



**Oak Hammock
at the University of Florida
Residents' Council Meeting
Minutes of the Meeting on December 8, 2023**

Attendance:

RC Members Present: Ellyn Ahlstrom, Bruce Blackwell, Bob Brown, Marilyn Crosby, Fred Harden (Assisted Living), Pat Kelley, Mary Kilgour, Doug Merrey, Michael Plaut, Martha Rader, Dick Suttor, Bill Zegel, Nancy Wood

Board Members: Kim Barton and Andy Gray (both via Zoom)

Chief Executive Officer: Not present

Number of residents: People: 121 total (approx. 50 in Oak Room, approx. 71 via Zoom)

Welcome by President

The meeting was called to order at 10:00 AM by President Martha Rader. She welcomed the Board Members attending.

Approval of minutes of the previous meeting

Martha Rader called for a motion to approve the previous meeting's minutes. It was so moved, seconded, and approved unanimously with no discussion.

Announcements

Martha Rader said the response to the request for what people want on their new name tags is about 80% so far. They have begun making the name tags.

She also noted there will be several special holiday music events—people should watch for notices. Christmas on the Stairs will be this Sunday at 7:30 AM. She also drew everyone's attention to the Giving Tree and Food for Kids initiatives.

The IT digitization discussion group being held tomorrow has been moved to the Acorn Room because of the high demand.

Andrew Davey will be offering the annual contract reviews next week. People should be careful to sign up for the correct one.

The three resident board members will be available at the monthly "It's Your Turn" session on December 19th at 9:30 AM in the MPR.

Plans for Christmas Eve and Christmas are coming along; this year they expect to offer more social opportunities.

Finally, she reminded everyone that the Annual General Meeting of the Residents will be on January 12, 2024, at 10:00 in the Oak Room. This will be followed by a brief RC meeting. Agenda items proposed by residents should be sent to Martha before December 22. Residents will be asked to vote to approve amendments to the RC bylaws.

Report from HP Representative

Fred Harden, Health Pavilion (Assisted Living - AL) representative, invited everyone to come visit—we are all your former neighbors. He then discussed the issue of staffing in Skilled Nursing (SNL). Nationally, a shortage of nurses is anticipated of some 500,000. Our SNL capacity varies; one reason for the high turnover is that we use a lot of students, who work temporarily, so there is always a

shortage. He then focused on an issue in AL: getting people out of their rooms. Only about 25 out of 51 AL residents are in the dining room for meals. An open house is planned for January 2024. AL is nearly at capacity.

A resident asked what is being done to get AL residents out of their rooms. Fred said people stay in their rooms for a lot of reasons, e.g., physical disability, slow dementia and it is easy as one can have all meals delivered. There is now more mixing of males and females in the dining room. Still, this isolation is partly our fault. Someone asked about visiting people in their rooms.

Martha said such ideas are welcome. She also noted the amazing Christmas decorations in AL and they continue to do more: she encouraged IL people to visit.

FLiCRA Report

Tom Gire read his report (see Appendix K). Two highlights are that the Legislature committees are beginning to meet to prepare for the next session; and our annual meeting will be on February 27, 2024. In addition to electing officers, he is preparing a presentation on the history of FLiCRA.

Martha asked about the plans for providing training for the Designated Resident Representative (DRR). Tom said there was no news.

A resident cited a New York Times article on AL places “nickeling and diming” residents. Martha suggested this happens mostly in for-profit institutions. But real costs are rising.

Resolution to Amend the Residents’ Council Bylaws Dated August 2018

Martha introduced the Resolution and asked *Doug Merrey*, as Secretary, to read the resolution (Appendix K). He did so and explained some of the rationale. The major change is to name the RC President, who is automatically a voting member of the Board of Directors, as the “Designated Resident Representative” (DRR). In addition, some improvements in wording and format have been proposed. A motion to adopt was made and seconded. It was opened for discussion.

A resident noted the legislation says the DRR does not need to be a member of the RC and asked if the resolution negates this. Martha responded that yes, it does. The alternative was to give up one of the three voting member positions and the consensus of the RC was we should not do this.

Several residents observed that the current way of nominating three people from which the Board chooses one to be a resident representative means the residents cannot elect their own representative; they argued there should be direct elections. Doug and Martha explained the Board retains the right to accept or reject all members, including from the community; and the Board bylaws specify that the RC must forward three candidates for the resident board member positions. This year we called for nominations, and the residents were able to vote for three. The names of the three people getting the most votes were forwarded to the Board. So, residents do get to vote on their top three picks. Doug also explained the history of how we got to have three resident representatives.

A resident wondered if it meant only RC members could be representatives to the Board. The answer is no, only the RC President position. At the moment the other two are indeed RC members, but that is not required. However, the Board tends to choose residents who have been active in the RC and committees.

Discussion finished; Martha called for a vote on the Resolution. It was adopted unanimously. Martha explained it will now go to the Annual Meeting in January for the residents to vote.

