



Oak Hammock
at the University of Florida

RESIDENTS' COUNCIL MEETING MINUTES

Friday September 11, 2020, 10:00 AM

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

Residents: 90

A. Welcome: Doug Merrey called the meeting to order at 10:14 after a delay due to technical difficulties. He welcomed Board Member Donna Brown and CEO Troy Cannaday as well as all the residents

B. The Minutes from the August meeting were approved.

C. Residents' Council Old Business

Due to the number of other items on the agenda, Doug decided to skip the two standing items: Independent Living-Health Pavilion Service Equity and Progress toward "greening" of Oak Hammock

D. Resident Council New Business

- The meeting was open to the residents to hear their concerns regarding recent decisions such as the Estate Sale and the Independent Living Social Worker.
- **General comments:**
 1. A member who has been here 16 years and saw all the CEOs, Resident Councils, and sat on two search committees, said that recent changes are upsetting and non-traditional. The RC brings residents together. It is advisory, but major decisions should be discussed. Resident input is essential. Needs to be a cooperative partnership. She fears the RC is being side-tracked.
 2. Another charter resident resents the changes being made without notice, input, consent, and knowledge. She sees the community going in a different direction from what it was and she thinks we are becoming institutionalized and that the Resident Council is now becoming marginalized.
 3. Another long-term resident said she had not written a letter to the Board in nine years but has written them twice in the last month due to recent decisions.
 4. Three residents think that we haven't given Troy enough time due to the

pandemic. He needs time to lay out a solid plan and Board needs to give him some leeway.

5. Another resident gave some history. She said the management company was fired in 2016 because we didn't want top down management. Our suggestions and decisions emanate from our residents. We wanted to start with the residents making their needs known to the RC, and they advise our management and the Board. She sees the benefit of a CCRC (or Life Plan Community) as having explicit structures that involve information transparency, meetings, feedback, conflict resolution and defined decision making.

- **Comments on Social Worker leaving:**

1. Two residents remarked that Troy's announcement about Mary Ann Neill's retirement did not even mention her name, just the process for finding a replacement.
2. The process of hiring new person and then having resident input seems backward. Should seek input and comments beforehand. We need someone of like temperament.
3. Also, no word on Beverly Whitsell's leaving. She just disappeared.

- **Comments on Communications Strategy:**

1. Infoh.us is working well for OH residents, with 75 % of residents responding so in the recent communications survey. There is no fee for infoh.us as it is run by a team of 12 (not 2) residents. TouchTown is used half as much and has fees to Management. No reason why both can't be used side by side. Survey results seem to be ignored.
2. Another resident thought the e-team had been disparaged at a committee meeting.
3. A supporter of infoh.us agrees that something like a work order needs to be on TouchTown.

- **Comments on Estate Sale:** Numerous residents spoke of their opposition to the sale. Key points were:

1. There needs to be a policy that covers estate sales in case it comes up again. This one could have been handled better.
2. Residents are very upset. Residents should have been notified before the sale started so we could have had input. Instead we were notified 2 days before the pickup time when it was too late to cancel.
3. During the pandemic, when even the Board members cannot visit Oak Hammock, we should not let in 30 people off the street walking down the hallway and using the elevators.
4. Recycled Riches committee was strongly opposed to the sale.

5. Oak Hammock received no financial remuneration from the sale for providing space and security and maintenance staff.
6. The policy of staying safe was overturned with outsiders coming in.
7. Not all buyers were escorted to sale so some wandered the hall.
8. Resident Council should have been consulted
9. We don't like being blindsided. We need policies and procedures so this doesn't come up again. We are stressed enough and need transparency and inclusion.
10. The proposed Resolution ties his hands and slows down decision-making.
11. Thought RC should have been consulted.
12. Someone commended the resolution and mentioned that the State of Washington has a formalized resolution mediation process. All the Directors of the CCRCs and Leading Age in Washington signed on to it. Leaders of those associations could help to mediate a problem. We don't have such a process and in the long range it might be important. She will share it with Troy and the RC.
- 13.

•**Resolution on consulting Residents' Council before major decisions.**

Doug affirmed that there had been a lot of feedback on this issue, mostly negative. Then Doug read the resolution which has been distributed to residents, Troy and the Board of Directors. A motion was made, seconded. Discussion: This was not an emergency, so there was plenty of time for consultation before the sale started. Martha Rader has had concerns, but feel that the resolution reinforces our current evolving relationship with Troy which she thinks is moving in a forward direction. Bruce Blackwell suggested an amendment changing the word "direct" to "ask". Doug agreed and thought he had already changed that. Joyce Riffe also didn't want to put demands on the Board. Jan Lowenthal suggested adding "major" before the word "changes" to encourage consultation. This was agreed. Mary Kilgore suggested to Troy and other staff to anticipate problems by having written policies that have been agreed upon. They should figure out where policy is not spelled out and needs to be jointly discussed. Apparently, Jeff Hagan, former CEO, had been asked to write out policies but did not do so. Doug mentioned that Troy has recently requested meeting with the RC on a regular basis, maybe once per month, and that this had begun and would be continued. Mike Plaut agreed on softening the wording and feels that Troy needs some space. The vote was taken and passed unanimously with the 2 suggested word changes.

The amended resolution: *The Residents' Council hereby requests that the CEO formally agree to consult with the Council for future decisions that involve major changes affecting the resident community and to seriously consider residents' views before making any decisions. In addition, the Residents' Council requests the Board of Directors to ask the CEO to consult with the Council on major decisions affecting the resident community. (see Appendix A)*

● **Recommendation on pilot test of “Smart Friend” technology** – Bill Zegel.

Bill gave the motto of his committee: “Don’t let getting older hinder your enjoyment of life”. His proposed project aims to make life easier for residents. This is a way to integrate several smart home products and to attach appliances to a smart plug. The pilot program would be for 20 residents, who would then get training and support, and there would be an assessment at the end of the pilot. There was a motion made and seconded to support this pilot program. Much discussion followed with questions, many of which Bill answered. “Smart Friend” is his committee’s name for this. Literature on similar programs at other CCRCs was reported at the Leading Age conference last year. People chosen for the trial will be those who live in apartments, don’t know much about technology, live alone (except for 2 couples to test multiple users and 2 neighbors to test for interference), and have visual or mobility problems. The cost is reasonable. \$500 each for the 20 units is \$10,000 from the OH budget. Others suggested finding ways to finance this without it coming from the 2021 budget such as grant funding through the Department of Elder Affairs. It might help to check with those residents who already have some smart devices, how much they actually spent, and what benefits they have received from them. The trial is well thought out and based on science. It was suggested that with so many questions, we should table the resolution until next month. Doug asked Bill for more research on these questions for next month’s meeting and said that the RC is very much in favor of this. (*see Appendix B*)

● **Resolution from the Finance and Cost-effective Management Committee.** Bill Rossi.

Bill’s committee on Finance and Cost-effective Management wants the Oak Hammock administration to focus more intensely on cost containment and driving efficiencies in all operating departments. He explained the reasoning behind the proposal. A survey of 400 CCRC’s nationally was conducted in conjunction with Leading Age, and demonstrated monthly service fees to be the top concern of residents of all CCRCs surveyed. Discussion in the Finance and Cost Effective Management committee as well as input from residents generally suggests this to be the case at Oak Hammock as well. Monthly service fees at Oak Hammock have increased by 3% per year for the past six years despite inflation having been at a lower rate. Given that monthly service fees are residents’ largest expense, inflation for Oak Hammock residents is 3%. The committee requests that management more intensely focus on cost containment and efficiencies throughout the organization and adopt a zero-base budget approach.

