

**CRA Board Meeting Minutes
For December 4, 2023 Board Meeting-APPROVED**

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

#Residents present: 74

#Residents on Zoom: 29

The meeting was called to order at 10:00 by Diane Hulse

1. Moment of Silence –No new deaths at Crosslands this month.
2. Greetings and welcome to:
 - KRA Representative: Beth Frederick
 - New Residents in Attendance: Nancy and Dave Greer, Debbie Holmes
 - Administration
3. Approval of Board Agenda - APPROVED
4. Approval of Minutes from last meeting - APPROVED
5. Report of last KRA meeting- See Julie Knobil's report at the end
6. Report by first VP (Concerns)-Diane Hulse: See Diane's report at the end
7. Report by second VP (Committees) – See Bunny Lawton's report at the end.
Bunny introduced the committees sharing today:
 1. *Forum* – Lyn Back – Purpose to bring off campus speakers with expertise in their fields to stimulate, entertain and educate. Bring variety and expertise. First and third Tuesdays of the month at 7:30 pm also on Zoom and Channel 13. Supported by the CRA. Welcome suggestions from residents. Contact committee if interested.
 2. *Light 'n' Lively* – David Camp- not present – move this report to January.
 3. *Music* – Anne Gross – Chamber music concert twice a month second and fourth Tuesdays each month. There are 12 committee members, but more are needed. Especially need someone to help schedule the piano tuner. See Anne Gross if interested in being part of this committee.
 4. *4C Communications* – Judy Heald – Mission to foster and improve communication among the four campuses and administration. Kendal helped Crosslands set up a website in 2019. Then we helped Cartmel. Coniston not quite there yet. Worked with KCC administration to provide directories that are updated monthly both electronically and in print. Created a pathway for the electronic submission of forms. Forms were done as a subcommittee of the 4C committee. Also provide real time access to schedules on all four campuses and signs that indicate that we are all under the same umbrella. No CRA budget is needed.
8. Report by Finance and Treasurer: Jim Strickland – see slide
-Note the Error: should say first five months of the year.
9. President's Remarks: David Camp – not present today
10. Comments by Officers and Directors
 - Joan Applegate on CRA Board Members going to dinner with new residents going back to January of 2023. Residents meet with CRA board for dinner.
11. Old Business: none

12. New Business: Announcement from Joann Smith- Mon. Dec. 11 at 7:30 there will be a presentation by Longwood Emergency Medical Services- "What happens when you need an ambulance."

13. Residents' Remarks –

- Debbie Holmes re: Verizon she has spent 6+ hours on the phone with them. Took 10 days to get a phone hooked up. Three weeks to get a router. Tom's TV tells her others having trouble. Roy will speak with her directly.
 - Diana Stevens: appreciative of the fact that she can access the directory and that it is updated so quickly. Concerned that it is not secure.
- Val Suter: Response – the website is password protected.