Reports

Martha offered a preview of the RC officers for 2024: Donna Johnson, President; Nancy Dickson, Vice-President; and Mike Plaut, Secretary. She then invited *Donna* to tell everyone about the 2024 committees and chairs. Donna asked the chairs to stand and said some committees have been

renamed. The changes are as follows: Food and Nutrition Services—Steve Gird; Charitable Giving—Mike Plaut; Growth and Renovation (replacing Planning & Development)—Martha Rader & Doug Merrey; Landscape and Grounds—Bob Virnstein; all other committees have the same names and chairs as in 2023. She asked residents to look for announcements coming soon and invited people to sign up and be members.

Henri Logan, on Zoom, announced that there will be a Wellness Fair on January 5, 2024, from 9:30 AM to 1:30 PM. UF Health and several community health organizations, home healthcare providers, hospices, etc. have committed to participating. Following the Fair there will be tours of AL.

Before proceeding, Martha thanked all the outgoing RC members for their contributions and hard work: Mary Kilgour for bringing our attention to the One Oak Hammock ideal and proposing actions we can take to make it a reality; Bruce Blackwell for his service as chair of Dining; Dick Suttor for his persistence in making the Planning and Design Committee effective; and Jan Lowenthal who as chair of Landscaping and Grounds works so hard! That committee is a beehive of active, knowledgeable, and committed residents.

RC Committees

Ellyn Ahlstrom, Chair of the Health and Wellbeing Committee also thanked those leaving the RC and endorsed Henri's message on the Wellness Fair. She reminded people we need "pushers" to help AL people attend the Health Fair—contact Catherine Morsink.

Marilyn Crosby, Chair of the Active Lifestyles and Outreach Committee listed the following upcoming activities:

- January 18th: a trip to Animals etc., a business owned by Bill and Marcia Brant. Bill will give the tour (this is a snake farm). Unfortunately, only 10 people can attend this fascinating experience. The signup sheet is in the Futures Transportation Book. There is also a wait list sheet. Maybe if we get a lot of sign-ups, we will be able to do it again, so she urged interested people to sign up on the waitlist.
- January 30th: Restaurant Ramblers will be going to the Ballyhoo Restaurant. A signup sheet will be available in January.
- January 23rd: a speaker from the Appleton Museum will be at Oak Hammock to tell us about the museum; a trip to the museum will happen sometime in February.
- February 27th: a speaker from the Matheson Museum will tell us about the Matheson. A trip will be scheduled for March.

A resident said that the Ballyhoo Restaurant was closed for health infractions 2 days ago. Marilyn said if it is closed, we will choose another place. Another resident had gone recently and it was open. Bruce Blackwell explained he checks the weekly health department reports. Infractions can be very minor, and most are food temperature issues. It is worth looking at these to see what the infraction is.

Another resident asked if the Growth and Renovation Committee reflects a new focus of the Planning and Design Committee; the answer is yes.

A resident recommended people drive over to the Appleton Museum in the evening to see the beautiful Christmas display.

Bruce Blackwell, Chair of the Dining and Nutrition Services Committee said he wished to speak at his last RC meeting and to thank everyone for coming to RC meetings; he said it is a wonderful RC.

Note: *Bill Zegel*, Chair of the Technical and Services Innovation Committee was skipped and spoke later; his observations are recorded here:

He said the Smart House will have an open house on December 18 from 1:00 to 4:30 PM. Announcements coming soon. He went on to explain how voice assistants that have AI incorporated can enhance the user's experience. They can understand and speak natural language and can adapt to your voice. But there are also privacy and ethical issues. TASI is collaborating with the IT unit to establish an "IT Concierge Service," intended to support residents to use the new technology. Several issues remain challenging, including resource allocation. A resident said in his view it should not have any additional costs associated, as he gets all the help he needs from the Heat team. Another resident raised the cellphone connectivity issue.
Note: Minutes of meetings submitted for inclusion are in the Appendices.

Other Reports

Listening Post Report

Doug Merrey reported briefly on the items brought up at the Listening Post meetings and their follow-up if any (See Appendix J). Issues included a recommendation to power wash the Building 2 garage; a concern about guests' access to the public wifi; the proposed location of the wing; the whiteboards being stored in the corridor; and a resident who returned from a trip to find the door was left ajar. Doug said there is no information on what action the resident took, but he suggested that residents should immediately report such incidents to Security. Mary Kilgour noted she found her door wide open after housekeeping left; she notified Rebecca and it did not happen again. A resident asked why a neighbor did not report the door being ajar – they should have done so. Another resident said her guests now have trouble accessing the wifi. Martha said this issue will be forwarded to IT.

Report to the RC on the November meeting of the Oak Hammock Board of Directors

Nancy Wood read her report on the Board meeting held on November 16th. The business included voting to accept a new Board member, Jeanne Theurer; voting to modify the Board bylaws to upgrade the Philanthropy Committee to be a Standing Committee; and a presentation by Greystone on the viability of the proposed Growth and Renovation Project. After considerable discussion in executive session, the Board voted to approve the report and continue to detailed planning (see Appendix L for the full report).

