



Oak Hammock
at the University of Florida

RESIDENTS' COUNCIL MEETING MINUTES

Friday October 9, 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 and Tony Lopiccolo

Board of Directors: Judy Russell and John Jopling

Residents:71

- A. Doug Merrey welcomed Board members Judy Russell and John Jopling and President/CEO Troy Cannaday
- B. Minutes from the September meeting were approved as posted.
- C. Residents' Council Old Business
 - **Employee Appreciation Fund.** Nancy Wood reported that \$151, 623 had been contributed to this point from 189 donors. Some have sent in more than one check. She reminded new residents that this is entirely voluntary, but that they can prorate their donation. Each check is based on hours worked and is a per hour amount. Nancy mentioned that our staff members have great positive attitudes, they smile, and have a friendly approach. Doug added that the checks are significant to the employee. Staff members are also feeling the psychological stress of the pandemic. We should go above and beyond in our giving this year.
 - **Standing item: Independent Living-Health Pavilion Service Equity.** Martha Rader reported that there is progress in area of social services. Last week a committee including five residents (some were social workers themselves) interviewed two licensed clinical social workers. Now they are in the final stages of hiring her. This person will be the director of a new department that will bring equity and integration of social work services between IL and Health Pavilion. Rebecca and Amanda are thinking of composting kitchen trash and so are forming a task force of people who have experience with composting. If you want to volunteer, call Jan. Bruce Blackwell mentioned the continuing problem of people using plastic water bottles instead of their own container.
 - **Follow-up report on resolution on consultation with the RC.** Doug said the Board discussed it and liked the idea. Karen Miller has obtained copies of

Washington State's model on consultation and transparencies for their CCRCs. Doug says we now have a similar draft and it will be presented at a meeting of the Board Executive Committee on Oct. 20. It is a more or less final version for our next meeting. It is not adversarial and Troy is fully on board with it. Troy agreed.

- **Comments:** Bill Rossi wanted to know if outsiders are allowed to purchase from Recycled Riches apartment sales. Val Griffin, head of Recycled Riches replied that staff and members and vendors who are working here are the only eligible buyers. However, they may need family to help them get items to their car/truck. She reminded us that people on the midnight shift frequently buy and many of us have never seen them due to their working hours. It was also mentioned that in "normal times" people who are here for ILR or the bridge club frequently buy things from the cabinets and special treasures. Recycled Riches also sells things on eBay to make more money for Oak Hammock. There was a question on outsiders being allowed in the dining room when it opens. Troy said that the County's positivity rate is too high to allow outsiders. Any changes will depend on the County rate.

D. Resident Council New Business

- **Results of the RC election.** Mary Kilgour said there were lessons learned. She and Michael Levy are writing a report to help people who do this next time. It will be technical. This year there were 450 eligible voters. There were 326 total votes, 254 on paper ballots, 22% electronic and 18 from the Health Pavilion. 72.4% of the residents voted. She thanked those who helped and especially those who ran for office. She hopes that those who didn't run will run again next year also those who considered running and changed their mind. The straw vote was one time only. 265 people voted, with 62% wanting no change, 26% wanting it organized by OH management departments. Doug thanked her and her committee for managing the election so well. It elicited comments and ideas on how to make RC more effective. Gene Ziegler turned in a list of 24 suggestions. Doug suggests a small subcommittee to look into these and other recommendations. He wants volunteers from the new 2021 RC members and a few others. To volunteer, contact Doug.
- **Discussion of draft 2021 budget.** Bill gave highlights such as that service fees and entrance fees, staff, and wages, all are listed at 3%, insurance and marketing 4.5%, environmental services 3.5%, and Dining Services 5%. The draft budget was presented to the Board. The RC Budget Committee reiterated their desire to have more focus on efficiency and cost-effectiveness and 0-base budgeting. Doug and Bill are on the Board Finance Committee which meets again on October 28th.

Comments: One resident called the 3% raise repugnant as the interest rate is much lower. Doug invited him to attend a Finance committee meeting. Another resident asked about the Federal money received due to COVID. She wondered if it

was being held, if it was getting interest, or is some used for payroll. Bill R responded that the Paycheck Protection money is a loan, and to make it a grant it must have been used to maintain the number of HP employees. Andrew Davey, CFO and Troy are now doing the paperwork to convert it to a grant. The money would go into the source of funds for 2021 and would show up in monthly financial statements. It would have been spent on payroll. The Medicare money is a source for general operation. It is being used in 2020. Doug suggested that we explore ways to be cost-effective, not short term, but longer term. The Board and its Finance Committee will look at cost-effectiveness. There may be opportunities for savings. Troy weighed in on the topic. He said that money has been used for PPE. OH hasn't had expenses for testing of staff until now because it was covered by HHS. Andrew is working with his peers in the state and all are using the same processes to get the Payment Protection money turned into a grant that doesn't need to be repaid. Troy explained that this is his first year to work with the OH budget and Tony Lopiccolo is also new, and there are a lot of additional expenses. They will look for ways to save before the 2022 budget.

- **Revised resolution on pilot test of “Smart Friend” technology** – Bill Zegel. He explained more about the cost, which was a concern last month. Each unit would cost \$115 and include an Alexa Dot, 2 smart light bulbs, and 1 smart plug. It could be paid for by participants, volunteers, or by Recycled Riches. The only cost to OH would be \$8000 of staff time of social workers and IT department. He would get volunteers to do the installation and answer questions and IT would be needed for wi-fi problems, etc.

The resolution: The Oak Hammock Residents' Council recommends Oak Hammock Management authorize launching the Smart Friend Pilot in February, 2021, or when the COVID-19 emergency allows, whichever is later in the year. The Residents' Council, through its Technology & Services Innovation Committee, is designing the pilot based on interest from the community's residents.

