

The Highlands at Pittsford

Resident Meeting

December 13, 2021

Resident Advisory Council: (Betty Iwan, Chair)

- On behalf of all residents, Betty thanked Andy and the Dining team for the wonderful holiday dinner on Friday, December 3rd following the employee appreciation ceremony.
- Betty updated residents on the following suggestions currently under review by the Council:
 - Portable microphone for all meetings and presentations in the Community Center along with some technical support;
 - Miscellaneous cottage landscaping issues;
 - Expand on use of digital communication board at other commonly-frequented locations;
 - Consider lecture series at HAP featuring Rochester area minority community leaders.

Executive Director's Report: (Lloyd Theiss)

Holleran Survey Results:

Lloyd reviewed the results of the (independent living) Resident Engagement and Satisfaction Survey conducted by Holleran in September 2021. While only brief highlights are included in these minutes, the PowerPoint presentation in its entirety is available on the Resident Portal; paper copies will also be provided upon request.

- 191 surveys were distributed; 158 were completed and returned for a response rate of 82.7%, well above the Holleran benchmark percentile of 75.3%.
- Lloyd explained the difference between the Engagement piece and the Satisfaction piece.
 - Engagement: with the Community; with Others; with Life Goals; with Health and Wellness
 - Satisfaction: Likes, Dislikes
- 2021 results put us at 4.36 (out of 5); we are in the 80th (or higher) percentile in eight categories. This compares with an overall score of 4.301 from our 2018 survey when we were in the 80th (or higher) percentile in only three categories.
- Highest and lowest scoring categories were reviewed. Some of the blips could be attributed to the current scenario, i.e., safety/security score may reflect recent campus incident; meal delivery score may be tied to COVID.
- A brief summary of Laurelwood survey results will be shared at the January Resident Meeting.

2022 Dining Strategies:

- In an ongoing effort to keep everyone apprised of quality improvement initiatives, Andy reviewed a number of dining goals/strategies for 2022; many of our established dining protocols have helped to build a solid foundation as we enter the New Year.
- We look forward to resuming pre-pandemic dining services at an even higher level to include: 1) expand the Grab-and-Go concept; 2) return to seasonal breakfast events; 3) enhance the Happy Hour experience and other dining hosted activities; and 4) increase visibility of dining management staff.
- In early 2022 the Oneida Dining Room will be renovated to include an 'open kitchen' concept, allowing for a better balance between light fare and traditional menu selections.

- Concept drawings were shared to provide a visual. Resident feedback will be solicited as we get further along with this project.
- Q: Will the dining counter space replace the community table? A: It is not designed to replace the community table, however, single diners may find it desirable.

Housekeeping Update:

- Hahnemann Square residents only were reminded that we will go back to providing weekly housekeeping services effective Monday, January 10, 2022. This includes both cleaning and linen services on a weekly basis.
- Your scheduled cleaning day and time will remain the same. One housekeeper only will be assigned for 45-60 minutes depending on your apartment style.
- Refer to the housekeeping memo (from Lloyd, Russell, Judy) dated November 24th for additional reminders.

Other Reminders:

- Remain ever vigilant to phone scams and cyber fraud; scammers ramp up their efforts during the holidays.
- Please consider wearing your HAP name tags when you are in the common areas of the building, Happy Hour, Resident Meetings, etc. This helps our newcomers get acquainted with their neighbors and vice versa.
- The parlor, located across from the hospitality desk, is available for your private meetings. Please remember to reserve the parlor ahead of time by calling the hospitality desk at 586-7600.

Spectrum Update: (Elizabeth Nettle)

- The new Spectrum cable TV and internet package has been activated. If you already had Spectrum internet, there is nothing you need to do.
- If you did not previously have Spectrum internet you will receive instructions on how to activate your account. Crystal Rothfuss and Jeremy Snelgrove are available to help.
- If you have a Frontier email address, you **will not** need to change your email address.
- Do not cancel your Frontier internet service until **after** your new Spectrum account is active. Once you are up and running with Spectrum, you will want to return your old modem to Frontier.
- Crystal or Jeremy will reach out to those who need to switch equipment.
- Elizabeth confirmed that 100 TV channels are offered with the HAP plan. The only channel no longer offered in the plan is Showtime. You can upgrade your package (at your expense) to get professional sports and other channels not included in the 100.
- Effective January 1, 2022, the \$75 value for cable and internet will be included in your monthly service fee.

Dining Updates: (Andy Trepanier)

- Andy reviewed holiday meal plans for Christmas eve/day, New Year's eve/day. Priority seating does not apply for these holiday meals. Brunch on Dec. 25 and Jan. 1 replaces regular dinner service.
- The Pancake Breakfast with Santa & Mrs. Claus on Saturday, December 18 is a resident only event.

