

MINUTES OF THE REGULAR MEETING OF
THE CANTERBURY WOODS RESIDENT COUNCIL
Lounge, Monday, February 12, 2018, 10:00 a.m.

CALL TO ORDER: By Mary Dorscheimer, President

Present

Mary Dorscheimer
Isabel Gray
Lois Louvau
Bob Goad
Connie Hamblen
Becky Hetter
Nancy Frost
Ken Curtis
Sharon Russell

Absent

Ron Gaasch

INTRODUCTION OF NEW RESIDENTS: Pam and Michael Sanders, who are now residing in K-118, were introduced by their mentors Barbara and Ron Kierdrowski. Sharon Russell then introduced Maryln Andreas whose new home is K-211. Our new neighbors were heartily welcomed by all present.

ADMINISTRATION: Norma Brambilla

- A. Norma reported on a recent accident which occurred in the Health Center.
- B. ESC Support Services will be here on Tuesday, February 20, 2018 for the semi-annual meeting to be held at 10:00 a.m. in the Lounge. Updates on activities and our 2018 budget will be presented. Further information can be found in the Library.
- C. Norma stated she would be going to Sacramento the afternoon of this Council meeting for the 2018 Policy and Leadership Summit where she will meet with Legislators to discuss upcoming legislation that impacts seniors. Topics include financing, affordable living, and education for Certified Nursing Assistants (CNAs) as more are needed. Geoven Snaer from Environmental Services will also attend for the purpose of training.
- D. Our recent Resident Satisfaction Survey is in the Library – both the ESC overall numbers and those specific to Canterbury Woods. We will be developing an action plan to work on particular areas of interest. 95% of residents are satisfied and would recommend the Community.
- E. Norma will be going to Phoenix and Tucson early in March to look at state-of-the-art assisted living and memory care.

MARKETING: Tammy Brooks

- A. Tammy first thanked Bill Englander and Jack Stanley for their music at the Open House Marketing Event held on Friday, February 9, as well as others who helped in any way. It was attended with 26 outside guests. Five residents assisted and five others opened their homes for viewing during our tours.
- B. Tammy reported that occupancy is currently at 95.49% with Cottage **D-119** in process. Five apartments are now available: four C-style alcoves ... **B-214, C-114, J-215, and K-214**; also one G-style 2-bedroom/2-bathroom apartment, **G-101**.
- C. Chefs Robert and Tim are working on the menu for The Greatest Taste of P.G. at Spanish Bay, taking place April 22 at 4:00 p.m. This annual event benefits Pacific Grove Public Schools. Tickets are available online.

OPEN MIC: None

MINUTES OF THE FEBRUARY 12, 2018 MEETING: Lois Louvau

Approved as corrected in Treasurer's Report.

TREASURER'S REPORT: Bob Goad

Balance on hand 12/31/2017 all accounts	\$ 127,550.61
January Income – Our Shop	-0-
Interest Income	-0-
Donations	-0-
January Budgeted Expenses	< 2,237.28 >
Balance on Hand 1/31/2018 all accounts	\$ 125,313.33

The Treasurer's Report will be filed as corrected.

REPORTS FROM OTHER ELECTED COUNCIL MEMBERS:

A. **PRESIDENT** Mary Dorscheimer

1. Presented a Commendation Award to Jean Stallings for her many years of knitting blankets since July, 2004. Knit and Crochet members have completed 134 hand made blankets for babies born to Navy/Marine corps mothers.

Jean then presented a Presidential Certificate of Merit to Sue Price for her exceptional contributions of blankets for the new mothers. Jean also presented a Certificate of Appreciation and Pin for 300 hours of knitting baby blankets to Pat Clark.

Jean commended the many other residents and others who have contributed significant hours to this effort and invited the audience to view current knitting contributions located in the foyer.

2. Mary announced that Beth Storey is the new Chair of the Nominating Committee.
3. Mary mentioned the need for Birthday Dinner hosts. If there are no volunteers, there may not be Birthday Dinners for those months without hosts. Those wishing to host should get in touch with the Birthday Dinner Chairman, Irene Slaiter.

B. AT LARGE REPRESENTATIVES No Reports

C. ESC REPRESENTATIVE Nancy Frost

1. Nancy's report indicated the overall lowering of resident satisfaction from previous years; exception being that most would recommend this community; increasing fees and health care were common concerns; details and opportunity to address questions can be found by attending the upcoming ESC meeting at this campus on February 20 at which ESC staff can answer concerns.
2. As there is need for members on various boards and committees, ESC is looking for a variety of expertises, especially those with tax experience. Time commitment would be around 12-15 hrs/quarter.
3. Nancy again suggested attending the ESC Feb. 20 meeting at CW to learn more about the budget and "branding," i.e. what do we want to be known for.
4. Highlights from the community reports included:
 - a) Nancy pointed out the dissatisfaction of the proposed monthly increase in fees, noting that CW would have the highest increase.
 - b) Concerns about the changing dynamics of the community.
 - c) The positive note of our successful Weight Watchers program: fun connected with chair volleyball group/rematch with Los Gatos Meadows; success of "Our Shop."
 - d) From Spring Lake Village: They are in process of "rebuilding." Though no damage to their campus, it was emotionally draining to both residents and staff. They are very appreciative of our support, especially to staff. They thanked all the communities for their financial and material donations.
 - 1) Keith Chase asked for clarity on d) above: Nancy reported that Spring Lake Village was not burned but did have smoke damage, however twelve staff members lost their homes.
5. This was Helen Sause's last meeting. She has served on the Board several times, the last being the Bishop's representative. She was thanked for years of service and dealing with the trying times of the lawsuit. (Helen retired as Deputy Director of the San Francisco Redevelopment Agency; her role as Proj. Dir. For San Francisco's Yerba Buena Center highlights her contributions to the City; she also serves on the Lytton Gardens Senior Communities Board.)