- A motion was made to adopt the resolution and it was seconded. Comments: One suggested that OH purchase the units to avoid the sales tax. Someone asked if you need a smart phone to use it, and the answer was no, only an Amazon account. A cell phone is needed to set it up, but it can be one owned by the volunteer. Another comment was that different residents would have need for different components of the system. Maybe their families could pay for it or for any add-ons as a holiday gift. What benefit does it have over a simple voice assistant? For someone with limited sight, it is important to be able to communicate with voice only. If you want in-depth addons it costs, but most items are free. A pill reminder app is very useful. If it is a person living alone, he could call out for an emergency responder using the pre-programmed setting. Bill said the training would be in phases. First a volunteer would assess their technical experience. Next they would be given the basic Alexa and have time to get used to it. Then add other items. The volunteers would go back to answer their questions. Someone suggested an education

program first for everyone. You don't need either a smart phone or a computer. They plan to go to the Social Workers first and get a list of people who could benefit from it. There has been success in other CCRCs. The vote was called and the resolution passed 11 to 1.

E. Reports from RC Committees

- **Strategic Planning** – Ellen Efros. The last meeting focused on the draft fire and evacuation plan. She thanked Tony Lopiccolo and Roanne Coplin for working with her on this project. There are still some unanswered questions. Susan will make hard copies of the plan and the E-team will also distribute it. The announcement says to go to a point of safety, and that would be your own apartment. If in the Commons, go to either Building 1 or 2 to a safe place. The short form is 1 page and the longer one is 2-3 pages. The latter gives the why and what, and explains how safe your apartments are with their 2-foot fire wall between units. Tony added that the National Fire Protection Association has made some updates in 2019 that pertain to elevators. Tony and Marie Okronley are still working on a general disaster plan. The committee will next meet on second Monday in November. Doug thanked the team for their efforts. (*see Appendix H*)

Building and Grounds- Jan Lowenthal. Jan praised Tony Lopiccolo as someone who does routine things routinely well.⁸⁴ He negotiated a new Recycling contract which gives OH an \$8226.84 savings per year or \$24,680.52 for the 3-year contract.

- Also in the contract the contractor will repair the compactor at a savings to Oak Hammock of \$9784. There is a need to evaluate the elevators for either repair or replacement. New toilet paper dispensers have been installed in the Commons restrooms. The dining room staff wants to compost kitchen scraps so Jan is looking for OH volunteers or an outside vendor. With the reopening of the Dining Rooms at 50% capacity it was suggested that up to ten tables and chairs be added to the Duckworth Gardens. The committee has tried out chairs for durability and stability. They are aluminum and will have cushions that can be used with them. It was suggested that wait staff try out the chairs too. The old furniture from Duckworth Garden will go to the Boardwalk. Chef Jon and his staff will be consulted before ordering. The Coral Ardisia cleanup project this year will be limited to picking the berries. Please help out and bag them when you are out walking. (*See Appendix C*)
- **Dining and Nutritional Services Committee** – Bruce Blackwell. There is a new catering menu. Some things have been added and others subtracted. The price levels are similar, with some items going up and some down. There is hesitancy to open for full occupancy, so it will be at 50% occupancy for more than a week. (*See Appendix E*)

- **Communications and Marketing Committee** – Mary Kilgour. She has very preliminary information on the Communications survey. She sent an email to everyone in the Directory who listed an email address to see if they wanted email only, email and paper copy, or paper only. 421 people were queried and 227 prefer email only, 94 want both, and 29 paper only. It was hard to get information from residents in the Health Pavilion. A final report will come out with recommendations on how to improve our OH communications to residents. We should add a fourth type of communication beyond E-mail, both paper and E-mail, and only paper, which is human to human so that those residents who are unable to access regular channels of communication can learn essentials through human contact with their neighbors. (*see Appendix D*)
- Updates from other committees: Active Lifestyle Committee (*see Appendix B*), Community and University Partnerships (did not meet), Finance and Cost-effective Management (*See Appendix F*), Health and Well-being Committee (*See Appendix G*), Strategic Planning Committee (*See Appendix H*), Technology and Services Innovation (*see Appendix I*),

F. **Report from Assisted Living Representative** – Jim Piety. Due to a technical glitch, Jim could not participate.

G. FLiCRA Report – David Rader. He announced that there will be no bed tax on the Health Pavilion beds. He thanked those who wrote to their Congressmen to get the tax bill defeated. The Florida FLiCRA meeting is on Zoom this year, so any of us can attend. Ask him for information. We now have over 400 FLiCRA members so we get five delegates to the conference. He is part of a workgroup that is reviewing the fiscal effect of the COVID-19 pandemic on CCRCs in Florida. It is more economical to get a life membership than to pay annually. (*See Appendix J*)

H. Vice-President's Report: None

I. President's Report: None

J. Board member input: John Jopling was attending his first RC meeting. . (He is a medical malpractice lawyer.) He said he was impressed with what we are doing. And how we are dealing with COVID. Judy Russell commented on the breadth and depth of our meeting agenda. There are several new Board members. Mike McKee is no longer with the University but is now a community representative on the Board. Curtis Reynolds, VP for business affairs at UF, and James J. Kelley, Jr., CFO at Shands were appointed by the UF President. There is still one opening for the community member slots. She asked for suggestions for females or ethnic people who could join the Board. She thanked the University President Fuchs for picking such high quality and high-ranking people as his choices.