A resident asked if it means the shape of the proposed new building as previously shown is approved and if it will be connected to the main building. Nancy responded that each floor will be connected, then went on to say that we do not have a sufficiently detailed design to comment on the plan; nothing is in stone, and all options are open to discussion. A question was asked, if this means the building of concern could be changed. Nancy said the proposed location has been determined to be the best one for us, but the issues raised (views of atrium residents from their windows) is not being dismissed. Martha noted the approval was of the overall scope of the project, but not the details.

Another resident asked if Greystone saying the project is viable is a conflict of interest as they are the contractor. Nancy responded they are the consultants at this stage of planning (they will not be the contractor for construction for example).

Bruce asked if the Board has a "recording secretary". Nancy said Mary Salvamoser is the recording secretary who produces the minutes (the Board's "Secretary and Treasurer" is Andy Gray). The approved Board minutes are in the Business Office (the November meeting minutes are not there as they are not approved as yet).

Board Member Comments

Andy Gray apologized for not being here personally, but he is on day 10 of Covid quarantine. After congratulating Martha, the RC, and Board contributions, he welcomed Donna as the incoming RC President. He also congratulated Norm Cooney for his great job as the Benevolent Fund Chair—the Golf Tournament raised \$50,000. He said the RC CCG and Board Philanthropy Committees are very active and he is energized.

Resident Comments

Martha announced the Board plans to have a reception for residents on Sunday, January 21, 2024, at 2:00 PM. An announcement will be coming.

A resident requested the EV issue be kept in front of us.

Bob Virnstein pointed out that positive action is coming on the “islands” in front of Buildings 1 and 2. The lesson he learned is that instead of just griping, presenting a plan for addressing an issue will be more likely to lead to a positive response. He urged people to join a committee and serve. We (residents) play an advisory role. He also asked people not to use “reply all” so much in responding to emails; not to contact or stop managers to complain, but to submit work orders and use the Listening Post and committees. People should volunteer and work, not just leave everything to the RC.

Closing Remarks

Martha closed the meeting by thanking Mary Salvamoser and Mike Burch for their assistance.

Adjournment

The meeting was adjourned at 11:26 AM.

Next meeting: Scheduled for Friday, January 12, 2024. It will immediately follow the Annual General Meeting of Residents, which will begin at 10:00 AM.

Appendix A
Active Lifestyle Committee
Minutes of Meeting on December 4, 2023

Attendees: Marilyn Crosby, Valerie Griffith, Vicki Mulhearn, Neil Hollenshead, Randy Fabal, Rita Fabal, Martha Radar, Janice Malkoff, Rhonda Smith, Katherine Osman, Mike Plaut, Pat Toskas, Barbara Wasserman

Unfinished Business:

1. **Christmas Day:** Thoughts on what to do on Christmas Day. It looks like breakfast and lunch will be served. Lunch will be a plated dinner. The thoughts are to have a movie day, one movie in the afternoon. After the movie, you should bring your own beverage, and also bring finger food to share. We will then have another movie in the evening.
2. **Oak Hammock's 20th Anniversary:** Overview will be planned. The theme for this anniversary is Soaring into the Future. There will be events happening every month. i.e. Around the World in 20 years, Theatre of Memories, the big event will take place in October as that is the month the Health Pavilion opened. Things will begin in January, and every floor will take part by picking a floor theme using balloons.
3. **Mill Creek Farm:** Katherine Osman has been in touch with Mill Creek Farm. No date has been set for them to come to Oak Hammock and show what Mill Creek Farm does. We will also schedule a private trip to Mill Creek Farm where they will ride us around in golf carts.
4. **January 1, 2024 Meeting:** Cancelled due to the fact that it is New Year's Day.
5. **Recycled Riches:** Last apartment sale netted \$649.00, and the Special Treasures Sale netted \$1,300.
6. **Travel Talks:** The Travel Talks will take place on Thursday, December 7th. Doris Greene will take us on a tour of the Biltmore at Christmas.
7. **Cruise:** The final payment took place in November and 19 people are going.
8. **Animals etc.:** This is a business owned by Marcia and Bill Brandt. We have transportation for a trip there on January 18th. The bus will depart at 12:45 p.m. Only 10 people can attend at a time. If there is a lot of interest, I will arrange for another trip to take place.

New Business:

1. **Appleton Museum:** A speaker from the Appleton will come to Oak Hammock on January 23rd. Paperwork has been submitted for transportation to the Museum on either February 14th or February 21st.
2. **Matheson Museum:** On February 27th a speaker will come to Oak Hammock to tell us about the museum. Paperwork for transportation for a visit to the Museum on March 7th has been submitted.
3. **Flagler College:** It was suggested that we take a trip to Flagler College in St. Augustine. Discussion took place about the timing of the tours 10:00 or 2:00. It was suggested that we could leave at 8:00 a.m. and take the 10:00 tour and then go to lunch. More discussion will take place about this trip.
4. **Restaurant Ramblers:** Ballyhoo restaurant was suggested. Pat Toskas has called them, and paperwork has now been submitted for transportation for a trip on Tuesday, January 30th.
5. **Other ideas:** There is a Poinsettia sale that begins on Thursday. This is by appointment only. There is a bus going to the sale on Friday, as this day is open for everyone.

