Oak Hammock
at the University of Florida

RESIDENTS' COUNCIL MEETING MINUTES

Via Zoom Friday, June 12, 2020

Attendance:

RC Members: Bruce Blackwell, Ellen Efros, Barb Francis, Mary Kilgour, Jan Lowenthal, Doug Merrey, Michael Plaut, Martha Rader, Joyce Riffe, Bill Rossi, Nancy Wood, Bill Zegel
Excused: Jim Piety
Management: CEO Troy Cannaday
Board of Directors: Donna Brown and Anna McDaniel
Residents: 88 on Zoom in addition to RC members, Management and Board

A. **President Doug Merrey** called the meeting to order at 10:00. He welcomed all the Zoom participants and explained that this is a learning experience as we try this large meeting. He welcomed two Board members, Donna Brown and Anna McDaniel, and welcomed our new CEO Troy Cannaday to his first RC meeting.

B. **The motion to accept the Minutes** from March 13, 2020 was made, seconded and voted on favorably.

C. Because **Donna Brown** must leave early she gave her comments at this time. She hopes to see us in person soon, and mentioned that all the Board committees are doing Zoom meetings. She officially welcomed Troy. The Board members have all talked with him but they are sorry that they haven't had a chance to welcome him in person. She said he had been thrown right into the fire with COVID-19 and that they recognize that it is harder to make decisions to reopen than it was to close activities. She encouraged us to continue with social distancing so we don't have to close down again. No Board members are coming to the Oak Hammock campus. She also regretted that we had not had a proper farewell for Jeff Hagen but said we will have a formal farewell when it is appropriate.

D. Old Business

- **Doug's comments:** He realizes that the many strides we had made in these two areas received a real and understandable setback with the Corona virus situation.
- **Standing item: Independent Living-Health Pavilion Service Equity.** Mary Kilgour reported on problems that she has heard of from friends in the Health Pavilion. The food is not as good as in the IL dining rooms. Food complaints are mainly from those who moved there from IL. There are fewer activities, and memory problems of residents are getting worse because of

isolation. There are not enough creative activities going on. Bill Rossi gave some suggestions for activities that were popular before, including chair zumba and a late morning David Attenboro video. Troy responded to the dining problem, saying they do not have the ability to prepare the food in the AL area, and there is a delay in delivering the food. The Health Pavilion must comply with orders from the Center for Medicare Services, the CDC, the State of Florida, etc. so they cannot yet bring in IL residents or other visitors. Residents in the Health Pavilion were confined to their own room before the communal dining opened again a few weeks ago. The beauty salon and barbershop were open one day and then the rules changed again, so they are closed. Troy has not been to the Health Pavilion except to see the Leadership Team. Nancy Wood mentioned that the Board Task Force on Quality of Life and IL/HP Coordination has not met since COVID-19. Others brought up the problem of special diet needs not being met with all the sauces on food. The food is not warm when it gets to rooms and many residents are not able to microwave their food. Those delivering it don't stay to help out. The activity staff is open to suggestions. They are doing Skyping and taking residents outside. There are some very brilliant men in the HP but it is difficult to get them out of their rooms. They need some stimulating activities. Perhaps they could do oral histories in a small group. Activity staff are very open to suggestions, so keep those ideas coming.

- **Progress toward "greening" of Oak Hammock.** Bill Rossi said that this has been a catastrophe; that we are farther behind than we were before COVID-19. Styrofoam won't be recycled and we have been using approximately 4000 clamshell boxes per week. Water consumption is way up due to our adherence to hand washing multiple times per day. A bright spot is that about 85% of the lights have now been changed to LED lights. Also the solar power installation should be completed this year. It has been held up by the supplier, and John Paul has the knowledge to help push this forward. Greening has captured a mindset in our community so we should be in good shape in the future.

E. New Business

- **Collaboration with RC and Troy.** Doug asked Troy to voice his opinion first. Troy stated that the RC is very important and he can see that we are a very engaged community. COVID has brought many challenges to getting to know the RC and the other residents. He is looking for consultative opportunities. He needs to be able to involve folks when he needs feedback, and is starting weekly meetings with up to 10 different residents at a time.
- Doug mentioned we don't aspire to manage OH. We respect the professionalism of Management and we respect that Troy is responsible for making the big decisions with the Board of Directors. He sees the RC as trying to make Troy's job easier by giving him feedback. We are a sounding board for his ideas. Some of the RC members or committee members have specific expertise such as that for the solar project. Doug also mentioned

what we do to support the staff: the Employee Appreciation Fund and the Staff Scholarship Fund. For the residents we promote social activities and promote the Benevolent Fund. For controversial decisions, we also provide legitimacy, for example giving recommendations to pass the budget since the Finance Committee has been active in contributing to the Budget. (*see Appendix A*)

