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LEADERSHIP UPDATE MEETING MINUTES, APRIL 9, 2025

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Questions from Residents' Council:

1. **How much was spent on preparations for the Centennial Celebration of the Morgan Building?**

- This event was not only a celebration, but a fund-raiser and a friend-raiser and it did both of those things:
 - i. We raised \$50,800 for this event to date
 - ii. Raised important political support with SF Board of Supervisors (Sherrill, Mandelman), our State Assembly person (Stefani), and Congress (Pelosi)
- We swapped this event for the Resident/Board Spring dinner, so costs were covered in that budget (i.e., this was not an extra or unbudgeted expense)
- Dining:
 - i. \$681.00 on food expenses,
 - ii. nothing for alcohol (we purchased enough at the Holiday party to cover the Spring event),
 - iii. \$986.00 for the ice sculpture,
 - iv. and all extra Morrison staff on site were free, according to our contract.
- Rental chairs: \$785.00
- Photographer for 3 hours: \$460.00
- Flowers: \$142.00
- Program printing, not done onsite:
 - i. Invitations: \$323.00

ii. Programs: \$217.00

- Paper for onsite printing of BOS Proclamation & SF Heritage Article: \$17.00
- Resident Art Gallery printing: \$80.00

Total Raised: \$50,800.00

Total Spent: \$3,691.00

Net gain to date: \$47,109.00

2. Describe the role of staff and emergency preparations and procedures in the event of disasters such as earthquake, fire, etc.

- Staff are trained quarterly on every shift in fire drills, which includes identifying a fire, calling for help, alerting fire department, sheltering in place, or moving residents to safety, and evacuation if needed.
- Disaster drills (tabletop) are done annually with all Directors and then they train in their departments.

i. We have an extensive Emergency Operating Procedures (EOP) manual which is updated annually and reviewed annually by our regulators.

ii. The manual is laid out in a way so that staff can pull up the type of emergency immediately and follow prompts (Rapid Response check lists) to alert them of steps to take.

1. In all instances, when a disaster is not during regular business hours, the highest-ranking staff is the Incident

Commander until someone from the leadership team arrives.

2. After the appropriate emergency officers (Fire, Police, etc.) are notified, the CEO is the first to be notified and will be on site as soon as possible. If CEO is out of town, the acting Executive Director will be onsite.
3. The Manager on Duty is also notified and becomes the Incident Communications Director. MOD will come to community depending on severity of incident. As Communications Director, MOD will receive information from Incident Commander and relay information to residents; and vice versa. For major disasters, the Communications Director will also communicate with families.
 - a. Someone will be designated to answer incoming phone calls.
4. Depending on the kind of disaster, there will be a limited response or an all-hands-on deck response.
5. The Facilities Director and Executive in charge will be in constant communication.
6. The Executive Director of RHS and the Assistant Director of RHS will be onsite and on call when resident safety is involved.
7. The Incident Commander will follow the Rapid Response Guide for the incident (i.e., earthquake, fire, bomb threat...).
 - a. This is a check list that designates roles, actions, and serves as documentation of the incident.
8. After any major incident, the incident is reviewed to learn what was done well, what could be improved upon, and to ensure proper documentation of the incident.

THIS ENDS THE FOLLOW UP REPORT TO RESIDENT COUNCIL

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## **LEADERSHIP UPDATES:**

**Mary Linde, CEO:**

- **The Ambiance Committee:** chaired by Gene Graham, the committee is working to frame prints given to us by Cooby Greenway to place in the Dining Room.
- **Affiliation Update:** I have been told rumors are floating around and I want to be as transparent as possible. As promised, we plan to keep you informed about any affiliation news. Currently there are some communities that have shown interest but there are no commitments at all. These communities are basically “kicking the tires” and getting a look at us, and we are getting a look at them. We cannot discuss the names of these communities, as we all have signed NDAs to protect both ourselves and any prospective affiliate partners.

