

DRAFT-Corrected
CRA Meeting Minutes
March 4, 2024

Members present: David Camp, Diane Hulse, Bunny Lawton, Cathy Campbell, Jim Strickland, Phil Duncan, Joan Applegate, Debbie Borton, Anne Gross, Julie Knobil, Mike Letts, Renee Overholser, Paulet Persing, Dick Primo, Sue Welles, Woody Gross

#Residents present: 91

Residents on Zoom: Zoom not available for this meeting.

Called to order at 10.01 am.

1. Moment Silence:
 - Marion Schultz – February 6
 - Lawrence “Larry” Black – February 12
 - Delores Reeves – February 15
2. Greetings and welcome to:
 - KRA Representative: Ellen Shillinglaw
 - No New Residents this month
 - Our Administration
3. Approval of Agenda: APPROVED
4. Approval of Minutes from last meeting: APPROVED
5. Report of last KRA meeting: Paulet Persing (report attached)
6. Report by first VP (Concerns): Diane Hulse: (report attached)
 - Two concerns presented: One about a thermostat problem. Their thermostat was worked on twice by maintenance, but it is still not fixed. Response: two separate issues, one was programing, one was power blip. It will be looked at again and it will be replaced if necessary.
 - Second concern regarding the away forms. Response: because the SARA system (alarms on the doors) was recently upgraded there have been some issues. Now that administration is aware of the problem, they are working with ambassadors to monitor correction.
 - David Camp has asked Diane to handle a request to make changes to the constitution. This must be approved by the residents:
 1. Board would like to add an assistant secretary to help with a very big job.
 2. Technical change since Article One is not accurate at this time because it refers to the Kendal Corporation and our affiliation with it.
 3. Making both the constitution and the policies consistent. And guidelines to reflect what has happened with the financial procedures we follow.
 - An ad hoc committee has been drafted, David Rhoads, Elizabeth Rhoads, Debbie Borton are on this committee.

- Questions:
 - Brigitte Alexander: If a resident has a thought on this, should they contact the committee? Response: There is a procedure in place in the constitution for that. Diane read Article Seven:

ARTICLE VII. AMENDMENTS:

“Any or all of the provisions of the Constitution may be amended or repealed by a two-thirds vote of the members of the Association attending any meeting duly convened at which a quorum is present. The call of the meeting shall include a statement of all proposed changes and shall be made public by posting a copy on the public bulletin boards and placing a copy in each resident’s open mailbox at least 10 days in advance.

All amendments shall take effect immediately following adoption, except that amendments relating to elected officers shall not take effect until the beginning of the next fiscal year.”

- Thomas Swayne: In terms of appearance if two members of the same family are on the committee, how does that look to the community? Response from Diane: It is a great thing since both have been president and have extensive knowledge of the community and the CRA. They are excellent thinkers and there is nothing to prevent it.
- Val Suter: Taking an opportunity to plug the website. The entire constitution is on the website on the CRA page. Response: Include the website in all this. Constitution is on the CRA tab on the website.

7. Report by second VP (Committees): Bunny Lawton: Two brief committee reports:

- Allison Butler, Library: Library Committee is one of the five standing committees with the CRA. It is the second largest budget committee. Since the pandemic the library is busy again. They add about thirty new books a month, some donated and some purchased. Magazine collection is wide and varied, all donated. DVD collection is not growing since new releases are slow to come out. The library subscribes to 5 daily newspapers which are available, also.
- Note from Bunny: Pat Humphreys has accepted the position of deputy chair of the library. She joins Allison, who is the chair and Charmaine Gates who is the deputy chair for technical matters. Pat will also take care of the jigsaw puzzles. We thank her for her willingness to serve.
- Terry Borton, Trails Committee: We have many wonderful trails. Crosslands has five miles of trails, Kendal has six; a total of eleven miles of trails which is extraordinary. It is a terrific resource. Resistance stems from: fear of wild animals and getting lost. Lots of maps, trails are marked. Other fears: Ticks-trails are wide, spray your feet and stay in the middle of

the trail, Falls-if you are unsteady, stay on paved paths, take walking sticks. Let someone know you are going, carry your cell phone. Week of April 22 is Earth Week, Terry will give another presentation. Maps will be available at Ambassadors' desks.

- Three Crosslands members have volunteered to be on the KCC Long Range and two have volunteered for the Philanthropy committee. The appointments committee has forwarded their names for consideration.