Appendix B
Landscape and Grounds Committee
Corrected Minutes of Meeting on November 9, 2023

The meeting was called to order by Chair Jan Lowenthal.

Present: Kevin Ahmadi, Wayne Forehand, Steve Gird, Alice Gridley, Fred Harden, Pat Harden, Nelson Logan, Jan Lowenthal, Tim Noe, Vanda O'Neill, Martha Rader, Ron Schoenau, Rhonda Smith, Sandra Smith, Jack Spencer, Jeani Valter, Bob Virnstein, Elisabeth Virnstein, Paul Walker, Mary White, Gene Ziegler.

The minutes were approved as read.

A. Kevin Ahmadi reported that:

1. The estimate for the tennis court repair is under review
2. Plant Operations has been reorganized. Work orders should still be submitted as needed.
3. New Horizons has begun work. Walkways are blown 5 days a week. A member asked that they blow only as needed. A member asked that the greenhouse roof be blown clean as well.
4. Landscape projects continue to be reviewed. The focus is on the irrigation system. First impression areas include islands in front of Buildings 1 and 2. The 2024 capital budget will determine how much is done. Safety elements come first.

A member asked that the Building 1 Atrium get some attention. A member stated that the HP gardens are much improved. A member reported that Troy of New Horizons and Jonathan Ramsey had come to her home for a consultation about the landscape which was a good start. A member reported water in the Building 1 garage after a rain. A member supported that concern, reporting water dripping on her car. Jan referred this to Buildings and Infrastructure. Jonathan Ramsey is developing a plan. A member stated the need to repair the slope behind Building 2. Kevin stated that the area should be redone by Yardnique.

B. Discussion Items

1. Jan stated that all these needs underscore the development of a scope of work for landscaping.
2. Recycled Riches has approved supplying an automatic door opener for access from the HP into IL, near the Fitness Center. A member asked that a handicapped parking spot and sidewalk be added as well for safety in the area.
3. Kevin reported that an offer has been made to a candidate for the head of Plant Operations. He will "consider" suggestions to the New Horizons Scope of Work. A member asked if a committee could review the New Horizons plans, and that lack of communication continues to be a problem.
4. The issue of employee parking is being resolved. One suggestion is to mark employee parking areas with a small green line on each designated space.
5. The plants in the front islands have been pruned; more is needed.

The meeting was adjourned. The next meeting will be December 14, 2023, at 10:00 AM in the Acorn Room.

Appendix C
Buildings and Infrastructure Committee
Minutes from the Meeting on November 15, 2023

Attendance:

Residents: Bob Brown, Chair, John Paul, Val Griffith, Jeani Valter, Karen Miller, Tallulah Brown, Rhonda Smith, Martin Johnson, Peg Owens, Rod Owens, Gene Ziegler, Roanne Coplin, Dian Castle, Neill Hollenshead, Janice Malkoff

Management: Kevin Ahmadi, CEO and President, Rebecca Snowden, Housekeeping Manager, Jonathan Ramsey, Assistant Maintenance Manager

Guest Speaker: Rebecca Snowden, Housekeeping Manager

Rebecca presented the various issues and concerns with recycling: some individuals are intentionally vandalizing the recycling rooms by throwing coffee on walls and into bins; some individuals do not know how to separate the materials into the appropriate bins which causes contamination and then the materials cannot be recycled. Items should be rinsed out as much as possible; if not, then those things should be trashed.

It was suggested that cameras be installed in the recycling rooms to enable better monitoring and to educate those individuals who need assistance to do it properly. It was suggested that a grant be submitted to Recycled Riches for purchasing the cameras. This idea was approved by Kevin who stated that more cameras are to be installed around the campus for better monitoring.

It was suggested to print out the rules and to place them into everyone's cubby. Rebecca has a flyer that is distributed to new members which could be used as a refresher for everyone.

Kevin spent considerable time discussing and answering questions regarding the plans for adding additional apartment units which would raise funding for capital expenditures. Management is making sure that Contractors are being held to construction warranties. Parrish McCall is being held accountable for the work they did in the Health Pavilion.

The Board is meeting tomorrow to go over the Phase 2 plans. No Oak Hammock funds have been spent on these plans as a resident donated the monies for these planning phases.

Old Business

1. Status of Atrium floor's surface replacement

Bids have been received for this project and they are continuing to secure more bids as the lowest bid was \$750,000 for both buildings and the work would be a dusty mess.

It was suggested that maybe an adhesive paint product could be tried out in one area as a test to see if those results would be acceptable to improve the floor's appearance.

It was suggested to contact the UF Buildings department for consultation.

2. Status of Elevators

Elevators 3 and 4 are completed. The Atrium Glass elevators, 5 and 9, are scheduled to be done next, in 2024.

