

## Administrative Update (TOWN HALL) Meeting MINUTES

Wednesday, October 9, 2024

### Notes from Resident Council Meeting on Friday, 9/27/24 with responses (as needed) in red from Administration:

- Theo proposed lighting in front of the Morgan building.
- No decision from residents yet. Most people whose windows are on that side would like to see how it would affect them before deciding.
- This is a project that the 100<sup>th</sup> Anniversary Party Planning team is working on. We would have to get a bid for the project (which would include where lights would go and how they would project) and funding (possibly being raised at the Julia Morgan 100<sup>th</sup> Anniversary party).
- Door keys-some elderly residents have problems in opening their doors using their key. Possibility of having a lock installed that could be opened with a fob. Resident would have to agree to have it done and pay for it. Hector is looking into this as it would require electricity. The company, RCL, who is doing our WanderGuard and our Nurse Call system will look into this on Thursday of this week to see if it is possible and to get us a bid.
- Lunch with Randy in October. The following have signed up:
  - Bob Bledsoe, Theo Armour, Yvonne Benedict.
  - I will email Randy to request a date.

Employee Appreciation fund raising letter has been sent out, Dated October 1, 2024.

Michele Jackson has proposed 2 fund raising efforts:

- A game night which she will run.
- Change from residents to be put into a money box outside the dining room. She will then take the change to Safeway and convert it into dollar bills at coin base to be deposited into the Residents Council Employee Appreciation fund account.
- Michele has been working with Mary to secure space. This is approved and will be fully run by Residents, with Michele leading.

██████ is still confused about her treatment. She still maintains that despite calling for assistance no one came. We will no longer address clinical issues, especially those issues involving resident names in this format. Please direct any clinical issues to Martha. Also, this issue has been addressed multiple times.

Mary Liz Harris stated that she called the clinic using the new telephone numbers. The call did not go through. She then called using the old number and the call did go through. Hopefully the new number is working OK. This was addressed immediately by Cortez. ML was inadvertently pressing a wrong number while dialing. The new numbers worked when tried from her apartment.

**Old Business:** At September's meeting it was requested that the MOD carries a non-emergency transportation number they can call for residents who need urgent care but do not feel they need 911 transportation. Mary investigated several non-emergency transportation companies. None are truly able to meet the requested need, as they require us to schedule the rides in advance and will only stay open past 6pm if there is a scheduled drive.

There is one emergency transportation company, King American Transport, who will answer your calls 24/7 and prioritize your ride based on priority of needs. They are part of the 911 system and require you to answer a lot of questions about your condition before they will pick you up. Because of this, they state it is best for YOU to call them, not an intermediary, so they can get all the right information.

## **KING EMERGENCY TRANSPORTATION: 415-931-1400**

### **New Business:**

#### **CEO Updates, Mary Linde:**

- Lots of confusion today about this meeting. It was listed as "Leadership Meeting" on activity schedule. We generally call it Administrative Updates, but will begin calling it Administrative Town Hall to avoid confusion.
  - Also the meeting now starts at 10AM per residents request.
- Resident Satisfaction Survey (with cover letter and self addressed return envelope) will go out to all residents next Wednesday, October 16<sup>th</sup>. Please complete by 10/31/24.
- Fleet Week begins this week. If you need ear plugs see the front office.
- On September 26<sup>th</sup> the City Planning Office held our EIR (Environmental Impact Review) hearing.
  - No HotM residents attended in person, some were on Zoom (Theo circulated a report)
  - Tania A., a neighbor on Francisco, was the only public commenter; she was possibly the only neighbor who attended.
  - Alan Murphy (our legal counsel for this) relayed that Commissioner Moore is generally against all development projects.
    - Alan did not express concern re: comments (i.e., economic analysis is clearly not required in our scenario, the City has experts involved re: what is sufficiently safe re: traffic, etc.).
  - We expect that there will be many comments submitted by the Oct 15<sup>th</sup> but hopefully nothing that hasn't been raised previously. In any case, we are expecting the project team to re-engage with the City after Oct 15<sup>th</sup> re: further refinements to the EIR and entailing (hopefully only minor) further adjustments to our proposed project.
  - There will be a future hearing where comments related to the merits of the project overall will be welcomed. That is expected to be early in the new year.