- K. CEO's report – Troy Cannaday. Troy reported that Mary Salvamoser has been hired as his executive assistant. Troy is now participating in the Leadership Gainesville program. It is a 10-month program and meets on Wednesdays from 9-5. The next Town Hall meeting will be moved back to October 30, the 5th Friday. He mentioned that now we are at the Yellow level for communications because we now have one positive staff member. That means he will issue two communications per week instead of just one. The IL staff is being tested once a week, and the HP staff are being tested twice a week.
- L. Open Forum: A question was raised about the art reception, about whether outsiders would be there. Michael Levy reported that the reception was cancelled months ago. The solar project is moving forward but is being combined with replacing the roof. The work will be spread over 2021 and 2022. Two vendors are submitting roof replacement bids. Their bids should be in in a week or two. A question was asked whether they would put a barrier under the shingles to reflect light or install reflective shingles. Tony said this is a supply chain issue, and they aren't available at this time. Another resident asked us to leave our masks on in the Dining Rooms while speaking with staff. They are wearing masks and it is common courtesy for us to do the same.
- M. Next Meeting: Scheduled for November 13, 2020
- N. Adjournment at 12 Noon

Respectfully submitted,
Barb Francis, secretary

APPENDICES OCTOBER 2020

APPENDIX A

RESOLUTION ON “SMART FRIEND” TECHNOLOGY

The resolution to be put before the Council for adoption is:

The Oak Hammock Residents’ Council recommends Oak Hammock Management authorize launching the Smart Friend Pilot in February, 2021, or when the COVID-19 emergency allows, whichever is later in the year. The Residents’ Council, through its Technology & Services Innovation Committee, is designing the pilot based on interest from the community’s residents.

APPENDIX B

ACTIVE LIFESTYLE COMMITTEE

October 9, 2020

No meeting held in October as the majority of events and activities have been cancelled or postponed. However, the committee has two events planned for November, the Scarecrow Festival, and the Arts & Craft Sale.

The next regularly scheduled meeting will be November 2.

Joyce Riffe

Active Lifestyle Committee, Chair

APPENDIX C

BUILDING, GROUNDS, AND INTERIOR DESIGN COMMITTEE

Buildings, Grounds, Interior Design Committee Minutes

Thursday, October 1, 2020 via Zoom

Next Meeting via Zoom, Thursday, November 6, 2020 at 10 a.m.

Minutes by George Arola

Attendees: Jan Lowenthal, Clyde Smith, George Arola, Jim Wood, Janice Malkoff, Bruce Blackwell, Valerie Griffith, Ron Schoenau, Richard Farwell, Christine Waters, Rod Owens, Peg Owens, Vanda O'Neil, Wayne Forehand, Karen Miller

Oak Hammock Personnel: Tony Lopiccolo, Amanda Reese, Jan Harmon, Rebecca Snowden, Mike Dudley

Report from Plant Operations Staff

Rebecca Snowden

- 240 WOs in IL, 348 WOs in HP, 2 move ins, roughly 625 loads of laundry, 32 extra services, 19 annual cleanings, 2 official move ins, quickly moved guest apartment.
- Housekeeping week was a lot of work but a lot of fun as well. Games were well received.
- Still have dual stream recycling for apartments, single stream for homes. Renegotiated contract with Waste Pro to save money, including repair of compactor at their cost. An annual savings of \$8,226.84 and \$24,680.52 for the 3 years. It included the repair of the compactor which would have cost Oak Hammock \$9784.72. Oak Hammock was not successful in negotiating a new recycling contract for the streets.
- Construction dumpsters now have a camera to identify those not following protocols. Only material removed from homes being renovated should be in the roll off bins and not personal items.

Amanda Reese

- Composting of kitchen waste is being considered. Unsure exactly how to proceed. Bruce suggested putting together a sub-committee to examine the issue. Janice Malkoff and Bruce agreed to serve with Jan Lowenthal.
- Progress on courtyards: Plant Operation's staff is now allowed into the Health Pavilion and plants are arriving. Lawn crew has more time available to help which will speed up things. Will precede working in Memory A Courtyard in October.
- More tables and chairs will be ordered for Duckworth Gardens, total of 10. Alternative styles will be presented to the Interior Design Subcommittee for discussion next Thursday. Furniture borrowed from the boardwalk will be returned. The electrical problem with the fountain is being

worked on. A large grill blocks the view from inside the building; Amanda will discuss with Chef Jon.

- Installation of shade sails in HP courtyards is proceeding and looking for a contractor to assist.
- There is an issue with runoff during heavy rains by the Building 2 atrium stairs leading to the sidewalk. May need additional concrete to redirect the water.
- Donated furniture for seating outside the new garden cottage is in place. Thank you Janice Malkoff and Bob Shaw.
- Coral Ardisia quote was \$6-7000 for the worst area, not likely to be in this year's budget. Berry picking will help greatly to minimize spread.

Tony Lopiccolo

- Should invite Bill Zegel to the next meeting to explain his report and get his opinion before proceeding with changing air filters or taking other actions.
- Air conditioner in dining room was changed out. Another one is on order for the commons area.
- Elevators still problematic. Getting issues resolved is a priority.
- Paper towel and toilet paper dispensers will be standardized and installed in all public bathrooms as a cost saving initiative.
- Grocery carts are being power washed every couple of days.
- Work orders in Touchtown have been improved somewhat. Next step is to expand use of TELS communication system which also should improve workflow and tracking.

Jan Harmon

- Completed 1 house and 2 apartments in September. 4 Apartments and 1 home under construction now. 8 units sold: 6 apartments and 2 houses.
- Convex mirrors in hallways were installed at problematic corners on the first floor. It would be about \$8500 to install them on the rest of the floors but that should not be required because the turns have more room. Comments have been positive.
- Alarm buttons in elevators have been painted red.
- Problematic trash doors seem to be working properly now.
- Still have some restriping of parking spaces in the Health Pavilion area to be completed.
- Streetlights are being numbered and work has been completed on replacing bulbs.
- Recoating of Atrium 3rd floor was not satisfactory.
- Pendant batteries change out is scheduled for October 13, 14 & 15.
- Some storage units have items stacked too high. There needs to be 23 inches clearance from the ceiling to meet fire code regarding sprinklers.

