 days of no new cases.

Covid-19 mitigation plan and safety protocol are under review and revision. Housekeeping staff will wear N95 masks while cleaning apartments.

A list of safety protocols will be provided at the next RC meeting.

Operations Updates

Thank you for your participation in the Resident satisfaction surveys. We will update you with results in the upcoming RC meeting. [Pine Park Health](#) provided a meet and greet session on May 9, 2022 with introduction to Nurse Practitioner [Vanessa Brown](#).

They will provide medical services for IL and AL residents every Monday morning in the Health Center Exam Room until further notice.

Please contact Julia Tweeten at (510) 929-1400 or jtweeten@pineparkhealth.com if any resident is interested in switching to a new primary care physician

Therapy department has completed a safety ambulation assessment for all IL and AL residents in May 2022.

We will utilize this information in the event of an emergency for evacuation purposes and to understand residents' mobility needs.

The Resident Survey is complete. 74% response rate - better than the 70% target rate

Theft and Loss Policy is currently under final review. If you have any missing items, please immediately notify Karina Tapia for further assistance.

Marketing Report ~ Janet Howell

Admissions

Welcome to Susan Conn 405P, moved in 5/16.

Welcome Liz and Marty Nolan 307P, moved in on 4/27

New Resident moving into 328M by 6/30 (awaiting contract signing)

New Application on 241M (Studio)

New Application coming in on 245M (One Bedroom)

Two failed applications; did not meet the IL criteria.

Our website virtual sales assistant is now live, where prospects can ask general questions and schedule online tours.

Campus Enhancements

The Touchtown application on your mobile phone will be live the week of June 6th (postcards will be distributed with more information). The application will include access to menus, Touchtown postings, an online resident directory, and more. The Resident Manual will also be available down the line.

[Vanessa Redman](#), Interior Designer from HKS will be onsite on Thursday, June 9th in Friendship Hall from 10am – 11am, to present our plans for the first floor campus unification. We will use some of the existing pieces of furniture, however most of the seating will be changed. The redesign will also include paint, lighting and flooring (starting in the Dining Room hallway, through the first floor of the Perry Building).

The request to increase the number of taxi vouchers and the amount allocated (currently \$15) will be assessed for the 2023 budget. The Residents' Council Officers can work with Mary Linde on this.

Karina Tapia will provide two group in-service sessions on the usage of the Fitness Center equipment on Thursday June 2nd at 1:30pm and Tuesday, June 7th at 1:30pm. One-on-one training can be scheduled directly with Karina (available on Tuesdays from 10am – 10:30am).

Maintenance Report ~ Oleg Korsunsky

Projects

Gardens

Final tile repairs are in progress; inclusive of planting, irrigation, and staining of the bare concrete in the Porter Garden. Should have final completion in the coming week.

Access to Rose Fox Noll Garden may be impacted during scaffold work related to the Roofing Project. This was not mentioned to the entire group, my apologies, but it is worth noting.

Doors and Access Control

Transition to Key fobs will take place starting 5/31. Please return your card for a key fob. You do not need to switch if you prefer the card, but you do need to return the card if you wish to return to the key fob.

Please stop by the Maintenance Office 5/31 7am-1pm, or pickup/swap at the front desk starting 6/1.

WiFi

Working on upgrading the network holistically, from incoming feed to distribution. Working with [Swenson Group](#) on troubleshooting historical issues, and identifying weaknesses to address.

Morgan Roof Repair

Scaffolding going up Thursday/Friday 6/2 and 6/3. Will impact visibility and there will be construction related noise starting the week of 6/6. Will work to seal attic space from inside, as well as repair historical slate and chimney flashing issues.

Work to last 2-4 weeks starting week of 6/6

Questions

Pests

I will work with Erin/Kitchen staff to inspect common kitchenettes for practices and to verify food safety.

Compost/Waste storage overnight will be looked at.

Education for Residents and Staff on sorting will be a team effort with Activities staff as well as Recology consultants.

Will look at how waste areas are set up in the community.

Camera on Octavia

Will come when there is a better Internet Service Provider

Pendent Batteries

Will be tested apartment by apartment in June - along with smoke detectors

Better Door Closing Warning

Resident was recently knocked down when a door closed on her unexpectedly. Olen will look onto warning system updates.

Lamp for Mary Roper

Michael will speak to Mary to identify her needs and will communicate to me as needed for correction.

Health Services Report ~ Michael Russell

The development of aging-in-place protocols is underway.

Working with Tess Budino, Hanh Ta, Karina Tapia, and Mary Linde to implement the aging-in-place model.

President's Report ~ Patrick Alexander

Picnic at Fort Mason

Needs further discussion with Dining Services and Life Enrichment

July Tea in the Parlor (\$35.00 fee)

Needs further discussion with Dining Services and Life Enrichment

September Raffle

- Tony Hanley and Pat Rush to progress
- Donations needed (no old clothes ;-)

October/November open doors

TBD

Questions from the Floor

Welcoming Committee

Residents have volunteered to help Katherine Conley welcome new residents

Each floor will have two residents as “ambassadors” to help for some days or weeks after a move-in

A map of the premises will be created

A short and simple list of essential knowledge is being prepared

Computer Classes with Tess

“Technology Support Workshop” with Tess will commence June 6. See *Heritage Happenings* for details

New Machines in Fitness Center ~ information on how to use

“How to use the New Gym Equipment in the new and improved Fitness Center” with Karina and Jonathon on June 2 and 7.

Proper food storage in residents' apartments

See Oleg's report.

Coffee in Parlor - can this be reinstated?

Mondays and Wednesdays at 4pm in the Main Dining Room: coffee hour returns

Coffee in Morgan Parlor will take longer to gain approval and will need new

equipment.

Request for more Taxi vouchers- & value greater than \$15

See Janet's notes. Will be reviewed for 2023 budget.

Request for printed change in safety protocol-for example the change in having 1 test per day instead of 2

June 25 Celebration of Life for Jean Fowler

In the Courtyard 2-4pm. Light refreshments will be served

Samuel P Taylor Park Outing

Looks like happening in October