This will not be a quick process, and if/when we engage with a finalist there will be considerable back and forth, including some resident visits, before any final agreement is reached.

Please know we will be forthcoming with more information as we have more information we can share.

As a reminder, this is what was shared last month at our semiannual meeting and it remains the same, except for the 5<sup>th</sup> bullet point:

- Working on our list of potential candidates
  - We are only considering other Non-profits
  - Prefer they have California experience
  - We are very focused on culture and reputation
  - *To date we have not yet contacted any specific candidates* (this HAS changed, as we are now beginning to engage with communities who are considering us, as stated above)
  - Expect to begin that process soon but likely will not be deeply engaged with final candidate(s), if any, until late this year
- **New Van:** Our Board Director, Scott Hinds, has purchased us a new van, using funds earned on our Out and About restricted endowment. It will arrive in early May. Cortez can fill you in on the details.
  - I will be away Friday April 11 and returning Monday, April 28. In my absence Praveen Rattan is the Executive Director in charge and Martha Nkhoma is the RCFE Administrator on record. I am available via email and phone throughout my time away.

## **Praveen Rattan, Executive Director of Human Resources (absent)**

### **Recruiting Updates:**

- **Nursing Openings:**

- o Certified Nursing Assistant (CNA): Per Diem position(s) open.
- o Licensed Vocational Nurse (LVN): Two Per Diem positions open.
- Ward Clerk: Full-Time Position open.

- **New Hires:**

- Lead Maintenance Technician – Archie Madden
- Certified Nursing Assistant (CNA) – Mechele Mayes

## **Angie Lam, Director of Dining Services:**

- We will be celebrating Hawaii on Wednesday April 16th at dinner. Come, enjoy some Island fare and have a cocktail.
- Easter Mid-Day Dinner will be on Sunday April 20th
- We will be launching our Spring/Summer Menu Cycle at the end of this month
  - Thank you again for your understanding with the shell egg shortage. We will let everyone know once shell eggs are available again. However, we are still able to order pasteurized liquid eggs.

## **Hector Arrazola, Sr. Director of Facilities & Plant Operations**

### **Completed Projects:**

- Adding Annunciator 16 Speakers & a new Amplifier
- Apartments Remodel #213 & #327

- Francisco building lightwells & air vents clean up, roof structure removal
- New Weekend Facilities maintenance technician has started
- Morgan Basement security room upgrade
- Francisco Building Garage 1530, Roof water leak

**Projects working on during the month of April 2025:**

- Morgan Building Elevator / preparation for remodeling / Scheduled for some time in June due to permit application delays and elevator company follow up delays
- Francisco and Octavia emergency annunciator system
- Pending - Alarm Panel deficiencies follow up, Final inspection
- Morgan & Perry Building Transfer Switch require test
- Room #423P Laundry Conversion - **In Progress**
- Carpet replacement for apartments #247, # 239, and #238

**Cortez McFarland, Director of EVS & Transportation**

1. Recent/Current projects:

- a. Comcast modem replacement site wide
  - i. Comcast on site to provide service improvements
  - ii. Let Cortez know if you see extra charges; he will address
  - iii. Everyone is getting the Ultimate TV package (no cost to residents) which includes sports channels
  - iv. Once the new channels are installed Cortez will print and distribute list of all channels
- b. Window Cleaning April 1<sup>st</sup>
- c. 109P Blind replacements
- d. 420P window replacement
- e. Black out shades for McGinley Room movie watching
- f. Front Office camera installed
- g. Carpet cleaning in 5 apartments

## **John Casey, CFO**

### **• Financial Report Status**

- The Finance Team has completed Year-End December 2024 financial reports in Yardi.
- The FSG meeting covered these December 2024 pre-audit financials. These are the reports that were presented at the Residents Council Meeting. We are working on further consolidation of the package and also include some narration around the numbers.
- The Finance Team is working on closing out the First Quarter financials.