Mike Dudley

- LED lights have been installed throughout the buildings, including the health pavilion and streetlights.
- Light poles are in the process of being numbered to be used by security and residents when reporting outages.

No additional changes were suggested for the September minutes.

SUBCOMMITTEE REPORTS

BLDG 1: Clyde Smith. Items were covered by Jan and Tony.

BLDG 2: Peg Owen. No report.

PET COMMITTEE: Jim Wood: 33 dogs and 25 cats in residence.

LANDSCAPE: Judy Plaut was unable to attend and submitted a report.

A Coral Ardesia project will be done in December or January.

Strategic Landscape Project Updates.

Phase II for 2020: Fans have been installed in the screen porches in AL. The AL Shade Pavilion is waiting for city permit approval. Electrical infrastructure has been installed. Duckworth Project is underway. Plans for a Mural and a sunning space in the courtyard behind the pool are in process.

Phase III 2021: The initial Street Survey has been completed and the results shared with street residents. Management is working on revised landscaping guidelines for maintenance and responsibilities of residents who alter their landscape.

GARDENS: Plots are looking good.

GREENHOUSE: Ron Schoenau. This is the time of year to reduce watering. He will contact users. Highest temperature was 95. There is a full tank of LP gas for winter. Maintenance staff should test the heater.

OUTSIDE: Janice Malkoff. All streetlights are now working. Paver lights have been replaced. Pavers of both Atriums have been cleaned. Trees over sidewalks around the buildings have been trimmed. Security guards are now submitting work orders for streetlights and marking them with tape when needed. Woodworkers are very pleased with the new lights installed in the woodworking shop.

AUXILLARY AREA: Nancy Sowell was unable to attend but she sent a brief report. Patsy's office in the dental clinic previously was a closet so it is too warm. She will get a small fan.

SECURITY: The new Residents Handbook states there will be parking spaces designated for residents' guests, family members, and marketing guests, 3 in front and 1 in back.

OTHER BUSINESS: Use of Oak or Acorn Room for this meeting would require use of a microphone. Because of COVID-19 we will continue to meet via Zoom for at least another month

INTERIOR DESIGN SUBCOMMITTEE MEETING- October 8, 2020 at 10 a.m. in the Acorn Room

Next Interior Design Subcommittee Meeting: Thursday, November 12 at 10 a.m. in the Acorn Room

Interior Design Subcommittee minutes by Jan Lowenthal

In attendance: Vanda O'Neill (chair), Nita Beckman, Valerie Griffith, Lori Hoopes, Chris Kaufman, Mary Sanford, Juanita Miller, Anne Shands, Jan Havre, Bruce Blackwell, Emily Patton, Kathy Berg, Jan Lowenthal, Larry Lowenthal, Karen Miller, Peg Owens

Oak Hammock Personnel: Rebecca Snowden, Amanda Reese, Tony Lopiccolo

- Tony states he is an action person who gets routine things done routinely well. Chairs from three different companies were brought to the committee. A discussion was held regarding selection in terms of durability, cleaning and heavy enough to withstand wind. Furniture should be selected according to function, comfort, safety and then appearance. The new furniture should be placed in the Duckworth and the furniture presently in the courtyard should be returned to

the Boardwalk where it was originally. If cushions are bought for comfort they would be made available for use but residents would be responsible for returning them to a designated storage area.

- Larry Lowenthal presented an overview of exterior signage problems around the OH campus. All directional signs are ineffective because of the tiny arrows that look like they were painted on as afterthoughts, or there are no arrows at all. Cars and vegetation obscure many signs and areas that would benefit from signs do not have any. Recommendations include:
- Clear and distinct signage at the four-way stop intersection.
- Larger directional arrows on all signs that can be easily seen from a car.
- Develop new site plans for gate guards and reception to provide visitors, making sure that the plans do not include residents' names. Current site plans/maps are deplorable.
- Signs indicating entrances to Commons, Health Pavilion, Skilled, Nursing, and Assisted Living. Sidewalk signs at closed HP entrances indicating "No Entrance". Replace current "Emergency Entrance" sign with one that is respectable.
- Consider a "Welcome to Oak Hammock" sign at entrances.
- Directional signs in Health Pavilion are very hard to read -- gold letters on white -- compared to signs in newer section: black on white. Consider giving corridors memorable names.
- In the Lower Commons: signage indicating Concierge/Help, Welcome, and Reception. Last Spring, this committee discussed redesign of the desks but it was found to be too expensive.

An inventory of valuable art has been compiled and given to management.

Report respectfully submitted by Jan Lowenthal,
Chair of RC Buildings, Grounds and Interiors Committee

APPENDIX D

COMMUNICATIONS AND MARKETING COMMITTEE

Minutes for the RC Communications and Marketing Committee Friday, September 25, 2020

Attendance: Mary Kilgour, Chair, Roanne Coplin, Sybil Farwell, Leon and Sally Glaze, Ron Hoopes, Karen Miller, Larry Lowenthal, Bill Castine, Mary Grusin, Doug Merrey, Elisabeth Virnstein, Nancy Wood, Vida Scarpello, Elliott Simon, Michael Levy, Troy Cannaday, Nickie Doria, Taylor Nelson, Janice Malkoff.

Meeting called to order at 1:30 by Mary Kilgour, Chairperson

Approval of Minutes: The Minutes from the August 28, 2020 meeting were approved as presented previously on September 5, 2020.

New Business

Nickie Doria came out of a webinar for prospective members to put Taylor Nelson's talk on Touchtown Resident Apps into a broader strategic communications framework that would include such other instruments as the One Call System, which can send out mass phone, text and emails. This effort is underway. She hoped to introduce other elements of it to this committee in the future. She stressed that the administration's proposals will work in collaboration with Infoh.