- Comments: Bill Rossi commented that the RC is a source of what is going on and Troy's attendance at our committee meetings will give him the pulse of the IL community. As an example, there is balanced discussion between the Finance Committee and the Chief Financial Officer. Other comments were a surprise that people in Publix and some medical offices at Shands are not wearing masks. Patients and visitors at Shands were also without masks, even though they were available at a desk. These are self-centered people who don't care to help protect the rest of us.
- **Confusing Emergency guidelines**. Barb Francis reported that there had been two emergencies in Building 1 during May, one at 1:25 a.m. waking all with the emergency announcement and the loud noise and flashing lights. One of the residents asked her to bring this to the Residents' Council as she was worried that some new residents had not been given sufficient information on what to do. The new Resident Handbook is given out at the time of signing the Contract, so might have been 3-6 months before moving in. This Handbook has no specific information on what to do, only that there is an Emergency Preparedness Plan with no link to where it is. Some of the Welcome Team members give out information from the former Resident Handbook but not all were able to meet their new residents due to COVID-19. The old Handbook says to stay in your apartment if there is a fire alarm, unless it is in your own apartment. The noisy alarm tells us to evacuate and not to use the elevators. No mention of what to do if you require a walker, scooter, or wheel chair. There was also concern that the flashing lights could trigger migraines for those who suffer from them. Another resident thought that there must be a better fire alarm system than was available in 2004 when Oak Hammock was built.
- Comments: Troy pointed out that the alarm is required by the Americans with Disabilities Act and the fire safety code. These regulations have not changed nor has the technology. There is no way to make adjustments to the noise level or brightness. Bruce mentioned that the Emergency Preparedness document says to stay in our apartments but if we are in the Commons area we should go outside. The Emergency Preparedness Plan is apparently available on infoh.us but that is not where one would think to look in an emergency. There is no announcement of when it is all clear. There is also confusion on whether elevators 5 and 9, the glass elevators in the atria, are to be used only for electrical outages or also for fire alarms.
- Solutions: Doug suggested that Gary Conway, plant manager, and Troy would work on this and Jan Lowenthal, chair of the Building and Grounds committee offered to help. She will meet with Mary Kilgour too, as this is also

a communications problem. Ellen Efros' committee has a subcommittee working on disaster preparedness and it plans to look into fire emergencies as well. We need a clear, concise set of instructions. (Possibly posting them on our refrigerator for easy access.)

- **Resolution in support of all residents wearing masks and social distancing.** We are protecting our neighbors as well as ourselves and we should fully comply with OH regulations. Bill Rossi presented the resolution that the RC has seen and we strongly support it. The motion was made to adopt the resolution and it was seconded and passed unanimously by the RC. (*see Appendix B*)
- Comments: One resident mentioned that there are two apartments under construction on the atrium on her floor and the workers are not wearing masks. Some think that if they are on the atrium floors, they do not need to wear a mask but that is wrong. Troy mentioned that he has asked Gary Conway to give a stronger message to vendors and said that two vendors were sent away for not having masks.

F. Comments from **Anna McDonald**. She is the Dean of the College of Nursing School and was appointed to the Board of Directors by UF President Fuchs. She pointed out that the College has a BS degree to prepare Registered Nurses, and is #1 in the state for their Doctor of Nursing Practice program and for their PhD program that prepares nurse researchers. Her predecessor was on the first Board of Directors that helped plan Oak Hammock. Her college is trying to figure out how to return to classes in August. Others pointed out that Anna is active on several committees. Martha told Anna that the Oak Hammock's Home Health Survey went well.

G. RC Committees

- **Benevolent Fund** – Norm Cooney chair. The campaign to honor Jeff Hagen with a contribution to the Benevolent Fund is continuing (informally) until the end of August. The Golf Tournament will again be held at Haile Golf Club on October 12th. Davis Chevrolet is sponsoring the Hole in One contest. Other sponsors include First Federal Bank and Cisco. Cisco will provide the food and Chef Jon will cook it. There is a pamphlet in all the cubbies to explain the ways to participate. They are hoping to attract more women golfers this year. One resident requested that before Norm and his committee make any changes to the Benevolent Fund, the changes come before the whole OH community. Doug reassured her that there are no plans to change the fund.

- **Strategic Planning Committee.** Ellen mentioned that the overall committee met last week and that there are four subcommittees: Technology group will work on plans for the next 3-5 years. They hope to renegotiate internet service with GRU in five years or less. Risk Management group will include working on the fire alarm issue. Climate Impact on OH will discuss storms, heat, and diseases. The Redesign of the Common Areas group needs to wait

until the Board of Directors decides on whether or not to expand Oak Hammock.

- **Community and University Partnerships Committee**. Michael was happy to have Troy join in on his Zoom meeting. The committee's purpose is to facilitate the relationships with any of the organizations below. The committee priorities are: 1. Survey the level of involvement of residents with UF, Santa Fe College, and the Gainesville community. (Survey went out to all OH residents). 2. Drafted a thank you letter for all facilitators or others to send to faculty when they participate in lectures at OH. Faculty can then show the letter to department chairs, deans, directors, etc. to document their community service. 3. Reading materials and library resources. Sybil Farwell developed three handouts to access digital library services from the Alachua County Library District and they were placed in cubbies today. They are also available through the concierge. (*see Appendix C*)
- Comments: Bill Rossi noted that we all have access to the Smathers Libraries at UF. Many do not know about the Business Research Library in College of Business that he has access to. It is a rich resource that he thinks we can all access with our Gator-1 account. He wants the group to look into whether it is accessible. Mike mentioned that The UF Library Users' Group has brought in librarians and arranged field trips to some of the libraries on campus. He also mentioned that Judy Russell, Dean of Libraries at UF is on this committee and is also an Oak Hammock Board member.

- **Buildings, Grounds, and Interior Design Committee**. The landscaping long-range plan is in phase two which includes the courtyards. For Duckworth Gardens, there will be fans, a revamping of plants, and some more brickwork to enable more tables for eating outside. 2021 will be phase three, the year for landscaping at the houses and villas. Planning is starting, with a survey and focus group to get ideas from the residents and they will then work with management to come up with a plan. The irrigation system is not working well and they are getting a new vendor. The sandy area behind the AL building is going to be the bocce ball court. (*see Appendix D*)

- **Health and Well Being Committee.**
- News from the Health Pavilion: Martha emphasized that we have no active cases of COVID. The staff in the Health Pavilion is very stable and they know what to do if a case arises and they have the PPE that is necessary. She says that the Leadership Team has been wonderful in responding to the changing situation. The State of Florida now has a new category of personnel—Personal Care Attendant. These people have no medical background. OH has hired ten of them and they are receiving training here to become Certified Nursing Assistants. Visitors are still not allowed, except in the new Plexiglass enclosure by appointment only. They are also planning for the hurricane season.

