

The Highlands at Pittsford

Zoom Resident Meeting

April 26, 2021

Resident Council (Janet Steiner, Chair)

- Janet introduced the slate of nominees for the Resident Council Election.
 - From the Apartments: 1) Bob Deprez; 2) Bonnie Gibbin; 3) Janie Hannes; 4) Gil Jordan; 5) Julie Tubbs; 6) Lorraine Withers. Apartment residents will vote for 3 out of the 6. Photos and bios are posted near the coffee bar by the U.S. Mailboxes.
 - From the Cottages: 1) John Bennett; 2) Marti Eggers. Cottage residents will vote for 1 out of the 2. Photos and bios are posted in the Hahnemann Club.
 - Voting will take place starting on Tuesday, May 4th and will end at 12:00 noon on Tuesday, May 11th.
- Janet presented Lloyd with a certificate of appreciation which reads, “On behalf of all Highlands’ residents, we offer our deepest gratitude for your extraordinary achievements in the past year in keeping us safe from COVID-19”.

Executive Director’s Report (Lloyd Theiss)

- In August 2018, HAP residents were asked to complete a 20-question engagement and satisfaction survey conducted by Holleran, a company that specializes in surveying retirement communities. Residents were presented with 20 different satisfaction factors; a 5-point scale was used.
- At the time, our lowest scoring factors had to do with new resident orientation and a number of dining issues including food quality and service in the dining room. Another factor that received a lower score had to do with our evaluation and decision making process to ensure residents are living in the appropriate level of care.
- Over the past three years, and especially in 2020, our quality management program, headed up by Margaret Leyden, has focused extensively on these three areas, as well as other opportunity areas, in an effort to increase your levels of satisfaction.
- One of the biggest accomplishments is that we have new leadership in the dining department. Andy is off to a great start, working cohesively with an established and talented dining team including Chef Mike, Ivia, Ben, and Steven. The new point-of-sale system, Full Count, has not only improved efficiency but is also providing quantifiable data that will guide us in our decision making.
- In an effort to add some much needed structure to operations while trying to balance the needs/wants of our residents, we made some thoughtful changes in dining, including changes to the menu and meal delivery process, as well as sometimes having to say “no” to special requests when we formally said “yes”. Change is never easy; we respectfully ask for your continued cooperation and patience as we navigate this period of change.
- It is important for residents to understand that these changes are not dictated by COVID nor are they budget driven. They have been carefully considered with the ultimate goal of improving your dining experience in an efficient and effective manner.
- HAP residents will be asked to participate in another Holleran survey later this year. More information to follow.

- There are no new COVID cases to report (neither residents nor staff).
- Effective May 3, 2021, apartment residents are now permitted to have overnight guests (maximum 2 guests; maximum 2 nights). Please refer to Lloyd's memo dated April 15, 2021 for further details. The two guest apartments are also available for reservation again.
- Also effective May 3rd, all visits with Dr. Howd and her practitioners will take place in their Laurelwood office. Jeanette Stephens or Mary Walker will contact you prior to your scheduled appointment time to help coordinate.
- Despite our best efforts to get the newspaper carriers to resume delivery to your apartment doors, unfortunately, that is unlikely to happen. Lloyd is working with the Resident Council to try to find another solution. In the meantime, please continue to pick up your paper at the Hospitality Desk.
- The Laurelwood Dining Room "refresh project" is in progress. Laurelwood residents are being served meals in the gallery area while the work is being done. We hope to reopen the dining room in time for Mother's Day.
- We have some encouraging signs that the Department of Health is returning to 'business as usual' and will soon refocus on our application for the memory care neighborhood at Laurelwood. Although nothing is confirmed at this time, we are hopeful that the project can begin this summer.
- Temperature checks are no longer required as you enter the dining room. Until further notice, please continue to wear masks in the common areas of the community.
- Please continue to be ever-vigilant about phone and phishing scams. Scammers are constantly coming up with new schemes. Please report all suspected scams directly to Lloyd or through the Hospitality Desk.
- HAP Recycling Week is April 26 thru April 30. Paper (for confidential shredding), electronics, and clothing will be accepted; drop off location is Key Pad 1 entrance (1st floor). See Lloyd's memo dated April 8, 2021 for details.
- Reminder that the Resident Portal is a great source of information about our community. You can make dinner reservations, check your meal points, sign up for programming, read HAP memos, etc. If you would like to learn more about using the Portal, sign up to connect with a Portal Partner. The sign-up sheet is located near the digital sign.
- Reminder that the Lilac Shoppe is open from 10:30 a.m. to 1:30 p.m. Monday thru Friday for convenience items including, but not limited to, milk, assorted breakfast cereals, bread, cheese, crackers, snacks, cookies, greeting cards, and personal products. The shop also carries several flavors of Hershey's ice cream (pint size) and V8 juice (original and low sodium).

Dining (Andy Trepanier)

- Thank you for your positive feedback on food quality, consistency, and service. Based on resident requests, we will continue to add icons to the menu to help you make the best choices for your dietary needs.