There was extensive discussion on whether the annual 3% increase was good (provides stability for planning purposes) or bad (could potentially be lower with better cost containment and efficiencies). Discussion also centered on what numbers to use as this year’s inflation numbers are askew due to the COVID pandemic. It was decided that this is probably not the year to tie the monthly service fee increase to inflation because Troy needs time to adapt to

our budget process. Someone asked about medical inflation as providing care is a significant component of what occurs at Oak Hammock. However, medical expenses are not a significant part of Oak Hammock expenses. The largest expense component, totaling about 60% of total expenses are salaries and wages. It was suggested that the part on inflation be removed from the resolution.

The amended resolution:

The Residents' Council requests that management focus more intensely on cost containment and driving efficiencies in all operating departments, and adopt a zero-based budget approach. ~~but with an assumption that monthly service fee increases be limited to the general inflation rate (as measured by the CPI) plus 1%. For the 2021 budget this would suggest an increase in monthly service fees of no more than 1.5%.~~ We ask also that management make a strong effort to limit any increase in 2021 monthly service. (See Appendix C)

E. Reports from RC Committees – suspended due to length of meeting

Active Lifestyle (See Appendix D)

Buildings, Grounds and Interior Design (see Appendix E)

Communications and Marketing (see Appendix F)

Community and University Partnerships (see Appendix G)

Dining and Nutritional Services (see Appendix H)

Health & Wellbeing (see Appendix I)

Finance & Cost-effective Management (see Appendix J)

Strategic Planning (meeting and minutes delayed due to Labor Day holiday)

Technology and Services Innovation (see Appendix K)

- **Update on preparations for elections of RC 2021 members** – Mary Kilgour. This is the first true election since 2016 with eight candidates for six positions. Mary has 20 volunteers to hand out the ballots on Monday through Thursday, and nine volunteers to count the ballots on Friday, September 18th. Residents may vote on the paper ballot or use the electronic voting system called ElectionRunner. It is a high security process and easy to use according to Michael Levy. Mary thanked all the volunteers and especially the residents who are running for office.

F. Report from Assisted Living Representative – Jim Piety – no report

G. FLiCRA Report – David Rader. No dues increase for FLiCRA. There is a new national 6-member panel to see how COVID-19 has affected CCRCs. Three people were chosen from Leading Age and three from FLiCRA and David is one of the latter. (see Appendix L)

- H. Vice-President's Report** – Nancy Wood mentioned that we have 38 more employees than last year, so we need to increase our support for the Employee Appreciation Fund. There is a slot in the back wall under the stairway to deposit our checks.
- I. President's Report** – Doug encouraged all to vote in the Residents' Council election where we have 8 outstanding candidates. Think who would best represent your views and commit the time to be effective members. A high turnout will strengthen the credibility and effectiveness of the Residents' Council. The "straw vote" on alternative ways to organize the RC will not be binding but will help us in considering whether we should make changes in how we do business. He thanked Mary Kilgore for her hard work preparing for the election. (*see Appendix M*)
- J. Board member input** – Donna Brown. The Board is aware of the many issues we discussed today. She has talked to Doug, Nancy and Troy, and many of these issues will be discussed at the next Board meeting and at its relevant committee meetings.
- K. CEO's report** – Troy said he appreciated the conversation this morning and that he is listening. He told of Jeff Hagen's "onboarding process" which was 5 pages. He didn't have an onboarding process due to COVID-19. His strategic communications plan involves improving both OneCall and TouchTown. The former has capabilities not used before such as sending out mass emails and texts. The latter has been underutilized, partly because it is not accurate or timely. He stressed that there is a role for both TouchTown and infoh.us. As far as staffing, the announcement of the Social Services posting focused on the position not the person. They are looking for a strong candidate. He will include a small group of residents for the interview. Martha Rader and Anne Meiring (interim Social Worker) have been helpful in rewriting the job description to strengthen it. The new Director of Nursing is not here yet as she is quarantining at home due to active COVID cases at her last workplace. Bev Whitesell's position ended last week and Troy will be interviewing next week for that position. Regarding the COVID-19 Task Force, they are still having phone calls three days per week with Leading Age and the CDC. His team is studying the Governor's proposal for allowing visitation in the Health Pavilion. They are setting up policies and procedures that will need to be followed. They must wait 14 days after the last COVID case, and that is fluid because we test weekly and someone could test positive at any time. Now, when a resident is self-quarantined a staff member checks on them twice a week.
- L. Open Forum** – Mike Plaut asked about the straw vote that goes along with the election. Mary explained that a change in the design of the Residents' Council had been discussed by the RC in the past and that Bill Zegel had come up with some choices that are used in other CCRCs. Mary turned it into a non-binding straw vote to get all of Oak Hammock to weigh in on whether we want the status quo or some kind of change.
- M. Next Meeting:** Scheduled for September 11, 2020
- N.** The meeting was adjourned at 12:14.

Respectfully submitted, Barb Francis, secretary

APPENDICES

SEPTEMBER 2020

APPENDIX A

RESOLUTION ON ESTATE SALE

Resolution Approved by the Oak Hammock Residents' Council

Background

Residents chose Oak Hammock to be their home because they believe it offers a secure, supportive environment with assurances of safety, within a community that offers a harmonious, cooperative relationship among the Residents, Administration, Staff and Board of Directors.

Many residents expressed their strong disappointment over the handling of the recent Estate Sale, which involved outsiders coming directly into the Oak Hammock main building to pick up their purchases. Despite assurances given, some of these purchasers used a variety of elevators. Residents perceived this event as contravening the conservative measures Oak Hammock is taking to reduce the potential for Covid-19 infections.

The Residents' Council believes that decisions of this kind, which affect the health and wellbeing of the entire community, should not be made without full consultation with the Council. In this case there was no such consultation. Decisions to deal with an emergency are an exception, but this case was not an emergency.

The Resolution

The Residents' Council hereby requests that the CEO formally agree to consult with the Council for future decisions that involve major changes affecting the resident community and to seriously consider residents' views before making any decisions. In addition, the Residents' Council requests the Board of Directors to ask the CEO to consult with the Council on major decisions affecting the resident community.

*Adopted unanimously by the Oak Hammock Residents' Council
at its monthly meeting on September 11, 2020*

APPENDIX B

RESOLUTION ON “SMART FRIEND” TECHNOLOGY

Recommendation to Oak Hammock Management and Board of Directors: Pilot Test of “Smart Friend”

The Oak Hammock Residents’ Council recommends the Oak Hammock Board of Directors authorize launching the Smart Friend Pilot in February 2021. The Oak Hammock Residents’ Council is designing the pilot based on interest from the community’s residents and their Technology and Services Innovation Committee.

The **Smart Friend** pilot program is being developed to test a voice assistant-based system in twenty Oak Hammock apartments with the goal of better understanding how voice assistance and home automation technology may help promote greater convenience, independence, and wellbeing for elders.

The **Smart Friend** improvements are based on a voice assistant device that responds to voice commands to perform a wide range of functions such as playing music, providing news and weather updates, managing daily reminders and alerts, and working with a host of other subscription-based services and “smart home” devices.

The **Smart Friend** pilot’s specific objectives are:

- Evaluate voice assistant technology and its capabilities for relevance, effectiveness and ease of use for elders.
- Determine whether voice assistant technologies promote independence and self- management by allowing elders voice control and automation of their environment.
- Determine whether voice assistant devices facilitate effective and convenient solutions for staff, family members, and caregivers in providing better care and communication with elders.
- Assess whether voice assistant devices help increase social interaction and engagement levels among elders.
- Develop a model for the future deployment of voice assistant technologies to all Oak Hammock apartments and houses. This “Smart Friend in a Box” toolkit will outline resident selection strategies, technical support protocols, educational programs, and staff and resident engagement opportunities to continue controlled deployment of Smart Friend technology in homes of selected residents.
- Measure the impact of the project on participants through baseline and post intervention surveys, focus group discussions, and interviews.