3. **Status for overseeing Contractors/Vendors:** Concerns: Work order for cleaning pool railings stated completed yet several railings were stained and debris was left on the blue pad on the ramp; footprints still being tracked on Atrium floors. *There was no time to discuss this topic.*

4. **Status of Name Badges** for new Oak Hammock employees, contractors, and vendors. *There was no time to discuss this topic.*

5. **Status of pool deck's finish.** *There was no time to discuss this topic.*

6. **Status for eliminating mildew from Elevator 6's cab and mildew in Elevator 6's lower level lobby.** *There was no time to discuss this topic.*

7. **Status of moving Pool heaters.** *There was no time to discuss this topic.*

Reports

Building 1 Janice Malkoff

Work Orders were submitted for the following:

- Paint lower portions of Atrium entrance doors to garages in both buildings
- Patch and Paint walls in two staircases; one was completed and a compliment was written for the work done by the new painter, Steve.
- Painting of patches has been delayed as painters are working in The Grill.
- New plastic edge trims have not been painted white
- Pool Railings: incomplete while WO stated completed
- Atrium lights adjusted for time change
- Building 2 generator alarm still on; waiting for parts
- Building 1 Rear door was refinished
- Rear door and frame to the Fitness Center need to be painted
- ADA door button battery replaced

Building 2 Jeani Valter

Work Orders were submitted for batteries in thermostats.

A resident complained to Jeani about a table and 3 chairs that were left at the end of a hallway.

Common Area Rhonda Smith

Work Orders submitted 10/19/23 to 11/14/23:

- Oak Room: ceiling tile with obvious leaks on the left side when entering.
- Ceiling tile with signs of leaks adjacent to bar completed on 11/13
- Vents in Formal Dining Room by the kitchen; WO reopened
- Hallway outside of PDR ceiling panel with signs of leaks and adjacent panel with a hole.
- Barber Shop/Beauty Salon has obvious leaks in the ceiling; tile needs to be replaced by the sink

Fitness Center: Marty Johnson

There was no time for Marty to go over the research material he distributed which was done by Stacey Hogan for new Fitness Center machines that are wheelchair- and handicapped-accessible.

Marty also had a new layout design and other Fitness Center and Pool Area information to present, but it had to be postponed due to lack of time.

Garage Report: Dian Castle

Dian expressed concern about the leaks in the garages from rains that have not been addressed for a few years. The Structural Engineer's report did not include these issues. These leaks have been documented by videos. One resident's car now has rust stains from a ceiling leak. She would like these leaks to be examined by a qualified individual or organization. It was suggested that Dian meet with Jonathan to discuss what is going on.

New Business

1. Motion to approve a request for more convex mirrors in hallways by double elevators and sharp corners: there are three each on level 1 in both buildings currently; there are none on the lower level nor on the second, third, and fourth floors. This motion was approved.
2. Air Quality: *there was no time to discuss this topic.*
3. Request for more plastic strips to protect corners of walls and trim: *there was no time to discuss this topic.*
4. Suggestion for getting more Upper Commons porch furniture and benches for outside areas: *there was no time to discuss this topic.*
5. Congestion of bikes in Building 1's garage: there is not enough space between the bike racks to take out a bike and return it: *there was no time to discuss this topic.*
6. Signage in the Health Pavilion: *there was no time to discuss this topic.*

Appendix D
Dining Experiences Committee

The November meeting minutes are in last month's RC minutes. The committee meets again on the 15th of December.

Appendix E
Finance and Stewardship Committee
Meeting on November 16, 2023
NOTE – DRAFT – NOT FINAL UNTIL APPROVED BY THE COMMITTEE

A regular meeting of the Finance and Stewardship Committee of Residence Council at Oak Hammock was held in person and via Zoom beginning at 1:30 p.m. on November 16, 2023; Pat Kelley, chair of the Committee, presided.

15 members attended in person and approximately 6 members attended via Zoom.

The minutes of the Committee meeting held on October 19, 2023, were approved as distributed.

The chair reported that no Board Finance Committee meeting was held since our October 19, 2023, meeting. However, the entire Board of directors met on October 27, 2023, and approved the proposed 2024 budget for Oak Hammock, including a 5.5% increase in the monthly fee.

Andrew Davey Then reviewed with us the October 2023 Financial Report for Oak Hammock, which includes the following key items:

a. At the end of October 2023, of the 269 total independent units, 262 were settled, 6 were reserved and 1 unit was available (neither settled nor reserved).

B, For year-to-date net resources and uses funds have a gain of \$249,402 which is short of the budget by \$659,315, arising from (1) lower investments gain, (2) higher refunds, (3) higher cap. X spending, and { 4.} Higher entry fees.

c. Net Operating Income was \$83,676 for October.

d. Operating costs are over budget year to date by \$1,085,630 (four percent)

The Chair reported there will be no meeting in December as our normal time would be during Christmas week.

The next meeting of the Committee will be by Zoom and in person in the multi-purpose room on January 18 at 1:30 p.m.

There being no further business, the meeting was adjourned at 3:05 P.M.