- I am working on an Agreement that would allow Elegant Nail Salon (on Lombard Street) to come to our Beauty Shop and do resident nails. This would be a private cost from you directly to the Manicurist. (Thanks, Pam Bledsoe, for suggesting this).
- Announcement issues: because the overhead pager is difficult to hear, we are adding extra speakers on each floor as well as replacing the old unit in the basement. We believe this will correct the issues. If not, we may need to add even more speakers.
- Another issue re: hearing call bells: When the Henderson Clinic door is closed and locked (medications are required to be double locked when no nurse is present), the CNAs are having difficulty hearing the call bell panel (inside the Clinic), causing delays in responses to your calls. We are adding a second panel and phone to the satellite Henderson Clinic to alleviate this problem.

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

- Dining Services is currently working on the new fall/winter menu cycle. We are expecting to launch in early November.
- Here are the upcoming events:
  - October 10<sup>th</sup> Samuel P Taylor Outing/Picnic
  - October 11<sup>th</sup> October Birthday Night
  - October 18<sup>th</sup> German/Oktoberfest Dinner
- Thanksgiving is right around the corner. We would love to see you celebrate with your friends and family on Thursday November 28th at our annual Mid-Day Dinner. Reservations are required for any guests to ensure we have a smooth meal service.
- We are excited to launch our NEW touch screen system to provide dining feedback, "Happy Or Not." Your feedback is valuable! We look forward to learning more about what you love and what we can improve. We are implementing this system starting at lunch today, October 9th. It will be located by the entrance of the dining room.

### **EVS & Transportation Director, Cortez McFarland:**

- Transportation: Please continue to make non-medical and medical requests at the Front Office.
- Laundry: All washer and dryers have now been repaired.
- Housekeeping: No updates.
- Misc: In the near future, we will be conducting an upgrade to all the comcast cable boxes in the community. A memo will be sent prior to let everyone know the date.
- **Save the Date:** The Great Shakeout is scheduled for Heritage on the Marina on October 17, 2024. For more information about this program see [www.shakeout.org](http://www.shakeout.org).
- **Issue brought up by two residents: on certain channels on their TVs the language is Spanish. Cortez will get the provider involved to remedy this.**

- Also: the van Air Conditioning is fixed; however it may “go out” due to the type of fuse that is being used. If this happens the driver can immediately hit the reset button and the AC comes back on. Instructions were placed in the van and the driver has been trained.

### **Asst. Director of Life Enrichment, Roxana Lara:**

- October 17<sup>th</sup> – Celebrating Germany happy hour w/EJ the accordionist @ 3pm Friendship Hall
- October 18<sup>th</sup> – San Francisco City Election Ballot Workshop w/ Betty Puckard - 2pm in FH

\*Please bring your information pamphlet from the city dept. of elections to take notes.

- October 24<sup>th</sup> – Halloween Happy Hour w/ Hipsteria
  - Come in your best costume- Prizes for Best creative Costume~! 3pm in Morgan Parlor!

### **CFO, Jon Casey:**

- Budget 2025
  - Resident Requests – Henderson Staffing, Security (evaluating cost)
  - Staffing Workbooks – Completed Updating Masters
  - Revenue (Baseline) – Started
  - Expenses – Workbooks for Directors in process, including contract increases,
  - August 2024 being used for Year-To-Date
    - Capital - Rollover Items and new items in discussion
    - Project Costs anticipated for 2025
- Financials
  - August 2024 has been released, need to set up FSG for second quarter
  - Department reviews going well with new General Ledger Codes
- Actuarial Study 2024
  - In process, similar data to an Audit with additional factors
- Insurance
  - Renewals in process for property and liability
- Significant increases anticipated
  - Yardi Phase 1 Core
    - Accounting and Finance Transition from SAGE 100 parallel testing
    - PayScan, Checkscan live in November – Automate Vendor Remittance and Resident/Donation Payment Processing
    - Customer Relationship Manager (CRM) – Marketing ready
- Yardi Future Phases
  - Electronic Health Record/Medication Management December 2024/January 2025