- News from Independent Living: The dining rooms have reopened and visitors may come again. The Publix bus trips will be back soon. The Fitness Center and pools are planning to open July 6th. The Safety Net system enabling checking on those residents who are isolated, is continuing and serving a good purpose. Having our own OH home health agency is being investigated. This would give more flexibility and OH could set its own requirements. Inconsistent coverage in the Senior Health Clinic was brought up. The doctor is only coming one day a week, although a new one is to start in July. The problem is that UF has lost senior care physicians so can't spare one for us and they are well aware of the problem. The nurse practitioners are here and helping residents. (*see Appendix E*)
- Comments: Val Griffith mentioned that a young physician had been with the regular one on her last visit and the young woman said that she will be our regular physician.

- **Other Committee reports** will be included in the appendices to the Minutes. Finance & Cost-effective Management (*see Appendix F*) and Technology and Services Innovation (*see Appendix G*) The Active Lifestyle Committee, Communications and Marketing Committee, and Dining and Nutritional Services Committees have not met since the March Residents' Council Meeting. No report from Strategic Planning.

H. **Vice President's Report**. Nancy Wood said she would be advertising the Employee Appreciation Fund in late August. When we are ready to write our checks she wants us to remember how much our staff has helped us during the COVID situation.

I. **President's Report**. Doug thanked all who participated in the Zoom meeting today. It was recorded and will be available to all. He hopes to do the July RC meeting in the Oak Room. The RC members would be there with some others in the room suitably distanced, and others remotely via Zoom or the Cox channel. He encourages all the RC committees to go back to their regular meeting schedule that is posted on the bulletin board in the mailroom and to meet physically in rooms large enough to maintain distancing.

J. **CEO's Report**. Troy said he appreciates our patience in the conservative approach to reopening Oak Hammock. As a preventive measure he has ordered now two new machines that use UV lights for disinfection. One is to be used to disinfect rooms in the Health Pavilion, and may also be used in the Fitness Center. The other is smaller and can be used on the busses on a regular basis. Elsewhere these machines are being used in hospitals, ambulances, mass transit, etc. It is a 10-30-minute disinfection process, depending on the room size. Troy can't mandate wearing face masks, but he strongly recommends it. The number of COVID-19 cases in the Gainesville community is going up so we need to be vigilant as we go off campus. Our

reopening plans will lag behind the State. Before those in IL can visit the Health Pavilion, the State of Florida will have to be in Phase 3 of reopening for two weeks and then wait another 28 days. The plexiglass cubicle works well for visits in the meantime.

- Comments: we should use social pressure to get residents to realize that this COVID-19 is serious. Wear your masks. Maybe Kathy Subak can make some cute signs as reminders. A question was asked about Troy's meetings with residents, and he responded that they will social distance and wear masks and limit to 10 people.

The meeting was adjourned at 11:51.

The next meeting will be July 10 at 9:30.

Respectfully submitted, Barb Francis

JUNE APPENDICES

APPENDIX A

Points to be made in discussion on RC collaboration with Troy

- We do not aspire to manage Oak Hammock – that is the job of the CEO appointed by the Board and his or her team
    - We do not have the expertise, skills, time or capacity to substitute for management
    - We respect the professionalism of our management team
    - We recognize management ultimately is responsible for making the final decisions on all critical matters
- The RC and its committees exist to make the job of management and staff easier not more difficult
    - By providing feedback on residents' views and wishes. Further, attendance at RC committee meetings is a good way to "take the pulse" of residents' concerns
    - By offering a sounding board for Management's ideas and offering ideas of our own
    - By offering residents' experience [providing expertise] in diverse fields to support decision-making. This will usually be in the form of advice, but sometimes residents can supplement staff efforts on special projects. The solar generation project is an example (a resident even negotiated with GRU as part of that joint resident-management process).
- When the RC and its committees are fully engaged in a decision making process, especially controversial ones, it is more likely to be accepted by the residents (even if some do not agree with it): the RC processes provide legitimacy
    - To support communication and implementation of policies
    - To provide support to our staff (e.g. Appreciation Fund, Scholarship Fund)
    - To support our residents (e.g. through promoting recreation and social activities, speakers and entertainment, Benevolent Fund) and give them a voice in influencing how their home is run.

Submitted by Doug Merrey, President, Residents' Council

APPENDIX B

Oak Hammock Residents' Council Face Mask Resolution

The Residents' Council has and continues to strongly support the Oak Hammock Management Team in its efforts to protect the health and wellbeing of all residents of Oak Hammock during the COVID-19 pandemic.

In connection with the use of face masks, all staff are ***required*** to wear a face mask while working on the Oak Hammock campus, and Management ***strongly recommends*** that all residents wear a face mask in public spaces on campus where social distancing cannot be insured. This, of course, now excludes communal dining.

A resident who wears a face mask isn't protecting herself or himself; she or he's protecting all others with whom she or he comes into contact. Therefore, residents that wear a face mask are It is resolved, therefore, by the Residents' Council that we all recognize a shared responsibility to look out for each other, and ***fully*** complying with the pandemic related restrictions is in our balanced best interests. It is further resolved that the Residents' Council supports the use of a face mask while in all public spaces at Oak Hammock where social distancing cannot be assured, with the exception of communal dining.

June 12, 2020 Adopted unanimously

APPENDIX C

Community and University Partnerships Committee
Minutes, June 5, 2020

The meeting was held via Zoom due to current social distancing practices. We thank Bob Stott from IT for helping to set up the meeting.