Appendix F
Health and Wellbeing Committee
Draft Minutes of Meeting on November 21, 2023

Attendance: Ellyn Ahlstrom, Chair; Kevin Ahmadi, CEO; Lis Cherr, Personal Services Navigator; Gene Anderson; Roanne Coplin, Secretary; Wayne Forehand; Valerie Griffith; Mary Kilgour; Joan Langley; Jan Lowenthal; Catherine Morsink; Rod Owens; Martha Rader; Margarite R. Ruth; Lea Watkins, Personal Services Manager; and Bill Zegel.

The meeting was called to order at 3:33 pm and the minutes of the October meeting were approved.

Updates

Martha Rader reported that there is a final decision on the new name tag design. A form will be placed in cubbies soon asking for pin vs. magnet preference. While the cost of each pin is \$10.57, a request will be made to Recycled Riches to cover the cost of replacing the pins. After they have been replaced, Marketing will cover the cost for new residents. She also reported that she and others are working with Management to make downsizing more manageable and user-friendly. A team approach is needed for evaluation regarding such moves.

Personal Services

Leah Watkins presented the Personal Services update.

- Vial of Life – Two weeks after a resident moves into Oak Hammock, Leah sends information regarding the Vial of Life and follows up with a visit to deliver the vial.
- Facilitates moves from IL to the Health Pavilion
- Leads tours of the Health Pavilion
- Reviews contracts and costs of moves to the Health Pavilion with residents
- Follows up after return from resident hospitalizations and provides a new Vial of Life
- Attends care plan meetings in the Health Pavilion and works with residents to facilitate their return to IL.
- Attends interdisciplinary member life meetings and follows up on concerns regarding residents

Lis Cherr presented information on her role in the Personal Services Department.

- Focuses on Independent Living residents, especially new residents – she described the problem of new residents having come during the Pandemic and immediately being forced to isolate. Sis has been working on helping them to integrate into the Oak Hammock culture.
- Coordinates support groups. – a new support group for Parkinson’s disease will be started in 2024.
- Assists both residents and staff having problems
- Will be taking over pet registration – will deal with problems due to hospitalization of owner
- In charge of assigning parking places in the garages
- Helps out with special events
- Participates in cognitive health needs and flourishing programs

Member Comments

- Margarite Ruth brought up the problem of excessive noise in the Assisted Living area near the country kitchen. Kevin Ahmadi stated that he would discuss this with the Assisted Living staff.
- Concern was expressed by several members regarding the lack of information about current COVID cases. Kevin Ahmadi stated the information was to go out that day. He also stated that not everyone reports their illness.

The meeting adjourned at 4:40. The next meeting will take place on December 19, 2023, at 3:30 in the Acorn Room.

Respectfully submitted,
Roanne Coplin
Secretary

Appendix G
Planning and Design Committee

There was no meeting during this period.

Appendix H

Technology and Services Innovation Committee

Minutes of Meeting in Oak Room on November 17, 2023

Meeting was called to order by Bill Zegel at 10:01 AM EST

Present: Kevin Ahmadi, David Brumbaugh, Bill Castine, David D'Costa, Neill Hollenshead, Martin Johnson, Lynn Nelson, John Paul, Martha Rader, Robert Stott, Bill Zegel, Carole Zegel, and Gene Ziegler

October HEAT Report – Bill Castine

During October, there were 8 calls for help from 6 residents. A member of HEAT spent an average of 53.75 minutes on each call, amounting to 7.2 hours of volunteer work on IT issues.

IT Group Update – Robert Stott

The people in Assisted Living like the recently installed AT&T service for Wi-Fi. We are now extending that service to Skilled Nursing.

There have been complaints about GRU Wi-Fi service interruption that requires restarting the computers. GRU says to call its Help Desk. IT has had discussions with the CIO for GRU regarding limiting speed of service causing an interruption. GRU reports we are not using the available bandwidth. Perhaps during times of peak usage, the system develops a Domain Name System problem (Inability to open a website by name) for about 12 residents, causing them to reconnect. They can connect but it takes time.

The Oak Leaf Update – Bill Castine/Patsy Nelms

Next issue is nearing completion. No problems to report.

Which Robot is Next for Oak Hammock? – Chris Johnson

As technology continues to advance, integrating robots into various industries is becoming increasingly common. Continuing Care Retirement Communities (CCRCs) are no exception to this trend. Potential roles that robots can play in enhancing the quality of life and care at Oak Hammock are:

1. **Assistance with Daily Tasks:** Robots can be programmed to help residents with their daily activities, such as medication reminders, meal preparation, and housekeeping tasks. By automating these routine tasks, residents can enjoy a greater level of independence and maintain a sense of control over their lives, while staff members can focus on providing personalized care and support.
2. **Health Monitoring and Care:** Robots equipped with advanced sensors and algorithms can help in tracking the health and well-being of residents. These robots can track vital signs, remind individuals to take their medication, and alert staff members in case of emergencies. Additionally, robots can be programmed to provide gentle exercise routines and reminders for physical therapy, contributing to residents' overall health and well-being.
3. **Memory Assistance:** Memory loss is a common concern among seniors. Robots can be programmed to provide memory assistance, such as reminding residents of important events, appointments, or even personal details about loved ones. By offering memory

prompts and cues, robots can help individuals with cognitive decline maintain a sense of independence and improve their quality of life.

