

The Highlands at Pittsford

Zoom Resident Meeting

March 29, 2021

Resident Council (Janet Steiner, Chair)

- Janet reviewed the Resident Council Election process; details were previously sent to all residents in a memo from Janet dated March 23, 2021. There are three open seats for Apartments and one for the Cottages (plus an alternate). Nancy Cain (Apt. 109) is accepting nominations from the Apartments; Betty Iwan (Cot. 105) is accepting nominations from the Cottages. All nominations should be submitted by April 2nd. The final slate of nominees will be announced at the April 26th Resident Meeting. Voting will take place from May 4-11.
- Those wishing to attend a Resident Council meeting are welcome to do so. The Council meets on the 2nd and 4th Tuesday of each month at 10:00 a.m. Contact Janet in advance.

Executive Director's Report (Lloyd Theiss)

- Lloyd reviewed a number of organizational changes that impact both Laurelwood (LW) and Independent Living (IL). These changes were previously communicated in Lloyd's COVID update memo dated March 10, 2021.
 - Diana Wawrzyniak, LPN and Health Services Coordinator at LW, has retired after more than 20 years of service. With the COVID-related blip in occupancy at LW and the delay in opening the memory care neighborhood, Diana's position will not be filled in the short term.
 - The role will be reassigned as follows: Jeanette Stephens, RN has been promoted to Resident Health Services Manager, overseeing health affairs for both IL and LW. To provide additional support to Jeanette and our IL residents, Mary Walker LPN has assumed the role of Resident Services Advocate. Diana Urriza RN has stepped into the role of Nurse Case Manager at LW.
 - This dedicated team will report up to Jen DiOrio, Program Director for LW. We are proud of their accomplishments over the years; both Jeanette and Diana U. have earned their RN licenses while working at HAP.
 - Mary was introduced to the residents at this meeting; Jeanette was reintroduced.
- Jeanette and Mary will be sharing office space; they are now located in Andy's former office across from the bakery and coffee bar (accessible from the Bistro hallway). Andy can now be found in Jeanette's former space, next door to Margaret and across from the small public restroom.
- Throughout the COVID pandemic, the newspaper carrier has been dropping off the papers (*D&C*, *New York Times*, and *Wall Street Journal*) at the front entrance and HAP staff has been delivering them to apartment doors. We have been working with customer service representatives to try to get the carrier to resume door-to-door delivery but, unfortunately, this has not yet come to fruition. Please note: Friday, April 2nd will be the last day that a HAP staff member will deliver your paper to your apartment door. After that, if you do not receive your newspaper at your door, you will need to come to the Hospitality Desk to pick it up and you should call customer service to report your delivery issue. Please refer to Lloyd's memo dated April 2 for phone numbers to call.

- Lloyd was pleased to report that we have had no new COVID cases in IL (residents and staff). Unfortunately, we had one staff member test positive in LW last week. This employee is doing OK but will remain at home until they are retested with a negative result. Meanwhile, all LW residents and staff have been retested and all are negative. It appears that this one positive is an isolated case and proves that our safety protocols are working; it also proves that we must remain vigilant to keep COVID at bay.
- Lloyd gave kudos to our driver/receptionist, Sharon Russell, for helping a resident avoid being the victim of a grandparent scam. In this particular scam, someone will call claiming to be your grandchild and, often in a frantic-sounding voice, they will claim to be in a dire predicament; the scammer will ask you to send money immediately and will provide details on how to do so. Please be aware that these type of scam calls are on the rise and remain diligent. In this case, Sharon's astute intervention saved the resident from being scammed out of thousands of dollars. You are encouraged to report all suspected scams to the Hospitality Desk.
- As we continue to open up our community gradually, dining is one of the largest components in that process. We will implement new best practices not only for safety purposes but also to improve on the quality and consistency of the overall dining experience.
- Prior to the pandemic, we were experiencing many challenges on the dining front. Frustrations included inconsistent meal portions; inaccurate orders; bottlenecks caused by everyone coming to the dining room at once; and the growing complexity of menus, to name a few. Challenges surrounding LW meal management, the growing demand for meal deliveries, and Bistro dining operations (all happening within the same timeframe) further exacerbated these issues.
- As we morph from the COVID cocoon, we want to emerge in a better place, not only addressing safety concerns but also making improvements in areas that were clearly in need of greater discipline and structure. Lloyd reiterated that the motives behind such changes are strictly safety and quality driven and not the result of budgetary cutbacks. With leadership from a new dining director, the implementation of the point-of-sale system (*Full Count*), and feedback from all constituencies, there is no better time to implement positive changes. This segued into Andy's departmental report for dining services.