14. Remarks by CEO and Staff.

- Lisa Marsilio: Referenced end of November operational report. Continuing on a journey to connect with residents. Meeting with "Woolies" was a wonderful experience. How they appreciated all being new together despite difficulties. Such a sense of community. She appreciates and is thankful to staff and they are grateful for everything we do for them. Gave turkeys to staff for Thanksgiving and will give them hams at Christmas. There will be a construction update on 12/20, a hybrid meeting. Kendal Health Center will be breaking ground soon.
- Donna Taylor: Update on Pharmacy Services – things have settled down but still not where they need to be. Action plan in place and progress is being made. Resident care is much better. Still searching for another pharmacy provider. One more provider is coming on site this week and then they will decide among the 5 new providers and the current one. COVID dashboard has resumed. Cases are increasing. Stay home if you are not feeling well. She has names of people who have volunteered for the Health Services Committee, and she will talk with them soon. Some staffing issues happening now. Job Fair was held last Monday. Virtual platform tomorrow to recruit nurses.
- Seth Beaver: Looking for a committee to define ideas to renovate the William Penn Room. Ordering the new chairs for the dining room soon. Joe Deckman will serve as project manager for the Kendal Health Center which should be starting in February. His position has been posted and interviews will be held to replace him. Finalizing pricing this week. Kendal Café construction is nearing end and should be opened by the end of January ahead of schedule. Cell service on campus is very poor. New tower will be installed soon which should help. WiFi coverage is tricky within the building. Staffing is good right now. Still struggling with environmental services and housekeeping.
 - Question from Lyn Back: re renovation of WPR. Will it be enlarged or just renovated? Answer: committee will discuss options that will best meet the needs of the community. Architect gave three options. Committee will decide how the options will be presented.
 - Diane Hulse: We would like James Craig to update us at the next CRA meeting.
 - Anne Gross: Use WiFi calling for your cell phone.
 - Woody Gross: Some having trouble with internet on cell phones
 - Diane Hulse: Verizon will provide a booster (extra cost)
- Roy Manno: Safety: Micromobility vehicle policy: (bikes, tricycles, quadracycles, electric scooters, roller skates, etc). Where should they be able to go? Pedestrians are primary. Color coded maps will be available. Go through Facilities for a complete check. Once approved, you will get a sticker. Must obey all traffic rules. Stay on the roads...no trails or sidewalks. Dismount to go across roads. Not allowed on service road. Policies come

out in January. Presentation will be made here and at Kendal. Power vehicle policy: electric wheelchairs, small mobile carts will also be shared at that presentation. Consider joining the transportation committee. After action report re escaped prisoner. Everything documented re what was done. What went well, what didn't go well. A presentation to community will be made after a review. Regarding the lights on 24-7, a work order was placed, and repair is underway. If you see a problem, call the dispatcher who can put in a work order.

- Diane Hulse: suggestion to consider-if someone comes to fix something when you are not home, could there be a note or something to let you know what has or has not been done.
- Lyn Back: Thanks for the new pathway. Really wonderful! Who is a dispatcher and how do we get in touch with him/her?
- Answer: Call 5560 and after hours call the call center.
- Paul Stevens: Please include visibility for motorized wheelchairs. What is enforcement of the new policy?
- Answer: Simply a conversation for safety.
- Quiana Pettiford: DEIB Manager position-two excellent candidates. More interviews coming up. Hoping to have someone in place by the end of the year. Staff holiday parties are coming up. Crosslands tomorrow and one at Kendal to show appreciation for our staff.
 - Brigitte Alexander: Question: Is there a job description that residents can see?
 - Answer: Some residents are part of the interview process. You are welcome to go to website if you want to see it.
- Michele Berardi: New pamphlet "Cornerstones" will be coming in mailboxes (currently digital). Thanks to Bob Suter for the use of his stunning photograph. Partnering with the Kennett Library for their program "Live Better". KCC will be a premier sponsor of the MLK Community event at Lincoln University on January 15. Schedule will come out in January. There will be a bus but you must get your ticket online. In February KCC will be sponsor of the KACS Empty Bowls

15. Kudos:

- Anne Gross- Emailed Ed Plasha about the pharmacy issue and he called her directly. She is grateful for Ed's personal call.
- Zoom question: Is there a work order for a seating bench at the new walkway? Roy's answer: we will follow up.
- Jim Stickland: Water was coming up the drains on a Saturday. Called the call line. All was taken care of quickly.

16. Announcements:

- Hedy Knoth – Barbie Movie – Epic event happening Thursday! The movie "Barbie" – come in person for a bonding event. Wear pink for Barbies and a Hawaiian shirt for men as Ken. Come at 6:45 for paparazzi experience near the Sunflower Shop.
- Joan Applegate – Jewelry Sale and Flower Pick up. Thursday morning at the same time the Craft Show is going on. All proceeds go to the CRA.

17. CRA Calendar

- Next CRA Planning Meeting: Tues.- December 26
- CRA Director attending next KRA meeting-Dec. 11 - Debbie Borton
- KRA Director attending next CRA meeting: - Jeff Lavine
- Next Concerns Sessions: Music Room, 10 a.m. December 19, Mike Letts and Joan Applegate

Meeting adjourned at 11:29

Respectfully submitted.
Cathy Campbell
CRA Board Secretary 2023-

Julie Knobil's Notes on November 13 KRA Meeting

- Administration sits on staff row.
- Wireless microphones at every other place (gets rid of wiring problems)
- CRA representative was introduced and shepherded even to lunch.
- Meeting was on zoom and even callers on zoom were projected on the screen.
- Camera was rotated to view each speaker on the screen so Zoom participants could see them.