Taylor then presented "Strengthening Touchtown" for residents' use. She had distributed a packet of information created by Touchtown ahead of time. She demonstrated how members can input information for their own profiles in the Members Directory and showed icons of some of the other features of the system. Comments were made mentioning that Touchtown information is out of date or not current. An example was a new member whose contact information was in Infoh but not yet in Touchtown. One asked whether staff would be available to keep the program up to date; otherwise it would not be of much use. Troy Cannaday said staff was committed to keeping it current. It was pointed out that some people may have opted out of One Call. Troy mentioned that Susan Young is responsible for entering the data when new members move in.

Old Business

A. Nickie Doria's Wish List: Marketing/Sales/Communications Initiatives:

Mary Kilgour kicked off the discussion of this much postponed topic by suggesting that Marketing use photos of actual OH resident for advertising, rather than stock photos. Similarly, residents' stories could be used in advertising. Larry Lowenthal reported that he had a lengthy meeting with Nickie to discuss the purpose of advertisements, and she appeared to agree with him. However, a newspaper ad that he had particularly objected to still ran two times after their meeting, and he did not get an explanation from Nickie. Larry added that a better ad could have been created within one day. Nickie's previous commitment prevented her from speaking about the "wish list" she created to inform the committee about the areas where she wanted our help and input. Members were requested to send comments to Mary; she will collate them and send

them on to Nickie. Some thought a dialog with Nickie would enable the committee to better understand her needs and how/if they relate to this committee's role.

B. Discussion regarding how to improve communications with OH members who do not use email. Mary reported that a quick review of the resident directory showed that 18 members in IL do not have an email address. In the Health Pavilion, 51 people have no email, but 28 people have email but it was unclear whether they are actually using it. Mary Kilgour requested volunteers to assist with updating the resident directory in both IL and HP with the objective of having it be an accurate directory that would allow OH to stop sending paper to everyone, even if they use a computer. At present, there is substantial duplication of information sent both by email and by paper. Hopefully, if we have an accurate list of who actually uses email (and prefers that source for information), we can cut down on the paper messages. While the Health Pavilion has special needs, a first step to improving communications with our members there would be to know which members are actually using the emails shown against their names.

C. Status Report on Actions Taken on Comments from Communications Survey: 32 issues were resolved by staff, 44 remaining to be completed. 20 of the 44 come under the responsibility of Katherine Osman's team and the remainder mostly from IT and the HP. Mary characterized staff response to these resident comments as impressive.

D. Signage: Numerous suggestions were submitted to Larry for consideration to improve signage around our mixed-use community. Most of the signs are over 15 years old and are not satisfactory in indicating how to get to particular locations. It was noted that GPS directs visitors to the back gate entrance, and they can't get in that way; hopefully, Administration will be able to get that corrected with Map Quest and Google. The topic of signage will be discussed further at the October meeting, with the hope that recommendations can be fed into the studies underway about expansion.

E. Michael Levy expressed thanks to Larry Lowenthal's nephew, John Lowenthal, who was able to resolve a glitch in Infoh. Michael was going to request a \$5000 grant from Recycled Riches but this won't be necessary now; thanks to John Lowenthal. Michael offered to pay him but instead was invited to make a \$100 donation to the Florida Wildlife Fund.

F. Sally Glaze suggested that members might be encouraged to get out of their apartments to talk with their neighbors and obtain information about important events that way, while they also got some exercise. She feared that Touchtown might encourage people to stay in their apartments rather than socialize.

The meeting was adjourned at 2:49 by Mary Kilgour.

Next Meeting on October 23, 2020 at 1:30

Submitted by Janice Malkoff

APPENDIX E

DINING AND NUTRITIONAL SERVICES COMMITTEE

MINUTES

October 2, 2020

PRESENT: Bruce Blackwell, Ken Blanchard, Bob Blood, Pat Collier, Roanne Coplin, Richard Farwell, Wayne Forehand, Judy Gire, Valerie Griffith, Janice Malkoff, Madeleine Mitchell, Peg Owens, LaVerne Petzold, Sandra Smith, Rosalee Sprout, Elisabeth Virnstein, Donna Wagner, Hank Wake, Mary Wake

Jon Goldstein, Chris Rocks, Bill Finnegan, Troy Cannady

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

Staff Reports

Jon Goldstein reported increased attendance at the afternoon *Coffee and Conversation* sessions socially distanced in the UL Commons and described the new *Cocktails and Conversation* every afternoon from 3:30 until 7:00. Take-out drinks and packaged complimentary snacks are served at the bar for those who wish to sit outside on the porches.

German foods, accompanied by a large warm pretzel, will be served for lunch and dinner on Oct. 6 to celebrate Oktoberfest.

Holiday buffets have been cancelled, but we hope to devise something that will make the holidays festive.

Re-opening the dining rooms at 50% is considered for Oct. 12. After a trial period it is hoped that 100% opening will soon be possible. All staff will be using infection control equipment and procedures, including masks, gloves, and sanitizers. It is anticipated that many residents will choose to continue using pick-up and free delivery for some time.

A discussion about opening revealed that committee members are hesitant about moving to 100% opening and support a decision to go with 50% for the near future and to continue not having guests in the dining rooms.

With the dining rooms opening, plans are being made to resume the weekly specials on Oct. 19.

Chris Rocks summarized opening information:

- Formal and Casual Dining rooms will open for lunch and dinner Oct. 12 at 50%, with a maximum of 6 people per table. No guests.
- Breakfast will be served in the Casual Dining room.
- The Grille will be used for take-outs.
- The PDR is available for 10 people.
- No tables will be set up in the UL commons for dining service. Anyone in the area for *Cocktails and Conversation* can request that their takeout order be delivered to them there.
- Home deliveries will continue as they are being done now.