8. Report by Finance and Treasurer: Jim Stickland (reports attached)

- Questions: Anne Gross: What is the number from the Sunflower Shop so far? Answer: Income after expenses is a little over \$660.
- Neil Cullen on Fundraising: Our campaign is underway. Started March 1, and will run until March 31. The goal is \$50,000. So far \$18,000. Well on our way. Posters are in the lobby; one is the amount that has been raised and the percentage is the number of units who have given so far. Please give. The average amount given last year was \$277. Range was \$20-\$1000.

9. President's Remarks:

- Fundraising is important. We are self-funded. There are over 130 committees which benefit from fundraising.
- The irrelevant fact of the day: Threshold: the word comes from holding thresh, back in the day when people had dirt floors, they put straw (aka, thresh) down, they needed something to hold the straw (thresh) down. This was called a thresh hold.

10. Comments by Officers and Directors: None today

11. Old Business:

- Update on AV upgrade: Alfred Hurd gave a demonstration of the walk around mike. Results with the new AV system have been mixed. There have been some problems which are being worked on. The week of Feb 19, new hardware, miles of cables, new TV 13 adapter, new rack, new controls, new microphones were installed. Installation was supposed to be done on Friday and training to begin on Saturday. It remains a work in progress. Much is functioning now. Today's meeting is going fine, wireless microphones are working better. Everything is controlled by an iPad. Three problems remain: Zoom is working through a work around, updates are continuing., TV 13 is not good. It needs a new adapter. To make the new adapter work, everyone must rescan their TV. Just ask your TV to scan through every possible TV frequency listing all available channels along the way. Directions will be provided. Crosslands staff will help.

12. New Business:

- Anne Gross on the CCRC Council Visit-: On Thursday, March 14, about 40 people will be visiting from other CCRCs. The CCRC Area Council will be visiting Crosslands. They meet every three months in a different community. Crosslands is hosting this visit. Kendal will host in the fall. Registration at 9:00 and continental breakfast. At 9:30, there will be tours of Crosslands led by Helene Quinones; three groups, each going to two cottages (one small and one big). At the same time, representatives to the council will be having a business meeting downstairs comparing notes. At 11:00 there will be a program in WPR (all invited) "How Crosslands Plans, Carries Out and Pays for Speakers, Concerts and our Resident Committee Structure" Valerie Suter, Website, Diana Stevens, Welcoming Committee, Jennifer Allcott for Arboretum, Anne Gross, Music, Diane Hulse talks about how it is all funded. Lunch in the dining room. At 1:30, the people who were in the Business Meeting will go on their tours led by Linda Leonard. The rest will go to the WPR for Q & A. Program ends at 2:30. Please, wear nametags that day and be friendly. Bob Suter's beautiful photos of the community will be showing. Joan Applegate: encourage a visit to the Sunflower Shop.
- Website Committee regarding KCC Direct directories. Valerie Suter and James Greg: "Better Living through Websites", James Greg, director of AT working with Val to build the KCC Connect website. All info is updated by the front desk ambassador. Contact the front desk ambassadors with any changes (phone #, email, etc). Directories are coming off the Crosslands directory and onto the KCC Connect which will make it accessible anywhere in the world. If there is a problem, Alex can help with that. The directory on KCC Connect is THE directory. It is more secure. Go on the website sometime in the next two weeks to make sure you can get on and that things are correct. Works on cell phones also. Questions:
 - David Rhoads: Will we still be able to print out directory? Answer: All printable, you can sort and search easily.
 - Diane Hulse: Will there be a live link to dial phones or connect to email? Answer: yes
 - Dale Kendal: When was the directory updated? Answer: Up until now, Crosslands hosted the Cartmel and Crosslands directories and Kendal hosted Coniston and Kendal on their website. Kendal discontinued their directories last week and didn't mention it to all so if you were looking for a Coniston number recently you got an error message. The Coniston directory is now only available on the KCC Connect.
 - Error corrections must be made by residents.

13. Residents' Remarks:

- Les Small: KCC Connect has been very helpful. Suggestion: Make sure everything that comes from the administration is on it. Could not find the

policy regarding Micromobility vehicles. How do we report something like that? See Roy Manno's answer in his comments below.

- Anne Gross: has been wanting and asking for years to find the names of the maintenance people who come into our homes. Would it be possible to have a picture and a name for the maintenance people.

