

The Highlands at Pittsford

Zoom Resident Meeting

February 22, 2021

Resident Council (Janet Steiner, Chair)

- The Resident Council encourages suggestions from residents. Suggestions are logged in, tracked, and may be immediately resolved, or referred to a member of HAP administration. We will not close out a suggestion until a decision is made. You will receive a response to your suggestion(s) from Peter Dillon, our Suggestion Coordinator.
- In March, we will begin the process of nominating four new Resident Council members for a 2-year term starting July 1, 2021. Three residents will be from the apartments and one resident, plus an alternate (one year), will be from the cottages.
- Observers are welcome at the Resident Council meetings. The next meeting is Tuesday, March 9th at 10:00 a.m. in the Oneida Dining Room. Please contact Janet at 310-7366 if you would like to attend as an observer.

Executive Director's Report (Lloyd Theiss)

- The independent living residents received the second dose of the Moderna COVID vaccine on Saturday, February 20th and the clinic ran very smoothly. Once again, Lloyd spoke of our gratitude to the URM System for providing these vaccinations.
- Walgreens pharmacists will return on Friday, February 26th to administer the second dose to our remaining employees.
- We anticipate receiving guidance from the Department of Health any day now which will ultimately guide us as we make plans to cautiously open up a bit more in the coming weeks.
- Lloyd thanked Russell Perrone and the Maintenance team for their tireless efforts to clean up after the recent snowstorms.
- Although every effort has been made to keep the sidewalks clear of snow and ice, please be careful when you are outside as the walkways may still be slippery. If you see any areas that need attention, call the Hospitality Desk at 586-7600 to let us know and Maintenance will be directed to take care of it promptly.

2021 Budget Review & Rent Increase (Elizabeth Nettle)

- Elizabeth reviewed a sample Profit and Loss statement showing an approximate 2% shortfall of revenues over expenses, or (\$217,000). This was previously presented at a series of mini Resident Meetings in October 2020 to show the importance of the annual monthly service fee increase. At the time (October), the 2021 budget had not yet been finalized and, thus, the rent increase was delayed until after the first quarter of 2021.
- Elizabeth compared the 2020 Budget to the 2020 Actual operating revenues and expenses. HAP essentially broke even for the year when looking at operations.

- HAP was fortunate to receive CARES Act Grant funding of \$115,000 in 2020 to help offset the negative financial impacts of the COVID pandemic. Funding was based on a significant decrease in occupancy at Laurelwood and the increased expenses related to the pandemic; mainly the State mandated weekly COVID testing for all employees.
- Elizabeth compared the 2021 Operating Revenue and Expenses Budget to the 2020 Budget. 2021 figures (without an increase in monthly service fees) show a decrease in revenue and an increase in expenses, for an overall shortfall of (\$386,000) or 3.45%. Again, this shows the importance of an annual monthly service fee increase, in addition to prudent budgeting and close monitoring of spending practices.
- The 2021 Budget assumes that the financial impact of the COVID pandemic will continue through June 2021.
- To cover this shortfall, your monthly service fees will increase by 2.25% effective May 1, 2021. While the increase was originally budgeted for April 1, 2021, it has been delayed one month. There is no increase on second person fees or any other fees.
- 2.25% is consistent with the increase from 2020. Your actual dollar amount will vary depending on your apartment or cottage style; the increase will range from \$60 to \$105 per month.
- Elizabeth went on to review the 2021 Budget Operating Cash Flow, showing that all operating cash received from revenue is spent to cover operating expenses, debt principal payments, and routine capital improvements. All operating cash received is spent on operations. We have cash reserves that are used for extra non-routine projects such as the memory care neighborhood at Laurelwood.
- All residents will receive a letter prior to March 1st which will serve as the required 60 days advance written notice of an increase to monthly service fees.