4. **Safety and Security:** Robots can play an important role in ensuring the safety and security of residents. They can have surveillance cameras, motion sensors, and facial recognition technology to detect and tell staff members about any potential security threats. Additionally, robots can help in tracking and alerting staff members in case of any emergency situations, such as falls or accidents.

Integrating robots into Oak Hammock holds immense potential to enhance the quality of life and care for residents. From helping with daily tasks and providing companionship to offering health tracking and memory assistance, robots can contribute to a more efficient, safe, and supportive environment. However, it is important to balance the use of robots and human interaction, making sure the personal touch and connection between residents and staff members are not compromised. By carefully implementing and integrating robots, Oak Hammock can embrace the benefits of technology while upholding the importance of human connection and care.

Effective Communication Ideas

Echo Show as Communication Device – Chris Johnson

Using Echo Show devices as communication tools at Oak Hammock offers many benefits, including enhanced communication, simplified accessibility, personalized information and entertainment, integration with smart home technology, and reminders and notifications. These devices can contribute to a more connected and engaged community, fostering a sense of belonging and reducing feelings of isolation among residents. However, it is essential to provide training and support to ensure residents can effectively use the devices and address any privacy or security concerns. By embracing technology in a thoughtful and inclusive manner, Oak Hammock can harness the potential of Echo Show devices to enhance the overall experience and quality of life for their residents.

Use of Voice Assistants – Dave Brumbaugh

By leveraging the capabilities of Alexa and her ilk, Oak Hammock can enhance the resident experience by providing easy access to information, personalized help, and improved control over their living environment. Although we are not currently giving residents information on how to do it, Alexa in particular can access information on TouchTown and INFOH to the potential benefit of resident users.

This sparked a discussion of the relative merits and problems with TouchTown and INFOH. TouchTown's Community Apps offer a range of features tailored to CCRCs. These include event calendars, dining menus, resident directories, announcements, and news updates. The apps serve as a centralized hub for residents, staff, and families to access important information and stay connected. Using the apps requires some training. At Oak Hammock, the apps are maintained by staff, but often have old and/or abbreviated information. INFOH generally provides the same information in a more attractive, readable, and user-friendly manner maintained by resident volunteers.

Kevin told us he is struggling and that we haven't identified a platform that we could all agree to use. We have this INFOH thing and this TouchTown thing. Neither of them is good for Oak Hammock if we can't manage the context in each other. We have to start there and work our way back out.

Kevin said he knows there's a lot of sensitivity around those two platforms. He doesn't know what the right solution is, but we seem to work against each other instead of with each other on a solution. We can keep adding all these things to them, but the need is a basis of communication for us. INFOH may do an exceptional job and need not be touched by staff. But what worries him is the inevitable. At some point, residents will not keep up with INFOH. Staff cannot replace it with TouchTown. It becomes a management problem all at once. And that is something he has learned over the 30 years, that things get started and then it takes little for it to just fall off a cliff.

Kevin added the residents have done an amazing job with INFOH. He goes to it sometimes because it's easy. The people managing the content are what makes INFOH impressive. We need that bandwidth because these applications stink without content. He has no reservations about providing access to TouchTown. And let's make it better. Maybe a working group discovers that there's something better than TouchTown. He would be happy to dump it and go to another application that meets our needs. But we got to make sure that we don't think about it in the silo of independent living. We got to think about it for the whole of Oak Hammock including assisted living and skilled nursing. We may not answer every question or every need, but you might have something that we can build on.

This discussion helped to form a working group to explore how TouchTown's Community Apps and INFOH are similar, and different, and where they overlap in function. The first order of business is to list desirable features of an information platform and evaluate how well TouchTown and INFOH meet the desired features. Then the group will look out into the marketplace if we can't meet the needs with our current offerings.

David Brumbaugh will lead the group. Other members are Bob Stott, John Paul, David D'Costa, Bill Castine, and Chris Johnson. The product we are looking for from this effort is an information platform(s) that will enhance communication, engagement, and access to information within Oak Hammock. The platform(s) should include a range of features and modules that cater to the specific needs of Oak Hammock.

The purpose of the information platform(s) we are seeking is to create a connected, informed, and engaged community within Oak Hammock by streamlining communication, enhancing access to information, and helping with meaningful interactions among residents, staff, and families.