Cocktails and Conversation is drawing people to socialize on the balconies.

Chris invited those who are picking up food after 6:30 to check the upper commons for complimentary cookies and desserts.

James Frial said that AL residents have the option of eating in their dining room, only one person to a table except for those who live in the same unit. Many still opt to have their meals delivered. Staff is providing assistance in opening the containers and transferring food to plates. Efforts are being made to make all meals served in the pavilion look appealing. Snack and ice cream carts provide between-meals service.

LaVerne Petzold reported 31 comments forms with 20 praises, 8 concerns, and 8 recommendations. Praises were for the Labor Day food, various entree items and service. Most recommendations were for specific foods to be served again. One request was that the person taking the order should remind the caller of the sides that are included, in order to avoid double orders. Another was that, when a food is spicy-hot, it should be mentioned.

Rosalee Sprout said that no other CCRC's had replied to the information request. The subcommittee will meet next Tuesday and would welcome suggestions.

Bruce said that the Buildings and Grounds committee is studying composting at OH and urged our members to become involved.

The proposed catering menu was described and discussed. It was pointed out that a few items had changed, and that prices had been adjusted. Some of the server and room charges are no longer being levied, but that is covered in the price of the meals.

Troy Cannady pointed out that the governor's announcements for bars and restaurants are not intended to be requirements to fully open, but simply to ease restrictions on what each establishment can choose to provide. He repeated the directive that, at this time, guests are welcome in homes, but not in the dining rooms.

The meeting was adjourned.

The next meeting will be Nov, 6, 10 o'clock.

Sandra Smith

APPENDIX F

FINANCE AND COST EFFECTIVE MANAGEMENT COMMITTEE

Finance and Cost Effective Management Committee September 17, 2020 Meeting Minutes

Attendees: Bill Rossi (Chairman); John Paul; Nelson Logan; Henri Logan; Norm Cooney; Karen Miller; Gene Brigham; Al O'Neill; Dave Rader; Ellen Efros; Richard Pettway; Doug Merrey; Richard Sutter; Bob Blood; Joann Hilliker; Charlie Waters; Will Shafer; Pat Collier; Charlie Smith; Chuck McDonald; Janice Malkoff; Elizabeth Alexander; Vida Scarpello; Roanne Coplin; Wayne Forehand; Elliott Simon; Joni Simon; Andrew Davey; Troy Cannaday; Mike McKee

Chairman Bill Rossi convened the Committee at 1:31 pm as a virtual meeting via Zoom. Minutes of the May meeting were unanimously approved as no further changes were put forward.

As this meeting featured our review of the 2021 Budget as it will be presented to the Board of Directors on September 23, Andrew first presented a very brief review of OH's August and YTD financial performance. With some exceptions, OH's financial performance both for August and YTD continues strong. There were two units sold in August leaving only six units available to sell.

There continues to be two areas of concern.

- Expenses, primarily 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 for the full year.

The balance of the meeting featured a detailed review of the 2021 budget that will be presented to the Board of Directors on September 24. The Board has one month to consider and question the budget proposal and will approve the 2021 budget at its October 28 meeting. The RC Finance and Cost Effective Management Committee will have an opportunity to review this budget, and any amendments that may occur, at its October meeting prior to Board approval.

Features of the 2021 budget are:

1. Challenges
 - Many unknowns
 - Covid related issues will likely increase costs and put downward pressure on revenue
 - Occupancy throughout the Health Pavilion, which directly affects revenue
 - Florida insurance market is driving significantly higher costs for property and liability insurance
 - Need to improve certain financial ratios in preparation for 2022 debt refinancing
 - Aging physical plant driving need for higher capital expenditures
2. Selected budget features
 - Budgeting for a 2% decline in operating fund sources due largely to a 14% decline in Health Pavilion fees
 - Residents' monthly service fees budgeted to increase by 3%

- Entrance fees increased by 3%
 - Net entrance fees projected to be \$7.9 million from 24 sales
 - Staff FTE's budgeted to increase by 3.05 FTE's, primarily in housekeeping and security
 - Budgeted average wage increases of 3%
 - G&A expenses budgeted to increase by 4.5% reflecting increases in insurance (18%) and marketing (7%)
 - Environmental services projected to increase by 3.5% reflecting increases in maintenance (5%) and housekeeping (13%)
 - Dining service expenses budgeted to increase by 5%
3. Summary comparison 2021 budget vs 2020 projected results
- Operating
 - Sources of funds up \$1.4 million to \$29.5 million
 - Uses of funds down \$.6 million to \$26.2 million
 - Non-operating
 - Entrance fees down by \$1.7 million to \$7.9 million
 - Capital expenditures down by \$1.1 million to \$3.5 million
 - In preparation for the 2022 debt refinancing, financial ratios at year end 2021 are in line with our objectives

Following Andrew's presentation of the budget, several members asked questions, mainly for clarification. Three members, however, suggested areas where they felt expenses could be reduced. Andrew responded to each indicating that management had looked very closely at each operating and administration department.

Finally, one member referred management to the specific request made at the August RC Finance Committee where management was asked to consider a budget proposal that focused more intensely on driving efficiencies for cost containment and to limit the increase in residents' monthly service fees to 1.5%. Following that meeting there was extensive discussion among 17 committee members that resulted in a resolution being presented to the Residents' Council on September 11. That resolution, passed by 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."* It asked further *"that management make a strong effort to limit any increase in 2021 monthly service fees."* She complained that the presented budget appeared to have ignored that resolution.

Andrew's budget presentation extended to about 3:08 PM. In recognition of the importance of the budget meeting, Chairman Bill Rossi, acknowledging that the meeting was already beyond the 3:00 end time, continued the meeting to provide members the opportunity to get clarifications, ask questions and make comments to management.