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The **Smart Friend** pilot program would be implemented by resident volunteers supported by Oak Hammock staff. The initial estimate of **Smart Friend** pilot cost to Oak Hammock is \$10,000.

If the **Smart Friend** pilot achieved its objectives and shows:

- Increased elder engagement;
- Increased social connectedness among residents, staff and family; and
- Increased engagement among elders with limited vision or mobility,

Oak Hammock will commit to expand the **Smart Friend** project.

Efforts to sustain and continue to expand the **Smart Friend** project at Oak Hammock beyond the pilot must be spearheaded by both staff and residents. Oak Hammock IT staff and HEAT will need to expand their capabilities to include helping residents as problems develop. Community services can schedule installation of **Smart Friend** equipment and coordinate installation with staff and resident groups using the Smart Friend in a Box. It may also be helpful to first have a social worker contact any community members who may be socially isolated or have compromised vision or mobility to determine whether they may be interested in and have a need for installation of a voice assistant. They can help these residents stay socially connected to the community. Perhaps it will be appropriate to establish a **Smart Friend** interest group jointly coordinated and organized between the RC technology chair and the community services director.

Regular deployment after the **Smart Friend** pilot is completed could be initiated during the last half of 2021 at 15 units per month with estimated cost to Oak Hammock of \$250 per installation, or about \$25,000 over the last six months of 2021, with commitment to continue the program into 2022, with an estimated additional cost of \$25,000.

Submitted by Bill Zegel Chair, Technology and Services Innovations Committee

APPENDIX C

RESOLUTION ON COST-EFFECTIVENESS REGARDING 2021 FINANCES

Resolution Approved by Residents' Council At its September 11, 2020 meeting

Background: A national survey of a sample of CCRC's conducted in conjunction with Leading Age confirmed that Monthly Service Fees ranked highest among those issues that most concerned residents. Discussions among regular attendees of the RC Finance and Cost-Effective Management Committee suggests this to be the case among residents of Oak Hammock as well. Monthly Service Fees at Oak Hammock have increased at a rate of 3% annually for the past seven years, despite the rate of inflation being less than that rate. Therefore, while residents of the United States experienced inflation in 2019 of about 2% (depending on the inflation measure chosen), inflation for residents of Oak Hammock in 2019 was 3% because monthly service fees represent a significant portion of Oak Hammock residents' expenditures. The budget process at Oak Hammock is not a zero-based budgeting process focusing on cost containment and efficiencies, and the result is that Oak Hammock residents live in a community where inflation is 3%. This compounds other issues that burden the financial condition of all Oak Hammock residents. Monetary and fiscal policy in the United States, for example, has driven interest rates to near 0%, and has penalized all savers. Given that Oak Hammock residents all are retired and are in a demographic where prudence suggests that a significant portion of their net worth not be subject to risk in the equity market, their liquid savings are earning well under 1%. (The best current certificate of deposit rate in Gainesville for a one-year certificate is 0.5%.) The Residents' Council recognizes that about 60% of Oak Hammock expenses derive from salaries and wages, and it is difficult to contain monthly service fee increases to the general inflation rate. However, it would like to see a more intense orientation by management to overall cost containment and exploiting efficiencies throughout the organization, and to limit future increases in monthly service fees to the extent possible.

The Resolution: The Residents' Council requests that management more intensely focus on cost containment and driving efficiencies in all operating departments and adopt a zero-based budget approach. We ask also that management make a strong effort to limit any increase in 2021 monthly service fees.

Adopted by a vote of 10-1 by the Oak Hammock Residents' Council at its monthly meeting on September 11, 2020

APPENDIX D

ACTIVE LIFESTYLE COMMITTEE

September 11, 2020

There was no meeting held in September.

As the majority of the committee's events and activities have been either cancelled or postponed the Active Lifestyle Committee has suspended its meetings through October. After a review of the COVID-19 situation in October will determine whether to continue the monthly meetings for the remainder of the year.

Two events are being planned for November. More information on these two events will be forthcoming.

Joyce Riffe

Active Lifestyle Committee, Chair

APPENDIX E

BUILDINGS, GROUNDS, INTERIOR DESIGN COMMITTEE

Buildings, Grounds, Interior Design Committee Minutes

Thursday, September 3, 2020 via Zoom

Next Meeting via Zoom, Thursday, October 1, 2020 at 10 am.

Please send an email to jan@lowenthal.net for link if not on current list

Attendees: Jan Lowenthal (chair), Judy Plaut, Clyde Smith, George Arola, Jim Wood, Henri Logan, Nelson Logan, Janice Malkoff, Peg Owens, Rod Owens, Elisabeth Virnstein, Bob Virnstein, Bruce Blackwell, Gene Zeigler, Valerie Griffith, Ron Schoenau, Richard Farwell, Christine Waters, Doris Greene

Oak Hammock Personnel: Tony Lopiccolo, Amanda Reese, Jan Harmon, Rebecca Snowden, Troy Cannady

Report from Plant Operations Staff

Rebecca Snowden

- 273 WOs in IL, 278 WOs in HP, 2 move-ins, 560 loads of laundry, 39 extra services, 2 annual cleanings. International Housekeeping week coming up the week of September 14th and will have activities for staff in the Oak Room .

Amanda Reese

- Seeking costs to have outside company come in to control the invasive plant, Coral Ardisia. Members can help significantly by “harvesting” the berries because their germination rate is very high. Judy is looking at scheduling the picking session in December.
- Redoing landscaping for a duplex that was particularly problematic.
- Not yet able to access Health Pavilion courtyards for landscape upgrades.
- Comment from Richard Farwell that the upgrades behind buildings 1 & 2 are being skipped. Answer was that this year’s Strategic Landscape Plan as approved did not call for significant upgrades in this area but only maintenance. These areas will be addressed in a future phase. Total monies allocated for Phase Two and Phase Three will be the same but because of Covid-19 the Landscape Strategic Planning areas have had to be rearranged between upgrades in the Courtyards and Homes/Street areas.
- Greenhouse roof panels behind the garden plots will be removed.

Tony Lopiccolo

- Health Pavilion courtyards that are accessible from the outside are being addressed, even during Covid-19.
- Will follow up with company on solar panel project. \$14,921 roof repairs are needed. Need to move expeditiously because if someone else comes in to GRU with a project we are at risk of losing the GRU incentive.
- Issues with a particular contractor’s unprofessional attire, dirty appearance, and apparent qualifications were raised which were addressed with the vendor.

- Visitors are given instructions on appropriate actions while on the grounds. Lawn crew, because they are outside and not close to others, are not required to wear masks.

Jan Harmon

- 6 apartments, 2 homes under construction. 6 homes, 2 apartments on which work has not started. 5 apartments are available for sale.
- Decision on where to install the convex mirrors in hallways has been made. Waiting on ¼ round mirrors before work begins.
- Front doors were closed down because the motor was intermittently failing, randomly opening and closing. Expect the replacement to be delivered next Tuesday.
- Painted 7 of the 10 elevator alarm buttons red. Should finish the others this week.
- Finally identified the problem with the automatic door opener of the trash room on the 4th floor. A small nick was in the wiring. There still seems to be an issue which Jan Harmon will investigate.
- Problem with the third-floor trash room automatic door of building 2 has been resolved. It was found that it was wired wrong.
- Will clean gutters in front of Buildings 1 & 2 as they actually have trees (seedlings) growing in them now!
- Parking spaces restriping will start next week.
- Streetlights are on photocells, so they are somewhat erratic depending on how the light hits them. Eventually lights will be numbered and labeled so that it will be easier to report problems. Security will be reminded to report light outages on their midnight rounds.
- Resurfacing of Building 1, third floor Atrium should be done this week.
- Maintenance is exploring how to address air filters and air quality.