Meeting opened with kudos given to the culinary department for their fantastic performance for the 50th anniversary celebration. About 20 or so from the department were there and they were then excused to go back to work.

Then the meeting started with the usual moment of silence.

The President's report noted the progress on the Values and Practices Taskforce (chaired by Betty Warner. It was noted that Crosslands is doing the same and findings will be shared before the KCC board decides on the final edition. In 2024. The President also noted that fund raising for the Health Center will start soon.

Three committees gave short reports: Sound and Light (comparable to our AV committee), Holiday Crafts, and Currents.

Treasurer's Report:

- Fundraising was successful as they raised \$ 51,000.
- Funding for Chimes was approved (\$ 826)
- Funding for mural preservation was approved (\$ 1960)

Appointments needed:

- For interior design and décor
- For culinary
- CCCC environmental services

Listening Post (comparable to our Concern Sessions) dealt with staff use of the aquatic facility and something to do with gardens.

The KRA representative reported on the CRA meeting of the week before and remarked on Rob Shipman's Arboretum report and the approval of two new committee (Mahjong, and Essential Tremor and Peripheral Neuropathy), and the discussion about what is to become of the original Audubon print which some think is ugly.

Lisa Marsillio reported:

- Disaffiliation was completed 10/31/2023.
- Payroll network will be done by end of year.
- Trust agreement and coexistence document is still being worked on.
- Dialog will be on budget (Plasha).
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Seth Beaver reported:

- Calvin Pickel was appreciated.
- Culinary applications are doing well.
- Café update to be done in late January.
- Health Ctr pricing is due soon and work will start in Feb 2024.
- CCCC Woods Cte is focusing on spray field.
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Roy Manno reported:

- Safety update: Parking spots – some are restricted.
- Safety forum Thurs (preventing falls).
- Energy Audit RFP for February has been started.

- Found an original Wyeth pencil drawing.

Donna Taylor reported:

- Report Covid dashboard request by the CRA will start again.
- Barclay friends rehab contract has been let to someone else.
- Pharmacy problems are being worked on. They are interviewing other providers. A 30-60 day ultimatum has been given to the provider.

Michele Berardi reported:

- Kendal received two citations on 50th anniversary from politicians (for good work).
- Kendal has a new logo which she can supply.

Ed Plasha reported:

- Discussed disaffiliation.
- Budget – presentation at next dialog Wed.
- Report on Worth tour. Wine cooler was there because of Kendal Corp and was and is empty.

Shout outs:

- To Health care for RX supply.
- Maintenance about getting rid of exploding batteries.
- Shoutout to currents.
- To Arts and C rafts in hallway.
- To culinary team for superb performance. The suggestion was made to send them all to Costa Rica for a week for vacation.
- Shoutout to Floral Arrangers and the Administration for funding it.
- To Maintenance for getting rid of exploding batteries.
- To Betty Warner about 50th anniversary. SO to
- To Archives.
- To KRA President and VP for conversations in the lounge on Fridays.
- To Lower gardens which have contributed 600+ lbs of food to the community.
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Notes: (comments from residents)

- Gateway shop needs volunteers.
- Emergency number needs to be more widely distributed.
- Roy Manno is handing the repair of the stage curtain.
- CRA energy resolutions about reducing our carbon footprint have not yet been discussed by the KRA.
- Escaped Convict Problem. A debriefing was held with all concerned. An after-action report has been completed and will be presented to both communities. It has already been shared with the staff.
- Why can't employee appreciation fund stay within each community? These contributions are considered taxable income to the employee.
- CCRC council meets Dec 12 at Wesley Enhanced Living in Media. Anyone want to go?
- KCC connect doesn't have a printable list of staff. Seth Beaver says it is there.