The meeting adjourned late at 3:25 PM.
Minutes by Chairman Bill Rossi

APPENDIX G

HEALTH AND WELL BEING COMMITTEE

Health and Well-Being Committee Minutes
October 8, 2020

Attendance: Martha Rader, Chair; Nita Beckman; Kathryn Clark; Pat Collier; Roanne Coplin, Secretary; Wayne Forehand; Sally Glaze; Valerie Griffith; Lori Hoopes; Jan Havre; Marilyn Hutchinson; Janet Janke; Marjorie Johnson; Betty Kramer; Henri Logan; Jan Lowenthal; Janice Malkoff; Karen Miller; Patsy Nelms; Emily Patton; Henry Wake; Mary Wake; Jim Wiltshire; Nancy Wood; Julie Ann Ariet, ILR Coordinator; Troy Cannaday, President and CEO; Anne Meiring, Licensed Certified Social Worker; Marie Okronley, Health Care Administrator; Justin Smith, Fitness Center Director.

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

Announcements

- Flu shots are still available in the Primary Care Clinic. People can sign up for them in the Clinic.
- The UF Webinars have been excellent – well organized and worthwhile. Upcoming ones include those on breast cancer, strokes, and mind-gut conversation.

Old/Continuing Business

Fitness Center Report

- Usage has been increasing each month, but still a little down from last year.
- Yoga classes are now on Wednesdays and attendance is better than it was on Mondays.
- Plans are underway to shorten midday cleanup time, since more staff is now available.
- One new lifeguard has been hired and more are being sought.
- Masks are still required for all activities except for the pools.
- The Center is open on Saturdays and plans to open soon on Sundays, depending on staffing.

Health Pavilion Report

- Marie Okronley stated that testing is now taking place twice a week per regulations.
- About 250 people are tested each time. The frequency depends on the positivity rate in Alachua County. One staff member tested positive this morning.
- The beauty parlor is scheduled to open tomorrow.
- Visitation started two weeks ago and is going well. The primary problem is visitors touching their loved ones, which is not allowed under federal guidelines.
- The new director of nursing is working out exceptionally well.
- Interviewing for a new social worker is in process. If a resident in IL needs a test result, the resident should contact Elaine Dotten, the Infection Control nurse. The rapid test takes 15 minutes to obtain the results, while the Shands lab test takes 48 hours.
- Flu shots have been given to all Health Pavilion residents and employees.

Social Services Update

- Troy Cannaday reported that two candidates have been interviewed. One of them will be hired as head of a social services department (department name to be determined). This department will oversee social services on the entire campus, not just in IL. She will work with Marie to bring on a new social worker with at least MSW credentials. Five staff and five residents took part in interviewing the candidates.
- In answer to a question about support groups, Anne Meiring stated that a caregivers' support group would meet on October 28 from 10-11 am. The number will be limited due to Covid-19 social distancing requirements. She has also created a list of recently widowed residents over the past year to hand over to the new social worker when she comes on board.

Other

Martha Rader reported on the recent mobility equipment check. Randy Sperring came and checked many devices, fixing brakes, adjusting speeds, removing paints scrapes, etc. It is hoped that he will return quarterly to keep equipment in good shape.

New Business

Caregiver Testing

All outside caregivers are now required to be tested every two weeks. Security checks at the gate for compliance.

Citrus Study

This is a CDC Covid-19 study to be conducted in Florida on residents in senior housing communities. It is expected to start within the next couple of weeks and to last until at least April, maybe longer. Blood will be drawn and there will be weekly Covid-19 testing using a gentle nasal swab, not the deep kind. If the person develops Covid-19, another blood test will be performed. Oak Hammock will receive \$250,000 reimbursement for personnel and supplies needed to complete study requirements. Henri Logan explained that there is interest in the connection between antibodies and the severity of symptoms. People can sign up after signing an informed consent form. Andrew Davey is in the process of sending in the signed contract and once it is sent, the study should start about two weeks later. Henri is assisting Marie with this project because of her research background.

Communications Strategies

Martha Rader brought up the concern about communicating information to residents and asked for suggestions on how best to communicate information. She specifically spoke about communicating information about the availability of Health Pavilion services and visitation in the Health Pavilion. Suggestions included the use of Touchtown, channel 1960 (but not always reliable), a community bulletin board on Touchtown (but not everyone has a computer or uses one), the Oak Leaf (but it comes out only monthly). Valerie Griffith spoke about the necessity of consistency in communications.

Other

Henri Logan reported on the flu study that was conducted at Oak Hammock some time ago. 191 IL residents participated in the study and only 17 got sick. While not enough participants became ill to have meaningful results, it did show the effectiveness of recruiting residents for a study. The following shows the results obtained from the 17 people who became ill.

- 3 had the corona virus, but not Covid-19.
- 7 had the Hong Kong flu.
- 1 had a respiratory virus.
- 3 had serious common colds.
- 2 had viruses usually seen only in children.
- 1 had the croup.
- 4 had influenza, but not H1, which is what the researcher was looking for.

The meeting adjourned at 4:20 pm. The next meeting will take place on November 12 at 3:30 pm.
The location/format is to be determined.

Respectfully submitted,

Roanne Coplin

Secretary

APPENDIX H

STRATEGIC PLANNING COMMITTEE

There was no meeting in October. But the Chair of the SPC and the head of the disaster subcommittee worked with the Director of Plant Operations to draft and finalize instructions to residents as to what to do in the event of a fire drill or actual fire emergency. There is long form of such instructions and a shorter version which it is recommended that residents place in an accessible location. The instructions currently are being distributed via email and hard copy. Any questions about the instructions should be directed to the Chair of the SPC. The last meeting of the SPC for this term of the RC will be on the second Monday in November, 11/9, at 3 pm.