No changes were suggested for the August minutes.

SUBCOMMITTEE REPORTS

BLDG 1: Clyde Smith. Nothing to report.

BLDG 2: Peg Owens. Some areas of the walkways behind Building 2 are being undermined by water.

Thanks to maintenance for the work done on the new garden cottage.

PET COMMITTEE: Jim Wood: Nothing to report.

LANDSCAPE: Judy Plaut: 83% of street residents responded to the landscape survey. Report will be published.

GARDENS: Plots are looking good.

GREENHOUSE: Ron Schoneau. Roof has been replaced; NS RHW temperature only reached 95 during the project. Ferns are back. Thanks to Margo Pettway who swept all the walkways in the greenhouse.

EXTERIORS: Janice Malkoff. Jan Harmon, thank you for taking care of malfunctioning streetlights; however, there are still a couple of streetlights and paver lights not working. There are some uneven and cracked sidewalks. Pressure cleaning needs to be completed in several areas and there are weeds in the cracks. Some branches need trimming. Henri stated that a streetlight by the rear kitchen area is out so it is very dark when exiting the building. Thank you Amanda for planting nectar and host butterfly plants

AUXILIARY AREA: Nothing to report at this time.

SECURITY: Richard Farwell addressed the new subcommittee being formed to address security issues. Because of the many additional tasks for staff to address Covid-19 concerns, initial efforts will be informational. A list of 8 items has been developed which will be reviewed with the possibility that some could be removed or more added. There may be educational actions, for example, Oak Leaf articles, to help residents in assisting security. Bruce Blackwell noted that the Gainesville Police Department conducted a survey several years ago which may have helpful information. Richard will follow up on that later.

Other Business.

- The engineering maintenance report is in the final stages. Rather than routine maintenance, the items addressed are more aligned with capital projects.
- Signage of Oak Hammock, including in the Health Pavilion, needs to be improved. Marketing is addressing the issue with the RC Communication Committee. The subcommittee needs resident input.

Minutes by George Arola

INTERIOR DESIGN SUBCOMMITTEE- September 10, 2020 met in the Acorn Room at 10 am.

Next Interior Design Subcommittee Meeting: Thursday, October 8, 2020 at 10 am

In Attendance: Vanda O'Neill, chair

Mary Sanford, Chris Waters, Nita Beckman, Val Griffith, Kathy Berg, Chris Kaufman, Martha Rader, Juanita Miller, Jan Lowenthal

Oak Hammock Personnel, Rebecca Snowden

Old Business

- Vanda will continue to work with Katherine Osman to write an Oak Leaf Article about the complexities of making donations at Oak Hammock and people to contact.

New Business

- Vanda and a few committee members worked with Jan Harmon to decide where to place a wall rack to hold bumper pool equipment in the lower level atrium lobby in building two. They also selected new flooring to replace the flooring in the building one rear atrium elevator damaged by a mover.
- Several art pieces have been donated by an estate and a new member. A large, valuable, signed and numbered art piece was hung in the upper commons.
- The grocery carts scattered around the reception desks for grocery deliveries need to be better organized to improve the overall appearance of the lobby.
- Rebecca Snowden reports new hygienic toilet paper dispensers will be put in place. There was no cost to Oak Hammock for these items.
- Rebecca encourages residents to stop and cheer on the Housekeepers in the Oak Room next week to help celebrate International Housekeeping Week. Gift Certificates ranging from \$25-\$50 were donated by vendors and will be given out for prizes.

Interior Design Subcommittee Minutes by Jan Lowenthal

Report submitted by Jan Lowenthal

APPENDIX F

COMMUNICATIONS AND MARKETING COMMITTEE MEETING AUGUST 28, 2020 MINUTES

Attending: Mary Kilgour, Chairperson; Troy Cannaday, CEO; Roanne Coplin, Secretary; Sybil Farwell; Sally Glaze; Ron Hoopes; Michael Levy; Larry Lowenthal; Nancy Wood; Tony Lopiccolo, Director of Plant Management; Janice Malkoff; Doug Merrey; Karen Miller; Vida Scarpello, Bill Castine and Elliot Simon

The meeting was called to order at 1:30 pm.

1. The minutes of the July 24 meeting were approved without change.

2. New Business

Nickie Doria was unable to attend the meeting due to a prior commitment. She sent a written report that referred to items b. and c. in the agenda. Her comments and others are included accordingly.

a. With respect to the ads in the local paper that residents found questionable, she had earlier explained to the chair that her office is following a marketing strategy arrived at following extensive focus group discussion and one of the ads was consistent with that strategy. The other ad was part of a contest that she thought was of questionable value and it appeared without her knowledge, using stock photos. She planned to raise this with the newspaper. Subsequently she also talked at length with the committee's expert on advertising, Larry Lowenthal, and learned more of the reasons for our objections.

b. Bill's draft survey and Nickie's report, both distributed to committee members before the meeting and included as attachments to these minutes, led to a good conversation. Nickie said she thought the questions in the proposed broader survey related to the sales experience and some of the information sought was captured in OH's "lead management system," which houses data on all potential residents. She thought that by the time of move-in, too much time would have been past to gather survey data. She said she would investigate other opportunities to ask these questions and capture the data, working with the sales team and the lead management system. And will update us at our Sept. 25th meeting. It is noted that our committee does not have access to the system she described.

Reactions were as follows:

- Karen Miller commented that while the information from the current survey is useful, additional information is needed and she doubted people would forget the reasons why they had moved to OH.
- Troy Cannaday added that the tracking system includes which ads people looked at. He said they also looked at advertising in specific markets in order to determine where our ads are working.
- Bill Castine asked everyone to give him comments to improve his draft wider survey, so he can provide an improved version to Nickie for her consideration.

c. Nickie's chart handed out in February showing areas where this committee might be useful to her office again got short shrift in discussion. It will be held over to the September 25 meeting. However, people were again asked to look at it carefully and bring their comments to that meeting.

d. Internal Communications in the Time of a Pandemic. Nickie's report said that Oak Hammock has a need for a corporate communications strategy. This committee's deliberations and the Covid-19 crisis have brought that out clearly. One thing realized is that management does not

have a way to officially disseminate messages via mass communications. (Both INFOH and the E-Team are resident-run.) Therefore, on September 9, Troy will unveil a new system. It will include multiple channels of communications, including a strengthened Touchtown and One Call. The strategy will involve all members of the executive leadership team and many of the concerns mentioned in the C & M communications survey done in June will be addressed through this new strategy. Troy said he hoped to give this committee a sneak preview of his presentation before September 9.

Mary Kilgour suggested that reporting about COVID at the end of the day leaves no one to answer any questions until the next day, although she said she had gotten quick responses to her phone calls and emails to the "hot line." She also pointed out that because people in the Health Pavilion have friends in Independent Living people are hearing about cases before Troy announces them. Troy explained that much time is needed to notify families about each new case, so it is unrealistic to expect early notifications to the OH community.

Several others raised new suggestions.

Ron Hoopes said the Ch. 1960 was unwatchable. Bob Stott said that additional equipment had been installed to show more modern movies but there was still a wave showing that Cox is presently working on.

Vida Scarpello said advanced notice should be given when elevators are out of service, relating a recent experience when two elevators near her weren't working and the walk to a more distant elevator taxed her and her aging dog. Tony Lopiccolo said better preventive maintenance was needed and he would get with the elevator technician to see what more could be done.

It was also announced that Touchtown can take videos of Town Halls and later show them.