Attendance: Margaret Boonstra, Troy Cannaday, Nickie Doria, Sybil Farwell, Katherine Osman, Nancy Perry, Judy Plaut, Mike Plaut (chair), Pat Toskes, Carole Zegel (vice-chair)

Regrets: Roy Hunt, Doug Merrey, Judy Russell, Nancy Wood. Carol Ash had signed on, but was not able to fully connect due to technical difficulties

Introductions Troy was welcomed, and all members present introduced themselves.

Minutes from the February 7, 2020 meeting were approved by acclamation

Announcements - none

Old Business

Enhancing Acquisition and Use of Gator 1 Cards – Katherine Osman – UF services have not been available, so it has not been possible to pursue this issue

Library Update – Sybil Farwell –Sybil wrote an article for April issue of The Oak Leaf on digital magazine resources available from the Alachua County Library system. She is working with Kathy Subak on distributing handouts she is preparing on other matters, both through the concierge and through e-team as well. Administration has been helpful in returning books to the county library.

Thank You Letter Recognizing Faculty Services to OH – Mike had already distributed a template for this letter, and this will be appended to these minutes. The emphasis is not only to thank faulty for their services to OH, but to encourage them to inform their deans, directors, and department chairs as well of their service to the community.

Resident Community and University Involvement Questionnaire — Carole made a few suggestions for improving the survey and Mike will incorporate these into the draft. Surveys will be distributed in hard copy to cubbies and door clips next week and will have a submission deadline at the end of June. Carole will work with Margaret to collate the data and will report at the next CUP Committee meeting.

New Business

Interactions with Alachua County Health Department – Katherine said that working with the health department has been great throughout the COVID-19 crisis.

Interactions with Concierge Home Health Care – Mike and Judy Plaut reported that their ongoing experience with Concierge has been excellent, although there has ben some variability among the home care aides. Nurses, occupational therapists, and physical therapists have been excellent. They also mentioned the availability of rehabilitation aids from Recycled Riches but encouraged users to have any equipment inspected and adjusted, if necessary, by qualified professionals.

Possible Collaboration with Retired Faculty of the University of Maryland (RFUF) – Mike Plaut is working with Pushpa Kalra, who is a member of the RFUF board.

Other New Business

Nancy asked if the committee was in charge of certain relationships between OH and the community. Mike said that if things were working well in certain areas, there may be no need for the committee to get involved, but that he saw the committee as a clearing house for community involvement – a place where people can come if they are seeking information about certain relationships or have ideas about enhancing such relationships.

Nancy has met with the new president of Santa Fe College and asked about areas in which OH relates to Santa Fe. Several examples were given, including ILR, internship programs, Take Stock in Children, staff members who are students there and/or scholarship recipients. We may also seek consultation from Santa Fe, for example from the zoo program.

Nickie would like to focus on considering RFUF as a possible source for prospective residents.

Troy was invited to provide any ideas he may have and said that he felt that the committee itself is unique.

Adjourn

Action Items

- Katherine will report on the Gator 1 card acquisition process.
- Sybil will coordinate distribution of information about various library services.
- Mike will append the faculty thank you letter template to these minutes
- Mike will make corrections to the community survey and initiate distribution.
- Margaret and Carole will collate data from community activity survey.
- Judy Russell will explore the possibility of the OH Employees Scholarship Fund being listed as a charity among the UF Campaign for Charities options.
- Nickie will consider ways of marketing OH to RFUF members

- Mike will continue to explore the possibility of OH residents who are interested being speakers at RFUF sessions as well as other collaborative relationships.

Appended: faculty thank you letter template

Respectfully submitted,

Michael Plaut, Chair

University/College Faculty/Staff Thank You Draft Letter

Dear_____

Thank you for sharing your knowledge and your time with residents/staff of (program or function) based at Oak Hammock at the University of Florida.
(Insert here anything specific about the function served by the faculty member)
Your knowledge, skill and participation are important contributions to the knowledge of our residents (and staff) and the quality of our facility.
We hope you will share this letter with your Department Chair/Dean/Director so that they may be aware of your public service and of our gratitude for your time and expertise.

Sincerely,

APPENDIX D

Buildings, Grounds, Interior Design Committee Minutes
Thursday, June 4, 2020 via Zoom

Attendees: Jan Lowenthal, Judy Plaut, Mike Plaut, Clyde Smith, George Arola, Bruce Blackwell, Jim Wood, Nelson Logan, Henri Logan, Fritz Kahn, Janice Malkoff, Richard Farwell, Peg Owen, Ron Schoenau, Donna Wagner, Robert Yates, Eliot Simon, Karen Miller
Oak Hammock Personnel: Gary Conway, Amanda Reese, Troy Cannady

Report From Plant Operations Staff

Gary Conway

- Work is being done to install a generator shield. Protective posts will be installed in several areas to protect equipment from vehicles.
- Pressure washing of homes and roof repairs are continuing as contractors are now available.
- A hot water recirculating pump on the 4th floor of building 1 blew out. That set off the fire alarm and also meant hot water was not available until repair was made the next day.
- The city permitting process has slowed to a crawl, so construction projects are also slow to proceed. However, several home projects have been completed.
- OH is evaluating Ultraviolet-C (UV-C) equipment for cleaning our HVAC systems. UV-C kills C. Diff, molds, etc. These systems can also be used to clean rooms (with no one in them).
- Some new cleaning protocols including the use of hospital grade viricides have been implemented to assist in stopping the spread of Covid-19 in both the Health Pavilion and Independent Living. In cases where there is an isolation special decontamination methods are used with biohazard laundry material and other disposables The gym showers continue to be needed by staff to avoid possible COVID-19 cross contamination.

