

# **Heritage on the Marina Residents Council Meeting Notes March 25, 2022 ~ Dining Room**

## **Agenda**

### **Welcome ~ Call to Order ~ Moment of Silence**

- Patrick Alexander presiding

### **Officer's Reports**

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

### **Staff Reports**

- CEO ~ Mary Linde, CEO
- Marketing ~ Janet Howell, Director of Marketing
- NHA/Operations ~ Hanh Ta, NHA/Director of Operations
- Capital Projects & Maintenance ~ Oleg Korsunsky, Director of Maintenance
- Welcome for Employees with New Positions

### **Committee Reports**

- Food Committee ~ Mary Liz Harris
  - March meeting canceled – Next meeting April 12

### **Questions from the Floor**

**Next Residents Council Meeting:  
Friday April 29 9:30am**

## **President's Report ~ Patrick Alexander**

### **Fund Raising**

#### **March Madness Basketball Pool**

Successful! Need just a few more squares filled

Invest just \$40 to get a 1 in 12 chance of winning!

#### **Possibly opening apartments to viewing TBA**

Best wait until autumn so outsiders can be invited

#### **Possible Tea**

April?

#### **Possible White Elephant Sale**

Residents selling to residents?

#### **Out & About trips – No shows**

Please phone Calvin if you cannot make it

#### **Visit to San Juan Bautista – April 19 - All day**

See Anne Morris' Ranch, lunch at Jardine's, docent-led mission tour

#### **Visit to Sam Taylor Park - Probably in the Fall**

Has been very popular in the past

#### **Would anyone be interested in Educational Computer lectures?**

Good number of residents raise their hands

#### **Anonymous questions submitted by those who do not wish to be identified.**

OK to go incognito

#### **Volunteers for committees needed and welcomed**

Need to restart community efforts

#### **Residents to be aware of scam calls and emails**

Don't phone number the number they give you on the phone

Don't click the link in the email! Go directly to the real website

# Treasurer's Report ~ Paula Cornyn

**March 1 - 24**

**Beginning Fund Balance** **\$6,161.65**

*Receipts*

Employee Appreciation Fund	175.00
"March Madness" Basketball Pool	303.00

*Disbursements*

Activities-Flowers	(20.00)
Library	(68.10)

**Ending Fund Balance** **\$6,551.55**

## Fund Balances

*Designated Funds*

Activities	\$652.57
Chapel	846.37
Employee Appreciation Fund	175.00
Garden	1,044.04
"March Madness" Basketball Pool	303.00
Outreach	1,826.48
Stucky Library	693.79

<i>Total Designated Funds</i>	<i>\$5,541.25</i>
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<i>Undesignated Funds</i>	<i>1,010.30</i>
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**Total Fund Balances** **\$6,551.55**

# CEO Report ~ Mary Linde, Chief Executive Officer

## Strategic Plan

- Concept/Business planning continues with [Rockwood Pacific](#)
- Benchmarking wages/FTEs, expenses, and revenue over next 10 to 12 years.
  - We are a “single site”, standalone operation
    - Multi-campus organizations can share directors
    - Heritage: directors are exclusive to us
  - We have a lot of staff!
    - Average Resident Care Facility for the Elderly (RCFE) has 58 Full Time Employees (FTEs)
    - Heritage has 77 FTEs
- We are engaged with land use attorneys, historical assessment experts, civil engineers, and our design/architect team as we continue to develop plans for our future.
  - Morgan building: not listed nonetheless considered historic
  - Cottage: City to monitor because of “cute factor”
- The entire team of contractors was onsite Wednesday, March 23 for an exterior tour. We are beginning an RFP for General Contractors.
- Goal of the Strategic Plan is to have revenue cover all operating expenses without using the investment portfolio.
- We have no economies of scale: working with an outside contractor to assess for potential efficiencies on site.

## Aging in Place

- We continue to provide care and services to IL/AL residents in their apartments.
- We hired the Director of Resident Health Services, Michael Russell.
  - Taking on Cindy’s duties and more
- Pine Park Health has been in place since earlier this month and we now have at least 10 residents signed on to their services.
  - This type of care grew out of the Affordable Care Act
  - Post-acute care was so good; therefore bring this care to IL/AL

## Marketing Report ~ Janet Howell

### Admissions

4 pending applications: 2 Studios, 1 Bedroom (couple), 2-bedroom (couple)

Expecting new residents to move in at the end of April (couple) and beginning of May (single).