Karen Miller spoke about a retirement center where when problems are brought up, they are posted and noted their assignment and progress until resolved. Tony Lopiccolo spoke of the Tels work order geared to CCRCs. This system needs to be implemented correctly. It is designed strictly for work order systems and helps his office adhere to codes and provides documentation for surveyors. When completed, this should resolve many problems.

e. New Business item brought up by Larry Lowenthal: He is concerned about obsolete, unclear or missing signage around OH but especially in the Health Pavilion. Troy Cannaday explained that new signage would be part of the master plan for remodeling the Commons areas. Doug Merrey recommended that a group walk through to take pictures and make recommendations. This would not be possible, however, at this time due to the pandemic. Sally Glaze suggested "You are Here" maps. Troy said that this would also be considered in the master plan. Mary asked Larry to Chair a Signage Subcommittee and Larry accepted. He will recruit a few others to help and then share their conclusions with the expansion committee.

3. Old Business: Mary had incorporated several inputs from management into the master Communications Survey feedback charts and distributed Nickie's separately, as it came in late. Mary urged everyone to review these carefully and said she would send out a new merged update containing everyone's contributions soon.

4. Next Meeting: September 25:

a. Taylor Nelson will talk about improving Touchtown here at OH. She comes with much experience with this system from another facility.

b. Nickie Doria will also give us an update on her review of how her office can capture some of the data Bill's broader survey proposed, through her sales team and the lead management system.

c. And we will try to give Nickie feedback on the chart she initially submitted for our review in February!

In closing, Mary noted that there are now eight candidates running for the RC and encouraged everyone to vote.

The meeting adjourned at 2:30 pm.

Respectfully submitted,

Roanne Coplin/Mary Kilgour

Attachments:

- (1) Bill Castine's Proposed Expanded Marketing Survey
- (2) Nickie Doria's written report
- (3) Nickie's Chart on Interacting with C & M: provided separately, as table wouldn't succumb to my efforts to attach physically

Attachment (1) Marketing Survey Considerations

Reports of surveys presented at the July meeting of the Communications and Marketing Committee were interesting but faced several questions about their composition and administration. The Director of Marketing was receptive to committee members' comments and may incorporate at least some of them in future revisions of the instruments used. Below are some considerations that might either reinforce previous efforts or further inform preparation of appropriate revisions, especially that the survey should cover a wider range of the move to Oak Hammock experience.

Inasmuch as various aspects of the Marketing through move-in and follow-up experience will be of interest, a multipart questionnaire or a series of questionnaires would appear to be useful. The focus of each questionnaire (or part thereof) should be clearly and concisely stated. What is it designed to show or to evaluate?

Timing of the questionnaire is important. It should be administered soon enough that the topics being covered are still fresh in the minds of new residents, yet after most of the intense, busy activities of moving in are complete. Deadline for return of the questionnaire should be early enough not to be forgotten, yet late enough to permit thoughtful answers.

Items on the questionnaire may be phrased as statements or as questions and should include both multiple choice and free response items. Choices offered should be similar across items; where appropriate, it is recommended to have either four available responses (not permitting a "neutral" response) or five available choices (the middle one of which is "neutral". The same number of responses to each item should be offered throughout the questionnaire.

It may be useful after each set of forced choices to invite comments. Free response items could solicit residents' qualitative thoughts concerning specified aspects of the entire transaction from deciding to make Oak Hammock their home to the move-in and follow-up. Although responses may be anecdotal, one can learn from the experiences recounted. The qualitative comments should be subjected to the same level of analysis as the quantitative sections.

If the Communications & Marketing Committee is willing, perhaps the members could review future proposed questionnaires prior to their implementation to suggest additional items or revisions.

We suggest the following range of questions:

1. how the individual or couple first learned about Oak Hammock, allowing for multiple influences;
2. how they arrived at the decision to move here;
3. what motivated their decision on the life care plan they chose;
4. what motivated their decision on the floor plan they chose;
5. experience with the actual move-in process (basically the current survey as revised).

Committee members are urged to contribute further to the above considerations so that Marketing will have a meaningful and viable set of recommendations to guide their future efforts in data collection.

TOPIC #1 – Survey for recent move-ins

Bill shared with me suggestions for the new and improved resident survey. Within one month after move-in, residents are asked to share their feedback specifically about the move-in experience. The survey is being shared with the committee so all can see the improvements and changes we have made based on your feedback. Are there any other suggestions?

The committee has suggested including the following questions:

1. how the individual or couple first learned about Oak Hammock
2. how they arrived at the decision to move here;
3. what motivated their decision on the life care plan they chose;
4. what motivated their decision on the floor plan they chose;

These questions are not necessarily related to the move-in experience. Rather, they are related to the sales experience. Some of this data is captured in our lead management system, where we house data on all of our potential residents. Questions 2 – 4 are great questions, but by the time the residents are moving in, too much time has usually passed to gather answers to these questions. I will investigate other opportunities to ask these questions and capture the data. I will work with sales team and the lead management system. Update to follow at next meeting.

TOPIC #2 – Corporate Communications Strategy

Oak Hammock has an apparent need for an official corporate communications strategy. This committee has helped us discover that. We have realized this more than ever during COVID-19. We have realized that we don't have a way to officially disseminate messages via mass communications. Therefore, we are going to unveil a new system via a special presentation from Troy on Wednesday, September 9. This new strategy will include multiple channels of communication, including Touchtown and One Call. And, the strategy will involve all members of the executive leadership team. Many of the concerns and issues mentioned via the communications survey will be addressed through this new strategy

APPENDIX G

COMMUNITY AND UNIVERSITY PARTNERSHIPS

Community and University Partnerships Committee Minutes, August 26, 2020

Attendance Sybil Farwell, Judy Plaut, Mike Plaut (chair), Carole Zegel (vice-chair) Nickie Doria, Katherine Osman, Julie Ann Ariet, Nancy Perry

Regrets: Roy Hunt, Judy Russell, Pat Toskes, Carol Ash

Approval of Minutes from July 3, 2020 Meeting -- accepted by acclamation

Announcements – Mike said that he had a 10:30 appointment.

Old Business

Marketing Opportunities with RFUF (Retired Faculty of the University of Florida)– Nickie Doria has been speaking with Pushpa Kalra who is on the RFUF board, making plans for participation in a virtual meeting. Two virtual events on the website are planned, with Starbucks gift cards as a reward for participation. – Nickie would like to see OH as a partner with RFUF. Judy suggested sending ILR information to RFUF members.

Gator 1 Card Acquisition – Katherine Osman, Julie Ann Ariet – Julie Ann now meets with new residents at closing, so the Gator 1 clock starts at that time. She holds onto cards for up to a month due to a \$15 charge for each card order. There is then a period of approximately two weeks until cards are issued. Sybil emphasized that the cards are needed before residents can apply for online UF library privileges.

Employees Scholarship Fund being listed as a OH charity among the UF Campaign for Charities options – Judy Russell – postponed until next meeting

Library Update – Sybil Farwell -- Libraries are still under pandemic conditions and there is concern about how to deal with expired cards. – Sybil and Barb Francis will be writing about obtaining ebooks from the public library for the September Oak Leaf. – The UF library will be partially open for students next week. Paul McDonough, UF Librarian supporting our UF Library Users interest group at Oak Hammock, misses us and offered to come out here but restrictions related to the pandemic make that difficult. Paul has created a library guide, Library Information for Oak Hammock Residents, which is posted on the UF Library website. The appearance of the home website has been updated, but the links to basic information on using library resources still work. Paul's library guide includes a pdf file created by Sybil, UF Library Access Instructions. Sybil will need to replace one image of the homepage in the pdf file on login instructions; however, the instructions themselves are correct. Mike wondered if it might be possible to set up a Zoom session with Paul.