Amada Reese

- The greenhouse roof is scheduled to be replaced in July. The roof is not expected to be open more than 5 hours so the impact on plants should be minimal.
- A new irrigation company is being hired because of issues with timely repair and maintenance.

- Replanting of pond areas has not been done because of a leaking valve that must be repaired first.
- A couple of areas of sidewalk damaged by the lifts used around Buildings 1 & 2 have been repaired.
- Bocce Ball and Croquet courts are nearing completion outside the Health Pavilion. A locked storage bench will hold equipment.
- Two small areas in the Duckworth Garden will be "bricked" to provide more area for seating. Half of the current plants will be retain in this courtyard and new plants added to improve the garden overall design. Three ceiling fans will also be installed in June.
- Sun Sails for the memory care areas and the pond should be installed this month contingent upon finding a vendor as it requires a crew of at least three for the installation.
- Janice Malkoff complimented Amanda for repair of the sidewalks and smoothing of a paver area that had become hazardous for walking.
- Squirrels and armadillos dig holes in the beds and lawn searching for food. It is difficult to find effective vendors to trap and remove the animals. Vendor costs are substantial and they do not work on the weekends.

No changes were suggested for the January minutes.

SUBCOMMITTE REPORTS
BLDG 1: Clyde Smith. No report.
BLDG 2: Jim Wood. No report.
PET COMMITTEE: Jim Wood. Thanks to Rebecca for keeping the pet roster up to date. Between 53 residents there are 36 dogs and 23 cats. The OH veterinarian is back in the office on the scheduled day. Next week dog walkers and other pet services should be back on campus.
LANDSCAPE: Judy Plaut. The new perennial beds are doing well. For 2021, the focus will be on the landscaping of the homes and villas. The Strategic Landscape Planning Committee consisting of management and residents living on the street will develop a plan for landscaping of the homes based on a focus group comments and full survey questionnaire results. Squirrels and armadillos continue to damage lawns and flower beds but it is not realistic to remove all of them. This is their home and they come out of the woods during dry periods seeking food.
GARDENS: No issues. However, Fred Harden will be asked to convene with his sub-committee and the Garden Groupies to assign space in the new Garden Storage Cottage which is now fully installed and is ADA compliant.
GREENHOUSE: Ron Schoenau. Temperature peaked at 91. Almost all of the Boston ferns have been removed on the ground by Amanda's staff and Ron removed them from all the pots. However, they most likely will continue to be problematic due to Boston fern spores. The North fan has been repaired. Light in the greenhouse remains problematic due to roof debris which if removed would increase light

levels. Another tank of chemical for treating the algae on the wet pad has been ordered. A trellis on the street side of the greenhouse needs repair. Cuban tree frogs are easily identified and the recommended control measures are to kill them when captured.

OTHER BUSINESS

- The committee approved Peg Owen's proposal of installing a window box with shutters on the street side of the new garden building/cottage/shed/shop. At this time plantings in the window box will be maintained by Peg. Funding has been obtained from Recycled Riches for this project pending this committee approval. This committee also approved placement of scarecrows in the gardens during a Fall Scarecrow Festival.
- Approval had been previously obtained to install convex mirrors in some hallway locations. The Interior Design subcommittee will work with Plant Operations regarding placement.
- Janice Malkoff suggested painting the elevators' emergency buttons red to make them stand out. The maintenance crew will paint the elevator emergency buttons as part of their full elevator safety review next month.
- Any maintenance concerns should be reported to security in the evening or on the weekend. A question about a noise/ vibration noticed at night and reported by a new resident was answered by Gary Conway. The next morning it was found to be a problematic roof fan which was corrected. Roof repairs cannot be safely completed at night and require at least two people.

Submitted by Jan Lowenthal, chair

APPENDIX E

Health and Well-Being Committee Minutes

June 11, 2020

Attendance: Martha Rader, Chair; Gene Anderson; Martha Lee Barton; Nita Beckman; Pat Collier; Roanne Coplin, Secretary; Wayne Forehand; Ray Goldwire; Lori Hoops; Marjorie Anne Johnson; Henri Logan; Nelson Logan; Jan Lowenthal; Janice Malkoff; Phil Morrison; Patsy Nelms; Vanda O'Neill; Emily Patton; Jim Piety; Clark Riffe; Mary Sanford; Vida Scarpello; Elaine Skeel; Harriet Sterns; Henry Wake; Mary Wake; Nancy Wood; Troy Cannaday, President and CEO; Latasha Harten-Jones, Interim Director of Nursing; Marie Okronley, Health Care Administrator; and Leah Watkins, AL Manager.

The meeting was called to order at 3:30 pm in the Oak Room.

Announcements

- The next meeting is July 9, not April 9 as misstated in the agenda.
- Plans are to open the Fitness Center on July 6 if all goes well. Pool repairs are going on, but the pools are expected to also be ready by July 6. These areas will be open only when staff is available in order to ensure sanitation. The number of people permitted in the pool and gym areas will be limited. Discussion centered around the impact on health of residents who are currently unable to exercise, with some individuals requesting immediate 24/7 opening. Troy emphasized that nothing is off the table, but that the ability to keep users safe and the areas clean and sanitized remained the top priority.
- New UV lights have been ordered for the Fitness Center, transportation buses, and other areas where many people may congregate.

Covid-19

Troy shared statistics on local case increases. On Tuesday, there were 2 new cases in Alachua County and on Wednesday, there were 30.

Health Pavilion Report

- Marie reported that we now have a Home Health Care Medicare license. This means that we can offer home care services and be reimbursed by Medicare. We passed the inspection with no deficiencies.