ADVISORY COMMITTEE REPORTS

A. DINING SERVICES Ken Curtis

1. Dining Services Advisory Committee met on February 2 with all members present. One task of the Committee is to review dining room comment slips for direct input by residents as to the pros and cons of dining room activity and especially the menus.
2. Ken noted the very successful, well-attended Super Bowl Sunday event provided by the Dining Services Department which included an expanded menu appropriate to the theme.
3. Norma Brambilla reported that work on the kitchen floors should begin next week and could last over a month. It is likely that diners will be using recyclable dishes and flatware for several days during work having to do with the dishwasher. Norma distributed results of the ESC Independent Living Survey which indicated equal to, or better than, degree of satisfaction with Canterbury dining services than those at other ESC communities. Details of the Survey will be reviewed and discussed by Committee members at the next meeting. These surveys were found to have led to improvements in the past.
4. Dining Services Director Robert Kershner's report included events such as two of our chefs having attended the Fancy Food Show at Moscone center in San Francisco for new menu ideas and food trends; a "Teaching Kitchen" will be held in the Lounge on March 8, to include a demonstration with resident participation; residents taking food out from the dining room before the containers are available has again become an issue. There are three reasons for limiting take-away food until the end of scheduled food service: (1) to make sure all diners have full selection of food; (2) to minimize waste; (3) left-over food is not wasted as it is put in the staff room for consumption there.
 - a) Robert presented new menus for weeks two and three to be rolled out in March.
 - b) Choice of certain foods, and the frequency of rotation of items on the salad bar was discussed. Robert pointed out that multiple choices beyond what is now offered is a limited option given the amount of space on the buffet. Putting an individual item on the bar more frequently would mean less frequent offerings of other items.
5. Next meeting will be on March 2 in the Blue Room.

B. ENVIRONMENTAL SERVICES Nancy Frost

1. The Committee met on February 1, 2018 at which Geoven reported new lighter houekeeper carta have been ordered.
2. There was general discussion about laundry room doors, some needing to be locked, some not. The front desk should be contacted during business hours if access to a laundry room is needed. On weekends or after hours the Health Center should be called as they have access to a master key.

3. There have been several reports from residents concerning hall closet trash and recyclable containers not being picked up for several days, as well as an excess amount of cardboard around the dumpster. Much of this occurred with residents moving in or out over a three-day period. Once reported, this was taken care of as soon as was possible. Nancy reminded us that there is only one houseman here on weekends who has multiple tasks. We are also encouraged to break down our boxes whenever possible as this takes a significant amount of the housemen's time. Building representatives were encouraged to inform new residents in their building of this as well as where the closet bins are located.
4. Next meeting will be on March 1, 2018 in the Canterbury Room.

C. FACILITIES SERVICES Sharon Russell

1. Norma Brambilla and Charlie Hunt: reported that wood chips at the Koi Pond are to be replaced; work on drain pipes between the Dining Room and B Building and re-opening of the walkway should be completed by week's end; kitchen floor replacement to begin this week.
2. Currently being implemented is the completed plan for landscaping improvements; Purple Plum trees between Building H and the cottages as well as plants and flowers; cobble stones along walkway edges and around Cypress trees, thus saving water; prevention of mulch plugging drains; prevention of mulch from being kicked across sidewalks; and weed control.
3. Concerns have been expressed that the rock area outside the Blue Room was too large; several large potted plants will be returned to that area; Charlie will check out concern about the deteriorating railroad ties along the walkway on the East side of building D.
4. To the question whether the Jade Garden gazebo needs to be painted, it is intentionally left in a natural wood/weathered look.
5. Next meeting is March 5, 2018 at 1:00 p.m. in the Canterbury Room.

D. HEALTH SERVICES Ron Gaasch - Reports deferred to the March 12th Council Meeting.

APPOINTED COMMITTEE REPORTS: None

STANDING COMMITTEE REPORTS: -

A. ENTERTAINMENT COMMITTEE Lois Louvau

1. In the interest of presenting shorter reports to the Council, this and future reports will be limited to those programs in which the Committee is **directly** involved, to include Program Enrichment events under the direction of Marley Knoles.

2. Events scheduled from February 13th through February 28th were reported.
3. Next meeting is scheduled for Friday, March 2, 2018 at 1:00 p.m. in the Blue Room.

NEXT MEETING: March 12, 2018, 10:00 a.m.

ADJOURNMENT: There being no further business, the meeting was adjourned at 11:00 a.m.

Respectfully submitted,

/S/ _____
Lois L. Louvau,
Secretary