New Business

Supplements to the Welcome Bag – Julie Ann had provided Mike with a list of the welcome bag contents and Mike organized the list into categories. Carole said that Gainesville Sun publishes an annual welcome guide annual. Nickie said that she has many copies of the Greater Guide to Gainesville, which are given

to new prospects and that OH has an ad in it. Carole suggested that we put some copies in the commons areas. Katherine suggested that the beauty salon might provide a coupon for the welcome bag. Another suggestion was a seminar about use of the Gator 1 card. Carole suggested writing an article in Oak Leaf about the Gator 1 card. She agreed to work on this with Julie Ann and Katherine. Nickie suggested adding something to the welcome bag about the Hippodrome. It was also suggested that the concierge should have a compendium of general business resources. We may be able to get coupons from local businesses as Oak Hammock is a member of the Chamber of Commerce. Nancy will work on this and Katherine will follow up.

Adjournment: 9:45 am.

Time of the **next meeting** will be determined by whether it can be a face to face meeting (first Friday of October) or via Zoom in which case it will depend on availability of members and lack of conflict with another Residents Council committee.

Respectfully submitted,

Michael Plaut, Chair

Action Items

- Julie Ann will explore the possibility of sending ILR information to RFUF members.
- Judy Russell will explore the possibility of the OH Employees Scholarship Fund being listed as a charity among the UF Campaign for Charities options.
- Mike will continue to explore the possibility of OH collaboration with RFUF.
- Julie Ann will make copies of the Greater Guide to Gainesville available to members in the commons area and will find ways to make lists available of Gator 1 card benefits.
- Julie Ann will work with Matthew to develop a compendium of local business resources
- Nancy will look into the possibility of obtaining coupons from other members of the Chamber of Commerce.

APPENDIX H

DINING AND NUTRITIONAL SERVICES COMMITTEE

DINING SERVICES COMMITTEE

MINUTES

September 4, 2020

PRESENT: Bruce Blackwell, Ken Blanchard, Bob Blood, Pat Collier, Roanne Coplin, John Darmanin, Ann Elnicki, Richard Farwell, Wayne Forehand, Judy Gire, Doris Greene, Valerie Griffith, Mary Grusin, Jan Havre, Janice Malkoff, Peg Owens, LaVerne Petzold, Jim Piety, Judy Satterwaite, Sandra Smith, Rosalee Sprout, Hank Wake, Mary Wake

Jon Goldstein, Chris Rocks, Troy Cannady

After chairman **Bruce Blackwell** called the meeting to order at 10 a.m., minutes of the August meeting were approved.

Staff Reports

Jon Goldstein informed the committee that he and his staff are working on future menus, including catering. These will be presented to the dining committee before they are implemented. Frequency of sales, menu diversity, and availability of supplies are all considered, and he solicits suggestions from members. He has made a commitment to increasing healthy items and locally sourced supplies. Next week beet salad will replace kiwi salad. Macaroni salad and Rubeen sandwich will be removed, lamb sliders will be replaced with Kobe beef sliders, and chicken breasts will replace thighs. Green peas and yellow squash will be added to the vegetable list.

He urged everybody to use TouchTown as the source of dining information. OH management has been upgrading the system to use for official communications for all departments, so it should also contain the latest information. Plans are being made to use TouchTown for online ordering in the future, so it is important that we all become comfortable using that system.

Holiday buffets for 2020 have been cancelled, but special holiday take-out offerings will be planned. Frozen banana splits will be delivered to residents on "Grandparents Day."

He reminded us, in order to ensure safety, people should eat in their homes and outdoor areas, not in any indoor common areas.

Chris Rocks reported no staffing problems. In order to minimize delays in phone ordering, a third number 548-1044 has been added. Now that number has to be dialed directly, but the idea is to get it to roll over from the other numbers, so that one dial will reach any of the three lines available.

A special state law exempts food served in the dining rooms from sales tax, but that does not apply to Treats and Treasures, where the tax must be charged.

He urged members to use TouchTown for dining information, saying that it now includes daily updates of desserts, soups, breads and daily specials as well as Treats and Treasures meals. He aspires to include some photographs of the offerings in the future.

James Frial did not attend, but sent in his report. (see below)

After seeing the photo of the container being used for delivery service in the pavilion, Bruce asserted that the brown color was so unattractive that he was sure that residents would not only find it difficult to see the food but that it would be very unappetizing to everyone.

Because of difficulty with Zoom, the dining comments report was incomplete. 5 praises, 3 recommendations, and 1 concern had been described.

Bruce requested that all OH members use the committee form to contact dining staff, so that everything could be considered by the committee. However, some residents write emails to Jon and Chris rather than to the committee. Sandra pointed out that some of these people consider these to

be private communications, not committee issues; those who wish for the committee to be informed should use the comments form, either paper or electronic because those are always sent to the comments committee for discussion. It is not management practice to share all member-staff communications with resident committees.

Rosalee Sprout reported that 2 of 8 of the CCRC's have replied to the questions sent out (Appendix 2), that a follow up has been sent to those who did not reply, and that a report should be done for the October committee meeting.

Jim Piety reported that all is quiet in the pavilion. They miss the sociability of the dining rooms, but understand the need for safety precautions.

Troy Cannady pointed out that the dietitian hired to check the menus in the health pavilion is, in effect, approving all daily and weekly specials since they are the same in both locations.

TouchTown, the official OH communication system, is being configured to provide improved services, including online dining ordering. The software system already being used by OH for many management functions is being expanded to improve Dining Services, as well as other departments. These changes are expected in 2021.

Reopening of the dining rooms does not seem to be happening in the near future because of state guidelines. We want to have a safe environment.

Doris Greene explained that the RC now has a committee of six members who can assist any member with the use of Zoom. ohzoomassistance@gmail.com or call Doug Merry.

Pat Collier expressed the gratitude of the Dining Committee to Jon, Chris, and the entire dining staff for their remarkable service.

The meeting was adjourned.

The next meeting will be Oct. 2, 10 o'clock.

Sandra Smith

Dining Survey with other CCRCs

1. Is your dining services provided through a contract or in-house?
2. Do you have a registered dietitian available to your independent living residents?
 - a. Staff member or contract?
 - b. Frequency of availability?
3. Do you have a resident dining services committee that regularly meets with the director of dining services to provide input on menus, food preparation and content?
4. Do you have informal feedback opportunities, such as comment cards?
5. How does your meal program work?
 - a. Dining dollars vs meal-a-day
 - b. How many meals does your contract provide for?
 - c. Do you have options to buy up or opt out? Please provide details.
 - d. Do you have various venues for meals? Café, main dining room, bistro, room service, etc
6. Who writes your menu for independent living?
 - a. Special training?
 - b. Do you use software or a program to develop menus/recipes?
Please provide program name.
 - c. Do you offer specialty menus in independent living, such as lite fare, gluten free, healthy heart, vegetarian?
7. How has your dining program under the COVID Pandemic changed?

Dining & Nutritional Services Committee Report (Health Pavilion)

As of Wednesday August 26, ALL communal dining services were shut down due to positive cases in the HP. We are currently offering in Room/Apt meal deliveries for all meals. HP dining is planning to construct a “Mobile Snack bar/Café” to provide additional snacks choices to residents in their rooms between meals. The “Mobile Snack bar/Café” will have heart healthy snack choices like fresh fruits, trail mixes, nuts, etc. It will also have a variety of cookies, muffins, chips, etc. For beverages, we will have juices, water, tea, and coffee. Finally, and most importantly, a variety of single serve ice cream bars and cones.

The Bistro continues daily operation and offers “Specials of the Week”, Daily fresh baked items available for in-room ordering from 7am-7pm. Started last week, the To-go or Room delivery meal service was updated to provide consistent temperature and quality by replacing the Styrofoam containers to an insulated “Lunch box-Style” containers. They keep a much longer food temperature insulation and better compartments to separate the food items. These containers are commercial dishwasher safe and reusable.

Memory Unit residents continue to receive specialized Finger food menu which was accepted quite well by the residents and staff. Appetites have increased due to the familiarity of the food item and the ability for the residents to eat independently.