- When Covid-19 was found in Memory Support, there were 63 staff call-ins and many supplies disappeared due to panic among staff. This has since leveled out.
- Banyon Place had been divided into two separate sections by walling off with plastic. Half was used for Memory Support residents and the other half was used for isolation. In this way, Memory Support patients were able to move back to their own rooms. As of today, the plastic is no longer needed.
- The only people in isolation now are those who are returning from hospitalization.
- Marie had much praise for the personal care assistants. These are staff that studied to be CNAs, but were unable to work as CNAs, because the state had stopped administering the exams needed to be certified. Hopefully, they will be able to take the test within the next 30 days. She also expressed gratitude to the residents who had contributed to the Scholarship Fund and spoke of the staff who had gone from CNAs to LPNs to RNs and are still working at Oak Hammock.
- Marie praised HR for helping the staff to understand their responsibility to limit their lives outside of work in order to protect the residents they care for.
- Oxygen readings and temperatures are checked three times a day on all Health Pavilion residents and staff. Vendors have their temperatures taken.
- Three hinged panels of plexiglass have been made to order for our Health Pavilion by a local firm so that Health Pavilion residents can have visitors. The visitor sits between the wall of the emergency entrance and the panels, while the Health Pavilion resident sits on the opposite side of the panels, so that they can visit without touching or breathing the same air.
- The Therapy Department is making video tapes of therapy sessions to show progress to family members.
- At the present time, no outside patients are being admitted to the Health Pavilion. Only Oak Hammock residents can be admitted.
- The Business Center will be completed once the Internet connection is completed.

<u>Home Care Open House</u>
Planned Concierge sessions with residents have been postponed due to the pandemic.

<u>Safety Net/Pendants</u>

The post-it notes on doors seem to be working well. Approximately one-third of the units signed up for this system. Work on such a system will continue since the current format is very labor-intensive.

Contractors
Even though we are now corona virus free, some contractors are unwilling to work at Oak Hammock.

Ongoing Plans for Prevention

- Testing
- Social distancing
- Stay at home

Communication Strategies

- Widest reach
- Greatest impact – Be careful, clean, and kind.

Dining Concerns
Concern was expressed about the health aspects of menu choices. Those wishing to volunteer to work with the dining Committee should let Martha know. Concern was also expressed about the need for a dietician.
Speakers
There seems to be a need to vet speakers to insure that they are not pushing a product or system. Suggestions included asking for outlines and power points in advance.

Fitness Needs
A request was made for reproducing DVDs on fitness or borrowing weights. There is concern about sanitizing borrowed weights. Another person suggested selling to equipment that cannot be sanitized to residents. Another suggestion was that there are many household items that can be used as weights, such as a gallon of water or canned goods.

The meeting adjourned at 4:45 pm. The next meeting will take place on July 9 at 3:30 pm, location TBD.

Respectfully submitted,
Roanne Coplin
Secretary

Submitted by Martha Rader, chair.

APPENDIX F

Finance and Cost-Effective Management Committee
Summary of May 21, 2020 Meeting Minutes

Attendees: Bill Rossi (Chairman); John Paul; Nelson Logan; Henri Logan; Norm Cooney; Karen Miller; Wayne Forehand; Pat Collier; Roanne Coplin; Doug Merrey; Bob Blood; Gene Brigham; Elliot Simon; Joni Simon; Al O'Neil; Janice Malkoff; Vida Scarpelli; Dave Rader; Nickie Doria; Andrew Davey; Troy Cannaday

Chairman Bill Rossi convened the Committee at 1:30 pm as a virtual meeting via Zoom.

1. **High level review of April 2020 financial statements and a summary of Actuarial Report as of December 2019.**
   Andrew Davey presented the most recent Actuarial Report which showed that Oak Hammock is in satisfactory actuarial balance with AVPowell seal. While Oak Hammock's funded status is in the 25th percentile of CCRC's at a disappointing 93.9%, its unified funded status is 116.3% placing it in the 50th percent quartile.

   Andrew next presented the April 2020 financial report. Chairman Rossi expressed surprise at how well Oak Hammock had performed both in April and YTD given the economic meltdown that has occurred generally due to the Covid-19 pandemic. There have been 10 sales YTD, including four sales in April, which was another surprise. Oak Hammock's cash position is strong, although this includes approximately $2.5 million received from the CARES act and from Medicare.

   We discussed a monthly decline since the beginning of the year in the number of non-Oak Hammock patients in our skilled nursing unit. Skilled nursing revenues are 18% below budget for the YTD, and 37% below budget for April. We concluded that we likely could see a continuation of the lower than normal use by these outside patients, and this could be a budget stress point for the year.

2. **Discussion of unit sale-to-occupancy process.**

   Nickie Doria led a discussion of the unit sale-to-occupancy process and reported that a staff task force had been organized to develop strategies to reduce the time between the sale of a unit and its occupancy. As background she reported that the average time (2017 to present) from reservation to occupancy is 193 days, or slightly over six months, and discussed factors affecting that time frame. She reported that several new

initiatives had been put in place oriented to reducing that average time from slightly over six months to four-six months.