- Q: Where you have stated ‘residents only’ (Santa breakfast; Christmas eve; New Year’s eve) does this preclude guests staying overnight at HAP from participating? A: Unfortunately, it truly means residents only. We may be able to open up to guests once we determine available space.
- Q: Will you consider expanding Happy Hour to include a second night? A: Although there are currently no plans to add a second night, the thought will receive future consideration.
- Comment: The quality and appearance of meal deliveries is compromised as a result of current food containers. Andy shared that we are hoping to implement a reusable food container program in 2022. We will provide more information as this concept is further explored and developed.

Resident Health Services (Jeanette Stephens)

- Jeanette provided a reminder about the Release of Information Form that should be completed by every resident. This form gives us permission to tell other HAP residents if you are in the hospital or at a rehab facility if someone asks. No other confidential information is shared.
- You can also use this form to indicate that you **do not** want this information shared.
- If you are unsure if you have a form on file, or if you would like to change your preference, stop at the Hospitality Desk and the receptionist will assist you.
- Q: Is there a way to communicate when a resident leaves HAP permanently? A: Jeanette offered to look into this.
- Effective December 13th, New York State has imposed a statewide indoor mask mandate. Please continue to wear your mask (over nose and mouth) in the common areas at HAP.
- If you are not feeling well, stay in your home and order meal delivery. Call your physician to report your symptoms and also notify Jeanette or Mary.
- Q: Will HAP be distributing rapid at-home COVID test kits? A: To be determined.
- Q: Are any HAP residents unvaccinated? A: Yes, one resident is unvaccinated due to valid health conditions. This resident does not leave their home.
- Q: The FDA is expected to authorize the use of Merck’s COVID-19 pill. What can you tell us about the pill? A: Unfortunately, we do have that information at the present time.
- Jeanette reviewed HAP’s medication disposal policy. Residents are expected to dispose of their own expired or unused medications in an appropriate manner. Please refer to page 36 in the Resident Handbook for more information.

Go Green Group (Mary Lynn Vickers, Marti Eggers)

- The Go Green group is proud to announce a new initiative for recycling empty prescription bottles.
- Bring your amber-colored bottles (with lids) to Mary Walker’s office (across from the Cupcake Café) and deposit them in the designated collection container. They will ultimately go to the Monroe County EcoPark for proper recycling.
- If you have old Christmas lights in disrepair, contact Mary Lynn (485-0010) or Marti (319-6345); they will make arrangements to pick them up and take them to the EcoPark.

Cultural Programming: (Hillary Paine Hopkins)

- Hillary reviewed a number of programs coming up in the last half of December. Refer to your December Program Calendar for details.

- Out of an abundance of caution, we are looking at some creative ideas for safe, indoor (in-house) dining in January in lieu of taking residents out to restaurants as we try to navigate this new wave of COVID. If you have any ideas, let Elizabeth David know.

Resident Library:

- On behalf of the Library Committee, Hillary provided the usual reminder about the procedure for signing out and returning library books.

Marketing: (Patty Klimchuck)

New Neighbors:

- We recently welcomed the following new residents: Anna Thomas (Apt. 318); John & Helen Marchant (Apt. 106); Liz & Jim Martin (Apt. 217); Ann Nealon (Apt. 238); Marie Ginther (Apt. 245).
- We look forward to welcoming six new residents to the apartments later in December and into January.

Fan Club:

- Patty 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.

Community Outreach:

- Our 2021 Holiday Bake Sale raised \$2,008.85 for the Ronald McDonald House. Thank you for your support!
- Our fundraiser for Saint's Place was a huge success. Resident donations totaled \$1,495.00. The money will be used to purchase much-needed household items for newly arriving Afghan families. We also collected dozens of children's socks. Everything will be delivered to Saint's Place this week.

Human Resources (Christy Anderson)

- Christy announced the following new employees:
 - Wait Staff: Blake Hodgson, Nolan Petrone
 - Hospitality: Beth Stark, Joanne Marsh; Ginny Hurlbutt (transferred to LW)
- SPIRIT winners for the months of September and October were announced:
 - *September:* Chris Chelini, Steve Marcotte, Charlie Platania, Joe Stotts
 - *October:* Ivia Rivera, Jeremy Snelgrove, Jeanette Stephens, Mike Wasylko
- 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. You can also email your nomination to Christy at christy_anderson@urmc.rochester.edu. Nominations must be submitted by the last day of the month to be considered for that month.

Lloyd concluded the meeting with this bit of good news: Our Board of Directors has approved raising the starting rate for all HAP employees to \$15 per hour effective December 19, 2021.

Next Meeting: The next Resident Meeting will be held on **Monday, January 31, 2022 at 2:30 p.m.** in the Community Center. We will continue to provide a Zoom link for those who wish to participate virtually.

Minutes recorded by:

Ellie Forgach