Dining (Andy Trepanier)

- The Oneida Dining Room reopened on February 1st and all is going well. We are still regulated to operate at 50% capacity; on average we are currently serving about 50 residents per night.
- The dining staff continues to provide gentle reminders when they see residents not wearing masks. Since we are all in this together, we would also appreciate your help in reminding each other about mask wearing, hand sanitizing, and social distancing.
- Our new point of sale system, *Full Count*, is working great! We are now able to run reports with accurate data which will ultimately lead us to more efficient and effective management decisions. We are already seeing increased efficiency among our wait staff.
- Andy was pleased to report that dining phone extensions have been modified in response to your pertinent feedback. Residents now have the option to speak directly with a dining services team member. While we were working to achieve that feature, unfortunately, we became aware of a minor glitch; as of today, that issue has been resolved.

Cultural Programming (Margaret Leyden)

- Residents continue to receive a printed program calendar on a weekly basis. A digital calendar is also available on the Resident Portal.

- We are offering many virtual wellness programs and virtual presentations. If you are not getting the Zoom links and you are interested in participating, please contact Elizabeth David at 641-6344 or Margaret at 641-6387.
- *Resident Library:*
 - On behalf of the HAP Library Committee, thank you for using our library and we appreciate your thoughtful book suggestions. You can place suggestions in the small wooden box located in the library.
 - When you borrow a book, please remember to sign it out in the sign-out book located on the library credenza. Equally important, when you return a book go back to the sign-out book and cross your name off. Returned books go on the “return book shelf”.
 - Unfortunately, we are finding a lot of random dust jackets (the detachable outer cover) left behind in the library, minus the book. For some reason, it appears that residents are borrowing the book but removing the jacket and leaving it behind. This is discouraged for a number of reasons. Please keep the jacket with the book.
- *United Way:* Due to the pandemic we have decided to postpone our annual United Way campaign which normally takes place in March. We will regroup this summer and decide how to proceed.
- *Hospitality Desk:* We hope you have all had the opportunity to meet our new part-time receptionist, Madison (Madi) Russell. Please give her a warm Highlands welcome.

Marketing (Ann Julien)

New Neighbors:

- Ann reminded everyone of the new residents who joined our community in February: Jean Whitney (347); Aline LeClair (151).
- Marketing has deposits on the following four apartments: #152, #248, #303, and #345. Two more deposits will be received this week on apartments #240 and #309. This leaves only two apartments open at the present time. The Cottages are full with a waitlist.

Occupancy: Apartments are currently 97% reserved & occupied; Cottages 100% reserved & occupied.

Fan Club:

- Ann reminded everyone about the F.A.N. (Friends as Neighbors) Club, our resident referral program. She stressed the fact that the program applies to new introductions only. If you recommend a prospect who has already been in contact with Marketing, you will not be eligible for the incentive bonus.
- If you have any ideas for other incentives to increase membership in the club, please let Ann know.

Events:

- *UR Always Learning* is starting up again (virtually) for HAP residents and seniors in the greater community. The first one is a Zoom with Autumn Haag on March 15th. Three more lectures are scheduled for April including one for *UR in Tune*. Check your Cultural Programming calendar for details.
- Ann is working with the marketing team at URMC to discuss relaunching the *To UR Health* series. More information to follow.

Laurelwood Update (Jen DiOrio)

- At the present time, Laurelwood has no COVID positive cases; this includes both residents and staff.
- Jen was pleased to report that we have reopened the Laurelwood dining room. Group activities have also resumed as well as in-person visitation.
- We look forward to getting further guidance from the Governor's office to help us plan for opening up even more.

Human Resources (Christy Anderson)

- There were no new hires to announce at this time.
- Christy announced our SPIRIT winners for the month of January: Cary Gray, Patty Klimchuck, Russell Perrone, and Ivia Rivera. Winners will be posted each month on the Resident Portal.
- Your thoughtful SPIRIT nominations are very much appreciated; they can be submitted on the Resident Portal or in the SPIRIT box located in the in-house mailroom. Nominations must be submitted by the last day of the month to be considered for that month.

Next Meeting: The next Zoom Resident Meeting will be held on **Monday, March 29, 2021 at 2:30 p.m.** The Zoom link will be emailed to everyone on the morning of March 29th.

Minutes recorded by:

Ellie Forgach

Minutes distributed on 2/25/2021