End (followed by lunch).

Julie Knobil (CRA representative)

2ND VP REPORT FOR CRA MEETING December 4, 2023

This morning we'll hear brief summary reports from four of our Crosslands committees. We hope it will give you - both new and old residents – an update on what's happening in these committees, and what an important contribution they make to our community.

5. *Forum* – Lyn Back
6. *Light 'n' Lively* – David Camp
7. *Music* – Anne Gross
8. *4C Communications* – Judy Heald

In January, we plan to hear from the Safety Committee, the Energy Committee, the Sunflower Shop and the Wood Shop. If you have a specific committee you'd like to hear more about, please let Bunny know - We welcome your input!

Finally, the CRA Board has asked for a Crosslands resident to co-chair, with a Kendal resident, the KCC Transportation Committee. This committee meets monthly (the first Tuesday) to hear a report from Lindsay Eidson, Assistant Facilities Coordinator, who gives an update on what's happening in the department – for example, how many trips are taken for various reasons - medical, shopping, personal, etc.

Resident input and feedback are important not only for how detailed scheduling services are working, but the condition and availability of the large and small vehicles, and looking ahead, working with the administration about how KCC can provide the most efficient transportation services in the future.

Please let Bunny know if you are interested in volunteering to serve on this committee. The next meeting is December 19 at 11 am in the Crosslands Conference Room.

CRA BOARD CONCERMS SESSION OF NOVEMBER 21, 2023 and
PRESENTATION TO CRA BOARD ON 12/4/23

- Note 1: using the modern plural pronouns of they/their so that individuals cannot be identified by gender.
- Note 2: From Last CRA Meeting – The resident who was dealing with the vaping issue is moving to a new apartment in January and is pleased with the resolution.
- Note 3: Why are the Concerns sessions important?
 - An opportunity to address issues before they get too big to handle easily.
 - Have 2 objective listeners who can help and clarify.
 - Concerns can be both personal and general about the community.
 - Gives residents a chance to be heard and taken seriously.
 - Anonymity feels safe.
 - Others may share the concern.

From 11/21/23

- 1) A resident was concerned that they were charged for moving into a larger unit even though their move was caused by water leaks in their building.

Resolution: a discussion was held with Ed Plasha, and the resident is very pleased with the outcome of the discussion.

- 2) A resident was concerned that the outdoor night lights outside of their apartment are on 24/7.

Resolution. Roy Manno apologized for missing the resident's email and is getting the lights fixed.

- 3) A resident in Audland complained of poor Internet reception in ALL OF Audland as well as the rest of the center.

Resolution: The resident was visited by the tech department, but the problem has not yet been resolved.

- 4) A resident raised the concern that the recent fund-raising letter does not include the Energy Committee as a recipient of the Environmental Stewardship Fund.

Resolution: A conversation with Ed Plasha clarified the intent of the recent letter, and the Energy Committee will continue to work on the issue in the future.

- 5) A resident is concerned that some residents are not using the room use reservation form for weekly events.

Resolution: All groups need to use the room reservation form for all rooms in the main building.

Treasurer's Report

CRA Cash & Expenses			
For the Four Months Ended October 31, 2023			
CHECKING & MONEY MARKET ACCOUNTS:		\$123,826	
<u>EXPENSES</u>			
	<u>Actual</u>	<u>Budget</u>	<u>Difference</u>
<i>Committee Expenses > \$2,000</i>	<i>\$14,185</i>	<i>\$54,860</i>	<i>(\$40,675)</i>
<i>Committee Expenses < \$2,000</i>	<i>2,588</i>	<i>13,930</i>	<i>(11,342)</i>
<i>Sunflower/Wood Shop Expenses</i>	<i>7,720</i>	<i>23,654</i>	<i>(15,934)</i>
<i>Other Admin Expenses</i>	<i><u>1,477</u></i>	<i><u>8,100</u></i>	<i><u>(6,623)</u></i>
<i>Total Expenses:</i>	<i>\$25,970</i>	<i>\$100,544</i>	<i>(\$74,573)</i>