As for the “Positive Unit” in Skilled, they are also receiving the same menu and Always available menu in the HP. As of today, we have 5 residents in there.

I am still in close contact with Mr.Piety (Health Pavilion Resident Representative) regarding any updates and changes in the AL.

James M Frial CDM, CFPP

Nutrition Care Specialist

APPENDIX I

FINANCE AND COST-EFFECTIVE MANAGEMENT COMMITTEE

August 20, 2020 Meeting Minutes

Attendees: Bill Rossi (Chairman); John Paul; Nelson Logan; Henri Logan; Norm Cooney; Karen Miller; Gene Brigham; Al O'Neill; Dave Rader; Richard Farwell; Ellen Efros; Richard Pettway; Doug Merrey; Richard Sutter; Leah Watkins; Bob Blood; Joann Hilliker; Charlie Waters; Will Shafer; Pat Collier; Marilyn Hutchinson; Charlie Smith; Chuck McDonald; Janice Malkoff; Andrew Davey; Troy Cannaday;

Chairman Bill Rossi convened the Committee at 1:30 pm as a virtual meeting via Zoom. Minutes of the May meeting were approved as no further changes were put forward.

As this meeting featured our deep dive into the 2021 Operating Budget, Andrew presented a very high-level review of OH's July and YTD financial performance. With some exceptions, financial OH's performance both for July and YTD continues strong. Our cash position is very strong.

On the negative side, there are two areas of concern.

- Expenses, particularly in the Health Pavilion, are considerably higher than budget due to COVID-19 related issues and are expected to remain high.
- Occupancy in both Assisted Living and Skilled Nursing continues to be substantially below budget causing revenue to be lower than budget.

The combination of these two issues, lower revenue and higher expenses, will likely not be recoverable during the remainder of 2020, and will produce a budget shortfall for the Health Pavilion the full year.

The CARES Act loan of \$2.1 million likely will convert to a grant when OH's application is submitted later in the year.

presented results

The balance of the meeting featured a detailed examination of projected 2021 expenses for all operating areas of Oak Hammock. Based upon the preliminary budget, monthly service fees for 2021 were projected to increase by 3%.

Following this presentation Chairman Bill Rossi presented results of a survey of many CCRC's conducted by Leading Age which indicated that Monthly Service Fees ranked at the top of issues of concern to CCRC residents. Rossi continued by indicating that while inflation for the general population is about 0.5%, the inflation rate for CCRC residents is 3% due largely to the continuing escalation of monthly service fees. Therefore, Rossi asked if management could re-examine the 2021 budget by assuming an increase in monthly service fees of 1.5%. There was discussion this likely would result in some operating initiatives being either postponed or eliminated. Possibly some amenities could be reduced or eliminated. Given the results of the Leading Age survey and the general attitude of OH residents, such a result likely would be acceptable.

The meeting concluded by Chairman Rossi reiterating the request for a budget rework for the next meeting that assumed a 1.5% increase in monthly services fees, and an explanation of what amenities would be affected.

Addendum

Considering there being very substantial post-meeting discussion, during which 15 of the 23 committee members participated via email, Chairman Rossi has been asked to clarify the previously submitted minutes. Following is that clarification.

At the conclusion of the RC Finance and Cost Effective Management Committee meeting, Chairman Rossi summarized a request to management to prepare a budget scenario that reflects an increase in monthly service fees of no more than 1.5%, and to provide an explanation of what amenities would be affected. The reference to changes in amenities did not reflect the strong orientation of most committee members.

Revising Chairman Rossi's request to management, committee members ask that management develop a budget scenario that limits the increase in monthly service fees to no more than 1.5%, and to focus on cost containment to compensate for that revenue reduction. Specifically, most committee members request that more effective cost management be the focus, and that there be no reduction in current amenities.

The meeting adjourned late at 3:12 PM.
Minutes by Chairman Bill Rossi

APPENDIX J

HEALTH AND WELL-BEING COMMITTEE

Health and Well-Being Committee Minutes
September 10, 2020

Attendance: Martha Rader, Chair; Nita Beckman; Keith Berg; Bob Blood; Gene Brigham; Pat Collier; Roanne Coplin, Secretary; Wayne Forehand; Barbara Francis; Sally Glaze; Doris Green; Valerie Griffith; Linda Hansen; Lori Hoopes; Jan Havre; Marilyn Hutchinson; Janet Janke; Marjorie Johnson; Betty Kramer; Joan Langley; Henri Logan; Jan Lowenthal; Janice Malkoff; Doug Merrey, Karen Miller; Patsy Nelms; Emily Patton; Robert Petzold; Margarete Ruth; Vida Scarpello; Will Shafer; Patricia Toskes; Henry Wake; Mary Wake; Jim Wiltshire; Nancy Wood; Julie Ann Ariet, ILR Coordinator; Troy Cannaday, President and CEO; Doug DeMichele, UF Health and Human Performance; Elaine Dotten, Infection Control Specialist; Anne Meiring, Licensed Certified Social Worker; Marie Okronley, Health Care Administrator; Justin Smith, Fitness Center Director; and Leah Watkins, Assisted Living Manager.

The meeting was called to order at 3:30 pm over Zoom and the minutes of the August meeting were approved.

Announcements

- The Fitness Center is in the process of interviewing staff for weekend coverage.
- A Webinar will be presented by UF Health on September 11 on outpatient total joint replacement.
- A session to provide service for mobility devices has been scheduled for Monday, September 28, from 9am-noon.

The normal agenda was suspended to provide for more in-depth discussion of issues in the Health Pavilion related to the coronavirus.

Health Pavilion Report

Marie Okronley stated that the Health Pavilion is now running at a normal pace taking into consideration the changes resulting from the corona virus.

- There are currently five cases of Covid-19 among Assisted Living residents, who are in quarantine in Banyon Place. Some will soon be released to Assisted Living and some to Skilled Nursing.
- The governor has lifted visitation restrictions and staff are now in the process of writing policies and procedures to address the relaxed rulings. There are three types of visitors:
 - Caregivers – These visitors can touch the patient, but must wear a full set of PPE.
 - Compassionate Care visitors
 - General visitors – These visitors cannot touch the resident and must keep six feet away from the resident. PPEs are required and will be monitored by staff at all times.Before visitors may enter the Health Pavilion, there must be no cases of Covid-19 during the previous 14 days.
- 230 Covid-19 tests will be performed this week and again next week. If one test is positive, the 14-day count starts over again. The frequency of testing is determined by the positivity rate of the county.

- If the positive results are under 5%, monthly testing will be required.
- If the results are 5-9% positive, weekly testing will be required.
- If the results are 10% or more positive, twice weekly testing will be required.
- Marie noted that masks and face shields do more to protect others than oneself.

Research Study

Karen Miller mentioned a study that will enroll volunteers from Independent Living to undergo weekly testing through April. Blood will also be drawn. Volunteers must be over 65, living in Independent Living, and at Oak Hammock for at least one year. Henri Logan added that the researchers will be looking at both symptomatic and asymptomatic cases in order to determine if they develop the same kind of resistance. This is sponsored by the CDC. Details are not yet available.

Emotional Aspects

Doug Merrey asked about the emotional aspects of being closed down and what kind of psychological support is in place. Marie answered that a psychologist comes every Tuesday and Friday and that we are in the process of recruiting a psychiatrist. Pat Toskes spoke to the need for visitation. Marie stated that she understood this need, but reminded the group that there is a \$1,000 per day fine for not following the governor's recommendations.

Social Worker Coverage

Doris Green expressed concern about social worker coverage since we have a vacancy in that area. Marie explained that the licensed social worker resigned at the completion of her probation, because this was not the type of social work that she wanted to do. A number of applications from licensed social workers have been received. In the meantime, Monica Ondrick, Social Service Support Staff, is visiting residents (she is returning to school to obtain a master's degree in social work). The activities staff is also visiting all the residents.