Meeting adjourned at 11:14 AM EDT

Appendix I
Listening Post Report
Report to December 8, 2023, RC Meeting

No	Date-2023	Issue Raised	Resolution/ recommendation
1	11/14	Resident feels the garage in Bldg. 2 needs to be power-washed, it is full of dead bugs and dirt	Turned this over to Bob Brown. He feels he knows a way this can be accomplished.
2	11/21	Resident said visiting guests cannot access wifi in villas and building 2—she was not sure about building 1	Spoke to Michael in IT to see if something is changed. He said GRU is in charge of wifi and he is now aware of any issue but promised to check and get back to the RC member.
3	11/22	Two residents complained about the location of the proposed wing of the new buildings that they believe will block their view. They suggested putting it in the woods out by the street.	RC member told them he would take this up with the RC. (In fact, discussions are underway with the architects on possible solutions.)
4	11/28	A resident was concerned that the whiteboards were now being stored on the outside porches and being exposed to the elements. The person and RC Member feel this is an inappropriate storage solution and will result in damage to the White Boards. This will require eventual replacement. A waste of our money.	Sent an email to Plant Operation requesting the White Boards be stored somewhere out of the elements. They did not respond or move boards elsewhere. A work order was not put in the system. As of 11/30 at 9:30 PM they had not been moved. Note: The RC member noted they had been removed by 11/30.
5	11/29	While a resident was away someone entered the apartment and upon leaving left the door ajar with the bolt engaged	Apparently, the resident did not report—seemed to think management should have noticed.

Appendix J
FLiCRA Report
Lamar Miller Chapter 255
Oak Hammock at the University of Florida

Report to the Residents' Council
December 8, 2023

Good morning. I am Tom Gire, President of the Lamar Miller Oak Hammock Chapter of the Florida Life Care Residents' Association.

The Florida state legislature is having committee meetings in preparation for the opening of the 2024 regular session on January 9. That will be the final day for the filing of bills. So far, I have not seen any news from FLiCRA of any bills of concern to us having been introduced. I have heard it said that, in an election year, the legislators are unlikely to do anything to upset their senior constituents, so it may be a quiet session from our perspective.

Our FLiCRA chapter has scheduled its annual meeting for February 27th. I know that some residents will be on a cruise at that time, but we could not schedule the meeting before the cruise because of other activities in the Oak Room.

If you will not be on the cruise, please do come to the meeting. We will need you for a quorum; we will have an election of board members. And we hope to offer you an informative program. For this program, I am putting together a talk on the history of FLiCRA. From its beginnings at one CCRC in 1989, I will trace FLiCRA's growth and accomplishments as it became an essential statewide organization for life care residents. I am compiling information from written sources and from interviews

So please save the date, February 27th at 10:00 a.m. for our FLiCRA chapter's annual meeting.

That's all I have. Are there any questions?

Thank you.

Appendix K

RESOLUTION TO AMEND THE RESIDENTS' COUNCIL BYLAWS DATED AUGUST 2018

Introduction

As a result of recent legislation by the State of Florida, there is a need to amend the bylaws governing the function of the Residents' Council (RC) to specify that the RC President will also function as the "Designated Resident Representative" under Florida Statutes 651.085 Section 2. In addition, several other amendments are needed to update several provisions of the bylaws and to clarify the RC responsibility to nominate resident board members and its mode of communication. The RC has also proposed some editorial and formatting improvements to the bylaws.

All material changes (except punctuation and formatting improvements) are marked with **yellow highlight** in the attached proposed revised bylaws. All new words are in **red font**. All words to be deleted are shown with a **strikethrough**.

The Resolution

The RC approves the revisions and corrections to the RC bylaws dated August 18 and recommends that the members adopt the revised bylaws as amended and corrected at the annual general meeting to be held in January 2024.

NOTE: The draft revised bylaws were previously distributed and are being distributed again to all residents for the Annual Meeting.

Appendix L

Report to the Residents' Council on the November Meeting of the Oak Hammock Board of Directors

Chair Judy Russell called the meeting to order at 3:33

Due to a traffic delay, the Greystone presentation was delayed, and the agenda was adjusted accordingly by mutual consent.

Committee reports:

The Nominating Committee put forth the name of Jeanne Theurer for approval as a member of the Board. Peter Gearen provided the candidate's background information for the board. The vote was favorable.

The Bylaws Committee asked for approval of a change to the bylaws to establish the Philanthropy Committee as a Standing Committee of the Board which will coordinate with the Residents' Committee on Charitable Giving. The vote was favorable.

Committees Discussion:

Board members were asked to consider which committees they would prefer to serve on. It was suggested that each committee review its individual charter as the new year begins. Judy announced that Jim Kelly will remain the chair of the Finance Committee.

Greystone Presentation:

At 3:55 the Greystone representatives arrived and began their presentation, confirming the viability of the proposed expansion project, which includes 56 units to be constructed at the end of Building 2 and improvements to the Common Areas. The presentation included a review of the Market Analysis, Project Scope and Definition, Conceptual Design, Financial Analysis, Regulatory Review, Marketing Strategies, and Next Steps which included a request for Board approval for the Growth and Renovation Plan, Authorization for Oak Hammock Management to work with Greystone to provide consulting services and to commence development activities.

At 5:25, the Board moved into Executive Session to discuss the Greystone proposal. After a thorough discussion, the vote was called. The Board voted unanimously to approve the Final Growth and Expansion plan.

The regular meeting resumed at 6:20; remaining agenda items were tabled until the January meeting.

The meeting adjourned at 6:24 pm