

Heritage on the Marina (HotM) Residents Council Meeting Notes June 24, 2022 ~ Dining Room

Agenda

Welcome

- Patrick Alexander presiding

Staff Reports

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

Officer Reports

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

Committee Report

- Food Committee ~ Mary Liz Harris

President Report ~ Patrick Alexander

**Next Residents Council Meeting:
Friday, July 22, 9:30am**

CEO Report ~ Mary Linde, Chief Executive Officer

Written report read out by Hanh Ta in Mary's absence

Strategic Plan

We have completed the first milestone, which is the development of a 10-year business model and concept plan.

This plan was presented to the Strategic Planning Committee of the Board of Directors (BoD) on June 8th and was met with approval. The plan was then presented to the full BoD on this past Wednesday, June 22.

The Board has approved the process to proceed with the next milestone - which is to obtain the Land Use Permits. This process will take about 2 years and cost approximately \$2 million.

Resident Satisfaction Survey

- 74% of residents completed a survey
- Strong satisfaction/engagement scores overall: 96% satisfied overall!
 - Highest score: Involvement in community life: 93%
 - Lowest score: Dining: 83% (Assisted Living being the lowest, where residents receive tray services for breakfast)
- A plan of correction will be developed for scores below 85%
- Our threshold is 85% satisfaction
- We will develop a team of residents and staff to work on the plan of correction

On Friday, July 15 at 10am in Friendship Hall, Mary will give a presentation open to all residents of the entire survey results.

Open Positions/Recruiting

Please again be reminded that we are facing a **national** employment crisis, wherein there are simply not enough candidates for the positions needing to be filled. Our industry has been hit particularly hard, as we cannot offer remote work and there has been a health "burn-out" because of the virus.

Marketing Director

- We have had over 50 applicants, but **none** have any entrance-fee contract sales experience, so none can be considered
- Our search has been expanded to a national search with a recruiting firm
- Patti, Jackie, and Mary are sharing many of the marketing duties in Janet's absence

Financial Support

- First of all, thank you to Alan Ng for supporting us in a temporary role since April
- His last day will be June 30th. (This was a temporary employment gig to offer short term support to the department)

Nursing

- We have key open positions in both HC and RCFE
- Using Registry to fill the gaps currently while we recruit
- These positions are hit hard by the national staffing shortage
- We need to let existing staff have time off

Town Hall Meetings

- It has been brought to Mary's attention that we had these meetings in varying forms in the past
- Mary will do her best to resurrect the meetings at least quarterly
- Plan to begin by end of July (Mary: "I'm told you'd like to ask more questions about Aging-in-Place, so we can start with that")

NHA/Operations Report ~ Hanh Ta

Guidelines for prevention & 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 18 positive cases as of June 23, 2022.

Last positive case was on June 22nd.

We're changing a few protocols. Staff are wearing N95 masks. Activities are not shut down - just because we have a high vaccination and booster rate - with residents over 95% and staff over 93%.

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

We do have a big event tomorrow afternoon. At Jean Fowler's memorial in the central courtyard. There's going to be about 20 guests. We'll be speaking to her niece and making sure that we'll be screening guests properly. If anybody's been exposed or has symptoms, we're going to ask them to leave.

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 Long-Term Care Facilities (sf.gov) last updated on May 5, 2022.

Last Residents Council meeting there was a question about safety protocols. I put together a handout. It's included in the minutes. It's about six pages.

We're still doing the daily screening once a day. We screen all visitors and team members. Anybody who comes on site will be screened up through the Accushield. We collect and put data on file because we're required to keep the vaccination cards of anybody who visits.

Same thing for vendors. We cannot discriminate against people based on their vaccination status. What we do is if they're not vaccinated: we ask that they bring either PCR tests within 48 hours or they do a rapid test within 24 hours. And we ask them to wear a proper mask.

Cloth masks are no longer advised. They don't really have much protection

in terms of barrier control. So surgical masks or N95 are required. Now team members who interact with residents for 15 or more minutes in a 24 hour period must wear an N95 mask.

For the dining room, I'm going to emphasize that reservations must go through the hostess. Please call 24 hours in advance to make your reservation. The reason we're asking 24 hours is because that way we can manage in terms of seating. We have to get vaccination cards before you come into the dining area. In addition to vaccination cards, we're going to require all guests who come into the dining room have a rapid test or PCR test before they come in. We are allowed to make it more stringent than is printed guidance.

You know when someone's dining, their mask is down. That's where the exposure is. We don't need to do the testing for all visitors but if guests come into the dining room, guests need to be vaccinated and tested.