JobCost – Predevelopment in 2025  
Fixed Assets – Capital Project Tracking in 2025  
RentCafe – Resident Portal in 2025  
MaintenanceIQ – Still assessing  
Integrates Maintenance Requests with Resident portal  
Project Tracker and Status

- **Question: who manages TouchTown? Many directors do, depending on the content. If a resident needs to get in touch with someone about TouchTown, direct your questions to the Front Office and they will give you the right contact person.**

**Sr. Facilities Director, Hector Arrazola:**

**Completed Projects:**

- Fire alarm Panel
- Loading dock safety repairs
- Exit Doors New Wonder Guard system
- Porter Garden New irrigation line installation
- Curb Painting for Francisco & Octavia buildings
- Fire Alarm Control Panel Replacement & Update
- Apartment 1530 #3 – Painting, patching & carpet replacement

**Projects working on during the month of October:**

- Adding annunciator speakers & amplifier
- Perry & Morgan Stairs Chair Lifts:
- Morgan Building Elevator / preparation for remodeling
- Apartments Remodel #423 Laundry room conversion / #213 & #327
- Cottage building new landscaping
- Perry & Morgan buildings stairways wall repairs, patching and painting
  - **Resident commented that because much rainwater had come into the building to cause the need for these repairs, we need to check the underlying structures to ensure that there is no mold. Hector assured us that he is doing this.**
- New nursing call system, main computer & others
- Generator Diesel Tank repair
- Loading dock area new safety light fixture

**Sr. Sales Manager: Robert Connelly:**

**Sales:**

- We welcomed new residents Val Szegeti and Tom King.
- An application has been received for 1530 #3 Francisco with a move in October.

- Application for 420P and 411 received, potential move in date early November/December.
- Expecting application and health review for new residents at 1530#3.
- October occupancy at 90%!

#### Marketing:

- The Centenary of the Julia Morgan Building is to be celebrated on Thursday, March 27, 2025. We are planning for a gathering of San Francisco dignitaries, past and present board directors, team members and residents.

#### Ads:

- Nob Hill Gazette
- SF Examiner
- Richmond Review Publication (Sea Cliff-Richmond neighborhood 20K subscribers)
- E-Blast on Facebook/LinkedIn- "Retirement for locals" and "SF's Neighborhood Charm"
- Direct Mailer to 2,500 pre-screened potential residents
- Planning Holiday messages in multiple publications

#### **Executive Director of Human Resources, Praveen Rattan:** **Recruiting Updates:**

- **Openings in Nursing:**
  - CNA (FT and Per Diem)
- Residents brought up issues with Registry staff (on their phones, don't carry our phones, don't do as good a job as our staff)
  - Martha ensured residents that we DO have a Registry Orientation and many written tools for their use. If a Registry nurse or aide doesn't do a good job, we do not allow them to return to the community.
  - Please report to Martha or Vada if you feel you had a Registry staff that should not return.

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

- Thank you for cooperating with COVID-19 precautions, including self-isolation and early testing when feeling under the weather.
- Dental Hygienist: Certifications are pending for now
  - Safeway Flu shots and COVID-19 Boster: 10/29/2024 from 10am to 2 pm
  - Still waiting for Kaiser to respond about the flu clinic and covid-19 booster clinic
- T.B. Testing: In progress.
- ENT (Ear, Nose, and Throat): There is a sign-up sheet; they need more than five residents to provide services (Senior Care Group).

- Blood Pressure Clinic: There will be no clinic this month, but it will be scheduled for next month.