### **• Actuarial Study 2024**

- The Actuarial study is done every 5 years. We are currently behind in providing the data to the contractor.

### **• 2021/2022/2023 401k Audits**

- The 2021 401k The IRS have accepted the audit/report, but we are negotiating the late penalty.
- The 2022 401k The IRS have accepted the audit/report, but we are negotiating the late penalty.
- The 2023 401k Audit is in process.

### **• 401k Fiduciary**

- To better support our employees and their retirement funds, we have added a resource agency called SageView who will act as a fiduciary on the 401k plan.

### **• Yardi Future Phases**

- The EHR is ready to go (and communicates with physician software, EPIC), we are just waiting on some technology (iPads) to support the nursing staff with entering data as the visit residents.
- The pricing update for Aging-In-Place Level of Care is completed and was announced at the semi-annual and a memo with additional details is being sent out.
- Training has been on-going for the Nursing Staff. We will have some onsite support when we go live.
- The RentCafe portal is also being completed in phases. The first will allow residents to see details of their billing. While we know there is some concern regarding seeing different charges and past due balances on the statements, we are hopeful that this access will solve those concerns. It will require a log in to the Yardi system.
- Second, we are migrating our Heritage on the Marina website to RentCafe. It will generally have the same "look" as the current website but will allow some capabilities around marketing and

other areas we currently do not have. This is furthering our attempts to have more facets of the business in one place.

- **2024 Financial Audit**

- a. The annual financial audit is expected to be completed by the end of April.
- b. The DSS financial report package will follow shortly after.

**Martha Nkhoma, Executive Director of Resident Health**

- **Roxana noted:** tomorrow, Thursday, April 10 at 3pm Tri Tran will give a talk about computer scams and how to report them.
- A doctor's order is required for medications, including pain meds (Tylenol etc), supplements, suppositories, etc., in order for a nurse to assist with administration.
- For physical therapy (PT), occupational therapy (OT), speech therapy (ST), and nursing services, determine when it is appropriate to choose EmpowerMe for therapy versus external home health providers (e.g., PT, OT, ST, and nursing services).
- If you are feeling unwell, please notify the nurse on duty so they can come and test you for COVID-19. We encourage you to stay in your apartment if you are experiencing flu-like symptoms.

**Cortez McFarland, Director of Environmental Services & Transportation**

- Transportation:
  - a. Please be advised that the van will be out of service on Monday April 28, Tuesday 29, & Wednesday 30th. We will resume normal services on Thursday May 01, 2025.
- Misc.
  - a. SF Bay completed the bi-annual window cleaning.
  - b. Ray from Fire & Safety Service will be on site May 20th to conduct training with the residents in Friendship Hall at 2:00pm.

**Bob Connolly, Sr. Sales Manager**

**Marketing:**

1. New ad in San Francisco Giants yearbook-6 month print run.
2. New full page ad in Nob Hill Gazette. Ads in Marina Times, St. Vincent de Paul and St. Dominick's'.
3. Exploring long term ad campaign with SF Chronicle.

**Sales:**

1. Received application/602A/check for 305Perry for George Sawyer.



## **New Business:**

- Concern that affiliation will be with a religious organization that takes away our culture and rights. This was reported to Board Chair, Randy Gridley, and will be part of the due diligence on culture we do down the road when a potential candidate is identified.
- How secure is YARDI with personal information: YARDI has multi factor authorization, requires you have a login and password.
- Resident asked that Resident Council Bylaws are posted. This will be done shortly and placed on communication board on lower level.
- Why does Resident Council exist: it is a forum for the residents to meet with their elected leaders to discuss issues without administration present. RC determines if these are broad issues that should be addressed by the administration because they affect the entire community or if these are personal issues that need to be directed to the right person. It is also a place for resident to express ideas, concerns, and ways to improve life at Heritage.



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