Submitted by Ellen Efros, chair

APPENDIX I

TECHNOLOGY AND SERVICES INNOVATION COMMITTEE

Minutes of Technology & Services Innovation Committee for Oct. 9, 2020 RC Meeting

Amazon first introduced Alexa in late 2014. The value proposition of voice assistants such as the Amazon Alexa to address the needs of elders with physical challenges were clear from the beginning. Stories on user forums and blogs of how people have been using their Amazon Echo devices to help an elder with Parkinson's or simply to access music and contribute to an elder's independence emerged soon after the Amazon Echo became commercially available. In anticipation of the value of this technology, Oak Hammock has invested in the Alexa module for their Touchtown community engagement platform.

The residents of Oak Hammock are launching this "Smart Friend" Pilot Project centered on Alexa to demonstrate the value of voice technology for Oak Hammock residents. The project will rely on Oak Hammock staff and volunteer residents under guidance of the Resident Council for its execution.

The resolution to be put before the Council for adoption is:

The Oak Hammock Residents' Council recommends Oak Hammock Management authorize launching the Smart Friend Pilot in February, 2021, or when the COVID-19 emergency allows, whichever is later in the year. The Residents' Council, through its Technology & Services Innovation Committee, is designing the pilot based on interest from the community's residents.

Pilot Program Elements

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 program is being developed to test a voice assistant-based system in sixteen selected Oak Hammock apartments. The goal is to develop a better understanding of how voice assistance and home automation technology may help promote greater convenience, independence, and wellbeing for elders with mobility, vision, or other limitations. A list of potential participants in Independent Living and Assisted Living will be developed by Oak Hammock social workers contacting any community members who may be socially isolated or have compromised vision or mobility to determine whether they have the need and interest to participate in the pilot program. We realize many Oak Hammock residents have invested in voice assistants, and, as part of the pilot program, we hope to learn from their experience by contacting them during the pilot program.

The program will serve Oak Hammock residents by achieving these specific objectives:

- 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 residents, staff, and caregivers in providing better care and communication.
- Assess whether voice assistant devices help increase social interaction and engagement levels among elders.
- Develop a model for future deployment of voice assistant technologies. This “**Smart Friend in a Box**” toolkit will outline technical support protocols, educational programs, and staff and resident engagement opportunities to continue deployment of **Smart Friend** technology in homes willing to pay for the equipment.
- Measure the impact of the project on participants through baseline and post intervention surveys, focus group discussions, and interviews.

Budget Elements

The **Smart Friend** pilot program would be implemented in two phases by resident volunteers supported by Oak Hammock staff. We hope to recruit about six volunteers to work in teams of two to first introduce selected residents to voice technology and install the voice assistant in their home. In phase 2, about a week later, the team would install the three “smart home” devices by connecting them to the voice assistant. Follow up by volunteers will occur over the week following each installation if needed to work out concerns and technical kinks. Oak Hammock IT will stand ready to assist if there are problems with Wi-Fi connection or a thorny installation problem.

The hardware for each installation consists of an Alexa Dot, two compatible smart light bulbs, and a compatible smart plug to control an appliance. Their current retail cost is less than \$115, including tax. Sixteen of these will be needed for a total cost of about \$1,840. We are confident this money can be obtained from the pilot participants, resident contributions, and/or a resident organization such as Recycled Riches. In addition, this resolution seeks the commitment of staff time needed to begin and support the program. In discussions with Oak Hammock IT and Community Services, we estimate the cost to management will be about \$8,000 for staff time on the pilot program.

Beyond the Pilot Program

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;

then additional residents may voluntarily add this technology to their home.

If there is a perceived need after the pilot project is completed, staff and residents may cooperate to expand the **Smart Friend** project for elders with mobility, vision, and other limitations. Oak Hammock IT staff and HEAT (or a resident Alexa group) can use the **Smart Friend in a Box** to quickly install the technology and help residents if any problems develop.

Submitted by Bill Zegel

APPENDIX J FLiCRA



Lamar Miller Chapter 255
Oak Hammock at the University of Florida

Report to the Residents' Council

October 9, 2020

This month FLiCRA is pleased to announce that, thanks to a lot of effort by everyone here, the proposed rule by the US Center for Medicare and Medicaid Services on State Nursing Home Bed Taxes (MFAR Proposal) has been withdrawn. The head of CMS announced on September 14, 2020, that the agency is withdrawing the controversial rule intended to overhaul Medicare supplemental payments for Nursing Home Bed Taxes. Many thanks to the FLiCRA Members who voiced their opposition to the proposed rule to Florida's US Senators and Congressmen. You helped influence their opinion and that of the CMS. If passed this action could have raised each Oak Hammock Monthly Unit fee by \$50. Very good news.

The Florida FLiCRA Annual Meeting has been scheduled for Thursday, November 12, 2020 as a virtual conference. The Oak Hammock Chapter of FLiCRA will be represented by Mary Wake for voting purposes. I will be attending as your District 8 Representative. All FLiCRA Members are eligible to attend and are encouraged to do so. The Agenda and Pre-Registration Form is on page 7 of the 3rd Quarter 2020 Resident Connection that is available in the Oak Hammock Post Office. Other details can be found in the most recent edition of the *Oak Leaf*. A Zoom link will be provided closer to the meeting for those registered. Any Member can register and attend.

Finally, I have been privileged to serve on a Work Group for FLiCRA and LeadingAge. This group, three from each organization, has been reviewing the fiscal effect of the COVID-19 pandemic on CCRCs in Florida and we will begin to review possible issues for the next Legislature. It's good to have Oak Hammock represented at that table.

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.

David Rader
President, Lamar Miller Chapter