14. Remarks by CEO and Staff:

- Lisa Marsillio:
 - Loves the collaboration between Val and James and what a wonderful website it is.
 - Thanks to Bunny and the volunteers for the two committees.
 - March 12 at Kendal, 3:00 Board Reception. Please attend. Buses will be available for transportation. Sign up.
 - Thank you for everyone who came for the groundbreaking of the new Kendal Health Center and the reception.
 - This month's Forum and Dialogue is focusing on updates on the first quarter and upcoming events. The date is March 27.
 - New café at Kendal opened 2-29.
 - Capital Campaign for the Health Center is coming up. Six-month campaign. More information coming. Goal is 2.5 million dollars.
 - Norovirus is out there...wash your hands!! Hand sanitizer does not work.
 - Leadership retreat is coming up on March 26.
- Roy Manno:
 - Today is National Safety Day, Calvin Coolidge named it a national holiday in 1926. It is a day dedicated to safety measures and preventing accidents. In 1944, National Safety Council was formed. In 1970, OSHA was formed. 1996 started National Safety Month.
 - Micromobility group is working to make changes before it is put on the website.
 - Plumbing problem in Firbank is being worked on. Work is happening at night M-Th. Work will continue to about April 28.
 - Introduced new assistant director, Dave McDonnell who is happy to be here.
- Antonio Sophia:
 - Upgrades in Wellness Center: Pool has had a full facelift, looks done but it will need time to cure. On schedule.
 - Fitness center will be closed during the new flooring.
 - Walls painted, floors coming soon.
 - Some asbestos abatement will be done in the halls going down to the George Fox Room.
 - On Budget!
- Seth Beaver:
 - Groundbreaking of Kendal Health Center, it will take 35 months, building new employee parking lot.

- Dog park is moved temporarily.
- If you visit use parking lot 6. Parking will be at a minimum.
- Kendal Café is open, please come visit.
- Working with architect on renovation of WPR. Meet with residents on the committee possibly in late March or early April.
- Quianna Pettiford:
 - Leadership Retreat coming up on Tuesday, March 26.
 - Two staff health and well-being fairs, one at Kendal on Thursday, March 14 and one at Crosslands Thursday, March 21 from 10-3.
 - Second cohort for supervisory training to provide growth and development of managers and supervisors.
 - DEIB manager will start March 11 her name is Jackie Pritchard,
- Michele Berardi:

Students from Westtown School coming this week to partner with KCC residents on robotics. Looking for residents who have a science, technology and math background and can commit to meeting with them through May. Sign up is available on March 6.
- Ed Plasha;
 - Finance audit field work is completed. Will share with community in April.
 - Ten open units at Crosslands but all are spoken for, 11 at Kendal all but one spoken for.
 - Shout out to the IT people here. They have done a great job.
- Donna Taylor:
 - There have been questions about the COVID vaccine that was just approved by CDC. More information to come.
 - This Friday is deadline for six pharmacy providers to submit proposals. More to come on this.

15. Kudos and Questions:

- David Rhoads: Question: Reports that there will be a memory unit at Kendal's Health Center. This is a change to policy. Donna Taylor answered: During the past six years there were meetings and collaborative dialogue before Health Center plan was finalized. The memory unit will not be a locked down unit, it will be open. Montessori programming will be focused on meeting the needs of people in that area. Many conversations were had regarding that. It is not a change to our culture.
- Carol Ann Baker: Happy with changes that are changes that will take place with the memory programming.
- Paul Stevens: Question: An emergency generator failed to kick in at Kendal, could this happen here and how can we deal with it? Answer from Roy Manno: a transfer switch failed, and it was turned on manually. There is redundancy. It was a short down time.

- Brigitte Alexander: It would be a good idea to have Donna have a dialogue regarding the concepts behind the Kendal Health Center. There was a fundraising capital campaign in 2013. Will it be here or just at Kendal?
Answer: It is primarily happening at Kendal but some Crosslands residents MAY want to contribute for sustainability issues associated with the project
 - Judy Heald: Great KUDOS to all the AV team for their hard work.
 - Anne Gross: KUDOS to Joe Savery who created a beautiful invitation for the CCRC event and mailed them as well. Thank you, Joe.
16. Announcements:
- Joan Applegate: invites everyone to the Sunflower Shop to see the new products.
 - Ellen Shellingham (Kendal rep) invites everyone to come to Kendal to try their new espresso machine.
 - Trisha Reed: Crossland Chorus is starting up and welcomes anyone who is interested. Rehearsals are Thursdays at 3:45 in the Life Enrichment Room. A program of love songs will be presented in May. In Penny's Lounge there is a Hymn Sing on the first and third Fridays of the month. Music Time sing along opposite Wednesdays and Fridays.
17. CRA Calendar
- Next CRA Planning Meeting date: March 25
 - CRA Director attending next KRA meeting – March 11- Mike Letts
 - KRA Director attending next CRA meeting: Gretchen Wright
 - Next Concerns Sessions: Music Room, 10 a.m.
March 10, Dick Primo and Julie Knobil

Meeting adjourned at 11:37

Respectfully submitted,
Cathy Campbell
CRA Secretary 2023-24

Report on KRA Board Meeting of February 12, 2024

Following welcoming and opening remarks the President reported on the following:

Groundbreaking for the new health center was to take place February 20th, with a capital campaign presentation on February 29th.