And if guests haven't been tested, we will test them in the lobby. Do let your guests know if they're going to come in for dining that they need to come in earlier because it does take 15 minutes for the test results. If guests come in 20 to 25 minutes early, it's better.

We're still doing the response testing. If you have symptoms or you get exposed or we find out through contact tracing, we're going to test you on that day and then we will retest you for up to seven days.

We've had a few folks who may have negative results on the rapid test, but they came positive on the PCR. This new variant is very tricky. Sometimes things don't get captured on the rapid tests and it could be picked up on the PCR. If the team member comes in with symptoms, we actually ask them to report beforehand and stay at home and test themselves and monitor themselves because we don't want them to come in with symptoms.

Same thing with residents. if you have the slightest symptoms, please let Michael and his team know in the Henderson clinic because they need to know if they need to test you or if they need to do any other protocols. I'm not gonna belabor you with all the other details. It'll be in the minutes. Thank you.

Questions

Mary Liz: I want to know that if I have a visitor, am I allowed to have other residents sit with us at the table?

Hanh: I understand that sometimes several residents want to enjoy other guests. We are not open to that right now because of the outbreak status. San Francisco County is that yellow tier, which means medium in terms of having more cases come up so we're not doing multiple residents.

Mary Liz: [Can guests bring children?]

Hanh: we do allow children. They need to be vaccinated. We do limit to two guests per reservation. However, with children, two guests and one child.

Marian: I have not gotten my vaccination card back. Is that just me or is that everybody?

Michael: I have some vaccination records in my office so that I can input those records into our electronic medical records. And I should be able to get that to you today.

Operations Updates

Please welcome our new Director of Nursing Igor Mocerro

- Igor will collaborate with Nursing Home Administrator Hanh Ta to oversee the Health Center
- Igor holds both BSN and MSN degrees
- He has been a Registered Nurse since 2010 and a Nurse Practitioner since 2020
- He has extensive nursing director and management level experience, most recently at Laguna Honda Hospital

Introduction ~ Igor Mocco

Good morning, my name is Igor Mocco.

I'm a registered nurse but I also have my masters and doctorate in nursing. I've been with Heritage since 2015. I've been working as an on-call part-time *per diem* and never been fully employed. I'm now here to take on the Director of Nursing position. I started last Monday.

Heritage has a place in my heart. I've always connected with Heritage since I started working here in 2015. I love working with this population. So thank you, Hanh. And thank you very much for accepting me as a full-time employee.

I've been working with Hanh and Michael and the rest of the team to find staff so we may continue to provide quality care for all of you.

We've interviewed three nurses; hopefully we can have more. We're looking for a nursing assistant as well. We've been talking with our networks and the people that we know that really care for this population. We want them to join us here at Heritage.

I'll be at the Health Center. You're always welcome to see me and talk to me about anything. I would love to hear from you - about any your suggestions, anything that would help this population and making your Heritage more pleasant. Heritage is a five star CMS-rated facility. The goal is to maintain that. So it's a little bit of pressure for me, but I think we can do it. And I think character is always on top for me. Thank you, Hanh.

Controller Report ~ Joe Conroy

Staffing

A full-time replacement for Alan Ng is planned. It makes more sense to do that rather than try to bring on another temporary person and spend a lot of time with them in training and getting them familiar with the organization.

Marketing

Jay Ludwig, PhD is moving into 328 Morgan on June 30.

Applications are pending for apartments 241M and 245 M.

There is a tentative application for a one bedroom or deluxe studio.

We are behind plan on revenue and it's generally because we have vacant apartments but the other side of that is we have a very aggressive marketing plan in place to bring in new residents.

Construction is underway on apartments 246M and also 329M. Both of these will be studio apartments with kitchenettes.

Health Services Report ~ Michael Russell

I want to congratulate Igor. I worked with him in the health center. It was humbling to work with him. He's highly qualified. He's going to do well in this position.

I want to let you all know that I'm starting the process of reaching out to people to have general wellness visits - to talk about some of your health concerns. We don't want the first time that we have those conversations to be in the event of an emergency - where we're trying to figure out what hospital you want to go to and the type of care that you need. We are going to start reaching out to you and scheduling appointments.

We want to get an idea of your health concerns - concerns you may have about the facility. Some people require a different level of care. I want to make sure that we're consistent in our documentation. Since we have different staff coming in to see people we want everybody to be on the same page and be able to take care of you in the way you prefer to be taken care of.

[TB tests may be part of the process in updating records.]

Maintenance Report ~ Oleg Korsunsky

Good morning, everyone. As you see we have quite a bit of activity happening today. We have the scaffolding coming down. The roofing, patches over Morgan are complete. We're going to do a final test and then the roofers will be back next week to do a little bit of touch up with a slate affected from the foot of the scaffolding.

