

Heritage on the Marina (HotM) Residents Council Meeting Notes December 30, 2022 ~ Friendship Hall

Agenda

Welcome

- 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
- Marketing ~ Jeff Brenner ~ Director of Marketing

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, February 24 @ 10 am in Friendship Hall**

CEO Report ~ Mary Linde, Chief Executive Officer

Mask Reminder

we are still not out of the woods with COVID, Flu, and RSV. Please, please wear your masks at all times in public and wear them properly, covering your mouth and nose, unless you are eating.

First Floor Unification updates

My Apology: The First Floor Unification project has not gone as planned. Many residents have been unhappy with the changes. I take full responsibility. When Janet and our designer presented the changes on June 9 of this year, it was my understanding that residents were in agreement with those changes. I've since learned that many did not realize this was a final decision. And, several things have changed since that presentation, and many are not what I had hoped for. I am working to ensure this does not happen again and that we have more resident involvement in the future.

Again, I am very sorry.

Furniture is trickling in; all items are scheduled to arrive by the end of January.

Reupholstery is still in process. Fabric has arrived, awaiting finishing.

Artwork for Dining Room has arrived. It is scheduled to be installed on Wednesday, January 7.

Flooring (per Armstrong as of 12/29): repairs to floors are expected in the next two weeks.

Light fixtures have been installed. The two art lights above the hallway monitors are on order and will be replaced with the same art light fixtures already in place.

Jon Casey, CFO, will start on January 8, 2023.

Semiannual Meeting/2023 Budget Review will coincide with the February 24 Resident Council meeting.

Happy New Year!

NHA/Operations Report ~ Hanh Ta

Updates and guidelines for prevention and management of Covid-19

Heritage has had a total count of 64 positive cases as of December 30, 2022. The last positive case was on December 29.

We will continue our current safety protocol based on the [Interim Guidance: Prevention and Management of COVID-19 in Long-Term Care Facilities](https://www.cdc.gov/media/releases/2022/s0929-covid-19-guidance.html) (sf.gov), last updated on October 7, 2022.

Please continue to properly wear your face masks when outside of your apartments and leaving Heritage.

Heritage will continue to conduct daily screenings of residents, team members, visitors, and vendors.

The dining room was reopened on December 25. Thank you, everyone, for your patience and understanding.

Guest meals will be considered after January 13, 2023, to allow two sequential PCR testing rounds and review results.

We will continue to administer rapid testing for anyone visiting Residents.

Operations Updates

A copy of Hanh's report on the picnic at Samuel R Taylor Park is attached.

Health Services Report ~ Michael Russell

Mary read a message from Michael

Thank you, everyone, for your patience and cooperation during our recent outbreak. With your continued diligence and following infection control guidance to prevent future outbreaks. We wanted you to know that in the Henderson Clinic, they fully transitioned to an electronic medical record and documentation.

Most of you are aware that my wife and I are expecting twins, and again I want to let the community know that I'll be taking three weeks off when that time comes that the doctor's appointment this morning.

Maintenance Report ~ Oleg Korsunsky

Patrick read a message from Oleg

I'm still working through our life safety compliance process and working with vendors and contractors to compile some last minute pieces of paperwork that I have sent to our regulators by 10 Today. I can update the community in person in January and answer any questions that come up today via email.

Marketing ~ Jeff Brenner

Overview

Heritage on the Marina had two contract signings during the month of December

Completed renovation of one Deluxe Studio unit - 246M

Near completion of the renovation of a Deluxe Studio Unit - 329M

Current Stock

Total Apartments - 64 IL / 20 AL

"Rent Ready" Apartments - 57 IL / 15 AL

Current Occupancy - 53 IL / 12 AL

Occupancy Percentage - Approximately 91% IL / 80% AL

Availability - 2 Studios / 1 Deluxe Studio

Key Points

- Waitlists are starting to be built for 1-bedroom and 2-bedroom apartments
- Renovations for more units are nearing completion in both AL and IL
- Increased Digital Advertising spending and reduced Print Advertising
- Reintroducing Heritage on the Marina back into the San Francisco market and network of Senior Living professionals
- Heritage on the Marina added to the [Julia Morgan Wikipedia](#) article
- New resident **Maureen Perron** moving into 241 Morgan

Treasurer's Report ~ Paula Cornyn

December 31, 2022

We took in quite a bit of money, most as donations from a sister of a deceased Health Center resident and **Bernie B** in memory of **Eleanor B**.

Beginning Fund Balance	\$15,643.58
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Receipts	25.00
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Disbursements	(409.08)
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Ending Fund Balance	\$15,259.50
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Fund Balances

Designated Funds

Activities	652.57
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Chapel	846.37
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Employee Appreciation	-
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Garden	6,577.15
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Outreach	1,851.48
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Stucky Library	4,111.63
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<i>Total Designated Funds</i>	<i>\$14,039.20</i>
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<i>Undesignated Funds</i>	<i>1,010.30</i>
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Total Fund Balances	\$15,269.50
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Secretary's Report ~ Theo Armour

I want to thank everybody for all the nice thoughts that were sent to me while I was in the hospital. Thank you all very much.

President's Report ~ Patrick Alexander

Follow-ups

Thanks to all who donated to Employee Appreciation Fund -

New emergency pendants are available

A December issue of the *Heritage Happenings* is not being published. The Activities Department will create and distribute a calendar

Other business

Begin our fundraising for 2023 with the March Madness basketball pool

Semiannual meetings for 2023

- Friday, February 24-Friendship Hall 10 am
- Friday, August 25-Friendship Hall 10 am

Comments & Questions

Resident comments from throughout the meeting have all been gathered here

Mary Liz H: What happened to the sculptures in the Library? **Mary L:** will try to find

Linda H: New cleaning carper policy: It's not our responsibility to clean them. **Mary L:** Carpet cleaning is not in the contract.

Theo A: Regarding the incident while boarding the bus for the picnic at Samuel P Taylor Park, I was an observer close at hand. I noted that

- There was no medical staff or activities staff present during the start of the boarding
- At the time of the incident, the driver and the maintenance staff, and care-giver did not immediately call for emergency medical support

- The maintenance staff did not follow standard procedure but instead tried to pull the injured resident to a standing position

Hanh T: That is a training issue that we will be addressing

Tony H: Are we scheduled for another booster? **Hanh T:** waiting for guidance from CDC

Mary Liz H: I understand we're pretty close to the 100-year anniversary Morgan: **Jeff B:** In 2025 there will be an event, press coverage and more.

Eleanor B: Will there still be bios published for new residents? **Jeff B:** Yes, we are doing more of an interview of new residents. It will be displayed in a picture frame in the lobby.

Nancy S: We still have rooms in the Health Center with curtains. **Hanh T:** Not all rooms can be private. We do our best to address privacy issues.

Mary Liz H: Commendations to Theo, Barbara, Margaret and the Committee for the Heritage Happenings. Also, the next meeting of the Food Committee is on January 10.