The new Cafe was to have a soft opening for staff on February 26th with an opening for all residents on February 29th. A Grand Opening Celebration will follow.

Presentations were given by six of their committees including the Marketing Ambassador Program, Nominating Committee, Ushers Committee, and Values in Practice Task Force.

Plans for a Committee Fair were discussed as was the migration of the resident email list to KCC Connect

Reports were given by a variety of music-related committees including the Kendal Singers, the Handbell Ringers, Recorders, and Music Time and Song Circle.

The Treasurer's Report and the Budget and Finance Committee show that the KRA financial condition is strong.

New Business covered Green Kendal-Crosslands which would be a two-campus umbrella group covering all committees that have a sustainability component; Health Center Funding and a plan to clean up and organize their lost and found.

Feedback was given regarding their Listening Post concerns as well as the report by Steve Michaels who attended our CRA meeting last month.

The latter part of the meeting covered the Administrative Reports, Shoutouts (Kudos) and resident comments.

Paulet M. Persing
CRA Director

CRA Cash & Expenses			
For the Seven Months Ended January 31, 2024			
CHECKING & MONEY MARKET ACCOUNTS:		\$109,577	
<u>EXPENSES</u>			
	<u>Actual</u>	<u>Budget</u>	<u>Difference</u>
Committee Expenses > \$2,000	\$31,884	\$54,860	(\$22,976)
Committee Expenses < \$2,000	5,776	13,930	(8,154)
Sunflower/Wood Shop Expenses	14,186	23,654	(9,468)
Other Admin Expenses	4,273	8,100	(3,827)
Total Expenses:	\$56,119	\$100,544	(\$44,424)

Committees Surplus Created as of Jan 31, 2024			
SunFlower Shop income	19582		
Expense	12959		
Surplus		6623	
Woodshop income	3616		
Expense	1227		
Surplus		2389	
Committees income	2020		
Expense	266		
Surplus		1754	
Total Surplus		10,766	

FIRST VICE PRESIDENT REPORT ON CRA CONSTITUTION CHANGES

3/4/24

- David Camp has asked me to handle this matter.
- Periodically, the CRA constitution needs to be changed in order to keep it accurate and to make official changes.
- We are going to request three changes in June at our annual meeting. There are special procedures that we need to follow in order to make the changes. The procedures are described in Article VII:
DH to READ
- Here are the changes:
 1. Article I states that we adhere to the Kendal Corporation mission statement. Since we are no longer part of Kendal Corporation, that needs to be eliminated
 2. Changes in our financial process have to be reflected accurately in the constitution.
 3. The board would like to add an assistant secretary position to the board because the job has expanded with all of the electronic processes we use, and it is too large for one person. The assistant secretary will become the secretary the following year.
- David Camp has authorized the establishment of an ad hoc committee to draft the new language of these changes for approval in June. That committee is David Rhoads, Elizabeth Rhoads, and Debbie Borton.

2/20/24 CONCERNS SESSIONS WITH ADMINISTRATION RESPONSES

1. Concern: Thermostat

ISSUE: Two residents have had Maintenance work on their thermostat twice. It still is not fixed.

RESPONSE:

The work order report shows one incident needing a thermostat reset and one incident needing reprogramming after a power blip. The reset could have been user error or a power blip. The reprogramming happens sometimes with the Bryant thermostats. We're testing it this week and will replace it if needed. If it fails again we'll replace it. We'll also speak to them about it.

2. Concern: "Away" forms

ISSUE: The system for marking residents "away" is not working properly. Check-in calls from Resident Care have come to some residents before they leave and several days after they return.

RESPONSE:

Last summer the SARA system was updated and as a result of that, and unbeknownst to us, it caused a change in the way away information needs to be entered. Once that was figured out Connie and Andrew worked with the ambassadors on how to enter the information. Connie is going to check on this with the ambassadors and monitor the input. We don't think it's a SARA issue. Then, if specific cottages have an issue we'll investigate.