We also have our conduit painting happening right now - that's the bare metal pipe that you might see on the outside that we had to use to connect our camera system and our doors that should be getting painted today and next week as well.

The garden project is also almost complete - we'll be doing a final compaction of the soil - to make it easier for walkers and wheelchairs and for us to access that space by about Friday of next week.

The beauty shop project is moving along. The chair is expected here in the middle of next month. We'll get some communication out to you about the timeline and the duration of closure.

Our elevator project in the Morgan building is also moving along. Last week I met with an architect to go over some concerns we had with the structural elements that might be impacted. Again, we had to hit the brakes a little bit and instead of starting to move along to the elevator technicians and their recommendations, we have to come back and make sure that we're doing it to our standards.

We're moving our in-apartment inspections to the second week of July. You'll see our technicians coming around and doing that once annual process where we check smoke detectors. We're also going to check some plumbing components that we had trouble with last year.

Today our technician from United California Glass is repairing cracked windows from the last year and a half. He has five apartments that he's working in. If you have any, please report them. It's a very very, very annoying process to get windows fixed because they have to match what we have in place and have to function a little bit better than they used to.

Treasury Report ~ Paula Cornyn

June 1 - 24

Beginning Fund Balance **\$9,764.14**

Receipts *50.00*

Disbursements *(262.40)*

Ending Fund Balance **\$9,551.74**

Fund Balances

Designated Funds

Activities \$652.57

Chapel 846.37

Employee Appreciation Fund 175.00

Garden 429.25

Outreach 1,826.48

Stucky Library 4401.77

Total Designated Funds *\$8,331.44*

Undesignated Funds *1,220.30*

Total Fund Balances **\$9,551.74**

This month we received a \$50 donation in memory of Eleanor Burke. We spent \$197 on the library project, and \$65 on the ongoing beautification of our garden. We have \$9,552 on hand at the end of the month. The full report going to June 30 will be in the binder by about July 1. There are balances designated to different activities. If you're on a committee and want to know how much money you have, you can ask me. It's also in the treasurer's binder in the hallway.

Secretary Report ~ Theo Armour

Touchtown App

I'm a very technical person. I try to avoid paper and try to get everybody online. I'd like to report some very, very good news on this front.

At long last, we have a supplement to the notices displayed on the big TV screens by the dining room and the 998 channel you see in your apartment. There is a new app that runs on your phone or tablet - on iPhones and Android phones. All the information on the big screens you now also be able to see on your phone.

The program or app is called [Touchtown](#). We've have about half a dozen people testing it already.

With the Touchtown app, you can pull up the residents directory, see the dining room menus, any special announcements and much more.

Staff will be sharing usernames and passwords by email or on a card. Everybody who has a phone or tablet will be able to try it and use it.

I'm just surprised and delighted at how much information is on Touchtown already and how easy it is to use it. So I'm very, very optimistic and happy about this new development. And that's thanks very much to Janet Powell for her instituting this wonderful new service.

Alexa

A long-standing project to get Residents on Alexa. Alexa is a voice-controlled virtual assistant. An Alexa device can play audio, home, answer questions and engage services to keep you organized, informed, safe, connected and entertained. Alex is coming to Heritage so that you'll be able to call for help by shouting out to Alexa. Janet Howell has Alexa devices. We're going to get Alexa going but first let's get familiar with Touchtown.

Resident Acknowledgement & Recognition

Betty Dy sent Theo the following message

Could something be put in the Happenings to encourage residents to

greet others as they pass by a table in the dining room? Some residents sit alone and need recognition from others. It's very important for residents to feel part of the community.

Theo brought up this topic at the meeting and suggested that it's always a nice thing when more mobile residents bond with less mobile residents.

Food Committee Report ~ Mary Liz Harris

June 14 at 10:30, in the McGinley room. Staff present: Kevin Erin, Angie and Sylvie. Eight residents were present.

Comments made from the comment box in the dining room and from today's meeting were the following:

1. A visitor from Morrison came and was happy with our food and we will have her support. There is a service program here. She was Gina Collrace from Boston.
2. A sanitation auditor rated us four stars which is among the best scores.
3. There seems to be some correlation between aging and a desire for more plain foods.
4. We started our new menu on Father's Day.
5. There is a concern about food waste. Ordering the correct amount and purchasing the right product would help.
6. For a greater visual presentation, it would help if the salads were in bowls not plates - where it's easier for some to fall off.
7. Some additional entrees will be included in the exhibition stations such as Moroccan beef, Asian and Japanese items. Pad Thai will continue. Two types of spices are included: very hot sauce and milder hot sauce.
8. There was a request to include a small amount of Tabasco sauce .
9. There will be an ethnic dinner on July 15 commemorating Bastille Day.
10. \$40 tickets can be purchased from Tony Hanley for the tea to be held on July 21st.