### Campus Enhancements

**Fitness Center** refresh is underway, Karina and I purchased new equipment. We will keep the current bikes and add a second NuStep and elliptical trainer. We are expected to finish the Fitness Center by mid-April. Some of the current equipment has been temporarily relocated to Apartment 107. The hours are 7:00am – 7:00pm.

**Garden Room** has the electrical and flooring portion of the project completed. Painting is scheduled for the week of March 28th. The refrigerator and toilet are on order. The room will temporarily have two card tables and dining chairs until the furniture is determined with the designer. Once completed, the Garden Room can be reserved through the Front Office. A shared calendar link will also be available in the coming weeks. For the security of the Francisco Street building, available times for use will be determined.

- Note: Final furniture may take 4 to 5 months to arrive

### Touchtown

Mobile application project is in process, still on track for a May rollout.

### Voice Recognition

Thank you to Theo Armour for gathering the Alexa pilot group, and thanks to those who volunteered. The devices are expected to be in hand by April 1st.

### Support for Ukraine

[World Vision](#) was the organization selected. We are collecting envelopes through today and will announce the total the week of March 28th.

## **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: 0 positive cases for residents, team members and contractors
- CDRU has advised to continue 2 sequential weeks response testing for current and upcoming week
- If there are no new cases from the response testing, we are required to have 2 more weeks of passive monitoring (i.e. testing not required) without any new cases before clearance of outbreak status.

Please continue to wear a face mask, practice social distancing and proper hand hygiene

Guest meals and guest rooms have been delayed due to outbreak

Covid-19 Booster Shots – CDC is scheduled to have preliminary discussion of future boosters on April 6, 2022

### **Operations Updates**

Resident satisfaction survey development has been completed and will be distributed mid of April 2022

Please congratulate Cecilia Amayo LVN as Infection Preventionist

Sandra Peret will continue as Director of Staff Development on a part time basis

Please congratulate Michael Russell RN as the Resident Health Services Director effective April 11, 2022

NEW - Pine Park Health will provide medical services for IL and AL residents every Tuesday mornings in the Health Center Exam Room

- Please contact Julia Tweeten at (510) 929-1400 or [jtweeten@pineparkhealth.com](mailto:jtweeten@pineparkhealth.com) if any resident is interested in switching to a new primary care physician
- Meet and greet date will be announced next week

## Maintenance Report ~ Oleg Korsunsky

*Oleg was offsite; Mary Linde read this report:*

As I won't be present for the Resident Council meeting tomorrow, I wanted to pass along our updated capital budget chart, as well as provide some high level updates for the residents;

We are done with the spring window washing and grounds pressure washing. The fountain in the courtyard is also back up and running.

Our annual maintenance on the generator, and subsequent refuel are also complete.

The upgrades to the Rose Fox Knoll and the retaining wall repair are approved and in progress, with the vendor coordinating resources.

The Knoll will be much more functional and accessible for the entire community.

The kitchen upgrades are in progress with the sandwich prep station and eye wash installed.

The large freezer project was approved and is in progress.

Our front lobby entrance is in progress, with access and cameras going up in the coming month. We will convert from the temporary keycards to key fobs in the near future. With the keycards being converted into smart ID badges for the staff to use, to improve work accessibility and workflows.

The Morgan elevator doors are in progress as well, the contract is executed, and final measurements completed.

We are now in the fabrication stages.

I would confidently say that we are on track with our robust 2022 capital calendar.