Contact Tracing

Martha Rader asked Elaine Dotten to explain contact tracing in order to find out who needed to be in quarantine. Elaine explained that if a person tests positive, either she or the Public Health Department will call and ask questions in order to pin point where the infection came from and who might be at risk for catching the virus. The person with a positive test will be asked with whom they came in contact at a distance less than six feet, without a mask, and in contact for 15 minutes or more. In the case of a staff member with a positive test, the epidemiologist in the Public Health Department is notified. In the case of a resident, both the resident and family are notified within 12 hours. In addition, the staff schedule is checked to determine which residents need to be quarantined. All families of all residents are notified of a positive test result within 12 hours.

Assisted Living Report

Leah Watkins stated that two residents will be coming out of quarantine the next day and would be going to Skilled Nursing. Three residents will be coming out of quarantine on Monday and will be returning to Assisted Living.

Resident Comments

- Marilyn Hutchinson expressed concern about people in the AL dining room without masks and the need to enforce rules.
- Sally Glaze expressed concern about staff in IL who do not wear gloves. Troy Cannaday noted that hand sanitizers are also effective.

The meeting adjourned at 4:20 pm. The next meeting will take place on October 8 at 3:30 pm. The location/format is to be determined.

Respectfully submitted,

Roanne Coplin
Secretary

APPENDIX K

STRATEGIC PLANNING COMMITTEE

APPENDIX L

TECHNOLOGY AND SERVICES INNOVATION COMMITTEE

Recommendation to Oak Hammock Management and Board of Directors: Pilot Test of “Smart Friend”

The Oak Hammock Residents’ Council recommends the Oak Hammock Board of Directors authorize launching the Smart Friend Pilot in February 2021. The Oak Hammock Residents’ Council is designing the pilot based on interest from the community’s residents and their Technology and Services Innovation Committee.

The **Smart Friend** pilot program is being developed to test a voice assistant-based system in twenty Oak Hammock apartments with the goal of better understanding how voice assistance and home automation technology may help promote greater convenience, independence, and wellbeing for elders.

The **Smart Friend** improvements are based on a voice assistant device that responds to voice commands to perform a wide range of functions such as playing music, providing news and weather updates, managing daily reminders and alerts, and working with a host of other subscription-based services and “smart home” devices.

The **Smart Friend** pilot’s specific objectives are:

- Evaluate voice assistant technology and its capabilities for relevance, effectiveness and ease of use for elders.
- Determine whether voice assistant technologies promote independence and self-management by allowing elders voice control and automation of their environment.
- Determine whether voice assistant devices facilitate effective and convenient solutions for staff, family members, and caregivers in providing better care and communication with elders.
- Assess whether voice assistant devices help increase social interaction and engagement levels among elders.
- Develop a model for the future deployment of voice assistant technologies to all Oak Hammock apartments and houses. This “Smart Friend in a Box” toolkit will outline resident selection strategies, technical support protocols, educational programs, and staff and resident engagement opportunities to continue controlled deployment of Smart Friend technology in homes of selected residents.
- Measure the impact of the project on participants through baseline and post intervention surveys, focus group discussions, and interviews.

The **Smart Friend** pilot program would be implemented by resident volunteers supported by Oak Hammock staff. The initial estimate of **Smart Friend** pilot cost to Oak Hammock is \$10,000.

If the **Smart Friend** pilot achieved its objectives and shows:

- Increased elder engagement;
- Increased social connectedness among residents, staff and family; and
- Increased engagement among elders with limited vision or mobility,

Oak Hammock will commit to expand the **Smart Friend** project.

Efforts to sustain and continue to expand the **Smart Friend** project at Oak Hammock beyond the pilot must be spearheaded by both staff and residents. Oak Hammock IT staff and HEAT will need to expand their capabilities to include helping residents as problems develop. Community services can schedule installation of **Smart Friend** equipment and coordinate installation with staff and resident groups using the Smart Friend in a Box. It may also be helpful to first have a social worker contact any community members who may be socially isolated or have compromised vision or mobility to determine whether they may be interested in and have a need for installation of a voice assistant. They can help these residents stay socially connected to the community. Perhaps it will be appropriate to establish a **Smart Friend** interest group jointly coordinated and organized between the RC technology chair and the community services director.

Regular deployment after the **Smart Friend** pilot is completed could be initiated during the last half of 2021 at 15 units per month with estimated cost to Oak Hammock of \$250 per installation, or about \$25,000 over the last six months of 2021, with commitment to continue the program into 2022, with an estimated additional cost of \$25,000.

APPENDIX K



Lamar Miller Chapter 255
Oak Hammock at the University of Florida

Report to the Residents' Council

September 11, 2020

This month we have a couple of items of interest that are both COVID-19 related.

Governor's DeSantis' Task Force on the Safe and Limited Re-Opening of Long-Term Care Facilities finished its work and the Governor is preparing new rules and regulations that should result in the gradual opening of our Health Center, but with restrictions. As always, the devil is in the details, but it appears that great strides are being made to allow spouses to again visit their loved ones. Oak Hammock, and all other CCRCs will have to see what the restrictions will be, but things are looking better for many of our Residents. FLiCRA was active with the Task Force and has been available to assist the Governor's Office as they prepare final orders.

In another area, during the last couple of years FLiCRA has been a leader in the effort to toughen metrics for measuring financial soundness at CCRCs throughout the state. FLiCRA led the effort to pass new legislation that strengthened parts of Florida Statutes 651 with new triggers for the Office of Insurance Regulation to intercede when a CCRC developed financial instability. Because the effect of COVID-19 may have been detriment to some CCRCs, FLiCRA, together with LeadingAge Florida, has formed a Work Group to review the triggers and see if any additional strengthening might be called for. The Work Group consists of six participants, three from FLiCRA, three from LeadingAge. David Rader, an Oak Hammock resident and President of the local FLiCRA Chapter, is one of the FLiCRA representatives. More to come when this Group begins its review.

If you are a new resident at Oak Hammock and have not joined FLiCRA, please do so right away. FLiCRA is your voice in Tallahassee - your seat at the table. The dues are only \$22.00 per year for an individual; \$37.00 per year for a couple and your benefits are extraordinary. If you need help joining, just call Mary Wake, our Membership Chair, and she'll assist you.

Thank you to the entire Residents' Council and especially Doug Merrey for all your support this year. We appreciate it.

David Rader
President, Lamar Miller Chapter 255

APPENDIX L

PRESIDENT'S REPORT

Doug Merrey

As you already know, next week we are holding elections for six of the 12 positions on the 2021 Residents' Council. We are really pleased that eight outstanding individuals have come forward and volunteered to participate. I can tell you I am struggling to decide for whom I am going to vote – they are all excellent and I thank them. I hope the two who may not win will nevertheless remain active in the Residents' Council's work.

This election is very important. Today we have discussed a number of important issues facing Oak Hammock, and there will be more challenges in 2021. Therefore, I urge all residents to take the time to vote. A high turnout will strengthen the credibility and effectiveness of the Residents' Council. And I also ask that you make your choice carefully – vote for the 6 candidates you think will most effectively represent your views and commit the time to be effective members.

Please also respond to the “straw vote” on alternative ways to organize the Residents' Council. The results will not be binding but will help the Council in considering whether we should make changes in how we do business.

Finally, I want to thank Mary Kilgour, the Election Coordinator, for having worked so hard to encourage candidates to come forward and for effective organization of the voting process. Michael Levy and Bill Castine have been assisting her, as have others and I thank them all.

Go forth and vote!

Thank you.

Doug Merrey
President, Residents' Council