Additional questions were raised about whether there might be selected, common refurbishment completed prior to agreement on the scope of work and whether some of the upgrades to the units are unrealistic given the length of time the unit will be in a non-revenue generating state. Discussion followed but was limited by time,

Adjournment was at 3:00

Submitted by Bill Rossi, chair

APPENDIX G

Technology & Services Innovation Committee

May, 2020

Oak Hammock needs to Implement technology to attract new residents and provide best care for all residents. Our committee's technology vision is Oak Hammock as a functioning tech ecosystem where devices communicate with one another to improve the lives of staff and residents. From voice-assisted technology to remote monitoring, there is a vast array of technology in the market. They are all seem to be part of the Internet of Things (IoT), which focuses on connections—from staff to resident, resident to resident, resident to family and friends, resident to medical team, and device to device. Technology can help healthcare workers to do more with less by helping seniors to proactively monitor and manage their health. Telehealth, mobile devices and electronic health record (EHR) systems are already providing immense value in the healthcare sector, and adoption is likely to grow. Emerging technologies, such as wearable devices, artificial intelligence, and smart home solutions, also have the potential to make a significant impact on senior care.

Point One – Our deep involvement with University of Florida, particularly UFHealth, forces our choice of EPIC technology for Health Information Exchange. This drives the technology in the Health Pavilion for Electronic Health Records, Patient Monitoring, and Shared Care Planning and Coordination. The Health Pavilion is also responsible for technology associated with Medication Management. Our committee is looking into technology associated with Safety, Social Connectedness and Engagement, and General Home Automation.

Point Two - Apps, sensors and wearables will pump out increasing streams of resident generated data. Oak Hammock has wireless and cell phone coverage, but may struggle to accommodate a growing stable of IoT-enabled products. In addition to the need for connectivity and bandwidth, there is a need for security measures for all endpoints and skilled IT staff to help everything run smoothly.

Point Three - The LeadingAge Center for Aging Services Technologies (CAST) have developed a portfolio of somewhat dated hands-on resources designed to assist in selection of appropriate technology for Safety and Social Connectedness and Engagement. This provides the committee with a starting point to identify sources of new technologies.

Point Four - In cooperation with the RC Dining Committee, an initial review of the benefits and problems of digital dining at Oak Hammock was performed. The resulting visioning document is attached.

Vision for Digital Dining

"The Mission of Oak Hammock at the University of Florida is to support the well-being of its Residents and create an active, caring community by providing a continuum of quality lifestyle and healthcare programs and outstanding enrichment opportunities in conjunction with the University of Florida."

Regarding dining, this mission can be simplified to: "Our mission is to provide fresh, healthy, nutritious and great tasting food at reasonable prices in a clean, friendly and convenient environment."

In addition, the members have expressed a preference for intimate tables suited to closeness and conversation, and come-as-you-are comfortable and casual attire.

Oak Hammock offers several dining venues, all accessible through member's flexible dining account:

- Health Pavilion Dining
- Take-out Dining
- Private Dining Room
- Formal Dining Room
- Informal Dining Room
- Grille
- Deli
- Gator Lounge
- Catering Services for Special Occasions

Issues reported include:

- Wait time for table for dining
- Inadequate list of menu item ingredients and potential allergens for members with restricted diets
- Inconsistent communication of member's special requests on preparation and/or presentation of menu items
- Inefficient check management between Dining and Accounting
- Impression that more food than necessary is wasted
- Wait time for take-out
- Inefficient take-out process
- Lack of online ordering

The hectic pace of dining service, particularly in the evening; the relative inexperience of staff; and the "custom" nature of orders strongly suggest digital dining could be very helpful. In this digital age, a restaurant Point of Service (POS) system has become essential to food and beverage operators. Oak Hammock's current vendor for these services is MatrixCare by ResMed. We understand that OH

has recently engaged with them to add a new module to allow online ordering from home utilizing electronic devices. The benefit of using this solution, once developed, is we already have the software and system implemented, so the data will flow easily with little to no extra setup on our end.

MatrixCare is described as offering a complete and integrated set of features to address the clinical and back office needs of facilities-based care settings and home care, home health, and hospice organizations. Rather than developing a new module, that capability is built into modern POS systems.

Further, such a POS system could streamline our internal operations, connect the personnel involved in making our dining venues run smoothly, and automatically track transactions, labor, and inventory metrics. This helps increase member satisfaction while decreasing employee turnover, order mistakes, wait time, and costs. Perhaps the best POS software/hardware systems can be adapted to Oak Hammock's needs, possibly for less total cost.

Restaurant POS software and hardware are said to deliver:

- **Exceptional Member Experiences -** Oak Hammock has a tradition of tableside ordering. The mobile nature of tablet POS solutions allow waitstaff to use a tablet to take orders right from a member's table. This reduces the time required for order entry by sending orders directly to the kitchen and bar for preparation, getting food and drink into the members' hands sooner. It also improves order accuracy by reducing entry errors and including modifications to a menu item. This higher level of service should boost member satisfaction, decrease work for waitstaff, and improve the overall efficiency of the dining experience. In addition, files could be developed to inform waitstaff of nutritional needs, allergies, and preferences for each member (at least for those members comfortable with creating such files).

- **Take-out Ordering -** Oak Hammock take-out services accepts a steady stream of phone calls starting at 5:00 pm, (which is also when the dining rooms take orders). Each order must be written down, keyed into our POS system, then when the order is ready, a check must be generated for signature on pick up. There are members uncomfortable with technology, hence we must continue to accept such low-tech orders. However, the next-generation member is technologically savvy, and has high expectations. It is expected the vast majority of members would be more comfortable with online ordering by email, messaging, or special connection. Waitstaff using tablets can relay mobile orders received from members electronically, reducing order entry errors. In addition, online ordering could occur at any time of the day, allowing planning on how best to meet a pickup time.

- **Centralized Control of Menus and Promotions -** Centralized control of tablet menus help dining deliver exceptional members experience and keep costs down. A cloud-based restaurant POS does both by providing an efficient system to modify menus and prices. It can also allow sub-menus that members can access for any item on the menu. The sub-menu could list the nutrients, calories, and/or potential allergenic ingredients in that item.