## Capital Project Schedule 2022

TASK	ASSIGNED TO	PROGRESS	START	END	Budget
<b>Quarter 1</b>					
Garden Room Refresh	Marketing/Admin	10%	2/1/22	3/30/22	22,000.00
Fitness Center Refresh	Marketing/Admin	10%	3/1/22	4/30/22	45,000.00
Access Control and Security Phase 2	Maintenance	80%	1/1/22	4/30/22	55,000.00
Porter Garden Retaining Wall	Maintenance/Grounds	40%	3/17/22	6/30/22	50,000.00
New Eye Wash Stations-Kitchen	Maintenance	100%	2/1/22	2/28/22	5,000.00
Sandwich Station Counter	Maintenance/Kitchen	75%	2/1/22	3/28/22	11,500.00
BP Machines	IL/AL	75%	1/1/22	4/8/22	14,000.00
Voice over IP implementation	Maintenance/Admin	50%	3/21/22	4/30/22	8,500.00
<b>Quarter 2</b>					
Morgan Roofing Patches	Maintenance	50%	4/25/22	4/29/22	25,000.00
Morgan Backflow prevention	Maintenance	20%	5/1/22	5/30/22	28,000.00
Nurse Call and Pendant Replacement	Maintenance/Nursing	25%	3/1/22	9/1/22	275,000.00
Perry Steam Boiler/Condensate Receiver	Maintenance	50%	3/1/22	4/30/22	24,553
Perry Boiler Room Controls Monitor	Maintenance	50%	3/1/22	4/30/22	8,975.00
Kitchen Flooring Repairs	Maintenance/Kitchen	25%	3/1/22	6/30/22	25,000.00
Kitchen Walk in Freezer Repair	Maintenance/Kitchen	40%	3/1/22	6/30/22	90,000.00
<b>Quarter 3</b>					
Main Level Unification and Refresh	Administration/Maintenance	5%	3/1/22	7/1/22	250,000.00
Phased repair of Failing Sewer Piping	Maintenance	10%	7/1/22	8/30/22	43,000.00



Morgan Elevator Doors	Maintenance/Admin	25%	5/1/22	9/30/22	190,000.00
Morgan Elevator Refresh	Maintenance/Admin	20%	7/1/22	9/30/22	35,000.00
<b>Quarter 4</b>					
New Washing Machine		0%	9/1/22	9/30/22	7,000.00
Francisco Elevator Redesign		10%	10/1/22	12/31/22	65,000.00
Apartment Renovations			1/1/22	12/30/22	710,000.00
Apartment Cosmetic Refresh			1/1/22	12/30/22	75,000.00
Campus Replacement Items			1/1/22	12/30/22	10,000.00

2,072,528.00

## **Welcome for Employees with New Positions**

Mary introduced and congratulated employees with new positions

### **Praveen Rattan ~ Human Resources Director**

I joined Heritage on the Marina approximately 5 months ago (mid-October 2021). My role as Human Resources Director is predominantly working with our amazing and wonderful team members (staff) at Heritage on the Marina. My role is to support all team members through their employment life cycle at Heritage on the Marina. This includes recruiting and onboarding, compensation, benefits administration, leave of absence, performance, employee relations, and a team member's employment ending, such as retirement. In HR we provide the support, processes, and implement policies and procedures to support the entire team member's employment life cycle, and our hope is it is fulfilling and rewarding.

In closing, I ended by saying how much I enjoy and love working at Heritage on the Marina. My experience thus far has been an absolutely amazing, fulfilling, and rewarding journey and experience. Thank you.

### **Tess Budino ~ Director of Nursing**

My name is Theresa Budino, but you can call me Tess. Some of you know me and some of you recognize my face but not my name. I started working at Heritage in 2019 as an MDS Coordinator and my office is in the Health Center. I am here standing in front of you as your new Director of Nursing (DON) and I will do my best to perform my duties and be an asset to this organization.

### **Michael Russel ~ Resident Health Services Director**

I will be Resident Health Services Director effective April 10th. In short, my job description is whatever you need it to be. Feel free to reach out with any questions, concerns, complaints, or compliments. I look forward to working with everyone.

### **Brittany Castillo ~ Director of Therapy and Rehabilitation**

Brittany is with ONR, the rehab organization that supports Heritage on the Marina. She is currently on leave for the next couple of weeks.

## Questions from the Floor

### **Doris**

2nd Floor Morgan elevator door has issues

### **Janet**

Fix is work-in-progress

### **Mary Liz**

May staff - who are in our “bubble” by definition - be invited by residents to eat in the dining room?

Response ??

### **Nancy**

Question about parking spaces. Response not recorded

### **Aggie**

Lock your car doors! People come off the street trying to open your doors

### **Katie**

We may have 77 FTE, but why is no one available to test residents so frequently?

Response: confusion about Health Center and Henderson Clinic

### **Eleanor**

There seems to be a lot of turnover. Is there an exodus?

### **Mary**

It's a tight market. People going to new jobs. No getting rid of anybody.

### **Martha**

Window washer team did a better job than previous team