Dining (Andy Trepanier)

- As we enter the next phase (Phase A) of our reopening plan for dining operations, Andy announced a number of changes that will be implemented on Monday, April 5th. Our ultimate goal is to bring the HAP community closer to a sense of normalcy.
- All changes were detailed in Andy's dining update memo dated March 30, 2021. Rather than repeating everything in these minutes, please direct your attention to the March 30th memo; the information can also be found on the Resident Portal.
- Andy shared that plans for Phase B include a modified version of Happy Hour; reopening The Bistro; and a new grab-and-go café concept to coincide with the Bakery reopening. It is important to note that a move to Phase B is contingent on the success of Phase A and especially a reduction in meal delivery volume to no more than 30 deliveries per night.

- In pointing out the differences between the two menus (one for dine-in; one for meal delivery), a resident asked if one could order from the dine-in menu and pick up the order. The answer is no; the delivery menu is designed to include items that ‘travel’ and reheat well. If one were to order from the dine-in menu and pick up, the quality of the meal would likely be compromised.
- A resident pointed out that the current delivery containers are labeled with a recycling #6 and questioned whether or not they were recyclable. Lloyd responded that most plastics are accepted for recycling regardless of the number; Styrofoam and plastic bags are not.

Admin/Finance: (Elizabeth Nettle)

- Elizabeth announced the annual HAP Recycling Week; acceptable items include paper documents (for confidential destruction); miscellaneous electronic waste; new/gently used clothing.
- The collection period is April 26th thru April 30th. Drop-off location is the key pad 1 entrance (1st floor). Please do not drop off items prior to April 26th.
- Residents will receive a memo with further details.

Cultural Programming (Margaret Leyden)

- Cultural Programming is now sending one daily email entitled: *HAP Programming Daily Links and Updates*. This single email (in lieu of the multiple emails you are accustomed to receiving each day) will streamline the process and provide an at-a-glance look at all the Zoom links pertinent to that day along with some additional announcements and updates. Margaret pointed out that this email is not a full listing of programs. Please visit the digital calendar located on the Resident Portal or see your printed calendar for all program information. Robin Gallagher will continue to send fitness links in a separate email.
- Although we have the ‘green light’ to have in-person guest speakers again, not all speakers are ready to return (or they don’t live locally). Thus, you will find that the majority of our lectures will continue to be held virtually. We expect to host our first in-person lecture in April and, hopefully, more will follow. In the case of in-person lectures, we are hoping to offer a Zoom alternative so residents will have a choice to attend in-person or participate virtually.
- Margaret encouraged everyone to participate in an Easter Egg Hunt starting on April 1 thru Easter weekend. Look for eggs throughout the community at your leisure; check inside the egg for candy and other prizes.
- *Resident Library:*
 - The Library Committee has put together a survey to help assess the residents’ library needs and learn more about library usage. The survey will be distributed thru the in-house mail on or about April 1st. Please take the time to fill out the survey even if you do not use the library.
 - Monthly reminder: When you borrow a book, please do not take it out of the library without first signing it out in the sign-out book. When you return a book, please leave it on the return book shelf and cross your name off in the sign-out book.

Marketing (Ann Julien)

Ann Julien was on vacation; she will catch everyone up on Marketing initiatives at the April 26th Resident Meeting.

Human Resources (Christy Anderson)

Lloyd presented the HR update on behalf of Christy.

- In an effort to be more proactive, we have started recruiting for dining (wait) staff to prepare for the upcoming summer months. We are currently reaching out to our existing team members (college students) to see what their plans are for returning.
- SPIRIT winners for the month of February: Robin Froehlich (Housekeeping); Clare Henderson-Pendergast (LW Receptionist); Madi Russell (HAP Receptionist); Wynter Young (LW Resident Care Aide). 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, April 26, 2021 at 2:30 p.m.** The Zoom link will be emailed to everyone on the morning of April 26th.

Minutes recorded by:

Ellie Forgach

Minutes distributed on 4/14/2021