The next meeting of the Food Committee will be August 9 at 10:30

President's Report ~ Patrick Alexander

Coffee in the parlor

Patrick: We did have a question last time about coffee in the parlor. It would be nice if we did have coffee in the parlor. We used to have it but I don't know if it can be instituted.

Hanh: We want to hold off on reimplementing that until we get out of the outbreak status and have no more positive cases. Having coffee in the parlor will obviously entice more people to go down with their drink without their mask.

Safety Procedures

Patrick: Margaret Jacobs has put together an absolutely fantastic sheet on safety procedures. It also will include a laminated card with the appropriate numbers to call if you have an emergency. Everybody will be getting one of those. I think you can elucidate on that Margaret?

Margaret: I was just the typist. Kudos to Eleanor Bissel for putting it together.

Future Events

Center for the Book

Patrick: We have future events. One of them is the Center for the Book on July 12th. It's an Out and About meeting that Margaret Johnson is going to be escorting. The Center for the Book is a place in which everything that goes into a book is available there. It's kind of a store; it is somewhere where printing is done; Binding of books is done; anything to do with books and leaflets.

Formal Tea

On July the 21st. We have a formal tea. Tony, would you give us some further details on the formal tea - Where it will be held, the price, the dress code and all the wonderful things that are going to happen?

Tony: I'm turning this over to my head person here: Katherine Conley.

Katherine : Thank you, Tony. The tea is to be held Thursday, July 21 At three o'clock in the afternoon. Tea is always a lovely event. We have it at the Morgan Parlor. Tables are beautifully set. Delicious sandwiches are well served by our staff. It's all together above the location.

To help enhance the tea this year, we'd like to have a few gift cards. We're thinking of gift cards from Safeway, Trader Joe's, Greens restaurant and other entities that residents patronize and enjoy. So if you could give us a gift card and we'll dispense them at the tea and have a little fun with them.

Admission to the tea is \$40 per person. All proceeds go to the employee appreciation plan. We all know what the employees here do for us and how deserving they are of every penny they get from the fund when it's distributed at the end of the year. So let's support the team and make sure there's as much money as we can get in that fund.

Tony and I are selling tickets -as of today. There are 40 dollars a person. Since we can only see 40 people in the parlor, we've only got 40 tickets to sell. They are being sold on a first-come first-served basis. I'll be happy to sell you a ticket. We look forward to seeing you all at the tea. And we'll have a great time. Thank you!

Checks payable to "Heritage Residents Council".

Town Hall Meeting

See CEO Report for date and details

Maintenance Requests & WorxHub

Patrick: In order to create a Maintenance Department request most people have been filling out a piece of paper, handing it in to the front office; then the front office gives it to Oleg and he enters it into the WorxHub program. It would make a great saving for Oleg if residents enter details into the WorxHub.

If anybody has a particular project that they'd like to have done in their apartment such as hanging a picture, changing a light bulb or something like that and the details need to be filled out then bring the paper to me or

to a volunteer. So if you do have a particular project you need to get done. We're happy to do this for you. *Theo and Margaret Jacobs are volunteers.*

Goodwill Bin

Patrick: People have requested that items they have can get to Goodwill. Maintenance will put a cart or bin in the basement. This will start at the end of July. We're not going to take everything; it's going to be for clothing only. This is to be run by the Residents Council. A member of the Residents Council will take your old clothing to Goodwill.

Library Update

Tony: There's been a tremendous amount of work going on in the Stucky library. People have been working for five, six months now - re-cataloging all of the books. The intent is to eventually put this online. The books are all identified on the shelves by the type of book. There are the new books, biographies, mysteries, etc. I'd like to give some acknowledgement to those folks who have spent many, many hours in the library: Judith Goff, Jean Graham, Kay Narron, Yvonne Benedick, Pamela Fisher, and Margaret Johnson. Please give them a big hand!

Jean Fowler Binders & Tribute

Bernie: I have a binder that's got a lot of photos that Jean put together. I'll be putting it into the library right after this meeting. I would like it to stay in the library.

Eleanor: In the library, there are four binders on the big table in the library. They're fabulous! Very, very interesting. Jean left us with a huge legacy of the history of the Heritage. I highly recommend that you take the time to look at those. And today in your mailbox, there will be a tribute to Jean. The first page is an obituary that was written by Jean.