- **Kitchen Systems to Maximize Food Quality and Accuracy -** Food and beverage kitchen display systems integrate orders, track kitchen performance, and move vital information throughout the operation in real time and keep all staff on top of their tasks. Intuitive, graphic displays, which can be mounted in kitchens or preparation areas, improve kitchen efficiency, enhance food quality, increase service speed, and reduce errors and waste.

- **Data to Help Oak Hammock Save Money -** A restaurant POS contains details of every transaction. A reporting and analytics component give the managers access to information that can assist in eliminating problems and seizing opportunities. Transaction data can also be delivered electronically to our central accounting system, eliminating the need to reenter transaction data by hand.

- **Cloud Based System Advantages -** Cloud based systems deliver lower IT complexity and costs and increased security. Cloud-based POS enables lower upfront capital expenditure on software and hardware. In addition, updates, upgrades, and patches are done automatically, reducing IT costs and complexity. Cloud POS from a reputable organization also gives Oak Hammock the benefit of millions of dollars of investment in data security hardware and software, which helps protect members and Oak Hammock business from hackers.

- **Inventory Management -** Food cost is one of the major expenses of our dining service, but is also one of the most controllable. Food cost is heavily influenced by the inventory management system. There are many opportunities within the inventory lifecycle to apply efficient food cost controls. Today, streamlining a restaurant's inventory management process is aided by technology such as expanded POS or restaurant inventory management software. Inventory management doesn't need to be complicated. With today's technology, tools and automated systems can streamline inventory tracking while reducing food costs.

We suggest consideration of a modern restaurant POS system at Oak Hammock that includes inventory management or can be teamed with inventory management software. Three possibilities selected somewhat arbitrarily based on their overall ratings and low cost in the marketplace are presented and compared below:

- **Toast** POS is a flexible system built exclusively for restaurants and the food service industry, offering tools like online ordering, delivery, takeout, and mobile-app ordering. As a cloud-based platform, Toast is a safe and secure system that constantly updates with new features and allows a user to access restaurant data from anywhere, on any mobile device. Its powerful reporting and analytics suite allow restaurant management to identify opportunities for cost-savings, best-sellers, and much more.

- **Revel** is a cloud-based business platform that integrates operations and customer channels with point-of-sale (POS) functionality in a single dashboard. It is suitable for stores and restaurants of all sizes and provides users with a POS system with integrated inventory management, customer management and social media management functionalities.

- **Talech** POS is a cloud-based retail, restaurant & bar and professional services solution that offers point-of-sale (POS), inventory and customer management, appointment scheduling and deep, real-time analytics. The solution stores data in the cloud meaning it can be accessed securely from multiple devices wherever a user is located.

Brand	Toast	Revel	Talech
Overall Rating	4.29/5 (247)	3.76/5 (286)	3.99/5 (310)
Ease-of-Use	4.5/5	4.0/5	4.0/5
Value for Money	4.0/5	3.5/5	4.0/5
Customer Support	4.0/5	3.5/5	4.0/5
Functionality	4.0/5	3.5/5	3.5/5
	Pros Easy to learn how to use. Easy to teach others how to use. And it's a great value. Software is well built and well thought out. Interface is simple and easy to train on but still comprehensive Cons There's not much I dislike about Toast. However, it can be glitchy. It's also a relatively new company, so some of the functions haven't	Pros I liked its ease of use for just about anyone. It is easy to use, very flexible, and meets all my needs. I like I can program it to do what I want it to. And it has very useful and easy to find and read reports. Cons The only con is the monthly fee. Although pricey, the bang for your buck at the end of the month is worth it.	Pros It's very user friendly. Super easy to set up and I had only to send them a spreadsheet and they entered most of my info for me. Easy to use and learn and reports are awesome!!! Cons Latest update is good, but a little "clunky". Imagine things will get straightened out. Compatibility with hardware is limited. You

	quite been worked out perfectly yet. There are sluggish features within the software, however Toast happily accepts feature requests and has fulfilled a few of mine!	Sometimes difficult to match up specific menu changes to system, so we have to create "patches" to make work. But it does work.	have only a couple options for printers and card readers. However, the hardware you can use is high quality.

Submitted by Bill Zegel, chair

APPENDIX H

Residents' Council President's Report, June 12, 2020

Before starting I want to thank all Oak Hammock residents for having so patiently and effectively contributed to our getting this far through the Covid-19 crisis so well. It is a tribute to all of you for following the guidelines so well. We must keep this up.

Next, thank you for taking the time to participate in, or at least listen to, this long-delayed Residents' Council (RC) meeting, being held as a Zoom webinar. I hope you found something of interest and encourage everyone to get involved in the RC and its committees.

Third, holding the meeting as a webinar has been an experiment. It will have been recorded so that others who wish to hear what happened can do so later. We welcome feedback on how we can make our meetings more effective.

But fourth, I am hoping that the next meeting, in July, can be done as a properly socially-distanced physical meeting, supplemented by a set up to enable some residents to participate virtually. As part of this move back to physical meetings, some RC committees have already begun meeting physically, in rooms large enough to maintain proper distancing. Small committees can meet in the MPR or Acorn Room. Larger ones, especially Health and Welling Being, Finance and Cost-Effective Management, Buildings and Grounds, and Dining and Nutrition Services should arrange to meet in the Oak Room in future.

Finally, because of the limitations imposed by the crisis and our learning curve to manage virtual meetings, some committees have been meeting at different times than normal, Effective immediately, I am asking all RC Committee Chairs to hold their meetings at the normal scheduled times. These times are published every month at the back of the Oak Leaf. Committee chairs should contact Kathy Subak to reserve an appropriate meeting room.

Thank you.

Doug Merrey, President, Residents' Council