- We are averaging about 44 meal deliveries per night; although the number is trending down, we are still short of our goal of 30. Average number of residents in the dining room per night: 84. We continue to assess the dining program and plan for the next stages of reopening.
- We are excited to bring Happy Hour back starting May 4th; dates and times will be announced in a flyer. Information will also be forthcoming in mid-May when we roll out the new Bakery/Café grab-and-go concept.
- We will offer a fabulous Mother’s Day Brunch on Sunday, May 9th from 11:00 a.m. to 2:00 p.m. in the Oneida Dining Room. Reservations are required for all and this is a resident-only event. Details (and menu) to follow in a memo from Andy.
- Andy was asked: When will residents be able to invite guests to dinner? Although this is under careful consideration, unfortunately, we do not have a definitive answer at this time.
- Another question: If Happy Hour is going to be offered several nights during the week, can we reserve a spot for more than one night? Andy responded: Since the reservation process for Happy Hour is a new procedure, we will evaluate this but we have every reason to believe it is possible.

Cultural Programming (Margaret Leyden)

- We hope you will join us for a tree planting ceremony on April 30th in celebration of Arbor Day; a flyer was distributed with details. A special “thank you” to Pat Rettew and family for donating the magnolia tree. Lloyd will talk about the beautification fund and a master gardener from Cornell Cooperative Extension will discuss Arbor Day and the importance of trees.
- On Monday, May 3rd we will welcome a garden sculpture called ‘Frog on Bicycle’ and have an opportunity to meet the artist; a flyer was distributed with details. The sculpture was generously donated by Linda Russell for our campus.
- There is an in-person fitness option with Robin Gallagher starting in May. Please register to attend in person through the digital calendar located on the Resident Portal. Participants must wear a mask. A zoom link will be distributed as normal so virtual fitness is still an option.
- Starting on Friday, May 7th, volunteers from St. Louis Church will offer a communion service in the Community Center at 1:00 p.m. Going forward, this will be held on the first Friday of each month (same time and place). Once a priest is available to join us, this gathering will transition to a first Friday Mass service.

Resident Library:

- The Library Committee would like to add some more classic literature to our book collection. Although the definition of “classic” is fluid, we are referring to books that have a timeless quality and have been well respected throughout the years. If you would like to donate a classic novel from your own collection, please contact Margaret for more information.
- The Library Committee wishes to thank everyone who took the time to complete and return the recent Library Survey; to-date 73 surveys were received. Although the deadline has passed, we are still accepting surveys; please turn them in at the Hospitality Desk. We hope to hear from you even if you don’t use the library. Results will be shared at the May Resident Meeting.

Quality Management Update:

- Ann and Margaret reviewed the new resident orientation process. This is an extensive joint effort that involves the Marketing Department, Friendship Committee, a welcome/orientation to the various departments from directors/managers, and much more. We look forward to hosting a series of luncheons for newcomers and new resident socials this spring and summer.

Marketing (Ann Julien)

New Neighbors:

- Ann reminded everyone of the new residents who joined our community in March and April: Ellie Kurtz (303); Mary Lennon (248); Susan Herrnstein (152); Thelma Jo Atwell (345); Brad Paxton (240). And coming soon: Darlene and Harry Long (309); Jocelyn Hicks-Brody (245); Barbara Lopa (105).

Occupancy: Apartments are currently 96.3% reserved & occupied; Cottages 100% reserved & occupied. While occupancy at Laurelwood is still below budget, we expect a turnaround very soon and we are already starting to see more interest. The lower occupancy will work in our favor right now as we have fewer residents to displace while the dining room renovations are going on.

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:

- The Community Outreach Committee is firming up plans to host a food drive in June to benefit the Pittsford Food Cupboard. Preliminary plans call for our campus to be a drive-up food drop-off location. Details to follow.

Human Resources (Christy Anderson)

- You will see four friendly new faces serving you in the dining room. We are also recruiting for resident care aides at Laurelwood.
- Lloyd spoke of current recruitment challenges. Enhanced unemployment benefits during COVID-19 have changed the dynamics of the job market. With those benefits now extended, employers are struggling to find workers as many find it more lucrative to stay home.
- SPIRIT winners for the month of March: Pam Goodman (Housekeeping); Steve Marcotte (Dining); Kindra McDaniels (Laurelwood); Sharon Russell (Transportation & Hospitality). 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.
- Question: In the past, the actual SPIRIT nomination was read so we knew what the winner was nominated for. Can you start doing that again? A: Yes

Open Forum:

- Q: When will IL residents be able to visit at Laurelwood? A: Visits are permitted; please call the LW Front Desk at 389-1630 to schedule a visit in the resident's apartment.
- Q: Will you consider allowing overnight guests for more than 2 nights? A: Yes we will consider that as we look to the future.
- A resident shared that their in-house mail is disappearing from the mail cubby; a few other residents spoke up and said it has happened to them as well. Lloyd offered to look into this issue. Extra copies of menus, memos, etc. are available at the Hospitality Desk if you realize you are missing something.

Next Meeting: The next Resident Meeting will be held on **Monday, May 24, 2021 at 2:30 p.m.** Going forward, the meetings will be held in the **Community Center**. Since space will be limited for the unforeseeable future, we will continue to provide a Zoom link for those who wish to participate virtually. The Zoom link will be emailed to everyone on the morning of the meeting day.

Minutes recorded by:

Ellie Forgach

Minutes distributed on 5/12/2021